

The Effect Of Work-Family Conflict And Family-Work Conflict On Work Stress And Work-Life Balance Of Nurse

Baiq Rabiatal Adawiyah Kartika Wulan¹, Lalu Suparman², Siti Nurmayanti³

¹Magister of Management, Faculty of Economics and Business,
University of Mataram, Mataram, Indonesia

^{2,3}Faculty of Economics and Business, University of Mataram, Mataram, Indonesia

ABSTRACT

This research aims to determine the effect of work-family conflict and family-work conflict on nurses' work stress and work-life balance at Mataram city regional general hospital. The respondents in this research were 178 nurses. The data collection in this study was a questionnaire. This research uses the Structural equation model Partial Least Squares (SEM-PLS) analysis. The results showed that (1) Work-Family Conflict has a negative and significant effect on Work-Life Balance. (2) Family Work Conflict has a negative and significant effect on the work-life balance. (3) Work-Family Conflict has a positive and significant effect on work stress. (4) Family Work Conflict has a positive and significant effect on work stress. (5) Work Stress has negative but does not significantly affect Work-Life Balance.

Keywords: Work-Family Conflict, Family-Work Conflict, Work Stress, Work-Life Balance

INTRODUCTION

The company's success starts from empowering human resources, namely employees who provide energy, creativity, and enthusiasm for the company as the main driving force (Anggriawan, 2015). However, due to the increasing number of work conditions and demands of employees in the company, it becomes difficult for employees to maintain a balanced level of work-life or what is known as Work-Life Balance.

According to Lockwood (2003), work-life balance is a state of balance between two demands in which the work and life of an individual are the same. Work-life balance in the view of employees is the choice of managing career and personal obligations or responsibilities towards family. Whereas in the company's view, work-life balance is a challenge to create a supportive culture where employees can focus on their work while at work.

In the Work-Life Balance Phenomenon in general, what is often seen is that the actual working hours of employees are 8 hours a day. However, the company's task deadlines cause employees to work more than 8 hours a day, so employees have to use overtime to complete them. Workers are required to carry out their work to the fullest. Still, sometimes the company overrides the work-life balance of its employees for the company, such as the target of completing urgent tasks so that sometimes they have to work overtime (overtime), work meetings until late at night, as well as business trips out of town. Ultimately make the needs with the family, environment, and personal fulfillment so disturbed or unbalanced. Often, companies provide an excessive number of tasks or work,, resulting in decreased work productivity for employees (Asepta & Maruno, 2017: 78). It shows that an individual has difficulty balancing his personal life and work.

From this phenomenon, Moore (2007) explains that work-life balance is a condition where an employee can balance the roles between work and personal life. The phenomenon of Work-Life Balance that often occurs is when an individual cannot maintain a balance between his personal life

and work, which can lead to medical, psychological, and behavioral consequences that impact decreasing individual and organizational productivity.

Several factors can influence Work-Life Balance. According to Poulouse and Sudarsan (2014), one factor that influences work-life balance is Work-Family Conflict. A work-family conflict is a form of role conflict within a person that arises because of role pressure from work contrary to role pressure from the family (Alam, 2017: 111). Furthermore, Ashar & Harsanti (2016:122) argue that work-family conflict occurs when a person in his work cannot divide or balance time for family matters, and work affairs can experience disputes which are usually referred to work-family conflict.

In addition to work-family conflict, another factor affecting Work-Life Balance is family-work conflict. Family Work Conflict (FWC) is a dual role conflict between roles caused by the demands of roles at work and the family contradict each other in several ways (Greenhouse and Beutell in Rptiono, 2019). Furthermore, according to Netemeyer, Boles, & McMurrian (1996), Family-Work Conflict is a form of conflict between roles, including time, and tension that comes from the family that interferes with a person carrying out his responsibilities at work. This FWC occurs when pressure from the family interferes with duties at work (Wang, Peng, John, Kan, & Shi, 2010: 298).

The research results by Arunika and Kottawatta (2015); Chen, Zhang, Wang, and Zheng (2020) show that Family Work Conflict has a significant effect on Work-Life Balance. In addition, to the research results by Gragnano, Simbula, and Miglioretti (2020); Chen, Zhang, Wang, and Zheng (2020), Work-Family Conflict has a significant effect on Work-Life Balance.

In addition to work-family conflicts and family work conflicts that can affect work-life balance, work stress also affects work-life balance. According to Dewi, Bagia, and Susila (2014), work stress is a condition of tension experienced by employees due to an imbalance between job demands and the ability of employees to complete their work. Likewise, alias, Sehat, Othman, Marmaya, & Koe (2019) stated that job stress is one of the common challenges that employees may face wherever they work.

Robbins & Judge (2015) state that the impact of work stress on employees is divided into three, namely physiological symptoms (direct effects, disease onset, and chronic health conditions), psychological symptoms (anxiety, low emotional health, and low job satisfaction), and behavioral symptoms (low performance, high absenteeism, and high turnover). Mondy & Martocchio (2016) that stress is not always negative; if excessive stress can have the opposite effect, mild stress can increase productivity and help develop creative ideas. The research results by Boas & Morin (2018); Bahar & Prasetyo (2021) show that work stress affects Work-Life Balance.

According to Hasibuan (2014), several factors can encourage the formation of work stress caused by the work itself, namely family problems such as children, in-laws, husbands, and others. An employee who has personal issues, his emotional state tends to be unstable, and difficult to focus on one thing because his thoughts are divided. Likewise, an employee who has unique problems and is faced with a demanding job will cause work stress. From this perspective, pressure can also be influenced by Work-Family Conflict and Work-Family Conflict.

The high level of work-family conflict in the world of work is one factor that triggers stress. Because the higher the Work-Family Conflict experienced by an individual, the stress level will increase. This tendency occurs because the working hours, working relationships, and workload of a worker are too dense, and all attention and thoughts are too devoted to one role (Greenhaus and Beutell, 1985). Likewise, Poelmans (2003) stated that work-family conflicts resulted in several adverse outcomes, including work stress.

On the other hand, family work conflict is a conflict that occurs when an individual is unable to fulfill a role at work because he has to perform a function in the family (Jatmika and Suryadi, 2021). According to Aminah (2011), individuals who get work demands that exceed their ability limits, such as overtime, will bring up fatigue, tension, and negative emotions.

According to Verma (2013), such conditions often trigger conflicts at work and, if not handled thoughtfully, will significantly impact the organization's achieving its goals. In addition,

employees who experience things that go awry between family and work can experience pressure (stress).

The research results by Devi and Rani (2016); Agustina and Sudibya (2018); show that Work-Family Conflict has a significant effect on employee work stress, whereas if Work-Family Conflict at work is very high, it will increase employee work stress. Research by Elina, Siregar, and Sadijah (2021) shows that Family Work Conflict affects work stress. A different study conducted by Tamang (2010) stated that role conflict did not significantly affect achieving work-life balance. In line with the research of Masita, Delyara, Fernando, Himmawan, & Claudianty (2019), Work-Family Conflict does not have a significant effect on work-life balance. Karckay Research & Bakalim (2017) found that work-family conflict hurts work-life balance. Research conducted by Bahar and Prasetyo (2021); Pordanjani & Ebrahimi (2018); shows a significant negative relationship between work stress and work-life balance. The opposite result by Mantri & Kale (2019) showed practical positive effects on the relationship between work stress and Work-Life Balance.

Several Gap theories explain the existence of gaps in different research results. Therefore it is necessary to do further development in this study. Namely, the focus of research on variables works Family Conflict, Family Work Conflict, Work Stress, and Work-Life Balance. So the object of this research, namely the Mataram City Regional General Hospital, is known to still exist indication of Work-Life Balance Phenomenon, which is influenced by Work-Family Conflict, Family Work Conflict, and Work Stress.

The phenomenon of work-life balance and work stress associated with work-family conflict can occur in various organizations, one of which is a hospital. The Mataram City Regional General Hospital is one of the Mataram City government-owned hospitals, officially established on August 31, 2009, and started operating on March 3, 2010, as one of the health service units located in Mataram.

In this research, researchers focus on nursing staff, where nursing staff is an essential component in health services in hospitals 24 hours and must be ready to serve the needs of patients based on their abilities and work skills. When carrying out a role as a worker in a hospital with high job demands, a nurse also has a role as a family member. The existence of various functions that must be carried out can cause conflict when two or more processes co-occur, and one part can hinder the implementation of the other roles. When this role conflict occurs, it will cause no work-life balance.

Based on the researcher's observations on the work-life balance of nurses at the Mataram City Hospital, most of them have indications of problems where many nurses are unable to balance work time with personal and family life. The conditions experienced by some of the current nurses who work at the Mataram City Regional General Hospital are indicated to experience work fatigue due to shift work. After finishing the shift work, nurses immediately maximize their work to rest (sleep) at home, but sometimes nurses who have children have to accompany their children to play at home. Home and not to mention preparing the husband's needs and pleasing the husband's attitude. Even on holidays (Sundays), they still work, partly because a tight work schedule regulates it, so they must be ready to work at any time. Their work uses a shift system divided into the morning shift starting from 08.00-14.00, the afternoon shift starting from 14.00-21.00, and the night shift starting from 21.00-08.00. If a nurse cannot balance work time with family, it will interfere psychologically, causing anxiety, both anxiety about family and stress about work. If this is prolonged, it will impact decreased mental and physical fatigue and cause conflicts between work time and family.

It is indicated that nurses are still low who have a balance between working time and their role as family members who provide guarantees for the needs of life for the family.

After several pre-survey results with interviews with several nurses at the Mataram City Hospital, it was found that nurse officers complained of stress due to current work where new assignments were increasing with the increase in Covid 19 cases that had to be handled quickly and accurately handling patients. Experience fatigue when finished wearing PPE Covid, which is required for Super Safety which is more energy and thought draining, especially excessive sweating

resulting in dehydration of the officers and not to mention that some patients do not comply with the examination regulations which show unpleasant behavior to the nurse on duty and checking health condition.

In addition, the existing problem is that they complain about the schedule for the distribution of work shifts which is sometimes not appropriate. In contrast, for female nurse officers who have families, sometimes it becomes a burden when they get the night shift because, according to her, work requires physical strength and work situations that often meet patients in critical condition. The risk of exposure to disease from patients can be one of the factors indicating the emergence of stress on nurses. With the existing shift work, married female nurses can experience conflicts between taking care of their families and helping patients professionally, which is their responsibility.

When female nurses work the night shift, they also have to take care of the housework in the morning. So that rest time is reduced, which makes nurses feel physically and mentally tired at work which causes work stress. The conditions of work fatigue that were complained of were in terms of physical complaints, such as dizziness, headaches, fatigue in the legs, pain in the neck and back, and difficulty sleeping due to irregular sleep patterns. In terms of non-physical complaints, there are feelings of anxiety, panic, and the complexity of patient data collection, which must be done carefully.

Based on the background of the existing problems, this study focuses on examining more deeply the effect of dual role conflict consisting of Work-Family Conflict (WFC) and Family Work Conflict (FWC) on work stress and Work-Life Balance (WLB).

Based on the description of the background, the objectives in this study include:

- 1) Determine the effect of work-family conflict (WFC) on the Work-Life Balance (WLB) of nurses.
- 2) Determine the effect of family-work conflict (FWC) on the Work-Life Balance (WLB) of nurses.
- 3) Determine the effect of work stress on nurses' work-life balance (WLB).
- 4) Determine the effect of work-family conflict (WFC) on the work stress of nurses.
- 5) Determine the effect of family-work conflict (FWC) on the work stress of nurses.

LITERATURE REVIEW

Work-Family Conflict

Greenhaus and Beutell in Wijayanti et al. (2016) define work-family conflict as a form of conflict between roles where pressures from work and family do not match each other. Someone will spend more time to be used in fulfilling essential functions, so less time to fulfill different parts. It causes a person to experience role conflict because the demands of work and family roles cannot be mutually aligned.

Work-family conflict can occur in both women and men. Research by Apperson, Schimdt, Moore, & Grunberg (2002) found several levels of role conflict between men and women and that women experience role conflict at a higher level than men. Women view the family as their main obligation and should get more attention than their worker role. Women spend more time on family matters, so women report experiencing more work-family conflict. Conversely, men tend to spend more time dealing with work matters than women, so the rate of men experiencing work-family conflict is meager (Gutek, Searle). , & Klepa, 1991).

Based on research conducted by Christine (2010), several problems cause dual role conflict. According to Christine, family problems usually occur and are the most extensive area in a married family with children aged 0-6 years. Children at the age of toddlers are when they are developing their brains and behavior, so they will be more aggressive in moving, and in this condition, the family is required to be able to guide their children well. Besides that, they also have to manage household work and their profession. It is where individuals with various kinds of activities must be required to handle their families properly.

According to Greenhaus (2002), "work-to-family conflict refers to a form of inter-role conflict in which participation in family roles is made more difficult under participation in the work

role." The meaning is that work conflict against family refers to a form of competition where participation in family roles becomes more difficult due to participation in work roles.

According to Greenhaus & Beutell (1985), Work-Family Conflict can be seen from several indicators, namely Time Based Conflict, Strain Based Conflict, and Behavior-Based Conflict,

Family-Work Conflict (FWC)

Alsam et al. (2013) stated that family-work conflict occurs when a person finds it difficult to unify the needs of both roles, namely work roles and family roles, when family-work conflicts arise. Family-to-work conflict occurs when experiences in the family affect work life. According to Greenhaus & Beutell (1985), Family Work Conflict can be seen from several indicators, namely Time Based Conflict, Strain Based Conflict, and Behavior-Based Conflict.

Work Stress

Robbins (2004) reveals that work stress is an excessive workload, feelings of difficulty, and emotional tension that hinder individual performance. Stress is the inability to overcome the threats faced by the mental, physical, emotional, and spiritual humans, which at one time can affect the human physical health.

Hellriegel and Slocum (2004) state that work Stress is a feeling of pressure experienced by employees in dealing with work. Job stress is also an accumulation of several sources of Stress, namely work situations that are considered pressure for most people (Nayaputera, 2011). It is further stated that job stress is an interaction between several working conditions and the characteristics possessed by workers where the job demands exceed the worker's ability.

According to Robbins & Judge (2015), three factors influence work stress, namely:

a) Environmental factor

Environmental factors such as ecological uncertainty affect the design of the structure of an organization. The delay also affects the level of stress among employees.

b) Organizational Factor

There are many factors in an organization that can cause Stress. Pressure to avoid mistakes or complete tasks within a limited timeframe, excessive workload, a demanding and insensitive boss, and unpleasant coworkers

c) Individual Factor

Individual factors can include factors in the personal life of employees. Especially these factors are family issues, emotional economic problems, and internal personality characteristics.

According to Robbins & Judge (2015), work stress indicators, namely Physiological Symptoms, Psychological Symptoms, and Behavioral Symptoms.

Work-Life Balance

Work-life balance(WLB) is a broad and complex phenomenon. Greenhaus (2002) defines work-family balance as "the degree to which an individual is equally involved (in terms of being equally satisfied) with his work role and family role." WLB is based on the personal and work-life conflicts experienced by employees. Work-life balance is said to balance the time a person spends at work compared to the time spent in one's personal life (Abioro, Oladejo, and Ashogbon, 2018).

Two concepts support work-life balance, namely achievement and happiness, where one must have both. It is why those who are considered successful do not feel as happy or unhappy as they should be (Bataineh, 2019). One's success is how much money one has and ensures one has a good family life. On the other hand, schedules that are not appropriately managed and conflicts in domestic life due to a lack of time to gather and communicate can cause depression in the company (Meenakshi, Subrahmanyam, & Ravichandran, 2013).

WLB brings many benefits in the form of a combination, such as increased job satisfaction and increased organizational productivity (Lazar, Osoian & Ratiu, 2010). In addition, appropriate work-life balance initiatives will help prevent deviant behavior at work (Osibanjo, Olubusayo, Olalekan & Adenike, 2015).

According to Poulose and Sudarsan (2014), the achievement of WLB is influenced by several factors, both from within the individual and from the environment. Personal factors are Personality, Psychological well-being, and Emotional intelligence. Organizational factors include work, work-life policies, support, job stress, technology, and roles. Finally, the social environment consists of children, family support, and others.

According to McDonald (2008), Work-Life Balance is indicated by time balance, involvement balance, and Satisfaction Balance.

Conceptual Framework for Research and Hypothesis Development

Nurses are one of the health workers in hospitals who play a significant role because they deal directly with parties (patients/patient families) who must be served. Therefore, nurses have a high workload to provide safe nursing practice. On the other hand, a nurse also has to carry out duties related to the role of a family member.

The existence of various roles that must be carried out can cause conflict when two or more parts occur simultaneously, and one position can hinder the implementation of the other roles. When this role conflict occurs, it will cause no work-life balance.). Some of the factors that cause imbalances in work-life are indications of the influence of work stress, work-family conflict, and family-work conflict.

From the description of the problem, the conceptual framework is formulated as follows:

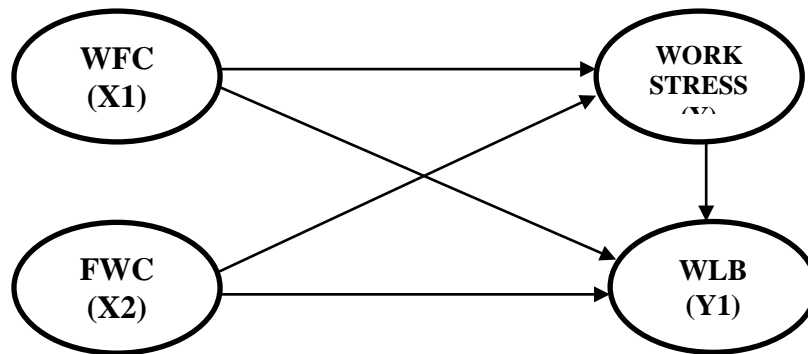


Figure 1. Research Conceptual Framework

- H1 = Work-Family Conflict(WFC) has a negative effect on Work-Life Balance. The higher the Work-Family Conflict, the lower the work-life balance.
- H2 = Family Work-Conflict(FWC) harms Work-Life Balance. The higher the FWC, the lower the WLB.
- H3 = Work stress harms work-life balance. The higher the work stress, the lower the WLB.
- H4 = Work-Family Conflict (WFC) positively affects work stress. The higher the work-family conflict, the higher the work stress.
- H5 = family-work conflict (FWC) positively affects work stress. The higher the Family Work Conflict, the higher the work stress.

RESEARCH METHODS

This research was conducted with a quantitative approach with a causal procedure. Quantitative analysis is a calculation approach that uses statistical analysis tools in carrying out the test (Sekaran, 2011). This study was designed to determine the effect of Work-Family Conflict and Family Work Conflict on work stress and their impact on Work-Life Balance on nurses at the Mataram City General Hospital.

The data collection method in this study used a survey sample. Survey research is research conducted on large and small populations. At the same time, the data studied are data from samples taken from the people so that relative events, distributions, and relationships between sociological and psychological variables are found (Sugiyono, 2013). The selection in the study is quite large,

with as many as 318 available nursing staff who directly provide nursing services. From this number with a simple random sampling technique, the number of research samples became 178 people.

The data collection in this study was a questionnaire. A questionnaire is a list of questions given to other people willing to respond according to user requests (Riduwan, 2015). Furthermore, the questionnaire used to measure Work-Family Conflict and Family Conflict was sourced from Greenhaus (2002) and adapted to the situation and conditions at the research location. The questionnaire used to measure work stress was sourced from Robbins & Judge (2015) and adapted to the problem and needs at the research location. Then related to the WLB measurement sourced from McDonald (2008).

Data analysis and hypothesis testing using PLS-SEM (Partial Least Squares – Structural Equation Modeling) analysis using smartPLS software.

RESEARCH RESULT

Using the PLS approach, data analysis was carried out by evaluating the measurement and structural models. Testing with the PLS approach is practical because this test is not limited by the fulfillment of normally distributed data and limitations on the number of data samples.

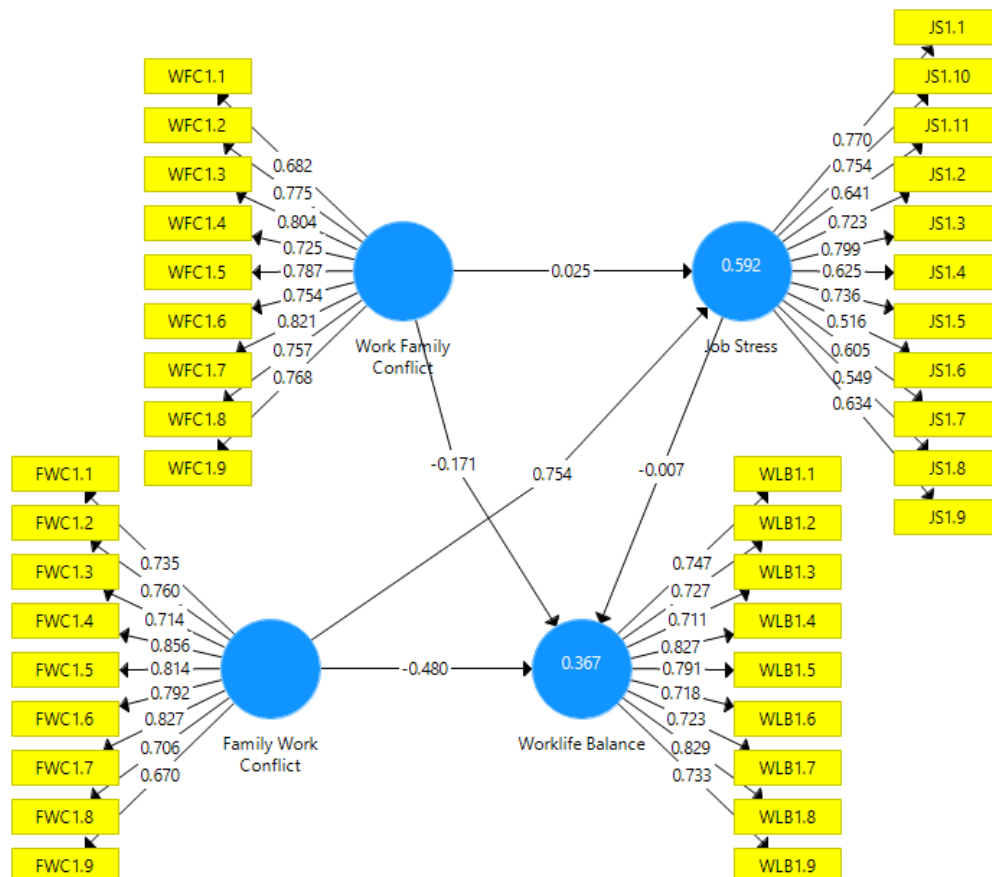


Figure 4.1. PLS-SEM Outputs

It can be seen that all variable indicators have factor loading values > 0.50 . Therefore, these indicators are then used as items in model testing. Convergent Validity And Composite Reliability

The measurement model based on the reflection indicator is evaluated with convergent validity, as seen from the AVE value and composite reliability (Ghozali, 2011: 24). The value can be seen in Table 1.

Table 1. Quality Criteria

Variable	AVE	Composite Reliability	Cronbachs Alpha
Work Family Conflict	0.585	0.927	0.912
Family Work Conflict	0.587	0.927	0.911
Work Stress	0.454	0.900	0.878
Work Life Balance	0.574	0.924	0.907

It can be seen in Table 4.13. that the AVE value is more than 0.40 (if it is close to the 0.4 value, it is still acceptable). The composite reliability value of each variable is more significant than 0.70 as the cut-off value. Likewise, the value of Cronbach's alpha follows the recommended value (> 0.70). Therefore, the internal consistency (goodness of fit) was concluded to have been fulfilled.

Measurement Model (Outer Model)

The goodness of the Fit Model measured using an R-square dependent latent variable with the same interpretation as regression; Q-Square predictive relevance for structural models, measuring how well the model and the estimated parameters generate the conservation values. Q-square value > 0 indicates the model has predictive relevance; conversely, if the value of Q-Square 0 indicates the model lacks predictive relevance. Based on the results of the total determination coefficient of 0.728, the diversity of data that this research model can explain is 72.8%. While the rest is explained by other variables from outside the model that is not included in this research model

Hypothesis Testing Results

The t-value generated by running the Bootstrapping algorithm determines whether the proposed hypothesis is accepted. The hypothesis will be supported if the p-value is less than the critical value, which is 0.05 (5%). The results of the significance level test can be seen in Table 1. which summarizes the results of hypothesis testing with the PLS approach. The path coefficient value is obtained from the SmartPLS output, seen below.

Table 2. Model Structural Test Results

Effect Between Variables	Coefficient	T- Statistics	P-Value	Information
<i>Work Family Conflict</i> -> Work Life Balance	-0.171	2,256	0.025	Significant
<i>Family Work Conflict</i> -> Work Life Balance	-0.484	3,755	0.000	Significant
<i>Work Family Conflict</i> -> Job Stress	0.054	0.533	0.595	Not significant
<i>Family Work Conflict</i> -> Job Stress	0.800	8,609	0.000	Significant
Work Stress -> Work Life Balance	-0.002	0.012	0.991	Not significant

The first hypothesis (H1) in this study states, "It is suspected that Work-Family Conflict has a negative and significant influence on the Work-Life Balance of Nurses at the Mataram City General Hospital." Through hypothesis testing with PLS with test results showing that Work-Family Conflict has a path coefficient value of -0.171 on the Work-Life Balance of Nurses at the Mataram City General Hospital, with a significance value of 0.034 (lower than an error tolerance of 5%) which means negative and significant, so it can be stated that the first hypothesis is accepted.

The second hypothesis (H2) in this study states, "It is suspected that Family Work Conflict has a negative and significant influence on the Work-Life Balance of Nurses at the Mataram City General Hospital." Through hypothesis testing with PLS with test results showing that Family Work Conflict has a path coefficient value of -0.480 on the Work-Life Balance of Nurses at the Mataram

City General Hospital, with a significance value of 0.000 (lower than 5% error tolerance) means negative and significant, so it can be stated that the second hypothesis can be accepted.

The third hypothesis (H3) in this study states, "It is suspected that Work-Family Conflict has a positive and significant influence on the Work Stress of Nurses at the Mataram City General Hospital." Through hypothesis testing with PLS with test results showing that Work-Family Conflict has a path coefficient value of 0.025 on Nurse Work Stress at the Mataram City General Hospital, with a significance value of 0.778 (more significant than an error tolerance of 5%) which means vivacious is not substantial, so it can be stated that the third hypothesis is rejected.

The fourth hypothesis (H4) in this study states, "It is suspected that Family Work Conflict has a positive and significant influence on Nurse Work Stress at the Mataram City General Hospital." Through hypothesis testing with PLS with test results showing that Family Work Conflict has a path coefficient value of 0.754 on Nurse Work Stress at the Mataram City Regional General Hospital, with a significance value of 0.000 (lower than 5% error tolerance) which means cheerful and significant, so it stated that the fourth hypothesis is accepted.

The fifth hypothesis (H5) in this study states, "It is suspected that work stress has a positive and significant influence on the work-life balance of nurses at the Mataram City General Hospital." However, through hypothesis testing with PLS with test results showing that work stress has a path coefficient value of -0.007 to the Work-Life Balance of Nurses at the Mataram City General Hospital, with a significance value of 0.966 (greater than 5% error tolerance) which means negative is not significant, so it stated that the fifth hypothesis is accepted.

DISCUSSION

Effect of Work-Family Conflict on Work-Life Balance

Work-Family Conflict has a negative and significant effect on the Work-Life Balance of Nurses at the Mataram City General Hospital. If the Work-Family Conflict felt by the nurse is getting higher, then the Work-Life Balance of the nurse is getting lower. On the other hand, if the Nurse's Work-Family Conflict gets lower, their Work-Life Balance increases.

It is due to strong social support as a support system, having satisfying social relationships, reliable coworkers or people with one frequency who can be a place to share, good relationships and support from family, and good work culture. Good work experience that it helps them always to be able to complete their work well and professionally, time management that has been mastered, a high level of concern for each other, and most importantly, there is a sound support system, including social support that can be relied on when they are with each other. Need each other's help.

The support can be very diverse, from helping when you have problems to sharing stories (emotional support: advice, advice, information, listening to reports). It is crucial for physical and mental health and can avoid depression and risky behaviors such as driving at high speed on the road or drinking alcoholic beverages. So even though nurses face a hectic job and at the same time have to deal with personal matters, namely family, these things can be overcome and can still be balanced. As a result, they remain calm in carrying out their daily lives.

This finding follows the theory put forward by Karckay & Bakalim (2017:3) that the relationship between work and family life is in two different directions. Work-family conflicts can harm themselves, their families, and the organization to balance time and roles. Therefore a person's work and family life can affect their family life. If working women prioritize time and work roles, family life will be disrupted.

According to Kadir (2001), if women work, their time and role in the family are not optimal. Therefore, when working women experience work-family Conflict, they have difficulty establishing a balance in the two domains of life. The results of this study are in line with research by Gragnano, Simbula, and Miglioretti (2020) and Chen, Zhang, Wang, and Zheng (2020) that Work-Family Conflict has a significant effect on Work-Life Balance.

Effect of Family Work Conflict on Work-Life Balance

Family Work Conflict has a negative and significant effect on Work-Life Balance of Nurses at the Mataram City General Hospital. If the Family Work Conflict felt by the nurse is getting higher, then the Work-Life Balance of the nurse is getting lower. Conversely, if the Nurse's Family Work Conflict is lower, the Nurse's Work-Life Balance increases.

And the most important thing is the existence of a sound support system, including social support that can be relied upon when they need each other's help. The support can be very diverse, from helping when you have problems to sharing stories (emotional support: advice, information, listening to reports). It is crucial for physical and mental health and can avoid depression to risky behavior such as driving at high speed on the road or drinking alcoholic beverages.

This finding follows the concept put forward by Greenhaus and Beutell (1985) that role conflict in a person that arises due to role pressure from work as opposed to role pressure from family can impact the balance between the two. Multiple role conflicts can occur due to the long working hours of individuals so that time with family is reduced. Therefore, individuals must carry out two roles simultaneously, namely in work and family.

According to Jatmika and Suryadi (2021), family-work Conflict occurs when individuals cannot fulfill roles in work because they have to fulfill roles in the family. With this condition, the balance between the two functions becomes less balanced. Simon (in Nimas and Cholichul, 2012) said that dual role conflict arises because of several factors, namely the demands of work and family, difficulty dividing time between work and family, and the pressure from work makes it difficult for a person to meet family needs and obligations. A job that often changes plans with the family.

The results of this study are in line with previous research conducted by Arunika and Kottawatta (2015) showing that Family Work Conflict has a significant effect on Work-Life Balance. Likewise, Chen, Zhang, Wang, and Zheng (2020) found that Family Work Conflict has a substantial impact on Work-Life Balances.

The Effect of Work-Family Conflict on Work Stress

Work-Family Conflict has no significant effect on work stress. Although the Work-Family Conflict felt by nurses is high or low, it will not cause stress in their work.

It is because the nurses at the Mataram City General Hospital can control and balance work and family interests. They also use specific ways to protect themselves from the adverse effects of work stress. For example, due to good and professional work experience, nurses can organize work based on priorities, building a solid support system can help nurses reduce the adverse effects of work stress, application of a healthy lifestyle and mindful eating so that although the Work-Family Conflict perceived by nurses is high or low, it will not cause stress in their work.

This finding is in line with the theory put forward by Hasibuan (2014) that several factors can encourage the formation of work stress caused by the work itself, namely problems that arise in work and family. An employee who has personal issues and is faced with a demanding job will cause work stress.

Hobfoll in Hossen et al. (2018) describes stress as a reaction to the environment that frustrates employees and increases their mental and emotional exhaustion. Greenhaus (2002) noted work-family conflict as the inter-role conflict in which role demands originating from one domain (work or family) are inconsistent with those from another field (family or work). The results of this study are in line with the results of research from Hossen, Sultana, and Begum (2018), which found that WFC causes more significant work stress. Similarly, the findings in the study of Poelmans (2001), Roberts (2015), Devi and Rani (2016) found that WFC can cause work stress to become higher.

Effect of Family Work Conflict on Work Stress

Family Work Conflict has a positive and significant effect on work stress. That is if the Family Work Conflict felt by nurses is getting higher, then their work stress is getting higher. On the other hand, if the family work conflict felt by nurses is getting lower, their work stress will be lower.

The nurses at the Mataram City General Hospital can control and balance the interests of work and family. They also use specific ways to protect themselves from the adverse effects of work stress. For example, due to good and professional work experience, nurses can organize work based on priorities, and building a solid support system from family and co-workers can help nurses reduce the impact. Bad results from work stress, the application of a healthy lifestyle and mindful eating, so that even if the Family Work Conflict perceived by nurses is high or low, it will not cause stress in their work.

This finding is in line with the concept put forward by Verma (2013) that conflict conditions in the family often trigger conflicts at work. If not handled seriously, it will have a very significant impact on the organization in achieving its goals because employees can experience pressure (stress). Furthermore, according to Aminah (2011), individuals who get job demands that exceed their ability limits, such as overtime, will bring up fatigue, tension, and negative emotions, mainly because they often leave time with their family, which will trigger stress in them.

This finding is in line with previous research conducted by Jamadin et al. (2015) which found that FWC correlated with employee work stress. Furthermore, the results are similar to the analysis of Haar et al. (2009) which found that employees who work in the financial sector in New Zealand experience higher levels of work stress. It was further explained that employees experience anxiety due to the inability to socialize and poor quality time with children and family. In addition, employees were also found to have a bad relationship with their partners due to busy work schedules and unfinished work.

Effect of Work Stress on Work-Life Balance

Work Stress negative does not significant affect on Work-Life Balance. If the level of work stress felt by nurses is higher or lower at the Mataram City General Hospital, it will not affect the work-life balance of nurses at work.

Work and family life are separate domains unrelated to each other. However, it is now recognized that domestic identities and responsibilities sometimes extend to the workplace and organizational identities and responsibilities often cross into domestic life. Work-life balance and stress go hand in hand. What seems essential in this regard is the importance of workers putting credit in their lives and the effectiveness of workplace policies and practices in supporting them to achieve their goals (Ross & Vasantha, 2014).

According to Mantri & Kale (2018), to balance a person's work life, it is necessary to know their stress level so that individuals can take action. The results of this study have shown that the work stress felt by nurses at the Mataram City General Hospital has no significant effect on their work-life balance. The level of work stress of the nurses is still at the threshold. Their work stress level is in the high category, not very high. Once associated with work-life balance, which is in the reasonably balanced category, the stress that nurses feel does not interfere with their balance at work. For example, when they have a solid and heavy job, they can still share it with their co-workers. Then when they have to pick up their children, they can change shifts with other nursing colleagues so that it doesn't make them too stressed at work. This finding is somewhat different from previous research conducted by Boas & Morin (2018), Alias et al. (2019), Weerasinghe & Dilhara (2017), and Pordanjani & Ebrahimi (2018), who found that there was a significant negative relationship between work stress and work-life balance.

CONCLUSION

From the results of the research and discussion above, the conclusions the research that can be drawn are:

- 1) Work-Family Conflict has a negative and significant effect on Work-Life Balance.
- 2) Family Work Conflict has a negative and significant effect on the work-life balance.
- 3) Work-Family Conflict has positive and significant effect on work stress.
- 4) Family Work Conflict positive and significant effect on work stress.
- 5) Work Stress has negative but does not significantly affect Work-Life Balance.

SUGGESTION

- 1) The current work in the Mataram City Regional General Hospital is indeed more dominant and very dense because of the ongoing pandemic. Therefore, hospital management must strengthen spirituality in the workplace so that the problems encountered in the work environment are not too carried away into the family environment.
- 2) Employees' family problems often cause communication in the workplace to be disrupted. Therefore, it is necessary to direct every nurse to remain wise and wise in dealing with any excessive workload to become more professional in their work.
- 3) To overcome the work stress of nurses due to feeling a physical imbalance at work. It is necessary to strive for regular morning exercise, not only every Friday morning. It will strengthen the physical condition of the nurses.
- 4) Working time is indeed more dominant than family time, so it is necessary to use vacation time by nurses to vacation with family. Management needs to consider this by providing more compensation for nurses when vacationing with their families.

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