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## THE ROLE OF JOB STRESS IN MEDIATING THE INFLUENCE OF WORK-FAMILY CONFLICTS ON JOB SATISFACTION IN WOMEN EMPLOYEES

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### Abstrak

Job satisfaction is a state of one's work reflected by the emotional attitude expressed through one's work attitude. Women careers tend to experience stress than men, especially those who work as nurses and midwives, because the demands of a woman's responsibilities in the family is large enough. This will certainly affect the job satisfaction of a career woman. This study aims to analyze the role of work stress mediation on the influence of work-family conflict on job satisfaction. This study was conducted on health workers (midwives and nurses) women Prima Medika Hospital. The sample of this research is as many as 45 respondents with sample determination method which refers to Roscoe approach (1975). Data collection was done by distributing questionnaires using Likert scale. The analysis technique used is path analysis. Based on the results of the analysis, this study shows the work-family conflict has a positive and significant effect on job stress, job stress has a negative and significant effect on job satisfaction, work-family conflict has a negative and significant impact on job satisfaction. and work stress mediates the influence of work- on job satisfaction.

Keywords: work-family conflict, work stress, job satisfaction

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### I. INTRODUCTION

In this globalization era, business environment continues to change rapidly. Under these conditions companies, not to mention companies engaged in the health sector, such as hospitals, must be able to adjust to the changes. Increasingly competitive level leads to important hospitals supported by skilled, superior, and highly engaged human resources in employment, resulting in good health service performance.

Today, the majority of health workers in both men and women have multiple positions, namely as parents and also as employees with full-time employment (pperson et al., 2002). Many of them play a dual role in the world of work, with the aim of gaining satisfaction in the form of income. For most married female employees with children, multiple roles are played as housewives and as workers. If they can not balance the two demands of the role then there is the potential for conflict, namely work-family conflict (work-family conflict). Work-family conflict is a role conflict, between the role demands of the family and the demands of the role of work in a mutually unequal way in some respects (Triaryati, 2003). There are many things that can result from family-work conflict, such as the low quality of husband and wife relationship, problems arise between children and mothers, and problems arise in children that is their behavior disorder. In addition to within families, family-work conflicts can also trigger negative attitudes that arise in the workplace.

In completing his duties there are disorders or problems related to psychological factors in woman. Thus, a woman feels guilty for leaving her family to work, depressed because of the limited time and the workload too much and the unpleasant work situation (Kalendesang et al., 2017). This work-family conflict can affect job satisfaction in the workplace.

Women tend to experience higher levels of work-family conflicts compared with men (Apperson et al., 2002). This can happen because women have a primary obligation to take care of the family, and are required to devote greater attention to the family than their work. When a woman experiences a family-work conflict, what she usually does is try to change her situation by leaving jobs like, not coming to work, coming late, to resign from work. Work is a stressful condition, which can affect the level of job satisfaction (Triaryati, 2003). Thus, the work-family conflict can affect the level of job satisfaction.

In addition, female employees who have difficulty in balancing the two demands of the role can cause anxiety that can lead to stress. Stress is a condition of tension that affects the emotions, thinking processes, and conditions of a person (Hasibuan, 2016: 204).

The result of the survey from PPNI (Indonesia National Nursing Association) in 2006, about 50.9% of health workers working as nurses in four provinces of Indonesia experience work stress, tired, often dizzy, workload is too high cause can not rest, and low salaries with no adequate incentives (Russeng et

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al., 2007). The emergence of work stress is also able to mepengaruhi work satisfaction of health employees (midwives and nurses) women who have a family.

Kurnia (2016) states that family-spouse conflicts have a negative and significant impact on job satisfaction. The Triana (2010) study also concluded that there is a negative and significant relationship between work-family conflict and job satisfaction.

Singh and Nayak (2015) studied work stress as a mediation variable between family-employment conflict on job satisfaction. The results showed that job stress acts as a mediator of the influence of work-family conflict on job satisfaction. A working woman will show an increase in stress because there are several roles being performed. When the culmination of role conflict and stress can not be solved, it will affect its satisfaction in work. Thus, the stress of the work-family conflict will affect a woman's job satisfaction that can not balance the demands of one role with another (Widyani and Sugianingrat, 2015).

The purpose of this study is to analyze the influence of work-family conflict on the stress and job satisfaction of female employees, and to analyze the role of work stress mediation in the work-family conflict relationship with employee work satisfaction. The research was done at Prima Medika Hospital Denpasar, (midwives and nurses) of married women.

## II. LITERATURE REVIEW

Work-family conflict is a conflict between work and family which has a negative effect on performance and family (Retnaningrum and Musadieq, 2016). Some factors in work, such as long working hours, heavy duty, and high workload, have a direct effect to work-family conflicts. Given these conditions, it is important to establish a balance between family and work, so that demands in work and demands in the family can be met efficiently. According to Netemeyer et al. (1996), the work-family conflict is a form of conflict between roles, where the demands, time, and tensions created by the work are influential in carrying out family responsibilities. There are three types of work-family conflict, which are indicators of the conflict, time-based conflict, strain-based conflict, and behavior-based conflict (Netemeyer et al., 1996 and Triana, 2010).

Stress is a condition of tension that affects the emotions, thinking processes, and conditions of a person (Hasibuan, 2016: 204). Job stress can occur because employees in their

jobs are required to finish high-load jobs, but the control is very low (Yanthi, 2016). Job stress arises because of the demands of the environment and the response of each individual in dealing with it can be different (Sutrisno, 2010). Stress can also arise from a feeling of dissatisfaction with the job. Other causes of stress are sourced from the lack of adequate facilities and equipment to work efficiently (Munir and Rahman, 2016). The factors causing employee stress as well as an indicator of occupational stress are: (Hasibuan, 2016: 204)

- 1) The workload is difficult and excessive
- 2) The pressure and attitude of the leadership that is not fair and fair
- 3) Insufficient time and work equipment
- 4) Conflict between the person with the leadership or working group
- 5) The services are too low
- 6) Family problems such as children, wife / husband, in-laws, and others

Job satisfaction is basically something that is individual. Each individual has a different level of satisfaction. The higher the assessment of the perceived activity in accordance with the wishes of the individual, the higher the satisfaction of the activity. Robbins and Judge (2013: 113) defines job satisfaction as a positive feeling for the work resulting from the evaluation of its obvious characteristics. Meanwhile, Hasibuan (2016: 202) mentions job satisfaction is reflected by a balanced emotional attitude between remuneration with the implementation of work. Robbins (2006) mentions employment satisfaction indicators such as 1) satisfaction with salary or wages, 2) satisfaction with company promotion, 3) satisfaction with co-workers, 4) satisfaction with supervision, and 6) satisfaction with the job itself.

Job satisfaction theory reveals what makes some people feel more satisfied with their work than some other things. This theory also seeks the foundation of the process of feeling people towards job satisfaction (Wibowo, 2016). In the theory of job satisfaction that is Two-Factor Theory is affirmed that job satisfaction describes satisfaction and dissatisfaction come from different variable group that is hygiene factors and motivators.

- 1) Hygiene factors are job dissatisfaction caused by a collection of differences from factors (quality of supervision, work

environment, payroll, security, agency quality, work relations and organizational policy). Because these factors are preventing negative reactions they are referred to as hygiene or maintenance factors.

- 2) Job satisfaction derived from a set of factors related to the work itself or the outcomes directly from the job (promotional

opportunity, recognition, responsibility, achievement) is called the motivators, because it is the highest level of job satisfaction.

Based on literature review and previous research results, the conceptual framework of the study can be illustrated as shown in Figure 1.

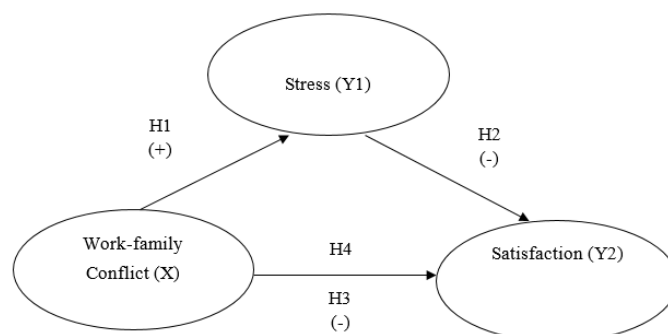


Figure 1. Conceptual Framework

Family work conflicts can lead to poor quality of marital relationships, and the emergence of problems in the relationship between mother and child, and can lead to negative attitudes toward the organization. Work is perceived as stressful, so it can be said that family-work conflicts can cause work stress. Various studies have been conducted on the relationship of work-family conflict with work stress, such as research conducted by Krisnadivara (2016); Bazana and Dodd (2013); Nart and Batur (2014); Tziner and Sharoni (2014); and Kalendesang (2017). From these studies prove that work-family conflict has a positive and significant effect on job stress. Based on the above thought, hypotheses can be proposed as follows:

**Hypothesis 1:** Work-family conflicts have a positive and significant influence on job stress

Factors that affect job satisfaction one of them is job stress. Mansoor et al. (2011) states that job stress has a negative and significant effect on job satisfaction. Other researchers also said similar things include Tunjungsari (2011); Potale and Uhing (2015); Handoko (2001: 56); and (Wibowo, 2016: 420). Based on the results of previous research, the hypothesis that can be proposed in this study are:

**Hypothesis 2:** Job Stress has a negative and significant effect on Job Satisfaction

Based on the results of the study of several researchers, it can be concluded that there is a negative and significant relationship between

work-family conflict with job satisfaction, such researchers are Triana (2010); Prawitasari (2007); Nawab and Iqbal (2013); Devi and Rani (2016); and Ahmed et al., (2012). Based on the results of previous research, the hypothesis that can be proposed in this study are:

**Hypothesis 3:** Work-Family Conflicts have a negative and significant impact on Job Satisfaction

Work stress is said to mediate the relationship between work-family conflict and job satisfaction, this is stated by some researchers such as Hammer and Thimpson (2003) in Triaryati (2013); Widyani and Sugianingrat (2015); Singh and Nayak (2015).

Based on the above thought, the hypothesis that can be proposed in this research are:

**Hypothesis 4:** Job Stress mediates the influence of Work-Family Conflict on Job Satisfaction

## METHOD

This study uses a quantitative approach that is associative, which analyzes the relationship of work-family conflict and work stress with job satisfaction. The research was conducted at Prima Medika Hospital Denpasar, Bali, which is located at Serok Island Street, Dauh Puri Klod, West Denpasar. The research object is related to work-family conflict, in relation to job stress and job satisfaction. The research variables were identified in three types of variables: independent variable (work-family



conflict -X), variable of medium (work stress-Y1), and dependent variable (job satisfaction-Y2). Work-family conflict (X) is a role conflict experienced by health workers (midwives and nurses) due to the demands and tensions generated by the work in the hospital affecting the fulfillment of family responsibilities. This variable is measured from three indicators referring to Netmeyer et al. (1996), ie time-based conflict, strain-based conflict, and behavior-based conflict. Job stress (Y1) is a condition that arises because of a stress that causes tension that affects the emotions, mind, and physical condition of the employee. Job stress indicators referring to Hasibuan (2016: 204) include: 1) difficult and excessive workloads, 2) unfair and reasonable pressure and attitude, 3) insufficient time and equipment, 4) conflicts between private and leaders or working groups (fellow health employees), 5) overly low remuneration, and 6) family issues such as children, wife / husband, in-laws, and others. Job satisfaction (Y2) is a state of employment perceived by employees that is reflected by the emotional attitude expressed through work attitude. Indicators of job satisfaction refer to Robbins (2006) are: 1) satisfaction on salary or wages, 2) satisfaction on promotion, 3) satisfaction towards

colleagues (fellow health employees), 4) satisfaction with supervision, and 6) job satisfaction itself. The population in this study were all health workers (nurses and midwives) of women at Prima Medika Hospital, which was married totaled 143 people. Method of determining the sample refers to Roscoe (1975) approach in Sekaran (2006: 160), which confirms that sample size should 10 times or more of the number of variables. In this study the number of samples counted 15 times from the number of variables to 45 people. The sampling technique using simple random sampling. Data was collected using questionnaires that have been tested the validity and reliability. Data analysis technique used is path analysis technique and mediation test using Sobel test.

### III.RESULT AND DISCUSSION

The respondents of this research are health workers (midwife and nurse) of woman at Prima Medika Hospital. The number of samples used in this study is 45 samples. Questionnaires are distributed directly as much as 45 questionnaires. Characteristics of respondents are presented in Table 1 as follows:

**Tabel 1**  
**Respondent Characteristic**

No	Variable	Classification	Number	Percentage (%)
1.	Age (year)	24 – 28 year	21	47
		29 – 38 year	19	42
		39 – 48 year	3	7
		>48 year	2	4
		Total	45	100
2.	Religion	Hindu	44	98
		Moslem	1	2
		Total	45	100
3.	Number of children	0	12	27
		1	17	38
		2	13	29
		3	3	6
		Total	45	100
4.	Education	Diploma	41	91
		Bachelor	4	9
		Total	45	100
5.	Occupation	Midwife	30	67
		Nurse	15	33
		Total	45	100

Information in Table 1 shows the characteristics of respondents viewed from age, religion, number of children, last education, and occupation. Based on age, it was found that the most respondents were the 24-28 year age range of 21 people with a percentage of 47 percent which means that most health workers

at Prima Medika Hospital were productive age, the respondents aged 29-38 years amounted to 19 people with percentage of 42 percent, age 39-48 years amounted to 3 people with a percentage of 7 percent, and aged 48 years and over amounted to 2 people with a percentage of 4persen. Based on religion, the majority of

Hindu respondents, amounting to 44 people with a percentage of 98 percent, while the Islamic religion only amounted to 1 person with a percentage of 2 percent. Based on the number of children, the highest number of respondents are those who have children as many as 1 child, amounting to 17 people with a percentage of 38 percent, while respondents who do not have children amounted to 12 people with a percentage of 27 percent, which has 2 children amounted to 13 people with a percentage of 29 percent, and who has 3 children amounted to 3 people with a percentage of 6 percent. Judging from the level of education, the majority of respondents have the last education is a diploma of 41 people with a percentage of 91 percent and the last educated respondents

namely S1 that amounted to 4 people with a percentage of 9 percent. This means that healthcare employees who have a diploma level are considered to be sufficiently prepared to perform work in hospital as a health worker. Based on the type of work, respondents who work as midwives amount to 30 people with percentage of 67 percent and work as nurses totaling 15 people whose percentage is 33 percent.

### Work-family Conflict

Based on the results we could see responses of respondents through each indicator of work-family conflict variable as follows:

**Tabel 2**  
**Work-family Conflict Description**

No	Indicator	Average	Category
1.	The amount of time needed on the job makes it difficult to fulfill family responsibilities.	3,51	High
2.	Job demands interfere with home and family life.	3,64	High
3.	Work puts pressure on the family tasks.	3,78	High
4.	Things you want to do at home can not be done because of the demands of the work that is charged.	3,58	High
5.	Due to work related duties, it is encouraged to make changes to family activities that have been planned previously.	3,67	High
<b>Work-family Conflict</b>		<b>3,64</b>	<b>High</b>

Data shown in Table 2 shows that five statements about family-employment conflict scored an average total sum of 3.64, a high criterion, which meant that female health workers (midwives and nurses) experienced high family-employment conflicts. The highest average score of 3.78 obtained from the third statement, said high because most respondents agreed to the statement. This means that female health workers (midwives and nurses) feel

under pressure from their work that causes difficulties in carrying out their duties and responsibilities in the family, thus causing high-level family-employment conflict.

### Job Stress

Based on the research results can be seen respondent responses through each indicator of work stress variable as follows:

**Tabel 3**  
**Work Stress Description**  
**Work-family Conflict Description**

No	Indicator	Average	Category
1.	The job duty load is too heavy.	3,67	High
2.	Feeling desperate because of the excessive workload.	3,31	Moderate
3.	Difficult to sleep soundly.	3,62	High
4.	Have a bad appetite.	3,49	High
5.	Concentration is often impaired.	3,44	High
6.	Never thought of hurting yourself in some way.	3,33	Moderate
7.	Experiencing pressure in performing various tasks assigned by a superior.	3,56	High
8.	Workplace too crowded and noisy.	3,20	Moderate
9.	Feeling under pressure from work due to lack of opportunities to relax.	3,71	High

10.	Not having enough time to finish all the work.	3,62	High
11.	Demanded to work super fast in completing the job.	3,51	High
12.	Often opposed to superiors and co-workers.	3,47	High
13.	Revenue does not match the workload.	3,09	Moderate
14.	The rewards (bonuses, salary increases, recognition / status, or promotion) provided are not in accordance with work performance.	3,42	High
15.	Work can usually lead to conflict with the family.	4,02	High
<b>Work Stress</b>		<b>3,50</b>	<b>High</b>

Data in Table 3 shows that all statements about job stress yielded a total mean value of 3.50, so that it is included in the high criterion, this means that the level of work stress experienced by female health workers (midwives and nurses) is high. The statement that has the highest average score of respondent's answer is the 15th statement that is with the average value 4.02, said high because most of the respondents stated strongly agree to the statement. These results indicate that the occurrence of conflict with the family occurs due to job demands, this is what causes a high level of stress that occurs in health workers (midwives and nurses) women in Prima Medika Hospital. This is also consistent

with the highest average score results from the distribution of respondents' responses to the work-family conflict indicator in table 2 indicating that the work poses difficult pressures to fulfill the task in the family. So that is what gives the most influence to the high stress experienced by health employee (midwife and nurse) woman at Prima Medika Hospital.

### Job satisfaction

Based on the results of the research can be seen responses of respondents through each indicator of job satisfaction variable as follows:

**Tabel 4**  
**Job Satisfaction Description**

No	Indicator	Average	Category
1.	Salary received in accordance with the amount of work performed.	3,51	High
2.	Get the credit for doing a good job.	3,58	High
3.	Feel satisfied with the award of bonuses awarded for work performance.	3,80	High
4.	Feel satisfied with the appreciation of the salary increases given on job performance.	3,73	High
5.	Feel satisfied with the award of a promotion awarded for work.	3,82	High
6.	Feel satisfied on relationship with co-workers.	3,98	High
7.	Coworkers can work together well.	3,91	High
8.	Coworkers always share information to improve work quality.	3,64	High
9.	Colleagues always share their knowledge to improve the quality of work.	3,89	High
10.	Coworkers provide moral support in performing the task.	3,73	High
11.	Feel satisfied with how the boss handles his job.	3,84	High
12.	Satisfied with the competence of superiors in making decisions.	3,69	High
13.	Every day, work time is very long.	3,82	High
14.	Feel satisfied with my current job.	3,80	High
15.	Feel enthusiastic about the job.	3,80	High
16.	The work environment in the hospital is very conducive so it can work well.	3,69	High
17.	Finding real pleasure in work.	3,96	High
18.	Got the opportunity to use the skills you have in completing the job.	3,73	High
<b>Job Satisfaction</b>		<b>3,77</b>	<b>High</b>



Table 4 shows that of all statements about job satisfaction earned a mean total score of 3.77 so that the criteria are high, this means that the level of job satisfaction perceived by healthcare workers (midwives and nurses) of women can be said high. The highest average score of 3.98 from the no. 6 statement is said to be high because most respondents agreed to the statement, which means that female health workers (midwives and nurses) at Prima Medika Hospital have a high degree of

satisfaction with how to socialize with colleagues, this is also the largest effect on the high level of job satisfaction in health workers (midwife and nurse) women at Prima Medika Hospital.

### Path Analysis

Perhitungan koefisien jalur dilakukan menggunakan *SPSS for windows* dan diperoleh hasil sebagai berikut.

**Tabel 5**  
**Sub-Struktur 1 Analysis**

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.823	3.152		.261	.795
	Konflik Pekerjaan-Keluarga	2.841	.170	.931	16.738	.000

a. Dependent Variable: Stres Kerja

**Tabel 6**  
**Sub-Struktur 2 Analysis**

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	126.580	2.598		48.729	.000
	Konflik Pekerjaan-Keluarga	-1.236	.383	-.363	-3.226	.002
	Stres Kerja	-.690	.126	-.617	-5.490	.000

a. Dependent Variable: Kepuasan Kerja

### Hypotheses Testing

Based on the results in Table 5 and Table 6, can be analyzed hypothesis testing as follows:

a) The influence of work-family conflict on job stress.

Based on the results of sub-structure analysis 1 on 5 note that the value of significance (P value) of 0,000 with beta standardization coefficient value of 0.931. The value of significance (P value) which shows the value  $0.000 < 0.05$ , this means it can be concluded that there is a positive and significant influence between work-family conflict to work stress. Thus, hypothesis 1 which reads there is a positive and significant influence between work-family conflicts on job stress is supported.

b) The influence of job stress on job satisfaction

Based on the results of sub-structure 2 analysis in Table 6 it is known that the value of significance (P value) of 0,000 with beta standardization coefficient value of -0.617. The value of significance (P value) which shows the value  $0.000 < 0.05$ , this means it can be concluded that there is a negative and

significant influence between job stress on job satisfaction. Thus, hypothesis 2 which reads there is a negative and significant influence between job stress on job satisfaction supported.

c) Influence of work-family conflict on job satisfaction

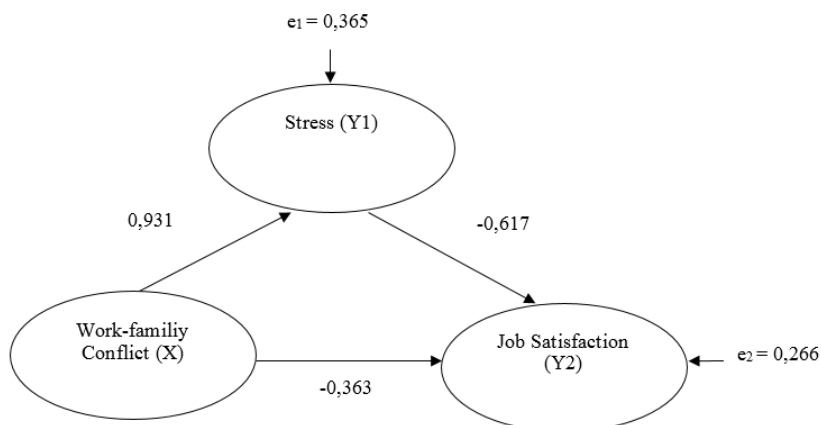
Based on the results of sub-structural analysis 2 in Table 6 it is known that the value of significance (P value) of 0.002 with beta standardization coefficient value of -0.363. The value of significance (P value) which shows the value of  $0.002 < 0.05$ , this means it can be concluded that there is a negative and significant influence between work-family conflict on job satisfaction. Thus, hypothesis 3 which reads that there is a negative and significant influence between work-family conflict on job satisfaction is supported.

d) Based on diagram point in Figure 2, it can be calculated the amount of direct influence, indirect influence, and the total influence between variables. The calculations are summarized in Table 7 as follows.

**Tabel 7**  
**Direct, Indirect, and Total Effect of Work-family Conflict (X), Job Stress (Y1), and Job Satisfaction (Y2)**

Effect	Direct	Indirect effect Through Job Stress (Y1) = (bxb1)	Total Effect
X→Y1	0,931	-	0,931
Y1→Y2	-0,617	-	-0,617
X→Y2	-0,363	-0,574	-0,937

Validation of the final diagram model can be seen in Figure 2.



**Figure 2.**  
**Validation of Final Path Model**

**Mediation Testing**

In mediation testing calculated using Sobel Test, the result of the calculation as follows:

$$Z_{value} = \frac{ab}{\sqrt{b^2Sa^2 + a^2Sb^2 + Sa^2Sb^2}}$$

Annotation:

a = 0,917

Sa = 0,17

b = 0,617

Sb = 0,126

$$Z_{value} = \frac{0,5658}{\sqrt{0,0110 + 0,0133 + 0,0005}}$$

Z<sub>value</sub> = 3,59

Based on the results of the test in this study, it can be concluded that the result of tabulation Z = 3.59 > 1,96 which means the mediation variable is work stress, assessed significantly mediate the work-family conflict to job satisfaction so it is said to mediate partially.

**DISCUSSION**

**The influence of work-family conflict on job stress**

From the results of hypothesis testing, it is evident that there is a positive and significant influence between work-family conflict on

work stress. Thus, this means that the higher the work-family conflicts that occur in health workers (midwives and nurses) of women in Prima Medika Hospital, the higher the stress level experienced by health workers (midwives and nurses) of women in Prima Medika Hospital. From the results of this study it is evident that the work-family conflicts that occur relatively high, especially related to the problem of pressure arising from the work so that health employees (midwives and nurses) women find it difficult to fulfill responsibilities in the family. In addition, due to work-related duties it also causes high-level family-employment conflicts, as it further encourages female health workers (midwives and nurses) to make plans changes to pre-planned family activities so that it can be said that the fulfillment of responsibilities or role in the family can be disrupted. Another thing that supports the condition is shown from the indicator of work stress that has the highest average value of work is said to cause conflict with the family. The existence of these conditions ultimately lead to work stress. Thus, it can be said that work-family conflict has a positive and significant relationship to job stress.

The results of this study are in accordance with previous research conducted by Bazana

and Dod (2013), Nart and Batur (2014), Tziner and Sharoni (2014), Krisnadivara (2016), and Kalendesang (2017) also said that there is a positive and significant influence between work-family conflicts to job stress. The conclusion is that family-work conflict has a positive and significant influence on work stress which means more and more family-work conflict, the higher the stress is felt by the health employees, especially the midwife and the female nurse.

### **The influence of job stress on job satisfaction**

From the results of hypothesis testing, proved that there is a negative and significant influence between job stress on job satisfaction. So, this means that the higher the stress of work experienced by health workers (midwives and nurses) of women in Prima Medika Hospital, the lower the level of job satisfaction felt by health workers (midwives and nurses) of women in Prima Medika Hospital. From this study, memnag proved that work stress can be said to be high, especially related to the pressure obtained from the work that causes at least the opportunity to relax, in addition to the burden of work tasks that are too heavy and the pressure in carrying out the task given the boss also led to work stress tall one. The existence of these conditions triggers the creation of low job satisfaction. Therefore, job stress can be said to have a negative and significant effect on job satisfaction.

The results of this study are in accordance with previous research conducted by Handoko (2001: 56), Mansoor et al. (2011), Tunjungsari (2011), Potale and Uhing (2015), and Wibowo (2016: 420) stating that job stress negatively and significantly affect job satisfaction. The conclusion is that job stress has a negative and significant effect on significant job satisfaction with the increasing stress felt by health workers (midwives and nurses) of women in Prima Medika Hospital, the lower the level of job satisfaction.

### **The influence of work-family conflict on job satisfaction**

From the results of hypothesis testing, it is evident that there is a negative and significant influence between work-family conflict on job satisfaction. Thus, this means that the higher the work-family conflicts experienced by health workers (midwives and nurses) of women in Prima Medika Hospital, the lower the level of job satisfaction felt by health

workers (midwives and nurses) of women in Prima Medika Hospital. However, in this study, the results of the distribution of respondents' answers to job satisfaction indicators on the description of job satisfaction variables in fact quite high, this happens because based on Table 4 obtained the highest job satisfaction results is derived from satisfaction in socializing with colleagues. This is what makes health workers become comfortable in working in the hospital despite experiencing work-family conflicts and work stress that can be said high. With good relationships and how to socialize with colleagues co-workers to make health employees (midwife and nurse) women feel comfortable in the work, so this is certainly also affect the performance and of course on job satisfaction. Thus, it is this that causes job satisfaction in fact is said to be high in health workers (midwives and nurses) of women in Prima Medika Hospital.

The results of this study are in accordance with the results of previous research conducted by Prawitasari (2007), Triana (2010), Ahmed et al. (2012), Nawab and Iqbal (2013), Devi and Rani (2016), and Kurnia (2016) stating that family work conflict negatively and significantly impacts job satisfaction. The conclusion is that the work-family conflict has a negative and significant effect on the significant job satisfaction with the more frequent family-work conflict on the health staff (midwife and nurse) of women in Prima Medika Hospital, the lower the level of job satisfaction.

### **The role of job stress in mediating the influence of work-family conflict on job satisfaction**

Hypothesis testing on the role of work stress in mediating the work-family conflict on job satisfaction on health workers (midwives and nurses) of women at Prima Medika Hospital found that work stress mediated the influence of work-family conflicts with job satisfaction on health workers (midwives and nurses ) woman at Prima Medika Hospital. This work stress means to mediate the influence of conflict of family work on job satisfaction significantly and is said as partial mediation variable. This means that with the existence of work stress, will result in worse relationship between conflict of work of family with job satisfaction, this also reflected from the influence of work-family conflict to job satisfaction which can be seen in Table 7 which was originally valued 0,363, but after existence

job stress as a mediating variable, the effect of work-family conflict on job satisfaction increased to 0.937.

The results of this study are supported by previous research from Widayani and Sugianingrat (2015) and Singh and Nayak (2015) stated that work stress mediates the relationship between work-family conflict on job satisfaction.

#### IV. CONCLUSION AND IMPLICATION

Based on the results of the discussion, can be drawn some conclusions that work-family conflict has a positive and significant effect on work stress, this means the higher the work-family conflict experienced by health workers (midwives and nurses) women, the higher the work stress is felt. Job stress has a negative and significant effect on job satisfaction, which means that the higher the work stress felt by the health worker (midwife and nurse) of women, the lower the level of job satisfaction. The family-work conflict has a negative and significant effect on job satisfaction, high work-family conflicts experienced by health workers (midwives and nurses) of women, the lower the level of job satisfaction. Stress work, able to mediate the influence of work-family conflict to job satisfaction significantly and said work stress mediates partially, work stress does not exacerbate the relationship between the influence of work-family conflict on job satisfaction.

Based on the results of the analysis and conclusions, the suggestions that can be given to the related stakeholders are about the amount of time work is expected to the hospital can make changes in order to create better time management, so that health employees, especially midwives and female nurses do not feel disturbed for their families to be disturbed. The hospital is also expected to create a conducive atmosphere in the hospital environment. The hospital is also expected to provide a salary in accordance with the amount of work that is charged to health employees, as this is quite important, given the impact on satisfaction and performance of health employees itself.

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