

# The effect of multiple role conflict and work stress on the performance of women nurses during the covid-19 with coping stress as intervening variables (Study at SoE Regional General Hospital)

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## Abstract

**Purpose:** This study investigates the impact of multiple role conflict and work stress on the performance of married female nurses at SoE Regional General Hospital, with coping stress examined as an intervening variable.

**Research methodology:** The sample in this study amounted to 35 respondents who were distributed to female nurses at SoE Hospital who were married. The data analysis method used is a quantitative analysis using a validity test, reliability test, classical assumption test, normality test, descriptive analysis, multiple linear analysis, t-test, and sobel test.

**Result:** The results of the study using descriptive analysis using a range of scores are multiple role conflict variables are in the sufficient category, work stress, stress coping and performance are in a good category. The partial multiple-role conflict has a significant effect on performance, partial job stress has a significant effect on performance, Coping stress partially has a significant effect on performance, the effect of multiple role conflict on performance cannot be mediated by coping stress and the effect of work stress on performance can be mediated by coping stressed.

**Conclusions:** The study concludes that role conflict undermines performance, but manageable work stress may enhance it when combined with effective coping strategies. Interventions that strengthen coping mechanisms are crucial in maintaining nurse performance during crises such as the COVID-19 pandemic.

**Limitations:** The study's findings are limited to one hospital and a small sample size, restricting generalization to broader contexts.

**Contribution:** This research enriches organizational behavior literature by demonstrating the mediating role of coping stress and provides practical insights for hospital management in supporting nurses' dual roles and stress management strategies.

**Keywords:** *Coping Stress, Multiple Role Conflict, Performance, Work Stress*

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## 1. Introduction

Human Resources (HR) are crucial for a country's progress, especially in economic development. HR is an integrated ability between the power of thought and physical power possessed by an individual (Siagian, 2008). Human Resources are understood as individuals who work in an organization to become movers and developers in order to achieve organizational goals, so they are referred to as important factors in the organization (Samsinar, Hamid, & Rasyid, 2019). The success and life of an organization depend on human resources, which are more often called employees; therefore, they must work effectively and efficiently. Therefore, every organization tries to get quality human resources and must be able to perform all the tasks assigned. In an organization or company, there are many Human Resources (HR) that can work together and relate to one another to achieve goals. Supartha and Sintaasih (2017) stated Supartha and Sintaasih (2017) that studying organizational behavior can help organizations achieve goals. Although HR is said to be an important factor in the organization, in reality, there are still HR who have difficulty creating effectiveness while on duty because it is influenced by several factors, including organizational characteristics, environmental characteristics, employee characteristics, and management policies and practices (Sarker, 2023).

Good human resources not only have good academic abilities but also exhibit good organizational behavior. Thoha (2010) suggested that organizational behavior is a study that examines aspects of human behavior in an organization or a particular group. The number of individuals in an organization creates a diversity of attitudes and behaviors that must be learned in the organization so that management can find solutions and manage individuals so that they can work well. Behavior begins when employees become part of an organization; therefore, over time, there are more and more problems in the organization because of behavior that develops based on the situation of the organization's environment (Supartha & Sintaasih, 2017). The performance of Human Resources (HR) will run well if the behavior of the organization is good. Moehersono and Si (2012) stated that performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision, and mission of the organization as outlined in an organization's strategic planning. Organizational success is influenced by employee performance, which consists of various factors, such as individual factors, including abilities, skills, and background; organizational factors, including resources, leadership, environment, and compensation; and psychological factors, including attitudes, personality, and motivation. Therefore, organizations or companies must always pay attention to HR to improve performance (Nafari & Rezaei, 2022). According to Bangun (2012), performance can be measured and known if employees have a predetermined level or standard of success before starting a job. Sastrohadiwiryono (2003) stated that the performance of married employees is not optimal if they cannot balance family and work, which can lead to a conflict called dual role conflict.

Suryadi (2004) explains that dual roles are two or more roles that are carried out simultaneously, and the intended dual role is a woman who is married and must be a wife for her husband, a mother for her children, and a career woman who works outside the home. The results of short interviews conducted show that there are still married female nurses who come late to the office and those who leave the office during working hours for family matters. Rosita (2012) found that employees who cannot divide or balance time for family matters and work can cause conflicts, namely family conflicts and work conflicts, often referred to as dual role conflicts. Prolonged dual-role conflict not only reduces performance but can also cause work stress. Dual role conflict and work stress are two interrelated variables because a person experiences work stress if they cannot manage conflicts that occur in their work environment. Work stress is a feeling of pressure experienced by employees when dealing with work (Mangkunegara & Prabu, 2013). Work stress has a negative impact on the performance of employees in the organization; employees must make efforts to control existing work stress to provide good performance and not interfere with the process of achieving organizational goals (Thania, Pritasari, Theresia, Suryaputra, & Yosua, 2021). Efforts to overcome or control stress are known as coping stress.

According to Maramis and Maramis (2009), coping with stress is an action or effort taken to overcome stress, which can be done both consciously and unconsciously. Coping is a type of problem-solving that involves managing excessive situations, increasing efforts to solve life's problems, and finding ways to beat stress or reduce it. In a previous study conducted by Iswari and Pradhanawati (2018), it was found that multiple role conflicts, work stress and work motivation had an effect on employee performance, while the results of research conducted by Rosita (2012) found that multiple role conflicts had an effect on performance, but work stress had no effect. on performance. Research conducted by Thania et al. (2021) found that stress is experienced as a result of multiple role conflicts, and there is a relationship between stress coping in the form of effort and behavior to survive, reduce, and overcome the stress that occurs. Nurses who are married at the SoE Regional General Hospital were targeted for research because they have to focus on the hospital's vision and mission, and they have the responsibility to take care of children, husbands, and households. As found in RSUD SoE, based on the results of initial observations through interviews with several married female nurses, some of them were late to the office because they were still taking care of their families, and some left the office during working hours due to family matters, which can result in suboptimal performance. In line with Sastrohadiwiryo (2003), when married female employees cannot balance family and work, there will be a conflict that can be called a dual role conflict that affects one's performance. In addition, all nurses at RSUD SoE carry out a working system that is divided into three hours, namely 08.00-14.00, 14.00-20.00 and 20.00-08.00 every day.

However, the schedule in each room at the SoE Hospital is different due to the lack of nurses, so there are nurses in several rooms who carry out their duties from morning to night and vice-versa. In the division of working hours, nurses who are scheduled on Saturdays, Sundays, and national holidays are still required to carry out their duties, resulting in married female nurses leaving work during working hours due to family needs. What's more, SoE Hospital has limited nursing staff, which makes the existing nurses carry out more extra work and also during the Covid-19 nurses at the Hospital are required to work using personal protective equipment and masks which of course are not the same as before pandemic, using personal protective equipment. personal protective equipment and masks while working may make it difficult to breathe and feel hot. This situation will certainly cause work stress; therefore, stress needs to be overcome or reduced. During the Covid-19 pandemic, nurses must also be more careful when working to avoid exposed to Covid-19 for the safety of patients, themselves, and their families (Onyekwelu, Monyei, & Muogbo, 2022).

Based on the description above, the researcher is interested in conducting a study entitled "The effect of multiple role conflicts and work stress on the performance of female nurses during the covid-19 with coping stress as an intervening variable (Study at the SoE Regional General Hospital)".

## **2. Literature review**

### **2.1 Performance**

Human Resources (HR) performance will run well if the organizational behavior is good According to Rivai (2016), performance is a link between effort, ability, and task perception. Mangkunegara and Prabu (2013) also define performance as the result of work in quality and quantity achieved by a person in carrying out his duties in accordance with the responsibilities given to him. According to Edison et al. (2016), performance is the result of a process that refers to and is measured over a certain period based on predetermined provisions or agreements. In line with Gibson and Wahid (2003), performance is the result of work related to organizational goals, efficiency, and effectiveness. According to Sutrisno (2016), performance is defined as the work of employees in terms of quality, quantity, working time, and cooperation to achieve the goals set by the organization. Meanwhile, according to Indra (2001), performance is a description of the level of achievement of the implementation of an activity, program, or policy in realizing the goals, objectives, mission, and vision of the organization contained in the strategic scheme of an organization. From some of the definitions above, it can be concluded that performance is the result of a person's work in doing a job in accordance with the responsibilities assigned to him.

According to Mathis and Jackson (2006), performance indicators are

1) Quality

It was measured based on employee perceptions of the number of assigned activities and their results.

2) Quantity

It can be measured from the employee's perception of the quality of the work produced and the perfection of the task on the skills and abilities of employees. The results of the work carried out are close to perfect or meet the expected goals. 3. Timeliness Measured from the employee's perception of a completed activity from the beginning to the output. It can be completed in a predetermined time and maximize the time available for other activities.

3) Effectiveness

The maximum utilization of resources and time available in the organization increases profits and reduces losses.

4) Attendance

The level of employee attendance in the company can determine employee performance.

## **2.2 Multiple Role Conflict**

Dual roles are two or more roles carried out simultaneously. The intended dual role is that of a married woman who must be a wife to her husband, a mother to her children, and a career woman who works outside the home (Suryadi, 2004). If women are not able to balance family and career then this will be a problem that will affect their performance in the organization or company. Laksmi (2012) states that the emergence of dual role conflict is caused by the demands of family work, difficulties in dividing time between work and family, and work pressures that make it difficult for a person to meet family needs. It is difficult to divide time between families to take care of and also work to do, thus making women have to put aside family and work.

Dual role conflict places women in difficult situations when they have to change roles every time. (Yang, Chen, Choi, & Zou, 2000). defined dual role conflict as a conflict between roles where there is role pressure from work and family roles, and a mismatch between these roles in some cases. Thing. Many problems arise when a married woman enters the workforce. Work-Family Conflict is a form of Conflict between multiple roles in which the pressures and roles of work and family cannot be aligned or contradict each other in several aspects (Greenhaus and Beutell, 2000). According to Hennessy (2005), dual role conflict arises due to work-related responsibilities that interfere with time demands and tensions in the family and conflicts that occur as a result of work obligations that interfere with domestic life.

Utaminingsih (2017) explains that dual role conflict occurs simultaneously as a result of pressure from two or more roles that are expected, but it can happen in one role that will conflict with other roles. Sherman and Boukydis (2023) also state that a dual role conflict is a form of conflict. Conflict in which the role demands of work and family cannot be aligned in some respects. Based on the expert opinion above, Dual Role Conflict occurs because there is no balance between two or more roles that are carried out or carried out simultaneously by someone.

Shein and Chen (2011) stated the indicators of dual role conflict (work–family conflict) as follows:

1) Time-Based Conflict

The time required to carry out one of the demands (family or worker) can reduce the time to carry out the demands of others (work or family), thereby hindering other roles. The indicators include:

- a) Time for family
- b) Demands for social life
- c) Holidays to work

2) Conflict based on pressure (Strain-Based Conflict)

Conflicts that occur due to pressure from one role, such as stress and irritability, can affect other role performances. The indicators include:

- a) Problems in the family affect the time to work
  - b) Problems in the family affect productivity at work
  - c) Job demands affect family life
- 3) Behavior-Based Conflict
- Behavior-Based Conflict occurs when certain patterns in role behavior do not match expectations regarding behavior in other roles. The indicators include:
- a) Families feel they do not get support from their roles as housewives and wives
  - b) Often feel tired after coming home from work

### **2.3 Work Stress**

Stress significantly impacts employee performance. Handoko (2001) stated that stress Handoko (2001) is a condition of tension that affects a person's thought processes, emotions, and condition, the result of which is that excessive stress can threaten a person's ability to deal with the environment and, in the end, will interfere with the implementation of his duties. According to Luthans (2006), job stress is an adaptive response that is connected to the difference between psychological and physical overload on a person. Work stress has different meanings for each person according to their ability. According to Robbins and Judge (2008), job stress is a dynamic condition in which individuals face opportunities, constraints, or demands related to what they want, and the results are perceived as uncertain but important. Sasono (2004) states that work stress is a condition in which a person faces a task or job that cannot be reached by his abilities. Meanwhile, Siagian (2008) defines work stress as a condition where there is tension that results in changes to physical conditions, ways of thinking, and emotions. As defined by Siagian (2008), employees must be able to control work stress so as not to interfere with the process of achieving organizational goals and be able to provide good performance. In controlling work stress, management also has a role in paying attention to employees.

From some of the experts' opinions above, it can be concluded that work stress is a condition of tension experienced by an employee who carries out excessive work demands and affects his emotions and psychological conditions. According to Rivai (2016), the indicators of work stress are:

1. Working conditions
  - a) Workload in internal factors
  - b) Workload in external factors
  - c) Work schedule
2. Roles
  - a) Clarity of roles
  - b) Role ambiguity
3. Interpersonal factors
  - a) Good work results and social support system
  - b) Management attention to employee work results
4. Career development
  - a) Promotion of positions lower than the ability
  - b) Promotion of positions higher than the ability
  - c) Job security
5. Organizational structure
  - a) Structure organization helps employees understand the work environment
  - b) Supervision is clear and according to organizational standards
  - c) Involvement in making decisions

### **2.4 Coping Stress**

According to Rasmun (2004), coping is a process that individuals use to resolve stressful situations, and it is an individual response to situations that threaten them both physically and psychologically. Eka (2016) also explained that coping is an effort that is healthy or unhealthy, positive or negative, and a conscious or unconscious effort to prevent, eliminate, or reduce stressors or provide resilience caused by stress. Meanwhile, according to Moehariono and Si (2012), coping is a process in which individuals try to handle and control stressful situations that suppress the consequences of the problems they are facing by making cognitive and behavioral changes to gain a sense of security in themselves.

Based on the expert opinions above, it can be concluded that coping with stress is an individual's effort to manage stress in a certain way. According to Indirawati (2006), the coping indicators are as follows:

1. Problem-focused coping is divided into:

- a) Confrontation: Individuals use aggressive efforts to change a stressful situation with a fairly high level of anger and risk-taking.
- b) The search for social support: Individuals try to get support from others in the form of information, advice, and assistance that is expected to help solve the problem.
- c) Problem-solving planning: The individual makes an effort, namely analyzing the situation to obtain a solution, then taking direct action to solve the problem.

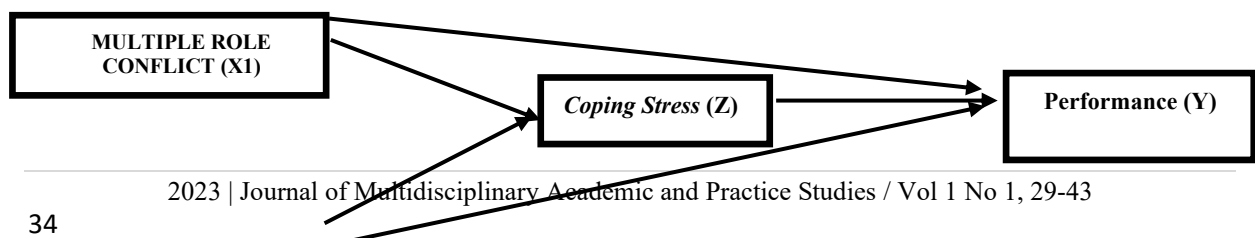
2. Emotion-focused coping is divided into:

- a) Self-control: Individuals try to adjust their actions or feelings related to a problem.
- b) Stay away: Individuals try not to get involved in a problem as if nothing happened or create a positive view, such as taking the problem as a joke.
- c) Positive reassessment: Individuals try to perceive the problems they face positively, focusing on self-development, which usually involves religious matters.
- d) Escape or avoidance: The individual tries to overcome a stressful situation by avoiding or fleeing the situation by diverting to other things such as eating and drinking.

## 2.5 Thinking Framework and Hypotheses

In an organization, employee productivity always needs to be improved to improve and advance the organization. Therefore, it is necessary to find ways and solutions to ensure that employee performance is always good. Performance is important for organizations because high performance can reduce absenteeism. With high performance from workers and employees, the work will be completed in a faster time, and with high performance, the organization will benefit from the small number of damage because it is getting worse. satisfied at work, high performance automatically makes employees feel happy to work, so it is less likely that employees will move to work, and high performance can reduce the number of accidents because employees who have high performance tend to work carefully and thoroughly (Tohardi, 2002).

Married female nurses certainly have difficulty dividing their time between family and work, which we can call a dual role conflict. Conflicts that occur can affect the performance of nurses themselves, as reinforced by research conducted by Safrizal, Eliyana, and Febriyanti (2020), which found that dual role conflicts affect performance and can also cause stress caused by the inability to carry out two roles at once. Work stress does not only occur because of conflict from multiple roles but also because the volume of work is high and exceeds the nurse's own ability. Fatikhin, Hamid, and Mukzam (2017) state that a person must be able to control stress so as not to interfere with the process of achieving goals and be able to provide good performance. Therefore, to control, reduce, and minimize stress caused by multiple role conflicts and high work volumes that exceed the employee's ability limit, it is necessary to have coping stress so that it does not affect performance. Based on this description, the model framework used in this study can be described as follows:



## Work Stress (X2)

Based on the above framework, the following hypotheses are proposed: (1) presumed multiple role conflict has a significant effect on the performance of female nurses in the Soe area general hospital; (2) work stress has a significant effect on the performance of female nurses in the Soe general hospital; (3) coping stress has a significant effect on the performance of female nurses in the Soe area general hospital; and ( 4) multiple role conflict has a significant effect on the performance of female nurses at the Soe coping district general hospital through stress as an intervening variable.

### 3. Research methodology

This study uses survey research to collect information in the form of opinions from a large number of people on a particular topic or issue. In this study, the approach used is the associative approach, which aims to determine the relationship between two or more variables. Data were collected by distributing questionnaires, conducting interviews, and through observation and documentation. The population in this study was married female nurses at SoE Hospital, with a total of 35 nurses. The sampling technique used for data collection was the Slovin formula. The data obtained were then analyzed using the SPSS application.

### 4. Results and discussion

#### 4.1 Characteristics of Respondents

This study aimed to provide a clear description of the characteristics of the respondents as the object of research. The respondents studied were 35 people and the researcher divided the questionnaire into two parts, the first part was the identity of the respondent and the second part was the statements of the respondent's attitude regarding dual role conflict, work stress, stress coping and performance (Umar, 2022). Based on the data obtained from 35 respondents using a questionnaire, the employee respondents can be classified by name, age, and years of service. The grouping of respondents in this study aims to provide a clear description of the respondents, as follows.

Table 1. Characteristics of Respondents Based on Age and Length of Work

Age (years)	Number of Respondents	Percent (%)
28 – 35	20	57.1
36 – 42	11	31.4
43 – 50	3	8.6
>50	1	2.9
Total	35	100
Length of Work (Years)	Number of Respondents	Percent (%)
1 – 10	9	25.7
11 – 20	24	68.6
>20	2	5.7
Total	35	100

Source: Data Processing Results, 2022

The characteristics of married female nurse respondents by age were as follows: 55.1% aged 28-35 years, 41.4% aged 36-42 years, 8.6% aged 43-50 years and the remaining 2, 9% were >50 years old. This shows that most female nurses who are married and work in RSUD SoE are in the age range of 28-35 years. The largest age range category, namely the age-28-35, is still at a productive age. Workers in the productive period usually have a high level of productivity compared to older workers, whose physical possessions become weak and limited (Aprilyanti, 2017).

Table 4.1 also shows that female nurses who have been married for 1-10 years are 25.7%, working 11-20 years are 68.6%, and those who are more than 20 years are 5.7%. It can be interpreted that the majority of married nurses (68.6 been) have worked for 11-20 years. On average, married female nurses at SoE Hospital have worked for 11-20 years. The longer a person works, the more experienced they will be in doing their job, in line with Kadarisman (2012), who said that a sufficient range of work periods means having extensive experience.

#### 4.2 Multiple Linear Regression Analysis

Table 2. Results of Multiple Linear Regression Analysis X1, X2 Against Y (Model I)

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6,913	2,630		2,628	,013
	Konflik Peran Gan	,059	,082	,086	,717	,478
	Stress Kerja	,386	,063	,744	6,173	,000

a. Dependent Variable: Coping Stress

Source: Data Processing Results, 2022

Based on the table above, multiple linear regression equations can be obtained:  $Y = 6.913 + 0.059X_1 + 0.386X_2$ . From the known equations, this can be explained as follows: 1. The constant value was 6913. This can be interpreted as follows: if the variables of Dual Role Conflict (X1) and Work Stress (X2) are 0, then the value of Coping Stress (Z) is 6913. 2. The Multiple Role Conflict Variable (X1) has a coefficient value of 0.059, which means that if there is an increase of 1, then the Coping Stress (Z) value increases by 0.059. 3. The work Stress variable has a coefficient value of 0.386, which means that if there is an increase of 1, then the Coping Stress (Z) value increases by 0.386.

Table 3. Results of Multiple Linear Regression Analysis X1, X2, Z Against Y (Model II)

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	15,344	3,535		4,341	,000
	Konflik_Peran_Ganda	-,501	,106	-,476	-4,730	,000
	Stres_Kerja	,553	,119	,687	4,647	,000
	Coping_Stress	,443	,210	,306	2,109	,043

a. Dependent Variable: Kinerja

Source: Data Processing Results, 2022

Based on Table 4.8, the multiple linear regression equation can be obtained as follows:  $Y = 15.344 - 0.501X_1 + 0.537X_2 + 0.443Z$ . From the known equations, this can be explained as follows: 1. The constant value is 15,344, meaning that if the values of Multiple Role Conflict (X1), Work Stress (X2), and Coping Stress (Z) are assumed to be 0, then the performance value (Y) is 15,344.



2. The Multiple Role Conflict Variable (X1) has a coefficient value of -0.501, which means that if there is an increase of 1, then the value of Performance (Y) decreases by -0.501.
3. The Work Stress Variable (X2) has a coefficient value of 0.537, which means that if there is an increase of 1, then the performance value (Y) will increase by 0.537.
4. The Variable Coping Stress (Z) has a coefficient value of 0.443, which means that if there is an increase of 1, then the value of Performance (Y) increases by 0.443.

### 4.3 Hypothesis

#### T Test

The t-test was used to examine the effect of multiple role conflict variables, work stress, and coping stress partially on performance variables. The number of respondents was 35, with four variables. Based on the results of the t-test below, Hypotheses 1, 2, and 3 were tested, as shown in Table 4.

Table 4. T-test results

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	19,344	3,536		4,341	,000
Konflik_Peran_Ganda	-,501	,106	-,476	-4,730	,000
Stres_Kerja	,553	,119	,607	4,647	,000
Coping_Stress	,443	,210	,306	2,109	,043

a. Dependent Variable: Kinerja

Source: Data Processing Results, 2022

#### 1. The Effect of Multiple Role Conflicts on Performance (H1)

The testing steps were as follows:

##### a. Determining the statistical hypothesis

Ho: Multiple role conflict has no significant effect on performance

Ha: Multiple role conflict has a significant effect on performance

##### b. Determine $t_{table}$

A t-table with degrees of freedom  $df = n - k = 35 - 2 = 33$ , at an alpha level of 0.05 for a two-tailed test, shows 2.035. Because the value of  $t_{count}$  is negative, the value of  $t_{table}$  becomes -2.035.

##### c. Test criteria

If  $t_{count} > t_{table}$ , then Ho is rejected and Ha is accepted.

If  $t_{count} < t_{table}$ , then Ho is accepted and Ha is rejected.

##### d. Comparison between significance with level $\alpha = 5\%$

If the significance value is  $< 0.05$  then it is declared significant

If the significance value is  $> 0.05$  then it is declared not significant

##### e. Conclusion

Because  $t_{count} (-4.730) > t_{table} (-2.035)$  and significance  $(0.000) < (0.05)$ , then Ho is rejected and Ha is accepted, meaning that multiple role conflict partially has a significant effect on performance.

#### 2. The Effect of Work Stress on Performance (H2)

The testing steps were as follows:

##### a. Determining the statistical hypothesis

Ho: work stress has no significant effect on performance

Ha: work stress has a significant effect on performance

b. Determine  $t_{table}$

A t-table with degrees of freedom  $df = n - k = 35 - 2 = 33$ , at an alpha level of 0.05 for a two-tailed test, shows 2.035.

c. Test criteria

If  $t_{count} > t_{table}$ , then  $H_0$  is rejected and  $H_a$  is accepted.

If  $t_{count} < t_{table}$ , then  $H_0$  is accepted and  $H_a$  is rejected.

d. Comparison between significance with level  $\alpha = 5\%$

If the significance value is  $< 0.05$  then it is declared significant

If the significance value is  $> 0.05$  then it is declared not significant

e. Conclusion

Because t count (4,467)  $>$  t table (2.035) and significance (0.000)  $<$  (0.05), then  $H_0$  is rejected and  $H_a$  is accepted, meaning that work stress partially has a significant effect on employee performance.

### 3. The Effect of Coping Stress on Performance (H3)

The testing steps were as follows:

a. Determining the statistical hypothesis

$H_0$ : coping stress has no significant effect on performance

$H_a$ : coping stress has a significant effect on performance

b. Determine  $t_{table}$

A t-table with degrees of freedom  $df = n - k = 35 - 2 = 33$ , at an alpha level of 0.05 for a two-tailed test, shows 2.035.

c. Test criteria

If  $t_{count} > t_{table}$ , then  $H_0$  is rejected and  $H_a$  is accepted.

If  $t_{count} < t_{table}$ , then  $H_0$  is accepted and  $H_a$  is rejected.

d. Comparison between significance with level  $\alpha = 5\%$

If the significance value is  $< 0.05$  then it is declared significant

If the significance value is  $> 0.05$  then it is declared not significant

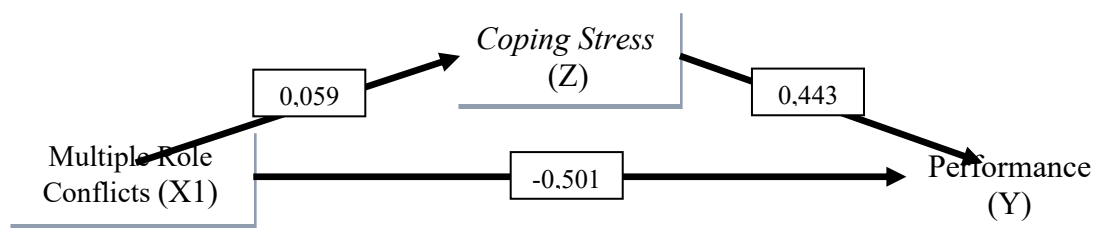
e. Conclusion

Because t count (2,109)  $>$  t table (2.035) and significance (0.043)  $<$  (0.05), then  $H_0$  is rejected and  $H_a$  is accepted, meaning that coping stress partially has a significant effect on performance.

### 4.4 Sobel Test

The Sobel test was used to determine the indirect effect of multiple role conflict variables (X1) and work stress (X2) on performance (Y) through coping stress (Z). Based on Tables 4.7 and 4.8, Hypotheses 4 and 5 can be tested as follows:

#### 1. The Effect of Multiple Role Conflicts on Performance through Coping Stress (H4)



Pictures 2. Path Analysis Hypothesis 4

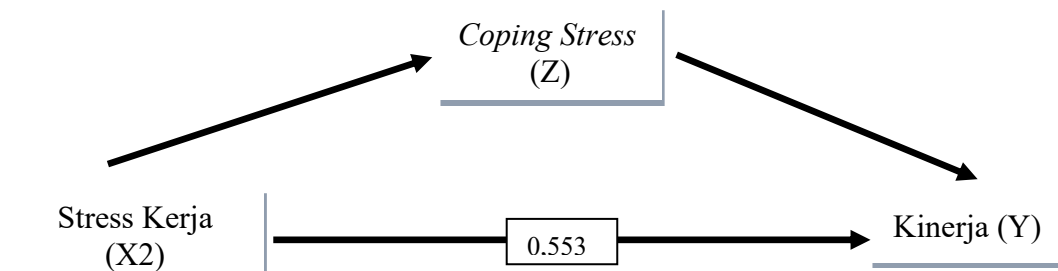
Pictures 3. Sobel Online Calculator Results Hypothesis 4  
Source: Result Data, 2022

Description:

- A : Multiple role conflict regression coefficient (X1)  
 B : Stress coping regression coefficient (Z)  
 SEA : Standard error effect of multiple role conflict (X1) to stress coping (Z)  
 SEB : Standard error of coping stress effect (Z) to performance (Y)

Based on the results of the Sobel test above using the Sobel Online Calculator, the two-tailed probability value or p-value of  $0.495 > (0.05)$ . Based on this test, dual role conflict has no significant effect on performance through coping stress, thus proving that coping stress cannot mediate the effect of dual role conflict on the performance of married female nurses in the SoE Hospital.

## 2. Effect of Work Stress on Performance Through Coping Stress (H5)



Pictures 4. Path Analysis Hypothesis 4

Picture 5. Sobel Online Calculator Results Hypothesis 6  
Source: Data Primer, 2022

Description:

- A : Multiple role conflict regression coefficient (X1)  
 B : Stress coping regression coefficient (Z)  
 SEA : Standard error effect of multiple role conflict (X1) to stress coping (Z)  
 SEB : Standard error of coping stress effect (Z) to performance (Y)

Based on the results of the Sobel test above, a two-tailed probability value of  $0.046 < 0.05$  was obtained. Based on this test, work stress significantly affects performance through coping stress. It can be concluded that coping stress can mediate the effect of work stress on the performance of married female nurses in the SoE Hospital.

## **4.5 Discussion of Research Results**

### **4.5.1 Descriptive Discussion**

In this study, four variables were studied: Multiple Role Conflict (X1), Work Stress (X2), Coping Stress (Z), and performance (Y). This study was conducted at RSUD SoE with 35 nurses as respondents using the Slovin formula with a population of 54 nurses. Based on the results of the descriptive analysis of the multiple role conflict variable, the achievement value was in the sufficient category. Thus, married female nurses at RSUD SoE can still carry out their roles as wives and mothers in the family, even while working. Working does not mean forgetting their main tasks in the family. Wee et al. (2021) stated Wee et al. (2021) that married women feel anxious if success in their careers affects and even ruins their home life. The results of the descriptive analysis of the work stress variable for female nurses at the SoE Hospital with the achievement value were in a good category. This can be interpreted as female nurses in SoE Hospital who are married experiencing work stress levels that are still normal or reasonable in carrying out their work. The results of the descriptive analysis of coping stress variables were in the good category. Thus, it is known that the level of female nurses in RSUD SoE who have been married while carrying out work has used stress coping strategies to minimize stress levels that occur due to the work they do. While the results of the analysis of the performance variables of female nurses in SoE Hospital who are married are in a good category (Ramadhani et al., 2021). This means that married female nurses at RSUD SoE always carry out and complete their jobs well.

### **4.5.2 The Effect of Dual Role Conflict on Performance**

The results of this study show that multiple role conflict variables have a significant negative effect on female nurses' performance. These results are supported by previous research conducted by Christine, Oktorina, and Mula (2010), Izzah, Wahyu Lelly H S, and Desia Prajitiasari (2015), and (Sari, Farha, & Sanjaya, 2021), who found that dual role conflict had a negative and significant effect on performance, meaning that the higher the level of dual role conflict experienced by married female nurses, the lower their performance, and vice versa. The results of the study were significant because multiple role conflicts impacted the performance of married female nurses in SoE Hospital. Based on the results of this study, it can be concluded that from the descriptive analysis, although married nurses feel that their time as a wife is only limited to taking care of the family and over time, thereby reducing the time to take care of the household, if married female nurses are tired after coming home from work, they can still maximize their time with their family. To take care of the family so that the household can still feel the role of the mother and wife in the family. This means that married female nurses at SoE Hospital can divide their time well between family and work, thereby minimizing conflict between the two. Fitrianiingsih, Kusmiyatun, and Kartikasari (2022) found that better management of time between family and work leads to a lower level of dual role conflict, which increases the performance level of married female nurses in SoE Hospital.

### **4.5.3 Effect of Work Stress on Performance**

The results of this study indicate that work stress has a significant positive effect on performance. These results are supported by previous research conducted by Husain (2019) and Cahyana and Jati (2017), who stated that work stress had a significant effect. Effect on performance, meaning that the higher the level of perceived work stress, the higher the performance, and vice versa. Based on the results of this study, it can be concluded that from the results of the descriptive analysis that has been carried out, the organizational structure at SoE Hospital helps married female nurses understand their work environment, so that their role becomes clear with the help of the organizational structure. With clarity of the role, the stress level increases because the obligations for the role they carry are getting bigger. The demands of the role of female nurses in RSUD SoE try to provide good work results, which will be seen in the results of their performance. Nursing is a profession with its own responsibilities and risks. Carrying out the role of a nurse still has to accept all the risks and responsibilities at work, even

though it has to be detrimental to itself in order to still get good performance results (Mas'adah, Asngadi, & Hirmantono, 2021).

#### 4.5.4 The Effect of Coping Stress on Performance

The test results show that coping stress has a significant and positive effect on performance. This means that if coping stress increases, the level of performance will increase or vice versa. The results show that increasing coping stress has an impact on the performance of married female nurses in SoE Hospital. Based on the results of the study using a questionnaire, married female nurses at RSUD SoE tend to avoid getting involved in problems. Thus, unwittingly coping with stress has been used to reduce or minimize the stress experienced by nurses so that they can support their performance. In line with this research, Amegayibor (2022) concluded that coping with stress improves performance.

#### 4.5.5 The Effect of Multiple Role Conflict on Performance Through Coping Stress

Based on this test, multiple role conflicts have no significant and positive effect on performance through coping stress, proving that coping stress does not mediate the relationship between multiple role conflicts and performance. Married female nurses at SoE Hospital experience dual role conflicts or experience problems between work and family, which can cause stress. In this study, coping stress did not mediate the effect of dual role conflict on performance, which means that coping stress reduces stress levels due to dual role conflict experienced by married female nurses in SoE Hospital. This research is not in line with previous research conducted by Thania et al. (2021), who stated that coping with stress can reduce conflicts that occur between work and family, and research conducted by Aazami, Shamsuddin, and Akmal (2018), who found that coping mediates between work and family conflicts to reduce psychological stress and increase psychological happiness.

#### 4.5.6 Effect of Work Stress on Performance Through Coping Stress

Based on this hypothesis testing, work stress has a significant and positive effect on performance through stress coping. Therefore, it can be concluded that coping stress can mediate the effect of work stress on the performance of married female nurses in SoE Hospital. The work stress experienced by married female nurses in SoE Hospital is caused by their work environment. According to stress coping theory, work stress is useful for coping with stress. In this study, coping stress can reduce the level of work stress experienced by married female nurses at SoE Hospital. This study is in line with the research conducted by Khasanah (2017), which found that stress coping can minimize work stress levels.

## 5. Conclusion

The results of the descriptive analysis using the multiple role conflict variable score range were in the sufficient category. The variables of work stress, coping stress, and performance were in a good category. Multiple role conflicts partially have a significant effect on performance. Work stress partially has a significant effect on employee performance. Coping stress partially has a significant effect on performance. The effect of dual-role conflict on performance cannot be mediated by coping with stress, whereas the effect of work stress on performance can be mediated by coping with stress. Suggestions that can be given to RSUD SoE, namely SoE Hospital Management, must always pay attention to married female nurses and provide motivation and enthusiasm so that they can help nurses to be able to control the level of dual role conflict and also high levels of work stress. Further research is needed on the factors of dual role conflict and job stress that affect the performance of married female nurses at SoE Hospital, as well as using other intervening variables that are more appropriate.

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