The Effect of Work Family Conflict on Turnover Intention with Work Stress as A Variable Mediation

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ARTICLE INFO	ABSTRACT
	The purpose of this study is to analyze work stress as a mediation between work family conflict on turnover intention. The population in this study were all non-PNS nurses at the Central General Hospital. Dr. M. Djamil Padang, totaling 443 nurses. The sampling technique used was proportions stratified random sampling. The number of samples that can be used in this research is 210 respondents. This study was analyzed using Structural Equation Modeling (SEM) with the SmartPLS 3.3.3. The findings from this study are: (1) There is an influence of work family conflict on turnover intention. The work family conflict variable has a positive and significant effect on turnover intention (2) There is an effect of work stress on turnover intention. Work stress variable has a positive and significant effect on turnover intention. (3) There is an influence of work family conflict on work stress. The work family conflict variable has a positive and significant effect on work stress. (4) Work stress is proven to mediate the relationship between work family conflict and turnover intention.
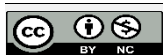
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INTRODUCTION

In an increasingly complex and dynamic work environment, many organizations face challenges in maintaining the mental and physical well-being of their employees. One of the main challenges often encountered is the conflict between work and family, known as "work-family conflict" (WFC). Work-family conflict occurs when the demands and expectations of work and family compete with each other and cause stress for individuals. This stress can have negative impacts on psychological well-being, productivity, and work commitment of employees.

In the healthcare sector, especially in hospitals, work-related stress and work-family conflict can become serious issues, particularly for nurses. The nursing profession involves intense work demands and significant responsibilities towards patients, which can lead to high levels of stress. On the other hand, nurses also have duties and responsibilities in their family environments. As a result, work-family conflict can be strongly felt by nurses.

One of the potential consequences of work-family conflict and high work-related stress is the intention to switch jobs or "turnover intention." Turnover intention refers to an individual's intention to leave their job. High levels of turnover intention within an organization, especially in hospitals, can result in high costs in terms of retraining, replacing employees, and loss of continuity in patient care.

However, amidst the complexity of the relationship between work-family conflict, work-related stress, and turnover intention, there is a potential for mediating factors that can influence the extent to which work-family conflict affects the intention to switch jobs. Previous research has indicated that work-related stress can serve as a mediating variable between work-family conflict and turnover intention. However, there is still a need to further examine this relationship, particularly in the context of non-PNS (non-civil servant) nurses at Dr. M. Djamil Central General Hospital in Padang.

By understanding the relationship between work-family conflict, work-related stress, and turnover intention, as well as the mediating role of work-related stress, this study can provide valuable insights for hospital management and relevant stakeholders to develop strategies aimed at reducing turnover intention and improving the well-being and productivity of non-PNS nurses. Therefore, the research on "The Influence of Work-Family Conflict on Turnover Intention with Work-Related Stress as a Mediating Variable among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang" holds significant relevance and urgency in enhancing human resource management and the quality of healthcare services at the hospital.

LITERATURE REVIEW

Turnover Intention

According to Hasibuan (2019:211), turnover intention refers to an employee's voluntary termination by submitting a resignation from the company. Furthermore, Hasibuan explains that even when employees voluntarily leave, it still causes losses to the company due to costs associated with recruitment, selection, and training. Meanwhile, recruiting new employees will require costs for recruitment, selection, and development. According to Na-Nan, Kanthong, and Dhienhirun (2020), the indicators of measuring turnover intention consist of: 1) Turnover Thinking, 2) Opportunities for new job, and 3) Intention to Quit.

Work-Family Conflict

Ramadhi, Rivai, and Lukito (2021:81) define work-family conflict as a form of role conflict where the pressures from work and family cannot be aligned or are in conflict in various aspects. An individual who works and has a family has two equally important roles. In their work, they are required to be professional in achieving company goals, while within the family, they have responsibilities to manage their household. In this study, the indicators used to measure work-family conflict are adapted from the research conducted by Carlson, Kacmar, and Williams (2000), as follows: 1) Time-based work interference with family, 2) Time-based family work interference with work, 3) Strain-based work interference with family, 4) Strain-based family interference with work, 5) Behavior-based work interference with family, and 6) Behavior-based family interference with work.

Work-Related Stress

Hasibuan (2019:204) concludes that work-related stress is a condition of tension that affects a person's emotions, thought processes, and overall state. Individuals experiencing stress become anxious and often experience chronic feelings of anger, aggression, inability to relax, or exhibit uncooperative behavior. In this study, the indicators used to measure work-related stress are adapted from the research conducted by Hosanguan (2007), as follows: 1) Patient-Related, 2) Job Condition, 3) Health System Reform, 4) Job Characteristics, and 5) Time Pressure.

METHOD

This research is a descriptive causal study belonging to the quantitative research category. It focuses on specific populations or samples, collects data using research instruments, and analyzes data statistically, aiming to test predetermined hypotheses. This study explains how work-family conflict affects turnover intention through work-related stress as a mediating variable. The population for this

study is all active non-PNS nurses at Dr. M. Djamil Central General Hospital in Padang, with a total of 443 non-PNS nurses in the year 2022. The sample size determination in this study uses the Slovin formula, resulting in 210 respondents. The data collection technique used is a questionnaire. The data will be analyzed using a quantitative approach, specifically the Partial Least Square - Structural Equation Model (PLS-SEM), to perform path analysis on latent variables (Hair et al., 2017).

RESULTS AND DISCUSSION

Measurement Model Analysis (Outer Model)

The analysis of the outer model in PLS aims to define the relationship between each research indicator and its latent variable. The outer model measurement includes reliability, internal consistency or composite reliability, average variance extracted, and discriminant validity.

Convergent Validity

The testing of convergent validity refers to the values of outer loadings or loading factors and Average Variance Extracted (AVE). Convergent validity is considered good if the outer loading values are > 0.7 and the Average Variance Extracted (AVE) is > 0.5 (Hair et al., 2017). The results of the research instrument's convergent validity testing are as follows:

Table 1. Extracted Variance (AVE)

Variable	The average Extracted Variance (AVE)
Work-Related Stress (M)	0,738
Turnover Intention (Y)	0,677
Work-Family Conflict (X)	0,650

Source: SmartPLS Output Results, 2023.

The table above indicates that the AVE values for each variable are significantly above 0.5, fulfilling the two criteria for convergent validity. Therefore, it can be concluded that this study has achieved good convergent validity.
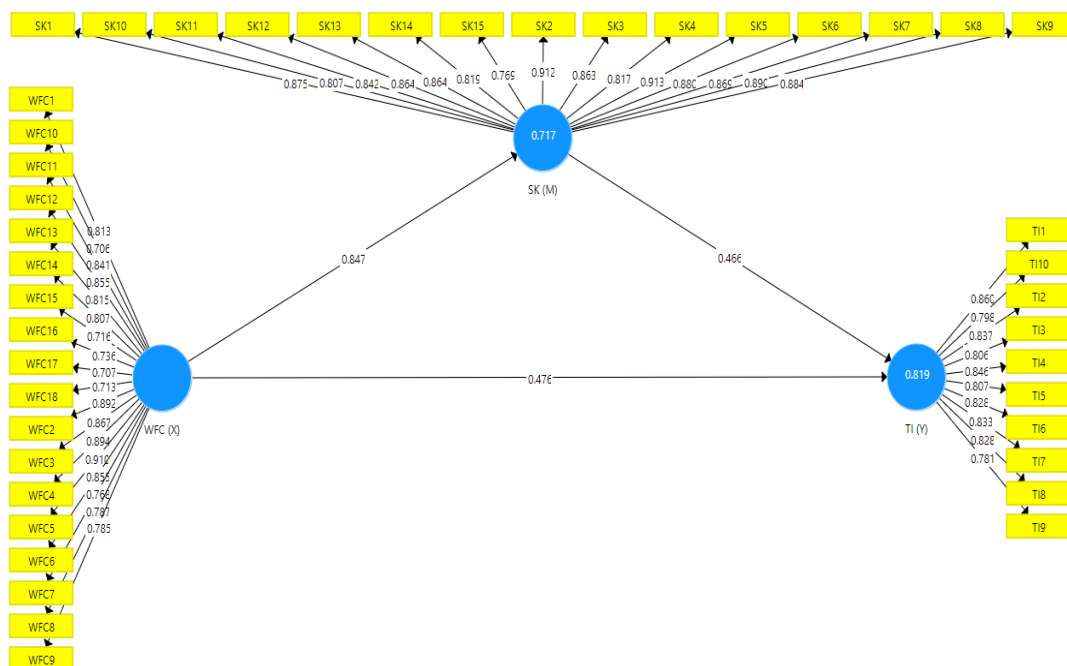
Figure 1. *Outer Loading*

Reliability Test

Reliability test is used to measure the consistency of a measurement instrument even when the measurement is repeated. Reliability testing in PLS can be measured using two methods: Cronbach's alpha and composite reliability. The rule of thumb for acceptable values of alpha and composite reliability is greater than 0.7 and 0.6, respectively (Hair et al., 2017). Both of these values can be seen in the following table:

Table 2. Cronbach's Alpha and Composite Reliability

Variable	Cronbach's Alpha	Composite Reliability
Work-Related Stress (M)	0,974	0,977
Turnover Intention (Y)	0,947	0,954
Work-Family Conflict (X)	0,968	0,971

Source: SmartPLS Output Results, 2023.

Based on the data processing results, the Cronbach's Alpha and Composite Reliability values for each research variable have exceeded 0.7. In accordance with the criteria mentioned earlier, all variables in this study are considered reliable.

Structural Model Assessment (Inner Model)

The analysis of the inner model in PLS aims to examine the influence among the research variables. The inner model can be observed from the values of R Square, Q Square, direct effects, and indirect effects, with the following results:

R Square

The R Square value in PLS illustrates how much the dependent variable can be explained or influenced by its independent variables. The R Square value can only be determined for the dependent variable. Below are the R Square calculation results for the dependent variable in this study:

Table 3. R Square

Variable	R Square	R Square Adjusted
Work-Related Stress (M)	0,717	0,715
Turnover Intention (Y)	0,819	0,817

Source: SmartPLS Output Results, 2023.

Based on the table above, it is known that the work-related stress variable has an R Square value of 0.717. This result indicates that the work-family conflict variable contributes 71.7% to the work-related stress variable. Meanwhile, the R Square value for the turnover intention variable is 0.819. This result indicates that work-family conflict contributes 81.9% to the turnover intention variable.

Q Square

Q Square is calculated using the blindfolding procedure, which is used to measure how well the path model predicts the original data values. Below are the Q Square calculation results that will be presented in the following table::

Table 4. Q Square

Variable	Q Square
Work-Related Stress (M)	0,525
Turnover Intention (Y)	0,543

Source: SmartPLS Output Results, 2023.

The Q Square value for work-related stress is 0.525 > 0, indicating that work-family conflict has predictive relevance for work-related stress. Given the Q Square value of 0.525 > 0.35, it can be concluded that work-family conflict and work-related stress have a strong predictive relevance. The Q Square value for turnover intention is 0.543 > 0, indicating that work-family conflict has predictive relevance for turnover intention. Given the Q Square value of 0.543 > 0.35, it can be concluded that work-family conflict and turnover intention have strong predictive relevance.

Hipotesis Test (Direct Effect)

Hypothesis testing is a continuation of the analysis of t-statistic values. Research hypotheses testing includes direct effects and indirect effects. This hypothesis testing employs the bootstrapping method in SmartPLS. The following are the results of hypothesis testing for the direct effects in this study:

Table 5. Direct Effect

	Original Sample (O)	T-Statisik	P Values	Resume
WFC (X) -> TI (Y)	0,476	8,756	0,000	H$_1$ Accepted
SK (M) -> TI (Y)	0,466	8,584	0,000	H$_2$ Accepted
WFC (X) -> SK (M)	0,847	40,159	0,000	H$_3$ Accepted

Source: SmartPLS Output Results, 2023.

Hypothesis testing is a continuation of the analysis of t-statistic values. Hypothesis testing includes direct and indirect effects and employs the bootstrapping method in SmartPLS. The following are the results of hypothesis testing for the direct effects in this study:

Hypothesis Testing 1: Work-family conflict has a positive and significant effect on turnover intention among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang.

The results of the first hypothesis testing indicate that the effect of the Work-family conflict variable (X) on turnover intention (Y) has a t-statistic value of 8.756 and a P-value less than 0.05, specifically 0.000. This result demonstrates a significant influence of the Work-family conflict variable on turnover intention. Furthermore, the original sample value is positive at 0.476. This positive value signifies a positive relationship direction, indicating that as the level of conflict between work and family experienced by an individual increases, their intention to leave (turnover intention) from the job also increases. This implies that the level of work-family conflict can be a factor influencing an individual's desire to leave their job. Thus, it can be concluded that the first hypothesis is accepted.

Hypothesis Testing 2: Work-related stress has a positive and significant effect on turnover intention among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang.

The results of the second hypothesis testing indicate that the effect of the work-related stress variable (M) on turnover intention (Y) has a t-statistic value of 8.584 and a P-value less than 0.05, specifically 0.000. This result demonstrates a significant influence of the work-related stress variable on turnover intention. Furthermore, the original sample value is positive at 0.466. This positive value signifies a positive relationship direction, indicating that as the level of work-related stress experienced by an individual increases, their intention to leave (turnover intention) from the job also increases. This implies that the level of work-related stress can be a factor influencing an individual's desire to leave their job. Thus, it can be concluded that the second hypothesis is accepted.

Hypothesis Testing 3: Work-family conflict has a positive and significant effect on work-related stress among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang.

The results of the third hypothesis testing indicate that the effect of the Work-family conflict variable (X) on work-related stress (M) has a t-statistic value of 40.156 and a P-value less than 0.05, specifically 0.000. This result demonstrates a significant influence of the Work-family conflict variable

on work-related stress. Furthermore, the original sample value is positive at 0.847. This positive value signifies a positive relationship direction, indicating that as the level of conflict between work and family experienced by an individual increases, their perceived level of work-related stress also increases. This result indicates that work-family conflict can impact an individual's level of work-related stress. Thus, it can be concluded that the third hypothesis is accepted.

Hipotesis Test (Inderect Effect)

The results of the hypothesis testing for the indirect effects in this study are as follows::

Table 6. Inderect Effect

	Original Sample (O)	T-Statisik	P Values	Resume
WFC (X) -> TI (Y)	0,394	8,298	0,000	H₄ Accepted

Source: SmartPLS Output Results, 2023.

Hypothesis Testing 4: Work-related stress mediates the relationship between work-family conflict and turnover intention among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang.

The results of the fourth hypothesis testing indicate that the effect of the Work-family conflict variable (X) on turnover intention (Y) through the work-related stress variable (M) has a t-statistic value of 8.298 and a P-value less than 0.05, specifically 0.000. This result demonstrates a significant influence of the Work-family conflict variable on turnover intention through the work-related stress variable. Furthermore, the original sample value is positive at 0.394. This positive value signifies a positive relationship direction, indicating that as the level of conflict between work and family experienced by an individual increases, their perceived level of work-related stress also increases, ultimately impacting the intention to leave (turnover intention) from the job. Thus, it can be concluded that the fourth hypothesis is accepted.

Discussion

The Influence of Work-Family Conflict on Turnover Intention

The results of the first hypothesis testing show a significant influence of work-family conflict on turnover intention among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang. This is supported by the t-statistic value of 8.756 and a P-value less than 0.05, specifically 0.000. Furthermore, the original sample value is positive at 0.476, indicating that as the level of conflict between work and family experienced by an individual increases, their intention to leave (turnover intention) from the job also increases. This implies that the level of work-family conflict can be a factor influencing an individual's desire to leave their job. This finding is consistent with previous research by Christy and Heryjanto (2021), Zhang, Rasheed, and Luqman (2020), Harun, Mahmood and Hishamuddin (2022), Lee, Gan, & Chia (2023), Ayudhia and Febrianti (2023), Andreas and Wibawa (2022), Ke, Zhou, and Zhu (2019), Lestari and Prahiawan (2018), and Riptiono (2017), all of which found a positive and significant effect of work-family conflict on turnover intention.

The Influence of Work-Related Stress on Turnover Intention

The results of the second hypothesis testing show a significant influence of work-related stress on turnover intention among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang. This is supported by the t-statistic value of 8.584 and a P-value less than 0.05, specifically 0.000. Furthermore, the original sample value is positive at 0.466, indicating that as the level of work-related stress experienced by an individual increases, their intention to leave (turnover intention) from the job also increases. This implies that the level of work-related stress can be a factor influencing an individual's desire to leave their job. This finding is consistent with previous research by Christy and

Heryjanto (2021), Manoppo (2020), Riptiono (2017), Ayudhia and Febrianti (2023), Andreas and Wibawa (2022), Khan and Muhyuldeen (2020), and Yani, Sudibya, and Rahyuda (2016), all of which concluded that work-related stress has a positive and significant effect on turnover intention.

The Influence of Work-Family Conflict on Work-Related Stress

The results of the third hypothesis testing show a significant influence of work-family conflict on work-related stress among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang. This is supported by the t-statistic value of 40.156 and a P-value less than 0.05, specifically 0.000. Furthermore, the original sample value is positive at 0.847, indicating that as the level of conflict between work and family experienced by an individual increases, their perceived level of work-related stress also increases. This result indicates that work-family conflict can impact an individual's level of work-related stress. This finding is consistent with previous research by Amiruddin et al. (2019), Riptiono (2017), Ofori et al. (2018), Dewi and Dewi (2019), Chelariu and Stump (2011), and Ramadhi, Rivai, and Lukito (2021), all of which found a significant positive effect of work-family conflict on work-related stress.

Work-Related Stress Mediating the Relationship Between Work-Family Conflict and Turnover Intention

The results of the fourth hypothesis testing show a significant influence of work-family conflict on turnover intention through the mediating variable of work-related stress. This is supported by the t-statistic value of 8.298 and a P-value less than 0.05, specifically 0.000. Furthermore, the original sample value is positive at 0.394, indicating that as the level of conflict between work and family experienced by an individual increases, their perceived level of work-related stress also increases, ultimately impacting the intention to leave (turnover intention) from the job. This finding is supported by previous research by Chelariu and Stump (2011), which indicated that work-family conflict can lead to work-related stress, subsequently affecting turnover intention. Similar findings were observed in studies by Ofori et al. (2018), Dewi and Dewi (2019), Khan (2014), Syed et al. (2018), and Riptiono (2017). In conclusion, the analysis and discussion confirm that work-family conflict influences turnover intention through work-related stress.

CONCLUSION

Based on the analysis and discussion presented in the preceding sections, the following conclusions can be drawn: 1) There is a significant positive direct influence between the work-family conflict variable and turnover intention among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang. 2) There is a significant positive direct influence between the work-related stress variable and turnover intention among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang. 3) There is a significant positive direct influence between the work-family conflict variable and work-related stress among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang. 4) Work-related stress is capable of mediating the relationship between work-family conflict and turnover intention among Non-PNS Nurses at Dr. M. Djamil Central General Hospital in Padang.

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