How Job Stress Can Improve Job Satisfaction Nurse

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Abstract: The phenomenon of married and working women is a dual role conflict that also causes work stress. Dual role conflict arises when the interests of work interfere with family interests (work-family conflict) or vice versa family interests interfere with work (family work conflict). This study aims to analyze the effect of dual role conflict on job stress and job satisfaction. The subjects of this study were nurses at Dharma Nugraha Hospital Jakarta. The study was startedfrom October to November 2017. Data were collected by one short study method, survey, and questionnaire. Design of causal research. Variables in this research are Multiple Role Conflicts as an independent variable, Working Stress as a dependent variable, Job Satisfaction as a dependent variable. The assessment instrument was 127 questionnaires and measurements with a 5-step Likert scale. Data analysis using Path Analysis (Line Analysis).The results showed that: (1) multiple role conflicts had a significant positive effect on job stress, (2) work stress did not affect job satisfaction, (3) dual role conflict had the negative and insignificant effect to job satisfaction. If the dual role conflict is high then the work stress will be high too, dual role conflict decreases the work stress will decrease. If work stress is high, job satisfaction may increase or decrease. Conversely, if the job stress is low, then job satisfaction can also increase or decrease. Job satisfaction will be low if dual role conflict increases, job satisfaction increases when dual role conflict is low. Job stress can provide job satisfaction without the occurrence of dual role conflict on female nurses. Work-family conflict comes from the support of colleagues and superiors, it is necessary to create a strategy such as hospital regulations are not allowed to work overtime because it will result in fatigue so that it will impact on patient safety (patient safety). Family-work conflict is sourced from spouses and families, a mediation strategy is needed such as family gathering that aims to introduce the work environment to family members.

1 INTRODUCTION

The role of women as labor actively participates in economic activities (earning a living) in various activities in accordance withskills and education owned and available employment. The tendency of women to work has many implications, including the breaking of family ties, rising juvenile delinquency and other implications. Dual role conflicts are strongly associated with depression and anxiety suffered by women than men. Workplace stress is an almost daily thing experienced by workers. Stress is experienced continuously and uncontrollably, can cause a burn-out of physical fatigue, psychic and emotion. Job satisfaction is an affective or emotional response to various aspects or aspects of a person's job,so job satisfaction is not a single concept. Dual role conflict, job stress, and job satisfaction in the workplace become a serious problem for the company because it is indirectly related to employee and company performance. Job satisfaction of an employee is an individual thing because each employee has different levels of ability in doing his job. Work and family are two important things in the social life of adults (Mian et al., 2012). Work and family are equally important so that each requires much attention in the form of time, energy, and mind devoted to work and family (Carr et al., 2008).

Job satisfaction is a manifestation of employee perceptions reflected in attitudes and focused on behavior on the job. According to Kreitner & Kinicki (2014), job satisfaction is a positive feeling about one's work which is the result of an evaluation of its characteristics. So the nurse's job satisfaction is a manifestation of the nurse's perception reflected in the attitude and focused on the nurse's behavior on her job. Nurses with high levels of job satisfaction have

positive feelings about their work, whereas disgruntled nurses have negative feelings about the job, causing many problems at the hospital (Curtis, 2007). The usual problems are service problems and lack of nurse's workforce that will eventually degrade the quality of hospital services. Robbins (2002) suggests that job satisfaction refers to the general attitude of the individual to his work.

Dual role conflict by Bedeian et al. (1998), Googins (1987), Greenhaus and Parasuraman (2001), and Shinn (1999), namely: Dual Role Conflicts is evidence that there is a tension between family and work rules that indicate a psychological drop and physical well-being of employees. This dual role conflict will be a problem if there is no appropriate solution to overcome it. The impact is the occurrence of pressure, anxiety that makes employees lead to stress. According to Frone, 2000 (in Roboth, 2015) that dual role conflict is strongly associated with depression and anxiety afflicted by women rather than men and is also associated with the traditional role of women that today is unavoidable, that is, the responsibility of organizing the household and raising children. The impact of dual role conflict experienced by working woman is job stress and also influence to job satisfaction.

Job stress is a form of a person's response, both physically and mentally to a change in his environment that is perceived as disturbing and leads him to be threatened (Igor, 1997). Job stress is not always negative, but it can also have a positive impact. However, research usually emphasizes the negative impact of work stress, because it relates to job satisfaction and performance of an employee. It was proposed by Robbins (2006) that the impact of stress on satisfaction is much more direct. Job-related tensions tend to reduce general job satisfaction. Although low to moderate levels may improve performance, employees feel that stress is unpleasant. Several previous studies have suggested that the influence of dual conflict (Work-family conflict and work conflict) on work stress. Research from Indrayani (2009) in Pranandari (2014) suggests that the conflict of work significant to work stress. So also with research from Suryani et al. (2014) said that Family conflict shows a positive and significant influence on employees job stress. The influence of job stress on job satisfaction. Research from Setyono (2007), Tunjungsari (2011), Leila (2002) obtained job stress result negatively significant to employee job satisfaction. The influence of dual role conflict (Work-family conflict and Family Work conflict) on job satisfaction. Research from Prawitasari et al. (2007), Netemayer et al. (1996), Graf (2007), Prajogo

(2013), Dhamayanti (2006) obtained the result that work-family conflict has a significant negative effect on job satisfaction.

The motivation of this research is the importance of knowing the influence of dual role conflict on work stress and job satisfaction of female nurses at Dharma Nugraha Hospital.

2 RESEARCH METHOD

This research is quantitative with explanatory design (explanatory research) is to test between hypothesized variables. A hypothesis that describes the relationship between two variables, to know whether the associated variable or not with other variables, or whether the variable is caused or influenced by other variables. Sampling by purposive sampling method that is sampling method with certain consideration. Sample criteria in this study were married female nurse (married) and conducted the dissemination of 127 questionnaires.

In this research consist of three variables that are Dual Role Conflict as an independent variable, Job Stress variable as dependent variable, Job Satisfaction variable as the dependent variable. Methods of data analysis using path analysis (Path Analysis) to analyze the pattern of relationships among variables.

3 RESEARCH RESULT AND DISCUSSION

Table 1: Profile of Female Nurse Respondent in Dharma Nugraha Hospital

Criteria of Respondents	Frequency	Percentage
Gender:		
Man	0	0%
Woman	127	100%
Age:		
21-30 years	99	78%
31-40 years	26	20,5%
41-50 years	2	1,5%
Marital status:		
Married	109	86%
Single	18	14%
Employmentstatus:		
Permanent	85	66,9%
Contract	42	33,1%
Education:		
Diploma	121	95,3%
Bachelor degree	6	4,7%
Postgraduate	0	0%
Salary:		
3.000.000-4.000.000	87	68,5%
4.000.000-5.000.000	37	29,1%
>5.000.000	3	2,4%

Criteria of Respondents	Frequency	Percentage
Work unit :		
Emergency	15	11.8%
Polyclinic	15	11.8%
Surgery	15	11.8%
ICU	15	11.8%
ObstetricsGynecology	15	11.8%
Inpatient	52	41%
Position:		
Staff	120	94%
Head Shift	1	1%
Head of the Room	6	5%

3.1 Descriptive Analysis

Validity test and reliability test performed on 3 variables. Dual role conflict variable with 8 statements obtained 7valid statements and 1invalid statement. Work stress variable with 7 statements obtained result 5 valid statement and 2invalid. On job satisfaction variable with 5 statements obtained result 2 valid statement and 3invalid statement. After an invalid statementis omitted, there are 14 valid statements to test for reliability. Reliability test results obtained results with the value of Cronbach alpha above 0.60 and declared reliable, then the statements can be used in the questionnaire.

Table 2: Dual Role Conflict Indicators

No	Statement	Value	Information
1	Job pressure makes me easily provoked emotion while at home.	2,29	Low
2	While being at home the job responsibilities still weighed my mind	2,44	Low
3	I often miss family events/activities because they are busy working	2,46	Low
4	My time together with my family is very less because I work	2,40	Low
5	I feel guilty for not having enough time to take care of my family (husband and son) for working	2,44	Low
6	After work I feel tired to do household obligations	2,70	Enough
7	Family problems made me unable to concentrate on my work	2.10	Low

In Table 2 the dual role conflict indicator got the highest score of 2.70 on the statement "after work I feel tired to do household obligations", it indicates that the work-family conflict is more dominant in the female nurses in the Dharma Nugraha hospital than the family- work. Need a good strategy to anticipate

the indicators of dual role conflict is high or low, so as not to be sustainable.

Table 3. Job Stress Indicators

No	Statement	Value	Information
1	The work I go through often makes me uncomfortable causing tension	2,13	Low
2	Lately,I can not get my job done properly	2,48	Low
3	I will lose my appetite when the workload is solid	2,30	Low
4	I became emotionally stuck on as myworkload increases	2,38	Low
5	I will avoid pretending to be busy when there is a new assignment given to me	2,91	Enough
6	The work I go through often makes me uncomfortable causing tension	2,13	Low

In table 3, the job stress indicator got the highest score of 2.91 on the statement "I will avoid pretending to be busy when there is a new task given to me", it shows that the work stress on the female nurse at Dharma Nugraha Hospital currently has the most impact on the individual's behavior to avoid / reject the new job that is perceived as an additional burden. For the highest and lowest job stress indicators, there must be a good strategy to avoid being sustainable

Table 4: Job Satisfaction Indicators

No	Statement	Value	Information
1	The hospital salary has met myexpectations	3,46	Satisfied
2	I found no difficulty in working with my colleagues	1,85	Not satisfied

In table 4, job satisfaction indicator got the highest score 3,46 (satisfied) at the statement "salary given by hospital have been as my expectation", this indicates that job satisfaction at nurse woman in hospital Dharma Nugraha now has fulfilled with salary factor/earnings received. Of concern is the dissatisfaction in the relationship of cooperation with colleagues.
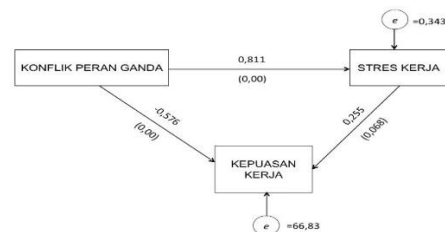
3.2 Hypothesis Testing

Figure 1. Results of data processing with Path Analysis

In picture 1 the result of questionnaire 127 female nurse in Dharma Nugraha Hospital that double role conflict hasa strong positive effect to work stress with influence value 0,811 and significant value = 0,000 or <0,05. On the variable Work stress found significant value of 0.068 or>0.05 to job satisfaction, then the job stress does not affect the job satisfaction. In variable of conflict of the role of double have the significantnegative effect on job satisfaction with significant value 0,00 or <0,05 and medium effect value equal to -0,576.

4 DISCUSSION

Table 5. Hypothesis Test Results

Hypothesis	Influence	Significant Results	Conclusion
H1	Dual role conflict on work stress of female nurse	0.000	Dual role conflict has a significant positive effect on job stress
H2	Work stress on job satisfaction of female nurses	0.068	Work stress does not affect job satisfaction, because the data does not support the hypothesis
H3	Dual role conflict on job satisfaction of female nurse	0.000	Dual role conflict negatively affects job satisfaction

In table 5 seen from the significant value of dual role conflict variable to job stress of 0.000 or <0,05 concluded that dual role conflict have positive effect to work stress that is if conflict of double role is high hence job stress will be high, vice versa if double role conflict low then low work stress also. The value of influence of $0.811^2 = 65.7\%$ work stress is influenced by dual role conflict. The value of error = 34.3% influenced by other factors outside of this study such as environmental factors, colleagues, leaders, workload.

Work stress does not affect job satisfaction, seen from significant value = 0,068 or>0,05. These results are suspected because the data do not support the research hypothesis. Here work stress can be as an intervening/mediation to be able to satisfy the nurse when work must be emphasized through job stress/pressure/responsibility burden on the job. Directly satisfied nurses can eliminate work-family conflicts with added job stress so that the focus of completing the work. The findings that job stress can improve job satisfaction nurse.

The dual role conflict on job satisfaction of female nurse at Dharma Nugraha hospital has a significant negative effect, with significant value = 0,00 or <0,05

concluded that if double role conflict is high, then job satisfaction is low, otherwise, if double role conflict is low, then job satisfaction will be high. Medium influence value = $-0.576^2 = 33.17\%$ job satisfaction is affected by dual role conflict. Value of error = 66, 83% influenced by other factors outside of this study for example influenced by salary expectations, harmonious working atmosphere, satisfactory work.

5 CONCLUSIONS

Based on the results of research and discussion above, then take a few conclusions as follows:

Multiple role conflictshas a significant positive effect on job stress. This means the higher the double role conflict (work-family and family work) will be the higher the stress of the work of female nurses who married and work in the hospital.

Work stress does not affect job satisfaction, it is possible because there are other factors outside this research that affect the satisfaction of working nurses of women who married and work in a hospital. Thisis expected because the data does not support the research hypothesis it should be explored further with different data.

Multiple role conflicts (work-family and family job) has a significant negative effect on the satisfaction of female nurse's work in the hospital, this means the higher the dual role conflict will decrease, the decreasing of dual role conflict hence the working satisfaction of nurses who married and work in the hospital will increase.

Based on the theory, the above conclusions are supported by two theories about job satisfaction, namely (1) Theory of Equity (Equity Theory) that people will feel satisfied or dissatisfied depends on the presence or absence of justice in a situation, especially work situations. The main components in the theory of justice are inputs such as education, experience, skills, number of tasks, and equipment or equipment that support their work. In this case, something is worth as self-actualization of a person. (2) Two-factor theory formulated into two groups: satisfies or motivators and dissatisfies. Satisfies are factors as a source of satisfaction including attractive, challenging jobs, achievement opportunities, rewards and promotional opportunities. Dissatisfies are factors as a source of dissatisfaction such as salary/wages, supervision, interpersonal relationships, working conditions and status

Multiple role conflicts experienced by female nurses in hospitals will lead to job stress, occurring when the execution of one role complicates the

implementation of another role. However, the form of stress is not in physical symptoms when viewed from indicators of statements submitted to the questionnaire. Pressure to balance these multiple roles can be stressful. Work-family conflict and work-family conflict are one form of dual role conflict.

Work stress does not affect the satisfaction of female nurses in the hospital. However, it needs to be analyzed if there is dissatisfaction of the female nurse. Moreover, it is necessary to maintain the factors that lead to job satisfaction of female nurses in hospitals.

Double role conflict negatively affects job satisfaction. Need to minimize dual role conflict,so that job satisfaction of woman nurse awake balance so that motivation work always good.

In essence, family-work conflict comes from the support of colleagues and superiors. So need to be made a strategy such as hospital regulations such as not allowed overtime work because it will result in fatigue so that it will impact on patient safety (patient safety). As for family-work conflict originating from spouses and families, a mediation strategy is needed such as family gatherings that aim to introduce the work environment to family members. Can also be held daycare in hospital at low cost.

Holding employee leisure activities with her family. The hospital should also show its seriousness in dealing with the problem of dual role conflict experienced by the employee/nurse. The hospital provides the facilities of a music player or provides a special room for nurses to rest/relax in turn.

Conducting regular meetings between management and employees / nurses to discuss various obstacles faced so far.Reviewing the job description of the nurse. The hospital should include nurses in the process of implementing tips / strategies such as more flexible working hours, alternative work schedules/overtime schedules, duplicate family policies, and job sharing.

The organization of the organization builds coping strategies to reduce or minimize multiple role conflicts. The organization of the hospital redesain work (reduction of workload and flexible working time) and benefit programs (family friendly policies) to reduce dual role conflict and work stress. The organization of the hospital maximizes the functioning of the personnel unit to create quality work life.

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