

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 aims to determine how multiple role conflict, work stress, stress coping and the performance of female nurses at the SoE Regional General Hospital, whether dual role conflict affect the performance of female nurses at the General Hospital. SoE area, whether work stress affects the performance of female nurses at the SoE Regional General Hospital, whether coping stress affects the performance of female nurses at the SoE Regional General Hospital, does multiple role conflict affect the performance of female nurses through coping stress as an intervening variable at SoE Regional General Hospital, whether work stress affects the performance of female nurses through coping with stress as an intervening variable at the SoE Regional General Hospital.

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.

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

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1. Introduction

In the progress of a country, Human Resources (HR) is very important, 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 the organization depend on human resources which we more often call employees, so they must work effectively and efficiently. Therefore, every organization tries to get quality human resources and must be able to perform all the tasks given. In an organization or company, of course, there are not few Human Resources (HR) to be able to work together and relate to one another in order to achieve goals, as stated by 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, management policies and practices (Sarker, 2023).

Good human resources not only have good academic abilities but also have good organizational behavior. Thoha (2010) suggests that organizational behavior is a study that examines aspects of human behavior in an organization or a particular group. The number of individuals in the 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 are able to work well. Behavior begins when employees become part of an organization so 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). Performance of Human Resources (HR) will run well if the behavior of the organization is good. Moeheriono and Si (2012) said 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 which include abilities, skills and background, organizational factors which include resources, leadership, environment and compensation, and psychological factors which include attitudes, personality and motivation. Therefore, organizations or companies must always pay attention to HR in order to improve performance. According to Bangun (2012), performance can be measured and known if employees already have a predetermined level or standard of success before starting a job. Sastrohadiwiryono (2003) said that the performance of married employees is not optimal if it cannot balance between family and work so it can become a conflict which can be called a dual role conflict.

Suryadi (2004) explains that dual roles are two or more roles that are carried out at the same time, 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 also as a career woman who works outside the home. As the results of short interviews conducted that there are still married female nurses who are late to the office and there are also those who leave the office during working hours for family matters. The results of Rosita (2012) 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 will experience work stress if they cannot manage conflicts that occur in their work environment. Work stress is a feeling of pressure experienced by employees in dealing with work (Mangkunegara & Prabu, 2013). Work stress has a bad impact that is quite disturbing the performance of employees in the organization, employees must make efforts to control existing work stress in order 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 stress is an action or effort taken to overcome stress, which can be done both consciously and unconsciously. Coping is basically a type of problem-solving, the process 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 and research conducted by Thania et al. (2021) found that there is stress 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 are targeted for research because of course they have to focus on the hospital's vision and mission, on the other hand, 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, these things can resulting in suboptimal performance. In line with the statement from Sastrohadiwiryono (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 find it difficult to breathe, feel hot, and so on. This situation will certainly cause work stress, therefore the need stress to be able to overcome or reduce the existing stress. During the Covid-19 pandemic, nurses must also be more careful when working so as not to be 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 the view of Rivai (2016) that 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 and is measured over a certain period of time based on pre-determined provisions or agreements. In line with the statement of Gibson and Wahid (2003), performance is the result of work related to organizational goals, efficiency and effectiveness of other performance. The definition of performance according to Sutrisno (2016) is 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/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 given to him.

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

- 1) Quality
Measured from employee perceptions of the number of assigned activities and their results.
- 2) Quantity

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 of the job. 3. Timeliness Measured from the employee's perception of a completed activity from the beginning of time to the output. Can complete at a predetermined time and maximize the time available for other activities.

3) Effectiveness

Maximum utilization of resources and time available in the organization to increase profits and reduce losses.

4) Attendance

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

2.2 Multiple Role Conflict

Roles are two or more roles that are carried out at the same time, and the intended dual role is a woman who is married and must be a wife to her husband, a mother to her children, and also 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) says 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 makes women faced with difficult situations when they have to change roles every time. (Yang, Chen, Choi, & Zou, 2000) defines dual role conflict as a conflict between roles where there is role pressure from work and family roles and there is a mismatch between these roles in some cases. Thing. Many problems will occur when a married woman enters the world of work. Work-Family Conflict is a form of conflict between multiple roles where the pressures and roles of work and family cannot be aligned or contradict each other in several aspects (Greenhaus and Beutell, 2000). Meanwhile, according to Hennessy (2005), dual role conflict is a conflict that 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) Dual role conflict is a conflict that 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 is a conflict that occurs because there is no balance between two or more roles that are carried out or carried out at the same time by someone.

Shein and Chen (2011) stated 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 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 performance. 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 is a conflict where certain patterns in roles – behavior does 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 has quite an impact on employee performance, as stated by 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. Meanwhile, 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 each person's 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 or cannot be reached by his abilities. Meanwhile, Siagian (2008) defines work stress as a condition where there is a tension that results in changes to physical conditions, ways of thinking and emotions. As defined by Siagian (2008), making an employee 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 this work stress, management also has a role to pay attention to employees.

From some of the opinions of the experts 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. The indicators of work stress according to Rivai (2016) 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 is passed by individuals in resolving stressful situations, coping is an individual response to situations that threaten them both physically and psychologically. Eka (2016) also explain 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 Moeherton and Si (2012), coping is a process when individuals try to handle and control stressful situations that suppress the consequences of the problems they are facing by making cognitive and behavioral changes in order to gain a sense of security in themselves.

Based on the expert opinion above, it can be concluded that coping with stress is an individual's effort and effort in managing stress in a certain way. Coping indicators according to Indirawati (2006) are:

1. Problem Focused Coping, 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 be able to solve the problem.

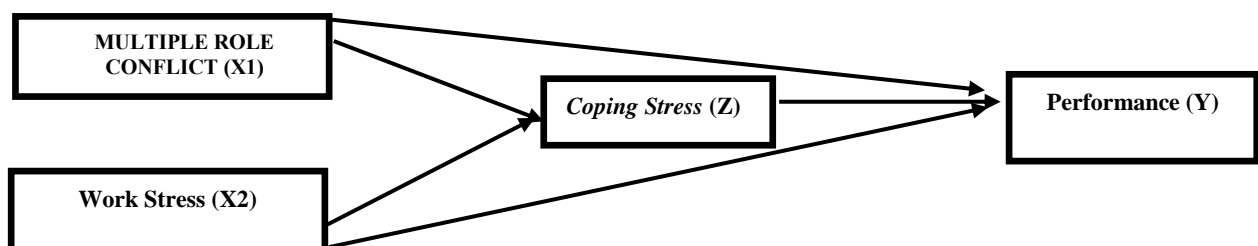
2. Emotion Focused Coping, divided into:

- a) Self-control: individuals try to adjust to 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 re-assessment: individuals try to perceive positively the problems they face with a focus on self-development, also usually involving 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, drinking, etc.

2.5 Thinking Framework and Hypotheses

In an organization employee productivity always needs to be improved for the purposes of improving and advancing the organization. Therefore, it is necessary to find ways and solutions so that employee performance is always good. Performance is very important for organizations because high performance can certainly reduce absenteeism, with high performance from workers and employees, the work given 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 in dividing time between family and work, this we can call a dual role conflict. Conflicts that occur can affect the performance of nurses themselves, reinforced by research conducted by Safrizal, Eliyana, and Febriyanti (2020) that dual role conflicts affect performance, dual role conflicts 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) say 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 in this study can be described as follows:



Based on the above framework, the hypothesis is drawn, namely (1) Presumed multiple role conflict has significant effects on the performance of female nurses in the Soe area general hospital (2) It is suspected that work stress has a significant effect on the performance of female nurses in the Soe general hospital (3) It is suspected that coping stress has a significant effect on the performance of female nurses

in the Soe area general hospital (4) It is suspected that 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. Methodology

In this research the type of research used is Survey Research, Survey Research is used 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 is a study that aims to determine the relationship between two or more variables. Data was collected by distributing questionnaires, interviews, observation and documentation. The population in this study were female nurses at SoE Hospital who were married, as many as 35 nurses. The sampling technique used for data collection was carried out by the Slovin formula. The data obtained is then obtained using the SPSS application.

4. Results and discussion

4.1 Characteristics of Respondents

Respondents in this study aimed to provide a clear description of the characteristics of 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, so the employee respondents can be classified by name, age, and years of service. The grouping of respondents in this study aims so that the author can know clearly about the description of the respondents which is described 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

Characteristics of married female nurse respondents by age as many as 55.1% aged 28-35 years, 41.4% aged 36-42 years, 8.6% aged 43-50 years and the remaining 2, 9% are >50 years old. This shows that the majority of 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 of 28-35, is still at a productive age. Ages that

are still in the productive period usually have a high level of productivity compared to workers who are already aged so their physical possessions become weak and limited (Aprilyanti, 2017).

Based on 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 nurses who have been married have worked for 11-20 years or 68.6%. On average, married female nurses at SoE Hospital have worked for 11-20 years. The longer a person works, the more experienced he will be in doing his job, in line with what Kadarisman (2012) 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 ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	6,913	2,630		,013
	Konflik Peran Gan	,059	,082	,086	,478
	Stress Kerja	,386	,063	,744	,000

a. Dependent Variable: Coping Stress

Source: Data Processing Results, 2022

Based on the table above, it can be obtained multiple linear regression equations, namely: $Y = 6.913 + 0.059X_1 + 0.386X_2$. From the known equations, it can be explained as follows: 1. The constant value is 6913. It can be interpreted that if the variables of Dual Role Conflict (X1) and Work Stress (X2) are 0 then the value of the Coping Stress (Z) is 6913. 2. Multiple Role Conflict Variable (X1) has a coefficient value of 0.059 which means if there is an increase of 1, then the Coping Stress (Z) value increases by 0.059. 3. Work Stress variable has a coefficient value of 0.386 which means 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 ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	15,344	3,535		,000
	Konflik_Peran_Ganda	-,501	,106	-,476	,000
	Stres_Kerja	,553	,119	,687	,000
	Coping_Stress	,443	,210	,306	,043

a. Dependent Variable: Kinerja

Source: Data Processing Results, 2022

Based on table 4.8, the multiple linear regression equation can be obtained, namely: $Y = 15.344 - 0.501X_1 + 0.537X_2 + 0.443Z$. From the known equations, it can be explained as follows:

1. The constant value is 15,344, meaning that if it is assumed that the value of Multiple Role Conflict (X1), Work Stress (X2) and Coping Stress (Z) is 0, then the Performance value (Y) is 15,344.
2. Multiple Role Conflict Variable (X1) has a coefficient value of -0.501 which means if there is an increase of 1, then the value of Performance (Y) decreases by -0.501.
3. 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. Variable Coping Stress (Z) has a coefficient value of 0.443 which means if there is an increase of 1, then the value of Performance (Y) increases by 0.443.

4.3 Hypothesis

T Test

Test The t-test was used to see the effect of multiple role conflict variables, work stress and coping stress partially on performance variables. The number of respondents is 35 with 4 variables. Based on the results of the t-test below, hypothesis testing 1, 2 and 3 were carried out, respectively, which are shown in table 4:

Table 4. T-test results

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	,667	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 are 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}

Looking for 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, it is obtained 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 are 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}

Looking for 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, it is obtained 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 $t_{count} (4.467) > t_{table} (2.035)$ and significance $(0.000) < (0.05)$, then Ho is rejected and Ha is accepted, meaning that work stress partially has a significant effect on performance.

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

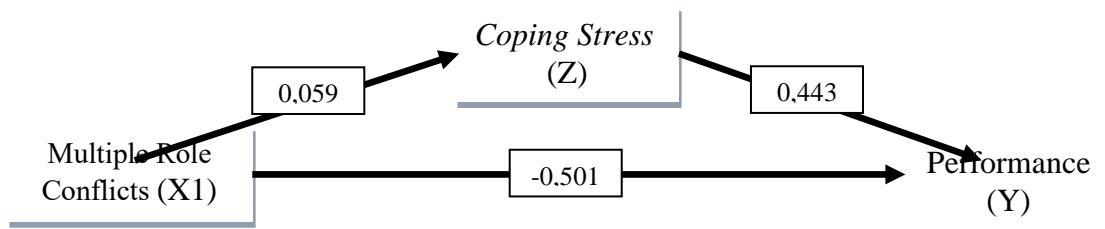
The testing steps are as follows:

- a. Determining the statistical hypothesis
 - Ho: coping stress has no significant effect on performance
 - Ha: coping stress has a significant effect on performance
- b. Determine t_{table}
 - Looking for 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, it is obtained 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 $t \text{ count } (2,109) > t \text{ table } (2.035)$ and significance $(0.043) < (0.05)$, then Ho is rejected and Ha is accepted, meaning that coping stress partially has a significant effect on performance.

4.4 Sobel Test

Sobel test was used to see 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, hypothesis testing 4 and 5 can be carried out 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

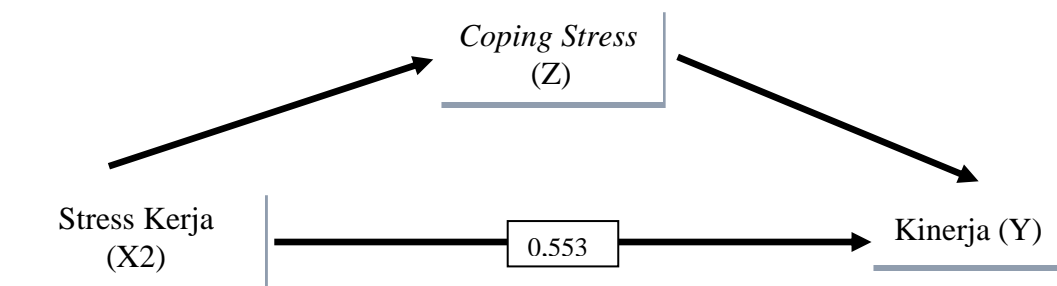
Source: Result Data, 2022

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 SoE Hospital.

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



Pictures 4. Path Analysis Hypothesis 4

The screenshot shows the Sobel Online Calculator interface. The input fields are filled with the following values:

- A: 0.386
- B: 0.443
- SE_A: 0.063
- SE_B: 0.210

The 'Calculate!' button is highlighted. Below the button, the results are displayed:

- Sobel test statistic: 1.99461058
- One-tailed probability: 0.02304268
- Two-tailed probability: 0.04608537

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 has a significant effect on 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 SoE Hospital.

4.5 Discussion of Research Results

4.5.1 Descriptive Discussion

In this study, there are four variables studied, namely Multiple Role Conflict (X1), Work Stress (X2), Coping Stress (Z) and Performance (Y). This research was conducted in 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 on the multiple role conflict variable with the achievement value being in the sufficient category. Thus, it is known that 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 her main task in the family, as stated by Wee et al. (2021) that married women will feel anxious if success in their careers will affect and even ruin their home life. The results of the descriptive analysis of the work stress variable on female nurses at the SoE Hospital with the achievement value were in a good category. This can be interpreted that female nurses in SoE Hospital who are married people experience work stress levels that are still normal or reasonable in carrying out their work. The results of descriptive analysis of coping stress variables are 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

(Sulistyawati, Setyadi, & Nawir, 2022). This means that married female nurses in RSUD SoE always carry out and complete the job well.

4.5.2 The Effect of Dual Role Conflict on Performance

From the results of this study, multiple role conflict variables have a significant and negative effect on the performance of female nurses, the results of this study are supported by previous research conducted by Christine, Oktorina, and Mula (2010), Izzah, Wahyu Lelly H S, and Desia Prajitiasari (2015) and Sari, Farha, and 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 the performance, and vice versa. The results of the study were significant because multiple role conflicts had an impact on 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. To take care of the family so that the household can still feel the role of 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 family and work. Fitriyaningsih, Kusmiyatun, and Kartikasari (2022) by better managing time between family and work, the lower the level of dual role conflict that occurs, so the performance level of married female nurses in SoE Hospital will increase.

4.5.3 Effect of Work Stress on Performance

The results of this study indicate that work stress has a significant and positive effect on performance, the results of this study are supported by previous research conducted by Husain (2019) and Cahyana and Jati (2017) which stated that work stress had a significant and 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 the clarity of the role, the stress level will increase 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 from the results of their performance. Nursing is a profession that has its own responsibilities and risks. Because of that, Carrying out the role 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 (Hirmantono, 2021).

4.5.4 The Effect of Coping Stress on Performance

Based on the test results 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. With significant results, it can be seen 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 women nurses in RSUD SoE tend to try not to get involved in a problem. Thus, unwittingly coping stress has been used to reduce or minimize the stress experienced by nurses so that they can support their performance. In line with research, Amegayibor (2022) concluded that coping with stress will improve performance.

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

Based on this test, multiple role conflict has no significant and positive effect on performance through coping stress, it proves that there is no influence of coping stress in mediating the relationship of the influence of multiple role conflict on performance. Married female nurses at SoE Hospital experience dual role conflicts or experience problems between work and family, then the conflict can cause stress. In this study, coping stress was not able to 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) which stated that coping 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-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 coping with stress. So it can be concluded that coping stress can mediate the effect of work stress on the performance of married female nurses in SoE Hospital. Work stress experienced by female nurses in SoE Hospital who are married is caused by their own work environment. Because of work stress, according to the stress coping theory, which is useful for coping with stress. In this study, coping stress can reduce the level of work stress experienced by married female nurses in SoE Hospital. This study is in line with previous research conducted by Khasanah (2017) that stress coping can minimize work stress levels.

5. Conclusion

The results of the descriptive analysis using the multiple role conflict variable score range are in the sufficient category. While the variables of work stress, coping stress and performance are in a good category. Multiple role conflicts partially have a significant effect on performance. Work stress partially has a significant effect on performance. Coping stress partially has a significant effect on performance. The effect of dual role conflict on performance cannot be mediated by coping stress, while the effect of work stress on performance can be mediated by coping 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. For further researchers, 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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