

The Effect Of Work-Family Conflict And Workload On Work Stress Of Female Nurses At Dr. Soeroto Ngawi Hospital Moderated By Hardiness

Laily Ainur Rofiqoh^{1*}, Survival², Dharmayanti Pri Handini³

¹Manajemen, Fakultas Ekonomi dan Bisnis, Universitas Widyagama Malang, Indonesia

²Manajemen, Fakultas Ekonomi dan Bisnis, Universitas Widyagama Malang, Indonesia

³Manajemen, Fakultas Ekonomi dan Bisnis, Universitas Widyagama Malang, Indonesia

*Corresponding Author: lailyainurr@gmail.com

ABSTRACT

The aim of this research was to determine the effect of work-family conflict and work load on job stress of female nurses in Dr Soeroto Ngawi hospital which is moderated by hardiness. The research design in this research is descriptive quantitative. The population in this study were all female nurses who have married customers. Non probability sampling was the sampling technique used in this research used and the sampling method in this research was " Saturated Sample (Total Sampling) or Census". There were 69 respondents in this research. Data is processed through SPSS for Window and Smart Partial Least Square (SmartPLS) software.

The results showed that 1) work-family conflict has a significant positive effect on job stress 2) work load has a significant positive effect on job stress 3) hardiness can moderate effect of work-family conflict on job stress 4) hardiness can moderate effect of work load on job stress of female nurses in Dr Soeroto Ngawi hospital.

Keywords: work-family conflict. work load, job stress hardiness, path analysis.

INTRODUCTION

The existence of nurses as the main human resource, holds a position that cannot be excluded from all types of services in the hospital. Referring to Gibson's (1996) opinion, nurses are one of the professions that are vulnerable to work stress, this is due to the magnitude of the tasks and responsibilities that must be carried out. According to Vanchapo (2020), work stress is a drastic change in mood caused by an individual's inability to control all forms of pressure or workload that is being faced. This situation has more negative impacts such as easily feeling tired, tense, decreasing concentration levels so that work cannot be done optimally. According to the research interview findings, there are two main factors that cause work stress in nurses: work family conflict

Work-family conflict is prone to be experienced by women, in this case including nurses. The involvement of women in taking on the role as the backbone of the family, resulting in women being faced with two roles that must be fulfilled at once, in this case, their role in the home environment and the work environment. Both roles need to achieve a balance which is not easy to do, so in its application, there is often an overlap between her responsibilities in fulfilling work demands and her responsibilities as a housewife. The inability to fulfil the opposing demands of work and family is the main source of work-family conflict (Bedeian, et al. in Putri 2013).

This description is in accordance with previous research by Rode Yospran Anggraeni (2016) which concluded that work-family conflict has a positive and significant impact on job stress.

Workload is one of the sources of work stress in nurses besides work-family conflict. Nurses at RSUD Dr Soeroto Ngawi are often burdened with work that exceeds their capacity. It is not uncommon for them to have to perform tasks outside the jobdesk such as fostering students who are doing practice. Helping busy organisational boards, and others. Referring to Meshkati's opinion in Astianto and Suprihhadi (2014), workload is a condition where the capacity or ability possessed by workers has a significant difference to the quantity of work demands that must be met. Too much or little workload more often has a bad effect on workers.

This description is in accordance with previous research by Fitriani (2018) which concluded that workload has a positive and significant impact on stress in the workplace.

The frequent occurrence of the phenomenon of work stress at RSUD Dr Soeroto Ngawi which can be a threat of loss for nurses and hospitals, it is necessary to explore what kind of steps are appropriate to minimise this. In addition to improvements from the hospital side, improvements are also needed from the nurse side, in this case the formation of a stronger personality. In essence, each individual has steps that are not the same in an effort to overcome difficulties. Hardiness is one of the characteristics that is believed to distinguish the attitude of each individual in dealing with problems (Schultz & Schultz, 2010). According to Kobasa (Aprilia, 2015) hardiness is a characteristic that can shape individual behaviour to be more resilient, tough, persistent, and feel more confident in overcoming stress and minimising the

adverse effects of stress. Individuals who have a hardiness personality do not see a change that occurs as a threat that can cause harm, but tend to see it as an opportunity to build a person in a positive direction, so that work stress can be minimized.

After conducting further searches, researchers have not found any research that analyses the effect of work-family conflict and workload on work stress moderated by hardiness, this can be a uniqueness that distinguishes this research from previous research, and this research is also motivated by a phenomenon that is happening in the environment of RSUD Dr Soeroto Ngawi, namely high work stress in female nurses who double as housewives.

Based on this background, researchers are interested in examining research entitled "The Effect of Work-Family Conflict and Workload on Work Stress of Female Nurses Moderated by Hardiness (Study at Dr Soeroto Ngawi Hospital)".

Problem Formulation

Judging from the background outline, the following is the formulation of the problem that can be described:

1. Does work-family conflict have a positive and significant effect on the job stress of female nurses at Dr Soeroto Ngawi Hospital?
2. Does workload have a positive and significant effect on work stress of female nurses at Dr Soeroto Ngawi Hospital?
3. Does hardiness play a role in moderating the effect of work-family conflict on work stress of female nurses at Dr Soeroto Ngawi Hospital?
4. Does hardiness moderate the effect of workload on work stress of female nurses at Dr Soeroto Ngawi Hospital?

Research Objectives

Based on the presentation of the problem formulation, the following are the research objectives that can be described

1. To gather precise evidence that work-family conflict has a positive and significant impact on nurses' job stress at RSUD Dr Soeroto Ngawi.
2. To gather precise evidence that workload has a positive and significant impact on nurses' job stress at RSUD Dr Soeroto Ngawi. Dr Soeroto Ngawi
3. To obtain accurate evidence that hardiness is able to moderate the relationship between work-family conflict and nurses' job stress at RSUD Dr Soeroto Ngawi.
4. To obtain accurate evidence that hardiness is able to moderate the relationship between workload and work stress of nurses at RSUD Dr Soeroto Ngawi.

Research Benefits

1. For Hospitals

Researchers hope that by knowing the level of work stress triggered by work-family conflict and workload, this study can be used as a consideration for increasing the number of nurses who have good skills and abilities to balance the increasing number of patients.

2. For Researchers

Through the findings of this study, it is hoped that researchers will expand studies in the field of Human Resource Management, and can provide experience in improving scientific abilities and skills.

3. For other researchers

The researcher hopes that the findings of this study can provide benefits and can be used as a reference for future researchers, especially for the focus of human resource management science which focuses on examining work-family conflict, workload, work stress, and hardiness.

THEORETICAL STUDIES

1. Work-Family Conflict (X1)

Referring to the opinion of Greenhaus and Beutell in Bellavia and Frone (2005), work-family conflict is defined as a conflict between various responsibilities due to an imbalance between their responsibilities at work and their responsibilities at home. Greenhaus and Beutell (1985) suggest there are three indicators of work-family conflict, namely:

- a. Conflict by time
- b. Conflict based on pressure
- c. Conflict based on behaviour

2. Workload (X2)

Referring to Meshkati's opinion contained in Astianto and Suprihhadi (2014), workload is defined as a condition where the capacity and ability possessed by workers has a significant difference to the quantity of work demands that must be met Munandar (2014) suggests there are three indicators of workload, namely:

- a. Physical Load
- b. Mental Load
- c. Time Burden

3. Work Stress (Y)

The definition of work stress according to Vanchapo (2020) is a drastic change in mood caused by the inability of individuals to control all forms of pressure or workload that are being faced. Tewal, et al (2017) suggest that there are three indicators of job stress, namely:

- a. Role conflict
- b. Excessive workload
- c. Role ambiguity

4. Hardiness (M)

Referring to Kobasa's opinion (in Aprilia, 2015) hardiness is a characteristic that can shape individual behaviour to be more resilient, tough, persistent, and feel more confident in overcoming stress and minimising the adverse effects of stress. Kobasa (in Aprilia, 2015) suggests there are three indicators of hardiness, namely:

- a. Commitment
- b. Control
- c. Challenge

RESEARCH METHODS

Research Design

To test the hypothesis, this study uses quantitative research and numerical data is processed using statistical analysis. This study describes the causality between the variables of work-family conflict, workload, hardiness and job stress. This study uses the survey method because the sample used is taken from the population.

Population and Sample

A total of 69 residents of RSUD Dr Soeroto Ngawi who met the criteria (female and married) were surveyed for the study. The sample size was determined by utilising the total sampling technique, this was because the population was less than 100.

Research Instruments

The Likert scale is used as a measurement scale in this study, with the aim of producing precise and true data. Through a questionnaire, respondents are required to indicate how much they agree or disagree with several questions given by the researcher, which is seen from a score with a range of 5 categories, namely a strongly disagree response indicated by a score of 1, a disagree response indicated by a score of 2, a neutral response indicated by a score of 3, an agree response indicated by a score of 4, and a strongly agree response indicated by a score of 5.

Data Collection Technique

The questionnaire and documentation methods are two methods used by researchers to collect research data. Referring to the opinion of Arikunto (2016), a questionnaire is a series of written questions submitted to respondents to collect data. The questionnaire distributed was a closed questionnaire given to 69 respondents. Furthermore, referring to the opinion of Arikunto (2016) who defines documentation as "collecting data or information in the form of books, articles, documents, written texts, numerical data, and graphic images that are reports and explanations that might strengthen the research."

Data Analysis Technique

In this study, we tested the hypotheses using the Structural Equation Modeling (SEM) technique based on the Partial Least Squares (PLS) approach. To model structural relationships, partial least squares (PLS) is a technique that can directly analyze latent variables, indicator variables, as well as measurement error. In this study, we used the graphical analysis method by utilising Smart PLS (Partial

Least Square) statistical software.

RESULTS AND DISCUSSION

Respondent Characteristics

1. Characteristics of Respondents by age

The table below shows data relating to the age of respondents at Dr Soeroto Ngawi Hospital who were studied:

Table 1. Characteristics of Respondents Based on Age

Usia	Frekuensi	Persentase
20-29 tahun	31	49.2%
30-39 tahun	26	41.3%
40-49 tahun	4	6.3%
> 49 tahun	2	3.2%
Jumlah	63	100.00%

Source: Primary data processed, 2023

The table above shows that the most respondents were 31 or 49.2% of respondents aged between 20 and 29 years. Then the next most respondents were 26 or 41.3% of respondents aged between 30 and 39 years, and then 4 or 6.3% of respondents aged between 40 and 49 years, and 2 or 3.2% of respondents aged more than 49 years.

2. Characteristics of Respondents Based on Length of Service

The table below shows the data relating to the length of service of the respondents at Dr Soeroto Ngawi Hospital under study.:

Table 2. Characteristics of Respondents Based on Length of Service

Lama Kerja	Frekuensi	Persentase
< 3 tahun	19	30.2%
3-5 tahun	32	50.8%
> 5 tahun	12	19%
Jumlah	63	100.00%

Source: Primary data processed, 2023

Based on the table above, the largest proportion of respondents (32 or 50.8%) had worked between 3 and 5 years. The next most respondents were 19 or 30.2% of those who had worked less than 3 years, and 12 or 19% of those who had a work history of more than 5 years.

3. Characteristics of Respondents Based on Education

The table below shows data relating to the education of respondents at Dr Soeroto Ngawi Hospital who were studied.:

Table 3. Characteristics of Respondents Based on Education

Pendidikan	Frekuensi	Persentase
D3 Keperawatan	43	68.3%
S-1 Keperawatan	20	31.7%
Jumlah	63	100.00%

Source: Primary data processed, 2023

The table above shows that the most respondents were 43 or 68.3% of respondents who had a D3 Nursing degree. Then the next largest number of

respondents were 20 or 31.7% of respondents who had studied for 4 years with a bachelor's degree.

Data Analysis Results

1. Convergent Validity

Convergent Validity is an indicator whose assessment is based on the relationship between the item / component score and the construct score, which can be reviewed through the standardized loading factor by describing the magnitude of the relationship between the measurement item (indicator) and the construct. An individual reflexive measure is classified as high if the relationship with the construct to be measured is greater than 0.7. while an outer loading value in the range of 0.5 to 0.6 as stated by Chinese sources cited by Imam Ghozali is considered adequate.

The validity of a reflective indicator can be analysed by looking at the correlation between the item score and the construct score. Changes in indicators in a construct are shown in measurements with this reflective indicator when other indicators in the same structure change or deviate from the pattern. Reflective indicators are very suitable when used for perception measurement so that reflective indicators are used in this study.

Table 5. Result for Convergent Validity

No	Indikator	Loading Faktor	Stdev	T Stat	P	Ket.
Work-Family Conflict						
1	X1.1	0.809	0.148	5.460	0.000	Terpenuhi
2	X1.2	0.839	0.141	5.944	0.000	Terpenuhi
3	X1.3	0.865	0.149	5.805	0.000	Terpenuhi
4	X1.4	0.845	0.149	5.669	0.000	Terpenuhi
5	X1.5	0.780	0.137	5.700	0.000	Terpenuhi
6	X1.6	0.765	0.137	5.585	0.000	Terpenuhi
7	X1.7	0.810	0.146	5.563	0.000	Terpenuhi
8	X1.8	0.891	0.148	6.012	0.000	Terpenuhi
9	X1.9	0.770	0.141	5.455	0.000	Terpenuhi
Beban Kerja						
1	X2.1	0.752	0.088	8.592	0.000	Terpenuhi
2	X2.2	0.918	0.047	19.372	0.000	Terpenuhi
3	X2.3	0.787	0.062	12.696	0.000	Terpenuhi
4	X2.4	0.786	0.066	11.984	0.000	Terpenuhi
5	X2.5	0.735	0.089	8.250	0.000	Terpenuhi
6	X2.6	0.723	0.094	7.679	0.000	Terpenuhi
7	X2.7	0.905	0.057	15.958	0.000	Terpenuhi

No	Indikator	Loading Faktor	Stdev	T Stat	P	Ket.
8	X2.8	0.804	0.068	11.856	0.000	Terpenuhi
9	X2.9	0.808	0.068	11.854	0.000	Terpenuhi
Hardiness						
1	M.1	0.813	0.041	19.993	0.000	Terpenuhi
2	M.2	0.957	0.018	53.248	0.000	Terpenuhi
3	M.3	0.859	0.036	23.757	0.000	Terpenuhi
4	M.4	0.844	0.044	19.356	0.000	Terpenuhi
5	M.5	0.893	0.034	26.379	0.000	Terpenuhi
6	M.6	0.830	0.045	18.431	0.000	Terpenuhi
7	M.7	0.883	0.029	30.115	0.000	Terpenuhi
8	M.8	0.870	0.034	25.368	0.000	Terpenuhi
9	M.9	0.853	0.036	23.662	0.000	Terpenuhi
Stres Kerja						
1	Y.1	0.776	0.074	10.481	0.000	Terpenuhi
2	Y.2	0.798	0.066	12.041	0.000	Terpenuhi
3	Y.3	0.798	0.066	12.152	0.000	Terpenuhi
4	Y.4	0.854	0.057	15.100	0.000	Terpenuhi
5	Y.5	0.885	0.050	17.763	0.000	Terpenuhi
6	Y.6	0.825	0.061	13.443	0.000	Terpenuhi
7	Y.7	0.794	0.066	11.992	0.000	Terpenuhi
8	Y.8	0.742	0.072	10.295	0.000	Terpenuhi
9	Y.9	0.880	0.041	21.242	0.000	Terpenuhi
Moderasi						
1	X1 * M	0.878	0.090	9.782	0.000	Terpenuhi
2	X2 * M	0.978	0.099	9.871	0.000	Terpenuhi

Source: Processed Research Data (2023)

The table above shows the results of convergent validity analysis of all variables, namely work family conflict, workload, hardiness, and job stress through a reflective measurement model. It is known that the loading factor value of the indicator is above 0.700. This shows that the indicators used to measure each variable can be said to be valid or have been covered.

The figure below shows the outer loading values in the outer model generated after running the SmartPLS programme for all indicators in Figure 1 below:

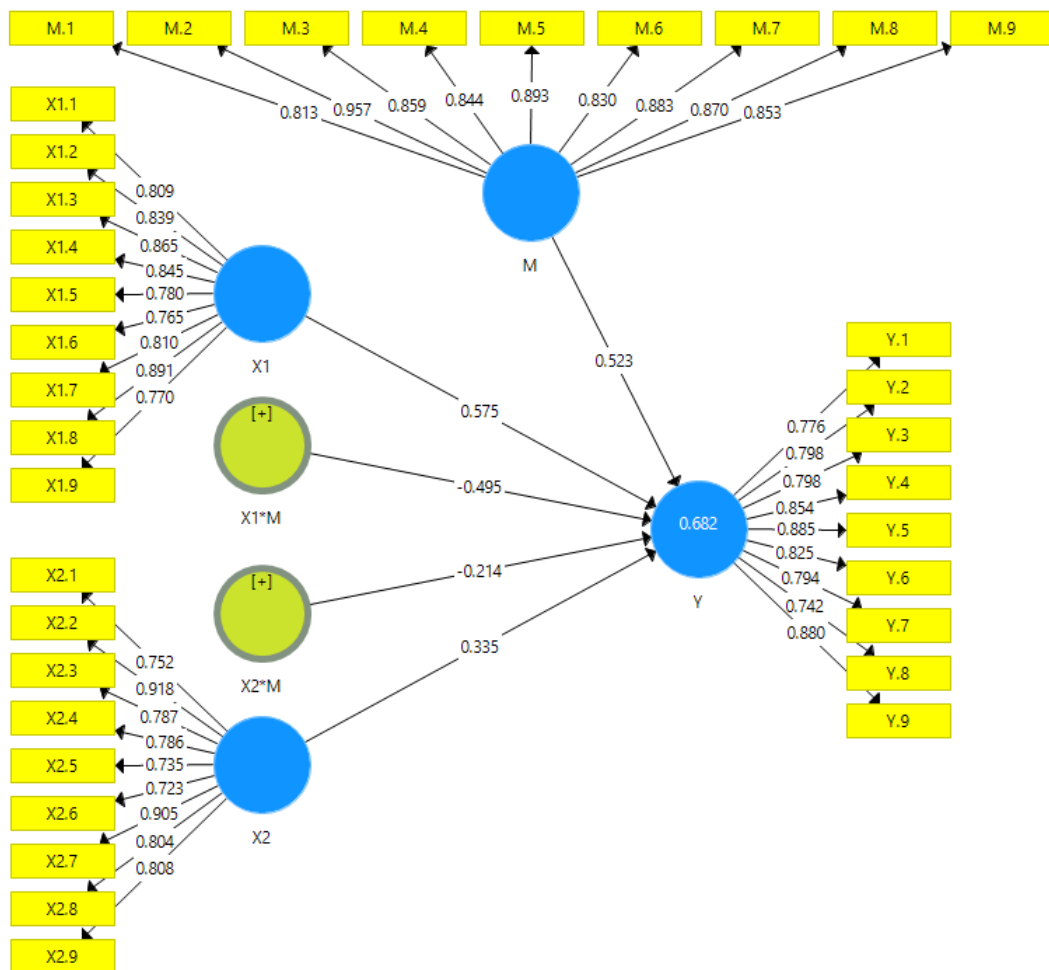


Figure 1 Outer Model
 Source: Primary data processed, 2023

2. Discriminant Validity

Discriminant validity is a measurement model with reflexive indicators whose assessment is based on measuring cross loading with constructs. Meanwhile,

there are other opinions that say that to give a value to discriminant validity, namely by comparing the square root value of the average variance taken from the data (AVE).

Table 6. Results of Discriminant Validity Test Using Cross Loading

No	Indikator	X1	X2	M	Y	X1* M	X2* M	Ket.
Work-Family Conflict								
1	X1.1	0.809	- 0.020	- 0.167	0.228	0.291	0.189	Terpenuhi
2	X1.2	0.839	- 0.061	- 0.194	0.286	0.315	- 0.075	Terpenuhi
3	X1.3	0.865	- 0.027	- 0.290	0.145	0.417	0.023	Terpenuhi
4	X1.4	0.845	- 0.138	- 0.247	0.096	0.408	0.088	Terpenuhi
5	X1.5	0.780	0.058	- 0.124	0.150	0.534	0.044	Terpenuhi
6	X1.6	0.765	0.087	- 0.289	0.117	0.343	0.001	Terpenuhi
7	X1.7	0.810	0.033	- 0.262	0.121	0.287	- 0.042	Terpenuhi
8	X1.8	0.891	0.065	- 0.141	0.335	0.379	0.098	Terpenuhi
9	X1.9	0.770	0.026	- 0.101	0.225	0.282	- 0.079	Terpenuhi
Beban Kerja								
1	X2.1	0.011	0.752	0.169	0.370	0.099	- 0.240	Terpenuhi
2	X2.2	0.013	0.918	0.247	0.425	0.105	- 0.284	Terpenuhi
3	X2.3	0.005	0.787	0.331	0.514	- 0.036	- 0.276	Terpenuhi
4	X2.4	0.029	0.786	0.130	0.385	- 0.015	- 0.176	Terpenuhi
5	X2.5	- 0.069	0.735	0.217	0.398	0.058	- 0.113	Terpenuhi
6	X2.6	- 0.070	0.723	0.226	0.364	0.051	- 0.179	Terpenuhi

N o	Indikat or	X1	X2	M	Y	X1* M	X2* M	Ket.
7	X2.7	0.04 5	0.90 5	0.16 9	0.38 2	0.045	- 0.349	Terpenu hi
8	X2.8	0.11 5	0.80 4	0.21 6	0.49 0	0.016	- 0.234	Terpenu hi
9	X2.9	- 0.04 9	0.80 8	0.16 7	0.39 8	- 0.014	- 0.272	Terpenu hi
Hardiness								
1	M.1	- 0.19 7	0.17 1	0.81 3	0.45 5	0.024	0.029	Terpenu hi
2	M.2	- 0.23 3	0.26 7	0.95 7	0.41 0	0.153	- 0.129	Terpenu hi
3	M.3	- 0.22 7	0.15 5	0.85 9	0.37 3	0.035	- 0.107	Terpenu hi
4	M.4	- 0.10 7	0.25 8	0.84 4	0.32 5	0.310	- 0.023	Terpenu hi
5	M.5	- 0.20 6	0.28 8	0.89 3	0.41 9	0.106	- 0.201	Terpenu hi
6	M.6	- 0.26 3	0.22 8	0.83 0	0.30 7	0.143	- 0.206	Terpenu hi
7	M.7	- 0.20 4	0.32 6	0.88 3	0.43 2	0.112	- 0.141	Terpenu hi
8	M.8	- 0.21 9	0.16 0	0.87 0	0.27 5	0.092	0.041	Terpenu hi
9	M.9	- 0.09 0	0.19 2	0.85 3	0.39 4	0.131	0.016	Terpenu hi
Stres Kerja								
1	Y.1	0.31 1	0.39 8	0.31 2	0.77 6	- 0.054	- 0.094	Terpenu hi
2	Y.2	0.14 6	0.48 4	0.29 8	0.79 8	- 0.073	- 0.372	Terpenu hi
3	Y.3	0.17 7	0.38 6	0.44 7	0.79 8	- 0.086	- 0.369	Terpenu hi
4	Y.4	0.23 5	0.44 2	0.35 4	0.85 4	- 0.047	- 0.402	Terpenu hi
5	Y.5	0.14 5	0.47 0	0.42 1	0.88 5	- 0.171	- 0.297	Terpenu hi
6	Y.6	0.09 7	0.45 8	0.40 9	0.82 5	- 0.097	- 0.394	Terpenu hi
7	Y.7	0.43	0.32	0.37	0.79	0.068	-	Terpenu

No	Indikator	X1	X2	M	Y	X1* M	X2* M	Ket.
		2	0	7	4		0.215	hi
8	Y.8	0.17 2	0.38 9	0.21 4	0.74 2	- 0.225	- 0.119	Terpenuhi
9	Y.9	0.22 6	0.50 6	0.39 8	0.88 0	- 0.160	- 0.283	Terpenuhi
Moderasi								
1	X1 * M	0.42 7	0.03 9	0.13 6	- 0.11 0	1.000	0.027	Terpenuhi
2	X2 * M	0.03 5	- 0.29 6	- 0.09 4	- 0.34 8	0.027	1.000	Terpenuhi

Sumber: Data primer diolah, 2023

The results of discriminant validity testing are shown in table 6, seen from the cross loading value, it can be concluded that the loading factor value in bold in each variable column has a higher value than the cross loading value of other variables. This description proves that the indicators of each variable work-family conflict, workload, hardiness, and job stress have fulfilled discriminant validity.

3. Construct Validity and Reliability

Construct validity and reliability are indicators used to measure a construct that can be seen in the latent variable coefficient. There are two tools that can be used to evaluate composite reliability, namely internal consistency and Cronbach's alpha. The construct is said to have high reliability if in its measurement it can reach a value of > 0.70. Reliability testing using Cronbach's alpha is used to strengthen the results of composite reliability. If the Cronbach's Alpha value is > 0.70, then a variable can be said to be reliable.

Table 7. Construct Reability Test Results

No	Variabel	Cronbach's Alpha	Composite Reliability	Batas Nilai	Ket.
1	<i>Work-Family Conflict</i>	0.940	0.949	0.700	Terpenuhi
2	Beban Kerja	0.931	0.943	0.700	Terpenuhi
3	<i>Hardiness</i>	0.959	0.965	0.700	Terpenuhi
4	Stres Kerja	0.938	0.948	0.700	Terpenuhi
5	X1*M	1.000	1.000	0.700	Terpenuhi
6	X2*M	1.000	1.000	0.700	Terpenuhi

The results of the reliability test are shown in table 7, seen from the Composite Reliability value and Cronbach's Alpha value, it can be concluded that the variables of work-family conflict, workload, hardiness, and job stress have fulfilled construct reliability, because the test results obtained a value of more than 0.70 which means that it has met the test criteria.

Hypothesis Test Results

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Hypothesis testing in this study was carried out by looking at the P-Values. Referring to the opinion of Yamin & Kurniawan (2011), if the P-Values value is less than 0.05, the research hypothesis can be declared accepted. The table below shows the results of hypothesis testing obtained through path coefficients in the SmartPLS output below:

Table 9. Path Coefficients Test Results

No	Pengaruh	Koef. Jalur	Stdev	T Stat	P	Ket.
1	X1 -> Y	0.575	0.198	2.907	0.002	Signifikan
2	X2 -> Y	0.335	0.128	2.612	0.005	Signifikan
3	X1*M -> Y	-0.495	0.194	2.550	0.006	Signifikan
4	X2*M -> Y	-0.214	0.127	1.686	0.046	Signifikan

Source: Processed Research Data (2023)

Hypothesis testing can be explained based on the P-Values in table 9 as follows:

1. Hypothesis one analyses whether work-family conflict has a positive and significant impact on job stress. The analysis results in table 9 show a path coefficient of 0.575 and a t-statistic of 2.907 and a significance value of 0.002. These results state that the t-statistic is significant because it is more than the t table ($t_{stat} > 1.645$) with p-values < 0.05). So it has been proven that work family conflict has a positive and significant effect on job stress.
2. Hypothesis two analyses whether workload has a positive and significant impact on job stress. The analysis results in table 9 show a path coefficient of 0.335 and a t-statistic of 2.612 and a significance value of 0.002. These results state that the t-statistic is significant because it is more than the t table ($t_{stat} > 1.645$) with p-values < 0.05). So it is proven that workload has a positive and significant effect on job stress.
3. Hypothesis three analyses whether hardiness can moderate the influence between work-family conflict on job stress. The analysis results in table 9 show a path coefficient of -0.495 and a t-statistic of 2.550 and a significance value of 0.002. These results state that the t-statistic is significant because it is more than the t table ($t_{stat} > 1.645$) with p-values < 0.05). Therefore, it is shown that resilience reduces the impact of work-family conflict on job stress,
4. Hypothesis four analysed whether hardiness can moderate the effect between workload and job stress. The analysis results in table 9 show a path coefficient of -0.214 and a t-statistic of 1.686 and a significance value of 0.002. These results state that the t-statistic is significant because it is more than the t table ($t_{stat} > 1.645$) with p-values < 0.05). So that hardiness is proven to moderate the effect of workload on job stress,

Discussion

The Effect of Work-Family Conflict on Job Stress

Based on the results of testing the research hypothesis regarding the effect of work-family conflict on work stress, work-family conflict has a positive and significant effect on work stress, meaning that high work-family conflict contributes to increased work stress.

The Effect Of Workload on Job Stress

Based on the findings of testing the research hypothesis on the effect of workload on work stress, it is known that workload has a positive and significant effect on work stress, and high workload has an impact on increasing work stress.

The Effect of Work-Family Conflict on Work Stress Moderated by Hardiness

From the results of testing the research hypothesis regarding the effect of work-family conflict on work stress moderated by hardiness, it is known that hardiness can mitigate the effect of work-family conflict on work stress.

The Effect of Workload on Work Stress Moderated by Hardiness

Referring to the results of testing the research hypothesis regarding the effect of workload on work stress moderated by hardiness, it is decided that hardiness can reduce the effect of workload on work stress.

CONCLUSIONS

Conclusion

1. Job stress in female nurses at RSUD Dr Soeroto Ngawi was reduced largely thanks to efforts to reduce work-family conflict. The findings of this study suggest that a nurse at RSUD Dr Soeroto Ngawi is more likely to experience job stress if she has higher levels of work-family conflict.
2. Workload has a positive and statistically significant effect on the stress level of female health workers at RSUD Dr Soeroto Ngawi. The findings of this study indicate that work stress at RSUD Dr Soeroto Ngawi increases with workload.
3. Hardiness plays a role in moderating the effect of work-family conflict on work stress of female nurses at RSUD Dr Soeroto Ngawi. The findings of this study indicate that nurses who have a resilient personality (hardiness) tend to be able to minimise the influence of work-family conflict on nurses' work stress.
4. Hardiness plays a role in moderating the effect of workload on work stress of female nurses at RSUD Dr Soeroto Ngawi. The findings of this study indicate that nurses who have a resilient personality (hardiness) tend to be able to minimise the influence of workload on nurses' work stress.

Research Limitations

The researcher tried to conduct and carry out this research in accordance with scientific procedures. However, some limitations were found in this study, namely:

1. There are only two variables that affect work stress discussed in this study, namely Work-Family Conflict and Workload, while work stress is influenced by many other factors besides the two variables above such as work culture, work shifts, work environment, and others.
2. The object of research focused on in this study is female nurses at Dr Soeroto Ngawi Hospital who are married. If the research is conducted on other objects, it is possible that the research results will not be the same.

Advice

Based on the research conclusions above, the researcher can put forward several suggestions as follows:

1. For the Hospital
High levels of work stress can be minimised by balancing the total human resources with the workload, so that each nurse can do their respective duties without having to be burdened with other jobdesk outside their main job. If this problem is not a concern, it will have an impact on the lack of service, resulting in patient dissatisfaction. In addition, schedules need to be better organised and balanced, so that nurses, especially those who are married, can carry out their responsibilities as good housewives without being hampered by busy schedules and vice versa.
2. For Nurses
Nurses should be able to make the best use of their time, so that they are not susceptible to illness. In addition, nurses should create a pleasant working environment so that the workload seems lighter.
3. For Future Researchers
This study only focuses on the moderating influence of work-family conflict and workload on work stress and hardiness at Dr Soeroto Ngawi Hospital. Future researchers are expected to look deeper into other variables that trigger work stress such as the work environment, work shifts, work culture, and many others.

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