

THE INFLUENCE OF WORK FAMILY CONFLICT AND WORK ENVIRONMENT ON JOB SATISFACTION THROUGH JOB STRESS AS INTERVENING VARIABLES

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ABSTRACT

This study aims to analyze the effect of the relationship between Work Family Conflict and Work Environment on Job Satisfaction with Job Stress as an intervening variable during the 2020 pandemic for nurses at RSUD Dr. M. Haulussy Ambon. The research design used data analysis methods using the path paradigm with data analysis techniques using PLS-Path Modeling with the SMART PLS 3 application. The population used in this study were female nurses who were married at Haulussy Ambon Hospital with a total sample of 139 people. found from this study that Work Family Conflict has a significant positive effect on Job Stress, the Work Environment has a significant positive effect on Job Satisfaction,

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1. INTRODUCTION

At the end of 2019, an outbreak of disease began to spread and caused mass panic throughout the world which eventually became known as Covid 19. As medical personnel who are at the forefront of dealing with the covid 19 outbreak, one of them is a nurse, of course this cannot be separated from the increased workload. severe enough to cause work stress (Robbins and Judge, 2018). RSUD Dr. M. Haulussy Ambon is the center for handling the Covid 19 pandemic for the Maluku region and its surroundings.

The nurses who work at RSUD Dr. M. Haulussy Ambon are mostly women and are already married and even have children. This nurse who has a family has a dual role, namely as a housewife for her family and a medical worker for her work. This dual role can trigger a conflict known as Work Family Conflict. In several studies it has been suggested that work-family conflict is one of the causes of job stress which will have an impact on a worker's job satisfaction. However, in other studies it has been argued that work-family conflict is a direct cause of a worker's job dissatisfaction. This shows that there is a research gap from work-family conflict on job satisfaction. This Research Gap can be seen in the following table:

Table 1. Research Gaps

No	Work-family conflict as the main influence on job satisfaction	Work-family conflict not as the main influence on job satisfaction
1.	Desta Normalita Kurnia (2016)	Adnyana Sudibya and Metta Astari (2018)
2.	Lisa Dwi Afrilia and Hamidah Nayati Utami (2018)	Mardhiah Yaacob and Choi Sang Long (2015)
3.	I Wayan Jendra Ariana and I Gede Riana (2016)	Dong Seok Shin and Byung Yong Jeong (2020)

Apart from work-family conflict, the work environment is another factor that influences job satisfaction. The work environment is also one of the aspects that is very concerned by RSUD Dr. M. Haulussy Ambon during a pandemic. The environment in which an employee works every day can be said to be the Work Environment (Mardiana, 2011). According to Sedarmayanti (2009), the work environment is divided into two aspects, namely the Physical Work Environment and the Non-Physical Work Environment.

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Environment. The physical work environment is everything that is physical around the workplace. While the non-physical work environment is all forms of conditions that occur and are interrelated with work relations, both employee and superior relations and between employees and fellow employees.

In terms of the physical work environment, there is concern and anxiety among the nurses at RSUD Dr. M. Haulussy Ambon to their work environment where at the beginning of the pandemic there was news that people who were affected by the Covid 19 virus, objects they touched could also be a means of transmitting the Covid 19 virus to others which of course this had an impact on the job satisfaction of the nurses who decrease. In this case, not all nurses at RSUD Dr. M. Haulussy Ambon can overcome anxiety, fear and worry about the transmission of Covid 19, which can be carried to the family environment through the nurses themselves as OTG (People Without Symptoms). For aspects of the Non-Physical Work Environment where suspicion and fear arise between fellow nurses and other nurses when they interact with each other because the nurse may become a Person without Symptoms who can transmit the Covid 19 virus. In addition, the use of layered protective clothing, gloves and masks as well as strict rules regarding physical distancing is a matter that triggers stress when the nurses work. From this, small fights often arise between fellow nurses who have come from work stress that is created because of the rules that apply. This is in line with research conducted by Lulu Novena Sitinjak (2018) where in this study it was stated that the influence of the work environment has a significant influence on job satisfaction. Everything that is around the worker's environment that has influence on him in carrying out the tasks assigned is called the work environment (Nitisemito in Sahlan, 2015: 53). From this statement it becomes a reason that the work environment is one of the factors that can cause work stress and affect job satisfaction as quoted from Koesmono (2014) that the feelings, judgments or attitudes that an employee has towards his work can be linked to the work environment. a form of job satisfaction.

From the explanation regarding the differences in research results and the phenomena that occur in RSUD Dr. M. Haulussy Ambon during the early days of the Covid 19 virus pandemic as explained above, as the writer, I feel interested in understanding better by conducting research on the relationship between work family conflict and the work environment which affects an employee's job satisfaction with the intervening variable work stress. One of the main reasons the author raised work stress to be a connecting variable between work family conflict and the work environment on job satisfaction is due to the anxiety, fear and worry that nurses have at RSUD Dr. M. Haulussy Ambon in carrying out their profession as medical staff who have to serve patients, both sufferers of Covid 19 and non sufferers of Covid 19.

2. METHODS

WorkFamily Conflict is a form of role conflict in which the demands of work and family roles mutually cannot be aligned in several ways (Greenhaus and Beutell in Hargis, Kotrba, Zhdanova & Baltes, 2011). One of the effects of Work Family Conflict is work stress. This was stated by Amelia in Ni Wayan Mega Sari Apri Yani namely conflict will arise when a person has to make a choice between the 2 roles that must be lived (roles in the family and roles in work) so that multiple roles are created. In the work environment section, the opinion expressed by Sutarto (2010) in SKT Febriana states that stress is a reaction from a relationship between a person and his work environment where this aspect can affect and put pressure both physiologically and psychologically.

In a study conducted by Nilufar Ahsan, Zaini Abdullah, and David Yong Gun Fie entitled "A Study of Job Stress on Job Satisfaction among University Staff in Malaysia: Empirical Study" (2009) the results showed that job stress has a significant negative effect on job satisfaction. work. In another study conducted by Muhammad Iqbal and Muhammad Adnan Waseem with the title "Impact of Job Stress on Job Satisfaction among Air Traffic Controllers of Civil Aviation Authority: An Empirical Study from Pakistan" showed the results that job stress has a significant negative effect on job satisfaction. According to Levy in Triana NED Soeharto (2010), the things that precede job satisfaction are job characteristics, individual characteristics, social factors, and work-family conflict (work family conflict). Workers who experience high work-family conflict will experience job dissatisfaction than workers who experience low work-family conflict. Stress is a bad psychological state of a person that comes from a response to pressure in the surrounding environment (Robbins and Judge, 2014).

According to Lambert et al., in Dong Seok Shin and Byung Yong Jeong (2020), job satisfaction can be defined as a subjective interpretation of individual opinions based on the extent of meeting their needs in the work environment, relationships, or activities related to it. It also refers to personal attitudes, such as the overall impression, feelings, and evaluations one has about the job. In this study there are 4 variables where two exogenous latent variables are Work Family Conflict (X1) and Work Environment variables (X2), one endogenous latent variable is Job Satisfaction (Y2) and one mediating variable is Job Stress (Y1). As a researcher, I will examine and analyze the relationship between the four variables based on the following framework:

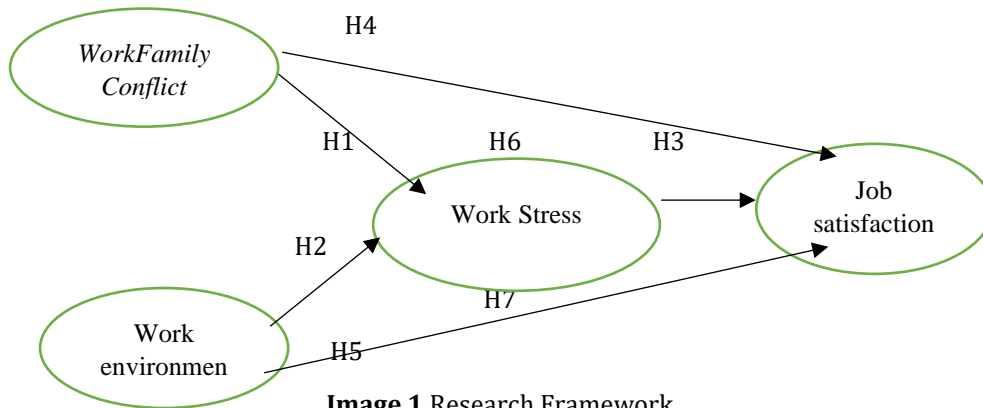


Image 1. Research Framework

The following is an explanation of the hypothesis formulation based on the above framework:

- H1 :Work family conflictsignificant positive effect on work stress
- H2 :The work environment has a significant negative effect on work stress
- H3 :Job stress has a significant negative effect on job satisfaction
- H4 :Work family conflictno significant effect on job satisfaction
- H5 :The work environment has a significant positive effect on job satisfaction
- H6: Work Family Conflict has a negative effect on job satisfaction through work stress
- H7 : The work environment has no effect on job satisfaction through work stress

3. RELUST AND DISCUSSION

3.1 Evaluation of the Measurement Model

The results of testing at the Measurement Model stage will be displayed in the tables below:

Table 2.AVE Test Results

Variable	AVE
Job satisfaction	0.776
Work environment	0.751
Work Stress	0.618
WorkFamily Conflict	0.666

All values of each variable tested are valid because they are above the standard value of 0.5, it is stated that the validity test has been successful and can be continued with the reliability test with two stages of testing, namely composite reliability and Cronbach Alpha.

Table 3.Composite Reliability Test Results and Cronbach Alpha

Variable	Composite Reliability	Cronbach Alpha
Job satisfaction	0.933	0.904
Work environment	0.900	0.834
Work Stress	0.890	0.847
WorkFamily Conflict	0.908	0.874

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From the results of the test table above, it can be concluded that all statement items in the questionnaire distributed are valid and appropriate. This is based on the theory of Prof. Dr. Iman Ghozali who stated that the value that passes the test on composite reliability and Cronbach Alpha must be above the standard value of 0.7 and the results from the test table above can be seen that each variable has a value above 0.7. After the Measurement Model testing phase has been completed, it can proceed to the Structural Model stage.

This structural model presents the results of an evaluation of how much the exogenous variables, namely Work Family Conflict (X1) and Work Environment (X2) have on the endogenous variables, namely Job Satisfaction (Y) and the mediating variable, namely Job Stress (Z). The following table shows the direct influence between exogenous and endogenous variables and the indirect effect, namely the influence through the mediating variable, namely Job Stress.

Table 4. Coefficient Path Test Results and Static T (directly)

	Coefficient path	T static	P values
LK (X2) -> SK (Z)	0.069	0.640	0.522
Work Family Conflict (X1) -> SK (Z)	0.576	8,829	0.000
LK (X2) -> KK (Y)	0.689	12,247	0.000
SK (Z) -> KK (Y)	0.120	1,356	0.176
Work Family Conflict (X1) -> KK (Y)	-0.024	0.227	0.820

Hypothesis testing:

- H1: Work Family Conflict has a significant positive effect on Work Stress
From the results above, the value of the path coefficient is 0.576 which means it has a positive effect. For the t stat value, which is 8,829 and the p value, which is 0,000, it means that it is significant because it is above the standard of 1.96 and the p value = 0,000. So H1 is concluded to be valid Work Family Conflict has a positive and significant effect on Work Stress
- H2: The work environment has a significant negative effect on work stress
From the results above, the value of the path coefficient is 0.069 which means it has a positive effect. The t stat value is 0.640 and the p value is 0.522 which means it is not significant because the t stat value is below the standard value of 1.96 and the p value is (0.522) > 0.000. So H2 is concluded to be invalid because the work environment has no significant effect on work stress even though the path coefficient is positive.
- H3: Job Stress has a significant negative effect on Job Satisfaction
From the results above, the value of the path coefficient is 0.120 which means it has a positive effect. For the t stat value, which is 1.356, it means that it is not significant because it is below the standard value of 1.96 and the p value (0.176) > 0.000. So H3 is concluded to be invalid because Job Stress has no significant effect on Job Satisfaction.
- H4: Work Family Conflict has no direct effect on Job Satisfaction
From the results of the table above, the value of the path coefficient is -0.024 and the t stat value is 0.227 < 1.96 and the p values are 0.820 > 0.000. So H4 is concluded to be valid because Work Family Conflict does not have a significant effect on Job Satisfaction.
- H5: Work Environment has a significant positive effect on Job Satisfaction
From the results above, the value of the path coefficient is 0.689 and the t stat value is 12.247 > 1.96 and the p value is 0.000 = 0.000. So H5 is concluded to be valid, namely the work environment has a significant positive effect on job satisfaction.

Table 5. Coefficient Path Test Results and Static T (indirectly)

	Coefficient Path	T Static	P Values
LK(X2) -> SK(Z) -> KK(Y)	0.008	0.477	0.634
WORK FAMILY CONFLICT(X1) -> SK(Z) -> KK(Y)	0.069	1,333	0.183

Hypothesis Testing:

- H6: Work Family Conflict has a negative effect on Job Satisfaction through Job Stress
From the results of the table above, the value of the path coefficient is 0.069 and the t stat value is 1.333 < 1.96 and the p values are 0.183 > 0.000. So H6 is concluded to be invalid because Work Family Conflict through Work Stress has no significant effect on Job Satisfaction.
- H7: Work Environment has no effect on Job Satisfaction through Job Stress
From the results of the table above, the value of the path coefficient is 0.008 and the t stat value is 0.477 < 1.96 and the p values are 0.634 > 0.000. So H7 is concluded to be valid because the Work Environment through Work Stress does not significantly influence Job Satisfaction even though the coefficient path is positive.

3.2 Discussion

From the results of the research that has been presented in the table above, both direct and indirect effects, the hypothesis that is tested correctly is H1 (Work Family Conflict has a direct and significant positive effect on Work Stress), H4 (Work Family Conflict does not have a direct effect on Job Satisfaction), H5 (Work Environment has a direct and significant positive effect on Job Satisfaction), and H7 (Work Environment has no effect on Job Satisfaction through Job Stress).

The nurses at RSUD Dr. M Haulussy Ambon has work conflicts that carry over into their family life, causing stress. The workload of nurses during the pandemic also increased and caused work stress. This is in line with the opinion put forward by Bakker, et al (2014) that Work Family Conflict is an inner conflict that arises in individuals which disrupts the individual's relationship with his family because the individual prefers to fulfill work rather than the obligations and needs of his family. The inner conflict that occurs can trigger conflict in the individual and if this conflict is not resolved it will trigger stress that can be carried over to the individual's work environment.

On the other hand, Work Family Conflict does not directly affect the job satisfaction of nurses at RSUD Dr. M Haulussy Ambon. This is in line with research conducted by Ni Made Metta Astari and I Gde Adnyana Sudibya (2018) that Work Family Conflict has no direct effect on job satisfaction. The cause of this happening can be said that the nurses at RSUD Dr. M Haulussy Ambon does have work conflicts but this does not reduce their job satisfaction because the nurses love their profession as medical staff.

The work environment owned by RSUD Dr. M Haulussy Ambon has been deemed appropriate by the nurses who work there so that this has a positive impact on the job satisfaction of the nurses. This is proven by the correctness of H5 and H7 that the work environment at RSUD Dr. M Haulussy Ambon has a direct positive effect and work stress does not mediate in influencing the job satisfaction of these nurses. In research conducted by Dong Seok Shin and Byung Yong Jeong (2020) stated that job satisfaction is the result of a subjective interpretation of individual opinions based on the expansion of meeting their needs in their work environment, both relationships between colleagues and activities that occur.

4. CONCLUSION

This research is able to add references related to Work Family Conflict, Work Environment, Work Stress, and Job Satisfaction. Work Family Conflict only has a significant effect on Job Stress but does not have a direct effect on Job Satisfaction either directly or indirectly. The Work Environment variable itself has a direct influence on Job Satisfaction but has no effect on Job Satisfaction through Job Stress as a mediating variable. The work environment also has no effect on the mediating variable of Job Stress.

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