



CORRELATION BETWEEN WORK FAMILY CONFLICT WITH FEMALE NURSES PERFORMANCE IN BHAYANGKARA REGIONAL PUBLIC HOSPITAL, MANADO

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ABSTRACT

Nurse performance is the result of work or a form of professional nursing activities for the achievement of a certain standard in providing health services. Work-family conflict will have an impact on nurses' performances.

The purpose of this study was to determine the correlation of work-family conflict with the performance of female nurses in Manado Regional Public Hospital Bhayangkara Manado.

This observational analytic research employs a cross-sectional approach. It was carried out in the inpatient room of the site area on February 12 to 28, 2022. The number of samples consisted of 38 nurses; they were selected from a total population of 61 female nurses. A proportionate stratified random sampling technique was used to select the samples.

The results of the statistical test analysis showed $p\text{-value} = 0.002 < 0.05$, and the calculated chi-square value was greater than the value of the chi-square table ($12.064 > 5.991$), meaning that H_0 was rejected and H_a was accepted.

Accordingly, there was a correlation between work-family conflict and the performance of female nurses in the research site.

Keywords: *work-family conflict, nurse performance*

INTRODUCTION

Nurses are human resources who participate in coloring health services in hospitals, because apart from being the most dominant in number, they are also a profession that provides permanent and continuous services for 24 hours which are divided into 3 work shifts, namely the morning shift, afternoon shift, and night shift to patients every day. Therefore, nursing services contribute to determining the quality of service in hospitals. So that every effort to improve the quality of hospital services must also be accompanied by efforts to improve the quality of nursing services, one of which is by increasing the performance of nurses (Mulyono et al., 2013)

Nursing performance is work performance shown by implementing nurses in carrying out their duties as nursing care providers so as to produce good output to customers (organizations, patients, nurses themselves) within a certain period of time. Signs of good performance are high patient and nurse satisfaction levels, zero complaints from customers. The nursing profession is generally dominated by women, because the nursing profession is synonymous with a sense of motherhood (Kurniadi, 2018).

The performance achieved by individual workers is strongly influenced by the internal and external factors of the individual which, if broken down into very complex factors. According to Gibson & Srimulyo (1999:39) in Indrasari (2018) there are three sets of variables that affect behavior and work performance or performance, namely: individual variables, organizational variables, and psychological variables. In psychological variables, one of the factors included is role, which is related to work family conflict.

Work family conflict is one of the conflicts that often occurs among nurses, especially married nurses, where a nurse must be able to divide her time for work and household matters. However, not all of them are able to match their roles at work with those in the family, which leads to work-family conflict. If work family conflict cannot be avoided, it can cause stress for nurses and their performance decreases. Meanwhile, maximum performance is needed in work as a nurse, where you have to handle high-risk sick patients (Agustina & Sudibya, 2018).

Based on the results of the initial data collection conducted at the Bhayangkara Hospital in Manado, data on patient satisfaction with nurse services in the inpatient ward in 2021 was also obtained, namely 83.6%, where there were still around 16.4% of patients who were not satisfied with the nurse's service in the ward. hospitalization, while one sign of good performance is the level of patient satisfaction and zero complaints.

Based on the results of observations in the inpatient room, there were still nurses who came late to the hospital, especially female nurses who had an important role, namely relating to the provision of health services and housewives and after being interviewed by a female nurse who was already married, the reason for arriving late was because before going to the hospital for work, there are still matters concerning the family, especially matters with children, including still

preparing the child to go to school, not to mention if the child's condition is sick or the child is still young, he needs attention and is cared for by his mother and the work of a housewife such as preparing food for the family. Where, one of the performance measurements can be seen from the timeliness of work,

In connection with the description above, the authors conducted research that was expected to be able to broaden insight and understanding of work-family conflict and its relationship with a person's level of performance in his work, especially for a nurse.

RESEARCH METHODS

This research is included in the type of observational analytic research which aims to analyze the relationship between one variable and another. This study used a cross-sectional approach, which was carried out only at certain times.

The independent variable in this study is work family conflict and the dependent variable in this study is the performance of female nurses.

This research was conducted in the inpatient room of Bhayangkara Hospital Manado on February 12-28 2022. The sample size was 38 nurses, taken from a total population of 61 female nurses using a proportionate stratified random sampling technique.

Univariate analysis is used to describe variables in order to obtain descriptions or characteristics prior to conducting bivariate analysis. The results of the research are displayed in the form of a frequency distribution (Notoadmodjo, 2018).

Bivariate analysis was carried out on two variables that were suspected to be related or correlated (Notoatmodjo, 2018). The analysis used to determine the relationship between work family conflict and the performance of female nurses was measured using the chi-square statistical test.

RESULTS AND DISCUSSION

A. General Description of Bhayangkara Manado Hospital

At first the building was a leper hospital and was a heritage building from the Japanese Government which the Japanese founded in 1944 under the name Bokuka (Japanese) which means a warehouse for supplies. The warehouse became a place to isolate and at the same time accommodate leprosy sufferers which later became known to the public as the Leprosy Hospital because it was located in a sub-district on the outskirts of Manado City, hence the name Bokuka Hospital.

B. Research result

1. Description of Respondent Characteristics

The characteristics of the respondents in the study included age, last education, years of service, number of children, and husband's occupation. For more details will be described as follows:

a. Age

The ages of the respondents in this study were divided into three, namely respondents aged 17-25 years, 26-35 years, and respondents aged 36-45 years.

Table of Distribution based on the age of the respondents in the Inpatient Room

Toto Kabila Hospital		
Age	Frequency (n)	Percentage (%)
17-25 years	4	10.5
26-35 years	33	86.8
36-45 years	1	2.6
Total	38	100

Source: 2022 primary data

Based on the data in the table above, it shows that of the 38 respondents, most were in the age group of 26-35 years, namely 33 people with a percentage of 86.8%.

b. Last education

The last education of the respondents in this study was divided into two, namely D III Nursing and Nurses.

Distribution table based on the respondent's last education in the Inpatient Room of the Manado Bhayangkara Hospital

last education	Frequency (n)	Percentage (%)
DIII Nursing	17	44.7
Nurse	21	55.3
Total	38	100

Source: primary data for 2022

Based on the data in the table above, it shows that of the 38 respondents, most were in the last Nursing education group, namely 21 people with a percentage of 55.3%.

c. Years of service

The working period of the respondents in this study was divided into two, namely 0-5 years and >5 years.

Table of Distribution based on the respondent's tenure in the Inpatient Room of the Manado Bhayangkara Hospital.

Years of service	Frequency (n)	Percentage (%)
0-5 years	22	57.9
>5 years	16	42.1
Total	38	100

Source: primary data for 2022

Based on the data in the table above, it shows that of the 38 respondents, most were in the working period of 0-5 years, namely 22 people with a percentage of 57.9%.

d. Number of children

The number of respondents' children in this study was divided into four, namely not having children (0), number of children 1, number of children 2, number of children 3.

Distribution table based on the number of respondents' children in the Inpatient Room of the Manado Bhayangkara

Hospital Number of children	(n)	Frequency	Percentage (%)
0 (no children yet)	7		18.4
1	13		34.2
2	15		39.5
3	3		7.9
Total	38		100

Source: primary data for 2022

Based on the data in the table above, it shows that of the 38 respondents, most of them have 2 children, namely 15 people with a percentage of 39.5%.

e. Husband's job

The occupation of the respondent's husband in this study was divided into six, namely ASN, employee/entrepreneur, self-employed, laborer, farmer, not working.

Table of Distribution based on the work of the respondent's husband in the Inpatient Room of the Manado Bhayangkara

Husband's job	Frequency (n)	Percentage (%)
ASN	20	52.6
Employee/entrepreneur	7	18.4
Self-employed	9	23.7
Laborer	1	2.6
Farmer	1	2.6
Doesn't work	0	0
Total	38	100

Source: primary data for 2022

Based on the data in the table above, it shows that of the 38 respondents, most of them have husbands who work as civil servants, namely 20 people with a percentage of 52.6%.

2. Univariate Data Analysis

a. *WorkFamily Conflict*

Table of Work Family Conflict in the Inpatient Room of the Manado Bhayangkara Hospital

<i>WorkFamily Conflict</i>	Frequency (n)	Percentage (%)
Low	16	42.1
Currently	13	34.2
Heavy	9	23.7
Total	38	100

Source: primary data for 2022

Based on the data in the table above, it is known that work family conflict among respondents in the inpatient room of the Bhayangkara Hospital in Manado is mostly low, namely 16 people with a percentage of 42.1%. b. Nurse Performance

Table of nurse performance in the Inpatient Room of the Manado Bhayangkara Hospital

Nurse Performance	Frequency (n)	Percentage (%)
Good	23	60.5
Enough	15	39.5
Not enough	0	0
Total	38	100

Source: primary data for 2022

Based on the data in the table above, it is known that the performance of nurses in the inpatient room of the Bhayangkara Manado Hospital is mostly good, namely 23 people with a percentage of 60.5%.

3. Bivariate Data Analysis

Bivariate analysis in this study includes work family conflict variables and nurse performance using the chi square formula, with a significance level of $\alpha = 0.05$. Based on the results of the analysis, the cross tabulation data was obtained as follows:

Table of Cross Tabulation of Work Family Conflict with Nurse Performance in Inpatient Room of Bhayangkara Hospital Manado

<i>WorkFamily Conflict</i>	Nurse Performance		Total	Chi Square asyp. Sig
	Good	Enough		
Low	12	4	16	12064
Currently	10	3	13	0.002
Tall	1	8	9	
Total	23	15	38	

From the table above, it can be seen that the majority of nurses with low work family conflict show good performance, namely as many as 12 people. Likewise with nurses with moderate work family conflict who also showed good performance as many as 10 people. While nurses with high work family conflict mostly only

show performance in the sufficient category, as many as 8 people. The results of the chi square analysis show that the asym. Sig = 0.002, namely <0.05 and the calculated chi square value is greater than the chi square table value ($12,064 > 5,991$) so that there is a relationship between work family conflict and the performance of nurses in the inpatient room of Bhayangkara Hospital, Manado.

C. Discussion

1. Univariate analysis

a. WorkFamily Conflict

Based on the results of the study, it was shown that the work family conflict of female nurses in the Inpatient Room, out of 38 respondents, the majority of work family conflict was in the mild category, namely 16 (42.1%) nurses, but there were also those who had high work family conflict, namely as many as 9 (23.7%) nurse. The results of this study are in line with Ahmad's theory (2008) in Darmawan (2018) which states that nurses have various levels of conflict in trying to fulfill their roles in the family and at work.

The thing that causes most nurses to have low work family conflict is because most nurses consider this conflict normal and not too big of a problem in their family and work life, and they are able to adapt and deal with dual role conflict, namely as a nurse as well as acting as a wife. and housewives. Meanwhile, nurses who have high work family conflict are caused by several factors, one of which is the number of children. Respondents who have high work family conflict have an average of 2-3 children. The more children they have, the higher the level of parental responsibility in taking care of children.

Nurses must be professional in their work, while in the family, female nurses must also be primarily responsible for managing the household. Carrying out both roles at the same time is not easy so that in practice, there can be a conflict of responsibilities at work and in managing the household.

Based on the results of the instrument, in the work family conflict dimension that has the highest average score, namely the dimension of stress based conflict (strain based conflict) because problems in the family make it difficult for nurses to concentrate at work and nurses feel rushed to finish work in the household when going to the hospital, while the dimension that has the lowest average score is the behavior-based conflict dimension because the decision-making methods that are usually applied at home are quite effective for solving problems in the hospital.

b. Nurse Performance

Based on the results of a study of 38 respondents, 23 respondents (60.5%) had good performance, 15 respondents (39.5%) had adequate performance, and none had poor performance. This means that the majority of nurses' performance in inpatient wards is in the good category, which is caused by several factors including age and education level of nurses. This is in line with Kanestren's research (2009) in Pangemanan, et al (2019) which states that individual characteristic variables (age, length of work and level of education) have a significant relationship with nurse performance.

Based on the results of the study, most of the nurses were in the age range of 26-35 years, namely 33 (86.8%), that is, this age is classified as early adulthood where nurses who are at this age have high enthusiasm and are active at work, so they can improve their performance. . The results of the study also showed that most of the last education of nurses was at the Nurses education level, namely 21 (55.3%), this is in line with the theory of Grosman (1999) in Hajar & Asmuji (2019) which states that the higher the level of education, the easier it is for them to receive as well as developing knowledge and technology so that it will increase productivity which will ultimately improve the performance and quality of nursing services.

Based on the results of the instrument, there are still some nurses who have low performance scores, namely in terms of quality of work, namely nurses completing work on time and in terms of initiative, namely nurses have enthusiasm with the tasks given, this condition is caused by several factors, namely one of them is due to the lack of work focus of the nurse which is caused by the work-family conflict experienced by the nurse.

2. Bivariate Analysis

Based on the research results, it is known that the majority of nurses with low work family conflict show good performance, namely as many as 12 people. Likewise with nurses with moderate work family conflict who also showed good performance as many as 10 people. While nurses with high work family conflict mostly only show performance in the sufficient category, as many as 8 people. Based on the results of the chi square analysis, it shows that the asym. Sig = 0.002, which is <0.05 and the calculated chi square value is greater than the chi square table value ($12,064 > 5,991$), which means that H_0 is rejected and H_a is accepted, so it can be concluded that there is a relationship between work family conflict and the performance of nurses in the inpatient room of Bhayangkara Hospital, Manado.

The results of this study are in line with the research of Priyatnasari, et al (2019) entitled The Relationship of Multiple Role Conflict with Nurse Performance at Daya Makassar Hospital that the results of the chi square test obtained a significance value of the work-family conflict variable of 0.001 ($p < 0.05$) and a significance value the variable of work-family conflict is 0.004 ($p < 0.05$), so that when it is concluded that there is a relationship between work-family conflict and work-family conflict with the performance of nurses. Research by Wati, et al (2018) with the title Effect of Multiple Role Conflicts,

Based on the results of the research and supporting theory, the researchers concluded that those with low work family conflict had good performance and those with high work family conflict had moderate performance. However, it was found that there was one nurse who had high work family conflict but her performance still showed a good category, this happened because the nurse was able to adapt to this dual role and was able to manage her time well so that it did not affect her performance as a nurse. This is in line with Van Dyne's theory in Priyatnasari,

Another fact was also found that of the 16 nurses who had low work family conflict, there were 4 nurses whose performance was in the adequate category. This is because there are other factors that cause the performance of nurses not to be in the good category, one of which is the reward factor (salary), where these 4 nurses

have the status of contract nurses (non PNS), for nurses whose status as permanent nurses (PNS) have rewards (salary) is certain (adjusting to class) in accordance with the standards set by the government while for honorary nurses the salary is handed over to the hospital.

According to Suhendar (2008) in Tayibu (2019) this reward (salary) will be used with his family to meet his needs. The amount of compensation reflects the status, recognition, and level of fulfillment of needs enjoyed by nurses and their families. If the remuneration received by nurses is greater, it means that their status is getting better, and the fulfillment of their needs is also increasing. Thus, the performance is also getting better. Conversely, insufficient rewards result in a lack of motivation for nurses to work well and produce performance which is certainly not good either (Tayibu, 2011).

CONCLUSIONS AND RECOMMENDATIONS

A. Conclusion

1. Work family conflict in the inpatient room of Bhayangkara Hospital, Manado, shows that most of them are in the low category, namely 16 people (42.1%).
2. The performance of nurses in the inpatient room of Bhayangkara Hospital, Manado, shows that the majority are in the good category, namely 23 people (60.5%).
3. There is a relationship between work family conflict and the performance of female nurses at Bhayangkara Manado Hospital with a p value = 0.002.

B. Suggestion

1. For hospitals
It is hoped that the hospital will pay attention to and maintain the performance of its nurses, especially to improve the provision of nursing care to patients in order to improve the quality of service in the hospital.
2. For nurses
Apart from working as a mother, she also works as a nurse. It is hoped that she will continue her career and be able to maintain good performance aspects and not neglect her role as a housewife. Nurses must be able to balance the demands of work and family responsibilities.
3. For researchers
The results of this study can be a reference to increase the knowledge of researchers to conduct further research on other factors that can affect the performance of nurses besides work family conflict.
4. For further researchers
For future researchers, it is suggested to develop research on work family conflict in nurses and other factors that nurses can do to minimize work family conflict so that nurse performance can be better and more efficient.
5. For Institutions
The results of this study are expected to be used as reference material to add sources of information to support the lecture process.

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