

The Impact of Work-Family Conflict on Health Workers Burnout: The Mediating of Job Stress

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ARTICLE INFO

Received 24 April 2024
Accepted 2 August 2024
Published 30 September 2024

Keywords:

Work-Family Conflict,
Burnout & Job stress.

DOI:10.24036/hrms.v4i3

Kata Kunci:

Konflik Pekerjaan-Keluarga,
Kelelahan dan Stres Kerja.

ABSTRACT

The research investigates the impact of work-family conflict on health workers burnout, considering the mediating role of job stress. The research participants consisted of 70 health workers selected through total sampling techniques from all female health workers. Data analysis was carried out using Structural Equation Modeling (SEM), with data processing using Partial Least Square (PLS). The results of the hypothesis test show that work-family conflict has a positive effect on burnout. Apart from that, job stress also influence burnout. From the test results it can also be proven that job stress is able to mediate the relationship between work-family conflict and burnout of health workers at the Pauh Kamar Community Health Center. These findings highlight the importance of reducing officer burnout to prevent a decrease in work effectiveness and efficiency that is less than optimal.

ABSTRAK

Penelitian ini menyelidiki dampak konflik pekerjaan-keluarga terhadap kelelahan petugas tenaga kesehatan, dengan mempertimbangkan peran mediasi dari stres kerja. Partisipan penelitian terdiri dari 70 petugas tenaga kesehatan yang dipilih melalui teknik total sampel dari seluruh petugas tenaga kesehatan wanita. Analisis data dilakukan dengan menggunakan Structural Equation Modeling (SEM), dengan pengolahan data menggunakan Partial Least Square (PLS). Hasil uji hipotesis menunjukkan bahwa konflik pekerjaan-keluarga berpengaruh positif terhadap kelelahan. Selain itu, stres kerja juga mempengaruhi kelelahan. Dari hasil pengujian juga dapat dibuktikan bahwa stres kerja mampu memediasi hubungan antara konflik pekerjaan-keluarga dan kelelahan petugas tenaga kesehatan. Temuan ini menyoroti pentingnya menurunkan kelelahan petugas untuk mencegah terjadinya penurunan efektivitas dan efisiensi yang kurang optimal.

How to cite: Nita Fitriani., Chichi Andriani (2024). The Impact of Work-Family Conflict on Health Workers Burnout: The Mediating of Job Stress. *Human Resource Management Studies*, 4 (3), 29-38. DOI: <https://doi.org/10.24036/hrms.v4i3>



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INTRODUCTION

Burnout is one of the things that needs to be considered in organizations because if employees experience burnout it will have a negative impact on the organization. Burnout conditions can cause health problems which result in a decrease in personal quality. Burnout is a condition where a person feels physically, emotionally and mentally exhausted which usually occurs due to the demands of

roles that must be carried out simultaneously (Rizka., 2013). The consequences of burnout itself can result in low productivity, causing a lot of conflict within a person and his family (Atma & Suana, 2019)

One of the factors that increases burnout is Work-Family Conflict. Work and family are two important focal points for adult life. However, role expectations from these two domains are not always in line, giving rise to conflict between work and family (Wang et al, 2012). Work-Family Conflict is a form of role conflict where the demands of work and family roles conflict with each other, making it difficult to fulfill the demands between of work and family (Purnama et al., 2023). According to Warokka & Febrilia (2015) Work-Family Conflict occurs if someone feels unable to manage and balance their responsibilities to fulfill the two roles they hold. Individuals must fulfill two roles at the same time, namely in work and family, thereby allowing emotional factors in one area to interfere with the other area (Fauziah, 2020). Conditions that occur where the employee concerned must prioritize one role, while the other role intervenes, thereby disrupting the focus of his attention, which ultimately will cause job stress (Mora et al., 2017).

Apart from work family conflict, job stress can also influence burnout. Burnout that occurs due to work family conflict is triggered by job stress experienced by employees. Ariana and Riana, (2016) stated that the various roles performed by the employees can indirectly easily disrupt the work in the employees. Continuous job stress in the workplace has an impact on work saturation and also triggers burnout.

When work family conflict is higher, the potential for employee stress will also be high, which will have an impact on employee burnout and if this happens it will have a negative impact on the organization or company (Jones et al., 2010). If an employee experiences stress at work that comes from burnout, that is when an employee carrying out one particular role will find it difficult to meet the expectations of another role (Qureshi et al., 2012)

Based on the results of this research, job stress may mediate the relationship between work family conflict and burnout. This is in line with Rubbab (2017) study, which concluded that job stress mediates the relationship between work-family conflict and burnout. However, there are differences in results in research conducted by Ramadhi (2021) explaining that job stress cannot mediate the relationship between work family conflict and burnout. The differences in research results require further research to be carried out on the mediating relationship between work family conflict and burnout through job stress.

Therefore, researchers want to reconfirm whether there is an influence of work family conflict on burnout with job stress as a mediating variable. In this study, researchers were interested in taking samples from female health workers who worked at the Pauh Kamar Community Health Center.

LITERATURE REVIEW

Burnout

Kusumawati & Dewi (2021) burnout refers to physical, mental and emotional exhaustion caused by stress suffered over a long period of time and a high level of emotional involvement. Choi et al (2019) explained that burnout is a state of psychosocial and physical exhaustion that results from exposure to high levels of chronic stress and low self-control.

Burnout refers to work-related tension as a result of repeated exposure to workplace stress characterized by emotional and physical exhaustion, cynicism, and decreased self-efficacy (Cotel et al., 2021). According to Luthan mention that workload, job stress and work family conflict are factors that can contribute to increased burnout (Inggis Lineuwih et al., 2023). According to Maslach in (Sabbah et al., 2012) put forward three indicators contained in burnout, namely emotional exhaustion, depersonalization, and personal accomplishment.

Work-family conflict

Work-family conflict occurs when the employee concerned has to prioritize one role while the other role intervenes, disrupting the focus of attention and causing job stress. According to Kossek & Lee, (2017) work family conflict is a conflict that occurs between energy, time and behavioral demands when work roles conflict with family roles or vice versa. Excessive work family conflict can cause less than optimal work effectiveness and efficiency (Muhdiyanto & Mranani, 2018). According to Stephens and Sommer in (Carlson et al., 2000) put forward three indicators contained in work family conflict, namely time-based conflict, strain-based conflict, and behavior-based conflict.

Job stress

According to Asih et al., (2018) job-related stress is a form of stress that causes physical and psychological imbalances that affect the employee's emotions, thought processes and situation. Agustina & Sudibya, (2018) As a result, employees will experience various symptoms of stress which can hinder their work performance. These symptoms are related to physical and mental health. Stress is caused by an imbalance between the demands and resources an individual has. The greater the gap that occurs, the greater the stress felt by the individual so that it can threaten the individual (Asih et al., 2018). According to Mangkunegara in (Triningsih et al., 2021) job stress has several indicators, namely task demands, role demands, interpersonal demands, organizational structure, and organizational leadership.

Work-family conflict and burnout

One of the causes of burnout is work-family conflict. This condition is in accordance with research conducted by Cotel et al (2021) which states that the work-family conflict variable is one of the causal factors that influences burnout. According to Rubbab (2017) there is a significant relationship between work family conflict and burnout. The results obtained by high levels of work family conflict have a very significant effect on burnout. Work family conflict results in the mental activity used when completing work that exceeds what is capable of doing so that people often feel tired and bored. Based on this statement the author proposes the following hypothesis:

H1: Work-family conflict has a positive effect on burnout among health workers at the Pauh Kamar Community Health Center.

Work-family conflict and job stress

Ariana and Riana, (2016) stated that the various roles performed by the employees can indirectly easily disrupt the work in the employees. Grunfeld et al (2004) argue that the main source of job stress is work-family conflict. According to Dharmapatni & Mujiati (2019) work family conflict has a positive and significant influence on job stress. This shows that the higher the work family conflict, the higher the job stress. High levels of work family conflict cause tension within employees, causing stress in the workplace. Based on this statement the author proposes the following hypothesis:

H2: Work-family conflict has a positive effect on job stress among health workers at the Pauh Kamar Community Health Center.

Job stress and burnout

Satriyo & Survival (2014) stated that job stress is developing in a negative direction, namely burnout which can lead to an unprofessional attitude at work. Burnout is a reaction to a very stressful situation (stress) (Trisnu & Suwanda, 2017). Burnout is a form of chronic stress that exceeds a person's ability to cope and as a result causes burnout (Rubbab, 2017). According to Priyantika (2018), it shows that there is a significant positive influence between job stress and burnout. Therefore, it can be said that the higher the employee's job stress, the higher the employee's burnout level. Based on this statement the author proposes the following hypothesis:

H3: Job stress has a positive effect on burnout in Pauh Kamar Health Center health workers.

The role of job stress variables as mediation

Work-family conflict influences job stress and indirectly causes burnout in employees because of the pressure of carrying out two roles, namely the role at work and the role in the family (Kayanti & Alfikalia, 2023). Thus, work-family conflict can influence burnout through job stress as mediation. This follows research by Rubbab (2017), which states that job stress may mediate the relationship between work-family conflict and burnout positively and significantly. Based on this statement, the author proposes the following hypothesis:

H4: Job stress mediates the relationship between work-family conflict and burnout among Pauh Kambar Community Health Center health workers.

The conceptual framework of this research takes the following form:

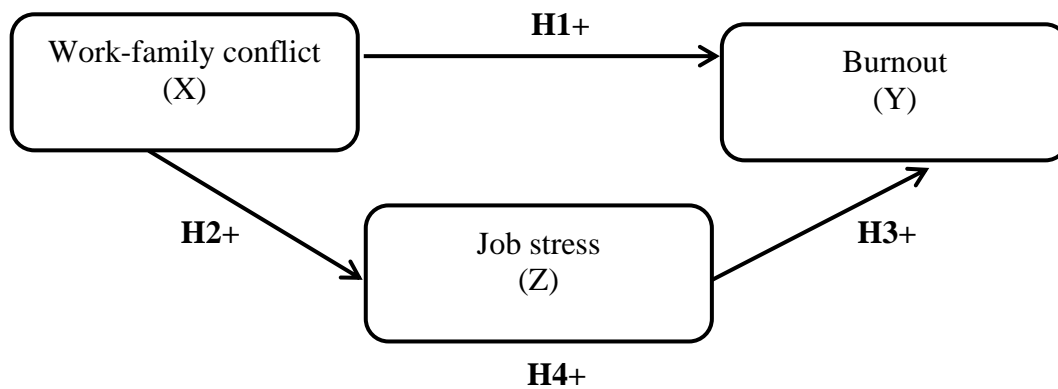


Figure 1. Conceptual Framework

METHOD

The research methodology used is quantitative, using a causal research design to examine the magnitude of the influence of work-family conflict on burnout, with job stress as a mediating variable for health workers at the Pauh Kambar Community Health Center. The research focused on female officers as the population. The sampling method used was the total sampling technique. Following this technique, a sample size of 70 people was selected. The data collection process was carried out by distributing questionnaires. The assessment of the burnout variable consists of 21 questionnaire items using the instrument from (Maslach in Sabbah et al., 2012). The work-family conflict variable consists of 16 questionnaire items, adopting the instrument from (Stephens and Sommer in Carlson et al., 2000), while The job stress variable includes 25 questionnaire items, adopting instruments from (Mangkunegara in Triningsih et al., 2021) and (Astawinetu & Prahesti, 2023). The research instrument uses a Likert scale to evaluate participant responses.

RESULTS AND DISCUSSION

This research relies on primary data collected through distributing questionnaires. Testing and evaluation of the work-family conflict, job stress and burnout variables was carried out using the SmartPLS4 program. This research involved 70 respondents as health workers at the Pauh Kambar Community Health Center. The demographic characteristics of the respondents are as follows: 1) Based on age, 15 respondents or 21.4%, the majority are aged 46-50 years. 2) Based on marital status, 60 respondents or 85.7% the majority were married. 3) Based on educational background, 41 respondents or 58.6% the majority had diploma degrees. 4) Based on work experience, 17 respondents or 24.3% of the majority had work experience of more than 20 years. A summary of the frequency distribution calculation results is presented in Table 1 below.

Table 1. Frequency Distribution of Burnout

No	Size	N	100%	Total Score	Average Score	%
1	Emotional Exhaustion	70	100%	2.298	4,10	82
2	Depersonalization	70	100%	1.390	3,97	79
3	Personal Accomplishment	70	100%	2.372	4,24	85
	Total			6.060	12,31	246
					4,10	82

Source: Primary data source (2024)

The cumulative score of the three dimensions employed to assess the burnout variable yields a total of 6.060, the overall average of the statements produced is 4,10 with a TCR of 82%, so it can be concluded that the level of burnout among health workers at the Pauh Kamar Community Health Center stated that it was high, this means that officer burnout really needs to be reduced.

Based on the results of frequency distribution calculations, summary results are obtained as in table 2 below.

Table 2. Frequency Distribution of Work-Family Conflict

No	Size	N	100%	Total Score	Average Score	%
1	Time-Based Conflict	70	100%	1.415	4,04	81
2	Strain-Based Conflict	70	100%	1.440	4,11	82
3	Behavior-Based Conflict	70	100%	1.634	3,89	78
	Total			4.489	12,04	241
					4,01	80

Source: Primary data source (2024)

The combined score of the three dimensions employed to assess the work-family conflict variable yields a cumulative score of 4.489. The overall average of the statements is 4,01, with a respondent achievement level (TCR) of 80%. From this, it can be inferred that the level of work-family conflict among health workers at the Pauh Kamar Community Health Center, is deemed enough. This suggests that it is very important to be considered in lowering the level of work-family conflict officers.

Based on the results of frequency distribution calculations, summary results are obtained as in table 3 below.

Table 3. Frequency Distribution of Job stress

No	Size	N	100%	Total Score	Average Score	%
1	Task Demands	70	100%	1.468	4,19	84
2	Role Demands	70	100%	1.430	4,09	82
3	Interpersonal Demands	70	100%	1.344	3,84	77
4	Organizational structure	70	100%	1.336	3,82	76
5	Organizational Leadership	70	100%	1.329	3,80	76
	Total			6.907	19,74	395
					3,95	79

Source: Primary data source (2024)

The total dimensions utilized for gauging the job stress variable yielded an overall score of 6.907. The average score of the statements generated was 3,95, with a respondent achievement level (TCR) of 79%. It can be inferred that the level of job stress among health workers at the Pauh Kamar

Community Health Center, is deemed enough. However, This suggests that it is still need to be considered in lowering the level of job stress officers.

Model Measurement (Outer Model)

Validity Test

In this study, researchers set a threshold of 0.7, which indicates that a dimension is considered valid if the correlation value exceeds this standard. To assess whether the discriminant validity of a construct is adequate, attention is paid to the cross loading value, comparing the correlation of one construct dimension with another construct. Discriminant validity is deemed satisfactory when the correlation between the dimensions of a construct is higher than the correlation of that dimension with other constructs. The subsequent overview outlines the initial model of the relationship among burnout variables, work-family conflict, and job stress:

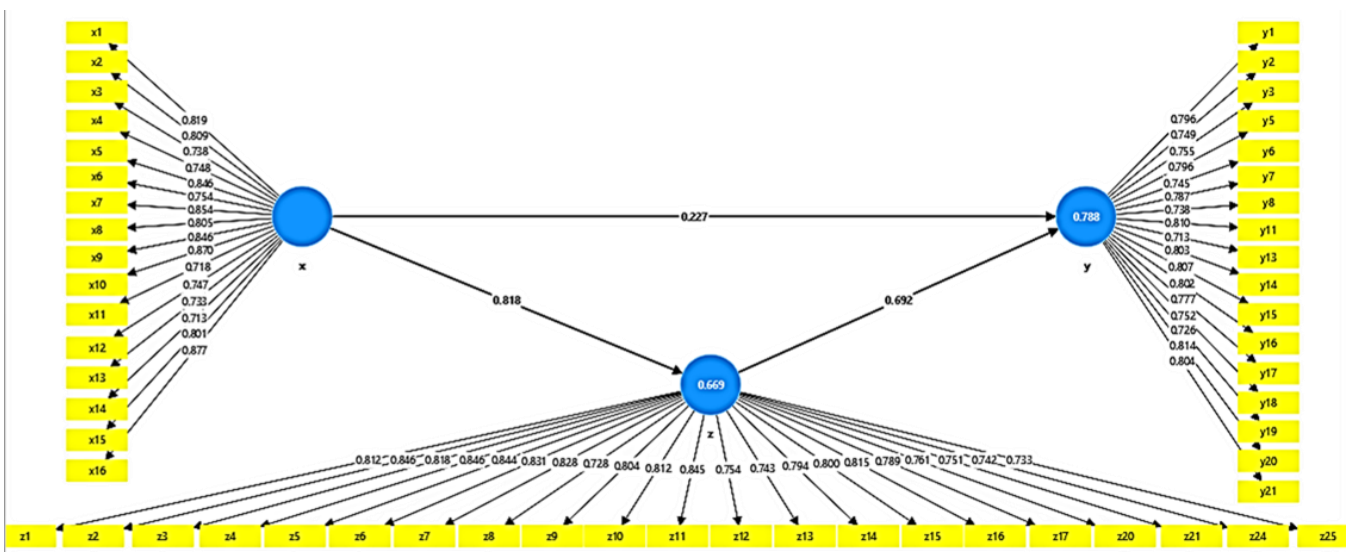


Figure 1. Model of the Relationship of the Variables Studied

It can be clarified that each construct dimension exhibits a high convergent validity value, surpassing the threshold of 0.7. Additionally, the cross-loading values indicate a satisfactory level of discriminant validity.

Table 4. AVE

	(AVE)
Work-Family Conflict (X)	0.631
Job Stress (Z)	0.634
Burnout (Y)	0.601

Source: primary data source (2024)

It can be inferred that each construct possesses a validity exceeding 0,5. This conclusion shows that the level of construct validity can be considered reasonable.

Reliability Test

Table 5. Composite Reliability

	Composite Reliability
Work-Family Conflict (X)	0.966
Job Stress (Z)	0.972
Burnout (Y)	0.960

Source: primary data source (2024)

Table 5 above illustrates that the composite reliability values for all constructs are above 0.7, signifying that all constructs in the estimated model meet the criteria and are considered reliable.

Model Structural (Inner Model)

Table 6. R-Square

	R-Square
Burnout (Y)	0.788
Job Stress (Z)	0.669

Source: primary data source (2024)

Table 6 illustrates that the R-square value for the burnout variable is 0.788. This result indicates that 78,8% of the variance in the burnout variable can be ascribed to the influence of the work-family conflict and job stress variables as mediators. Furthermore, for the job stress variable, a value of 0.669 was obtained, indicating that 66,9% of the variance in the mediating variable job stress can be explained by the work-family conflict variable.

Hypothesis Test

Tabel 7. Hypothesis Test

Influence of Variables	Path Coefficient				Total
	Direct	T Statistics	Indirect	T Statistics	
Work-Family Conflict (X) → Burnout (Y)	0.227	3.020	0.566	8.231	0.793
Work-Family Conflict (X) → Job Stress (Z)	0.818	21.441			0.818
Job Stress (Z) → Burnout (Y)	0.692	9.717			0.692

Source: primary data source (2024)

The explanation from Table 7 reveals that the direct influence coefficient of work-family conflict on burnout is 0.227, with a t-statistic of 3.020. Simultaneously, the direct influence coefficient of work-family conflict on job stress is 0.818, with a t-statistic of 21.441. Furthermore, the direct influence coefficient of job stress on burnout is 0.692, with a t-statistic of 9.717. The indirect influence of work-family conflict on burnout through job stress has a coefficient of 0.566, accompanied by a t-statistic of 8.231. The total influence, obtained by summing the direct and indirect influences, is 0.793.

The impact of work-family conflict on burnout

The results of the distribution analysis for the work-family conflict variable show a total average score of 4,01, with a TCR of 80% falling within the sufficient category. This suggests that the level of work-family conflict among health workers at the Pauh Kambar Community Health Center still need to be lowered. Meanwhile, the distribution analysis for the burnout variable reveals an average score of 4,10, with a TCR of 82%, so it can be concluded that the level of burnout among

health workers at the Pauh Kamar Community Health Center stated that it was high, this means that officer burnout really needs to be reduced.

The calculated path coefficient value is 0.227, with a calculated t-statistic of 3.020, surpassing the t-table value (1.96). These results imply a significant and positive influence between work-family conflict and burnout among health workers at the Pauh Kamar Community Health Center. In conclusion, a higher level of work-family conflict is associated with increased burnout, this shows that if officers are unable to overcome the work-family conflict they have, this will significantly increase the level of burnout they feel at work.

The impact of work-family conflict on job stress

The results of the distribution analysis for the work-family conflict variable show a total average score of 4,01, with a TCR of 80% falling within the sufficient category. This suggests that the level of work-family conflict among health workers at the Pauh Kamar Community Health Center still need to be lowered. Concurrently, the analysis of the distribution of the job stress variable shows an average score of 3.95, with a TCR of 79%, also falling within the sufficient category. This suggests that the level of job stress among health workers at the Pauh Kamar Community Health Center it is still need to be considered in lowering the level of job stress officers. The calculated path coefficient value is 0.818, with a calculated t-statistic of 21.441, surpassing the t-table value (1.96). These results signify a significant and positive influence between work-family conflict and job stress. In conclusion, a higher level of work-family conflict is associated with an increased level of job stress among officers.

The job stress on burnout

The analysis of the distribution of the job stress variable indicates an average score of 3.95, with a TCR of 79%, falling within the sufficient category. This suggests that the level of job stress among health workers at the Pauh Kamar Community Health Center it is still need to be considered in lowering the level of job stress officers. On the other hand, the distribution analysis of the burnout variable reveals an average score of 4.10, with a TCR of 82%, so it can be concluded that the level of burnout among health workers at the Pauh Kamar Community Health Center stated that it was high, this means that officer burnout really needs to be reduced.

The calculated path coefficient value is 0.692, with a calculated t-statistic of 9.717, exceeding the t-table value (1.96). This indicates a significant and positive influence between job stress and burnout in officers. In conclusion, a higher level of job stress among officers then it will have an impact on officer burnout which will also increase. If officers feel tension, anxiety, irritability and boredom, this will significantly increase the tendency for officers to experience burnout while working

The impact of work-family conflict on burnout through job stress as a mediating variable.

Work-family conflict exerts a significant impact on burnout through the mediating influence of job stress. This assertion is supported by the t-value of 8.231, surpassing the threshold of 1.96, signifying the significance of the parameter. Thus, the indirect influence model of the work-family conflict variable has a noteworthy effect on burnout through job stress as a mediating variable. Meanwhile, the magnitude of the coefficient of influence of work-family conflict on burnout through job stress that can be given is 0.566. This shows that job stress can increase work-family conflict on burnout and provide a mediating effect.

CONCLUSION

In this research, we explored the connections among work-family conflict, burnout and job stress through the analysis of self-reported data from a sample of 70 respondents. Additionally, we

conducted tests to assess the mediating effect of job stress on the relationship between work-family conflict and burnout. The results obtained through SmartPLS4 testing demonstrate that work-family conflict positively influences burnout, and this relationship is mediated and influenced by job stress. This study contributes to the theoretical understanding of work-family conflict and burnout, offering valuable insights for management concerning motivational aspects for officers.

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