

The relationship between work-family conflict, workload, and employee performance of female nurses: The moderating role of job satisfaction

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ABSTRACT

Purpose — *This study seeks to explore the relationship between work-family conflict, workload, and employee performance, with a specific focus on the moderating role of job satisfaction.*

Method — *The study was carried out at dr. Rasidin Padang Hospital and utilized both descriptive statistical analysis and inferential analysis with SmartPLS 4.0 as the analytical tools. The research involved a sample of 94 participants.*

Result — *The findings indicated that nurse performance is influenced by work-family conflict, workload, and job satisfaction. Additionally, job satisfaction was found to moderate the associations between work-family conflict and nurse performance, as well as between workload and nurse performance.*

Contribution — *This study contributes to the academic literature by incorporating job satisfaction variables to assess nurse performance satisfaction, utilizing a different research location and software (SmartPLS) compared to previous studies, and uniquely focusing on nurses' workload challenges related to working time and limited days off.*

Keywords: *work-family conflict, workload, nurse performance, job satisfaction*



INTRODUCTION

The hospital offers health-related services, and the quality of these services largely depends on the performance of health professionals. Health human resources, such as physicians, nurses, and midwives, play a crucial role in the healthcare system by providing services that meet patients' needs in hospitals ([Mudayana, 2014](#)). However, there are observations indicating that many career women face challenges like arriving late to work and leaving their jobs during working hours to attend to their family responsibilities. These situations can hinder their concentration at work, lead to decreased performance, and result in missed objectives. One of the contributing factors is the lack of employee discipline, evidenced by frequent unexplained absences from work. Both married and unmarried female employees are expected to perform their duties professionally, but married female employees also need to balance their work and family responsibilities, causing a conflict between the two roles (work-family conflict). This conflict arises because a woman's attention and focus are divided.

According to research conducted in Italy ([Dharmono, 2020](#)), the nursing profession is predominantly female, with 77% of nurses being women and 23% men. Globally, the prevalence of depression is higher among women compared to men. This could be attributed to hormonal factors like estrogen and progesterone, which influence women's emotional responses, making them more susceptible to stress ([Tenri, 2020](#)). Moreover, the majority of female nurses are married, leading to a need for balancing their home and work responsibilities. As married female nurses have family obligations in addition to their nursing duties, they face the challenge of juggling both roles ([Agustina & Sudibya, 2018](#)).

Workload refers to the average amount of work an employee needs to complete within a specific timeframe. When an employee's workload becomes excessive, it can impede their ability to carry out their duties and responsibilities effectively ([Suartana & Dewi, 2020](#)). Both extremely high and extremely low workloads can have adverse effects on nurses' physical capabilities, ultimately influencing their overall performance. Assessing nurses' workload involves considering primary and secondary responsibilities, the number of patients they handle daily, monthly, and yearly, the severity of patients' conditions, the average patient workload they deal with, and the direct and indirect actions required during patient care.

Moreover, fluctuations in nurse schedules, especially during emergencies or when patient conditions worsen, can negatively impact staff morale and performance if they are not appropriately managed in accordance with capacity

([Rahmaniah et al., 2020](#)). The Indonesian Ministry of Health's Decree Number 262 of 1979, which outlines standards for type C hospitals, suggests a paramedical care personnel (TPP) to beds (patients) ratio of 1:1. This implies that one nurse is responsible for one patient. However, shortages of medical personnel and insufficient time to complete tasks can lead to complications and challenges in meeting this standard. When nurses face excessive workloads, their performance is significantly and negatively affected, resulting in poorer outcomes; conversely, a well-managed workload can lead to better performance ([Hakman et al., 2021](#)).

Inadequate workload can negatively impact performance, while excessive workload creates problems that also affect performance, both of which are closely related to job satisfaction. Job satisfaction can be seen as the fulfillment of both physical and psychological needs, and the role of managers in treating staff with respect is essential in meeting the psychological needs of nursing staff ([Barahama et al., 2019](#)). When employees are satisfied with their work, they are more likely to work enthusiastically, and job satisfaction plays a crucial role in supporting company objectives ([Sandini et al., 2021](#)). According to [Latifah \(2019\)](#), job satisfaction refers to an employee's feelings about whether they enjoy their employment. Proficient and competent nurses are expected to experience job satisfaction.

Job satisfaction reflects the level of pleasure with one's work and serves as an indicator of whether a nurse likes or dislikes the tasks performed. High job satisfaction among nurses positively impacts their performance in completing tasks ([Rahmaniah et al., 2020](#)).

Research conducted at Bandung Hospital on married female nurses revealed that these nurses often experience work-family conflict. This conflict arises due to the shift system in place, which exposes female nurses to a higher risk of work-family conflict as it takes away valuable time they could spend with their families ([Sari et al., 2021](#)).

Apart from work-family conflicts, nurse performance is also affected by their relatively heavy workload. Workload refers to the activities that individuals or groups must complete within a given time period under normal circumstances ([Kusumawati & Dewi, 2021](#)). The research conducted by [Hanifa & Okafiani \(2019\)](#) supports the notion that the burden of workload can significantly impact employee performance, in addition to the challenges posed by multiple role conflicts.

The current study introduces several updates from previous research. Firstly, it incorporates job satisfaction variables to assess the performance satisfaction of

female nurses. Additionally, the research location and data processing software used in this study differ from those employed in previous studies, which primarily utilized SPSS software. Instead, this study utilizes PLS for data analysis. Furthermore, the choice of nurses as research subjects was justified by their challenging workload, where they do not get a day off on certain days, making their working hours difficult.

Given this background, the main purpose of the research was to examine the impact of work-family conflict and burden on the performance of female nurses. The researchers aimed to explore how job satisfaction acts as a moderating variable in these relationships, potentially influencing the outcomes.

METHOD

This study falls under the category of quantitative research. The variables under investigation include the dependent variable (y), which is employee performance. The independent variables consist of variable x1 (work-family conflict) and variable x2 (workload). Additionally, there is another variable, variable z (job satisfaction), which serves as a moderating variable in the analysis. For more detailed information on the indicators for each variable, please refer to Table 1.

Table 1. Definition of research variables

No	Variables	Definition	Indicators	Source	Scales
1	Performance	An achievement is achieved by a person, besides that performance can also be interpreted by carrying out the function of the task in accordance with the responsibilities given and succeeding in quality or quantity, where a person's work performance is seen from the quality and quantity that is mutually beneficial agreed upon.	a. Work quality b. work quantity c. time accuracy d. effectiveness e. independence f. commitment	(Sustainable, 2015)	Likert
2	Work-family Conflict	There is pressure or role imbalance between roles at work and roles in the family	a. Time-based conflicts b. Strain based conflict c. Behavior	Greenhaus et al (2003)	Likert

			based conflicts		
3	Workloads	Something that arises from the interaction between the demands of the task, the work environment in which it is used as a place of work, skills, behavior and perceptions of workers.	a. Cognitive Demands b. Emotional Demands c. temporal demands d. Performance demands	Rubio-Valdehita et al. (2017)	Likert
4	Job satisfaction	a state of mind determined by the degree to which an individual feels a job-related need to be met	a. salary/wages b. promotions c. team work d. supervision e. the job itself	Robbins (2018)	Likert

Source: authors' compilation (2023)

The population for this study comprised female nurses working at dr. Rasidin Padang Hospital, with a total of 124 individuals. The researchers used a purposive sampling technique to select participants for the study. The sample was chosen to meet specific supporting characteristics, which included being married, having children, and being civil servants.

To gather the necessary data for the research, a questionnaire distribution instrument was utilized. The questionnaire consisted of questions compiled from various journal sources, tailored to the variables under study. Respondents, who were civil servant nurses, answered these questions either on paper or on a computer (Sekaran & Bougie, 2016).

The distribution of the questionnaires was carried out directly, with researchers providing the questionnaires to the respondents. Once the data was collected, the measurement and data analysis were processed using Smart PLS 4.0 (Partial Least Squares) software. PLS-SEM (Partial Least Squares Structural Equation Modeling) is a variant of SEM used to test measurements for reliability and validity, offering the advantage of producing specific scores for each observation's composite once the indicator weights have been determined (Hair et al., 2021).

The evaluation of the SEM-PLS model involves two stages: the measurement model and the structural model, both of which were carried out in this research. These stages are essential for assessing the relationships between variables and obtaining valuable insights from the data.

Hypothesis development

Work-family conflict and performance

Work-family conflict refers to a type of inter-role conflict where the challenges from work spill over into the family domain. This occurs when an individual spends more time working, resulting in less available time for family responsibilities. As a consequence, this imbalance may hinder the proper execution of both work and family roles, leading to conflict between the two domains and potentially impacting work performance ([Soomro & Breitenecker, 2017](#)).

H1: Work-family conflict has a significant negative effect on the performance of female nurses

Workload and performance

Workload is a crucial factor that can significantly impact a person's performance at work. When the workload becomes excessive, it can lead to self-strain and burnout. Several factors contribute to workload, such as the high level of expertise required, the need for fast-paced work, handling a large amount of tasks, and other demanding responsibilities. Prolonged exposure to such high workload conditions can negatively affect an individual's performance in their work setting ([Maharani & Budianto, 2019](#)). Moreover, high workload accompanied by complex job responsibilities can also hinder a person's performance ([Rosanita et al., 2020](#)).

H2: Workload has a significant negative effect on the performance of female nurses

Job satisfaction and performance

Job satisfaction serves as an indicator of an individual's positive attitude and enjoyment towards their work, and it is positively related to their performance in the workplace. The theory of equity explains the relationship between job satisfaction and performance, emphasizing the importance of maintaining a balance between employees' inputs and outputs in their work environment ([Alwali & Alwali, 2022](#)).

H3: Job satisfaction has a significant positive effect on the performance of female nurses

Work-family conflict on performance with job satisfaction as the moderating variable

Job satisfaction is a subjective feeling that emerges when an individual enjoys and finds contentment in their job. It serves as a measure of how well an individual performs in their role, revealing both their strengths and weaknesses, as well as their skills and abilities. When a person experiences conflicts, it can significantly impact their job satisfaction, subsequently affecting their overall performance at work (Nurfauziah et al., 2021).

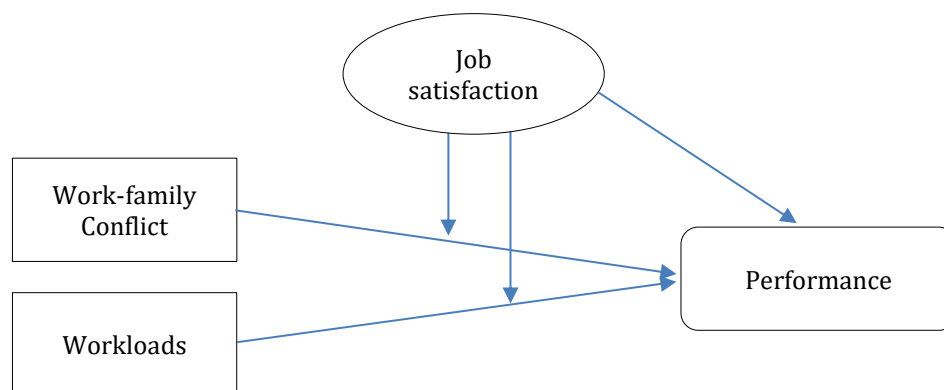
H4: Job satisfaction can moderate the effect of work-family conflict on performance of female nurses

Workload on performance with job satisfaction as the moderating variable

Job satisfaction represents a person's positive feeling or attitude towards their work, and it can influence how they handle their workload. Workload refers to the amount of work assigned to a particular position or unit, and any discrepancy between the workload and the available time and energy may affect a person's performance at work, leading to less effective results (Putri et al., 2020).

H5: Job satisfaction can moderate the effect of workload on performance of female nurses

Figure 1. Research framework



Source: authors' compilation (2023)

RESULT AND DISCUSSION

Convergent validity

This study focused on examining the validity of convergent and discriminant validity. To assess convergent validity, the researchers checked if the outer

loading value for each instrument was greater than 0.70, which is considered a prerequisite test for convergent validity (Hair et al., 2021). Moreover, convergent validity was evaluated using the Average Variance Extract (AVE) value. AVE values greater than 0.5 indicate that the indicator effectively represents the variable. This indicates that the indicators used in the study are valid and accurately reflect the variables they are intended to measure. In addition to convergent validity, the study also assessed discriminant validity, which refers to the distinctiveness of the variables being measured (Fornell & Larcker, 1981). This was evaluated through cross loading and other discriminant methods. Table 2 presents the outer loading values obtained during the validity assessment process.

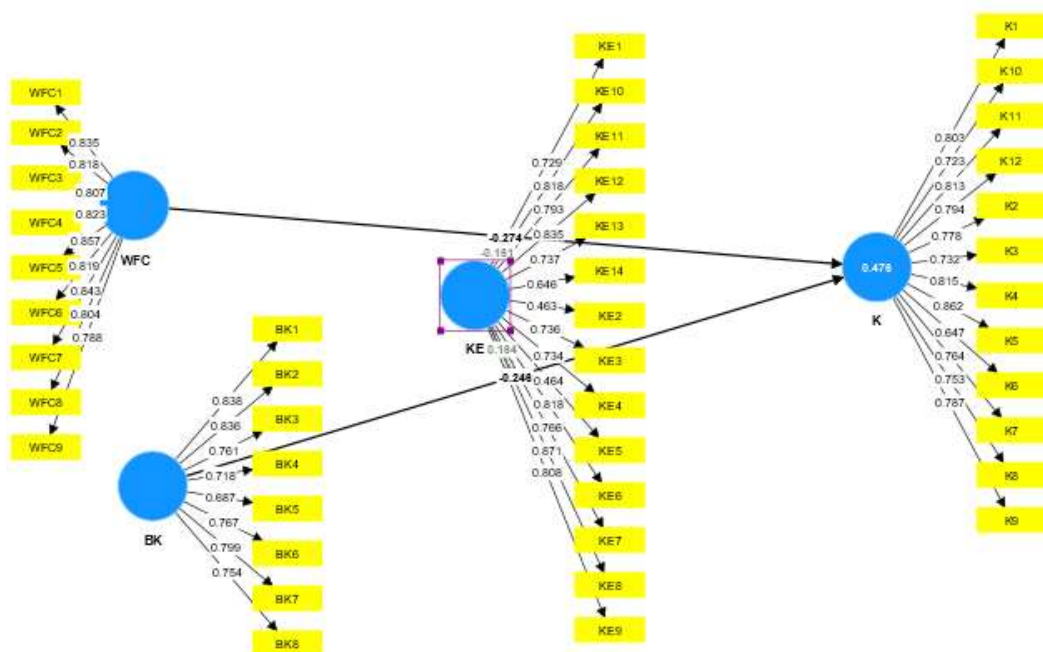
Table 2. Outer loading before drop

	BK	K	TO	WFC
BK1	0.838			
BK2	0.836			
BK3	0.761			
BK4	0.718			
BK5	0.686			
BK6	0.767			
BK7	0.799			
BK8	0.754			
K1		0.802		
K10		0.723		
K11		0.814		
K12		0.795		
K2		0.777		
K3		0.730		
K4		0.815		
K5		0.862		
K6		0.647		
K7		0.764		
K8		0.753		
K9		0.788		
NUMBER 1			0.731	
TO10			0.808	
KE11			0.782	
THE 12TH			0.833	
13TH			0.745	
KE14			0.664	
TO15			0.722	
2ND			0.462	
THE 3RD			0.736	
TO 4			0.731	
KE5			0.459	
KE6			0.811	
7TH			0.759	
8TH			0.865	

	BK	K	TO	WFC
KE9			0.806	
WFC1				0.835
WFC2				0.818
WFC3				0.807
WFC4				0.823
WFC5				0.857
WFC6				0.819
WFC7				0.843
WFC8				0.804
WFC9				0.788

Source: processed data (2023)

Figure 2. Outer loading before drop



Source: processed data (2023)

Based on the table and figure presented, it is evident that several variable indicators have an outer loading value below the desired threshold of 0.7. Specifically, there are eleven indicators (K6, KE2, KE5, KE14, BK5, and others) with outer loading values below 0.7, which implies that these indicators are considered invalid. As a result, these indicators need to be dropped or removed from the analysis to ensure the accuracy and reliability of the measurement model.

After removing the invalid indicators, the SEM-PLS model was recalculated, and the results showed that there are no variable indicators remaining with an outer loading value below 0.7. This indicates that the revised model is now in line with

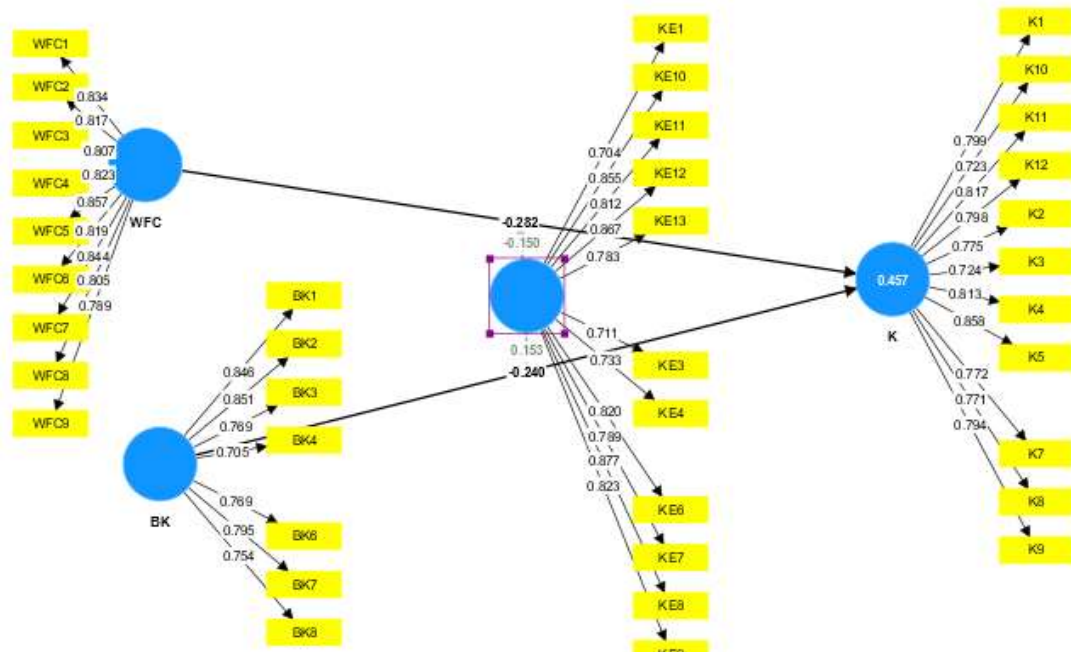
the prerequisite criteria for convergent validity, and the indicators used to represent the variables are valid and accurately measure the constructs under investigation.

Table 3. Outer loading after drop

	BK	K	TO	WFC
BK1	0.846			
BK2	0.851			
BK3	0.769			
BK4	0.705			
BK6	0.769			
BK7	0.795			
BK8	0.754			
K1		0.799		
K10		0.723		
K11		0.817		
K12		0.798		
K2		0.775		
K3		0.724		
K4		0.813		
K5		0.858		
K7		0.772		
K8		0.771		
K9		0.794		
NUMBER 1			0.704	
TO10			0.855	
KE11			0.812	
THE 12TH			0.867	
13TH			0.783	
THE 3RD			0.711	
TO 4			0.733	
KE6			0.820	
7TH			0.789	
8TH			0.877	
KE9			0.823	
WFC1				0.834
WFC2				0.817
WFC3				0.807
WFC4				0.823
WFC5				0.857
WFC6				0.819
WFC7				0.844
WFC8				0.805
WFC9				0.789

Source: processed data (2023)

Figure 3. Outer loading before drop



Source: processed data (2023)

After deleting five statement indicators with outer loading values greater than 0.7 from Table 3, the outcomes of the outer loading following this removal are illustrated. By conducting further testing, the validity of the indicators for each variable becomes more reliable. As shown in Figure 3 above, all indicators for each variable have an outer loading value greater than 0.7, which satisfies the requirement for Convergent Validity. Having a high level of validity for all indicators is crucial in ensuring the accuracy and reliability of the measurement model.

Discriminant validity

To evaluate discriminant validity, the Average Variance Extracted (AVE) approach for latent variables is used. The AVE value describes the extent of variance explained by the latent constructs. A good indicator of discriminant validity is an AVE value of at least 0.5, indicating that the variables have distinct and well-defined characteristics.

Table 4. Result of Average Variance Extracted (AVE)

Variable	Average Variance Extracted (AVE)
Workload	0.617

Nurse performance	0.619
Job satisfaction	0.640
Work-family conflict	0.675

Source: processed data (2023)

Based on the data presented in Table 4, the average variance extracted (AVE) values for Workload, Nurse Performance, Job Satisfaction, and Work-Family Conflict are all more than 0.5. This demonstrates that all the constructs used in this study have good validity values. An AVE value of more than 0.5 indicates that each construct explains a substantial proportion of the variance in the indicators, indicating that they are well-defined and distinct from each other.

Composite reliability

Composite reliability is a measure of internal consistency, indicating how well the indicators within each variable consistently measure the underlying construct. A value above 0.6 is generally considered acceptable, while higher values, such as 0.7 or above, indicate better reliability.

Table 5. Composite reliability

Variable	Composite reliability	Decision
Workload	0.918	reliable
Performance	0.943	reliable
Job satisfaction	0.945	reliable
Work-family conflict	0.948	reliable

Source: processed data (2023)

Based on the data presented in Table 5, it is evident that the composite reliability value for all variables is above 0.6. The highest composite reliability value is observed for Organizational Culture, with a value of 0.948. These findings indicate that each variable has met the minimum threshold for composite reliability and demonstrates a good level of reliability.

Structural (inner) model

R-Square

Based on Table 6 below, it is evident that the R-square value falls within the range of 0.424. The calculated moderate R² values are 0.455 and 0.424, as shown in Table 4.19. The R² value of 0.424 indicates that 42.4% of the variation in Nurse Performance is explained by the variables Work Family Conflict, Workload, and

Job Satisfaction. The remaining 57.6% of the variation in Nurse Performance is influenced by other variables that are not accounted for in this study.

Table 6. R-Square value

	R-Square	Adjusted R-Square
Performance	0.455	0.424

Source: processed data (2023)

Hypothesis testing

Table 7. Path coefficient

Variables	Original sample (O)	Sample average (M)	Standard deviation (STDEV)	T-statistics (O/STDEV)	P-values
Workload -> Performance	-0.240	-0.261	0.086	2,781	0.005
Job Satisfaction -> Performance	0.420	0.439	0.086	4,895	0.000
Work Family Conflict -> Performance	-0.282	-0.269	0.098	2,865	0.004
Job Satisfaction x Work Family Conflict -> Performance	-0.150	-0.149	0.071	2.126	0.034
Job Satisfaction x Workload -> Performance	0.153	0.147	0.061	2,534	0.011

Source: processed data (2023)

The t-statistic value for the effect of Work Family Conflict on nurse performance is 2.865, which is greater than the critical t-table value of 1.962 at a significance level of 0.05. Additionally, the associated p-value is 0.004, which is less than the significance level of 0.05. These results indicate that the effect of Work Family Conflict on nurse performance is statistically significant. Furthermore, the original sample (O) value of -0.164 suggests that the effect of Work Family Conflict on nurse performance is negative, indicating that increased levels of Work Family Conflict are associated with a decrease in nurse performance.

The t-statistic value for the effect of workload on nurse performance is 2.781, which is less than the critical t-table value of 1.962 at a significance level of 0.05. Additionally, the associated p-value is 0.005, which is greater than the significance level of 0.05. These results indicate that the effect of workload on nurse performance is statistically significant. Furthermore, the original sample (O) value of 0.240 suggests that the effect of workload on nurse performance is

positive, indicating that increased workload is associated with improved nurse performance.

The t-statistic value for the effect of Job Satisfaction on Nurse Performance is 4.895, which is greater than the critical t-table value of 1.962 at a significance level of 0.05. Additionally, the associated p-value is 0.000, which is less than the significance level of 0.05. These results indicate that the effect of Job Satisfaction on Nurse Performance is statistically significant.

Furthermore, the original sample (O) value of 0.420 suggests that the effect of Job Satisfaction on Nurse Performance is positive, indicating that higher levels of Job Satisfaction are associated with improved Nurse Performance.

Based on the results presented in Table 7, the T-statistic value of 2.126 is less than the critical T-table value of 1.962 at a significance level of 0.05. Additionally, the P-value of 0.034 is greater than 0.05. These results indicate that Job Satisfaction acts as a significant moderator between Work Family Conflict and Nurse Performance.

Based on the results presented in Table 7, the T-statistic value of 2.534 is greater than the critical T-table value of 1.962 at a significance level of 0.05. Additionally, the P-value of 0.011 is less than 0.05. These results indicate that Job Satisfaction acts as a significant moderator between Workload and Nurse Performance.

Discussion

Work-family conflict and nurse performance

The results of testing the first hypothesis indicate that work-family conflict indeed has a negative effect on nurse performance. When there is a high level of work-family conflict, it can lead to a reduction in nurse performance. Work-family conflict arises when individuals struggle to balance their responsibilities at work and family life, making it challenging to differentiate between work-related disruptions and family-related interferences. This finding aligns with the responses gathered from the questionnaire, where work-family conflict was found to impact the performance of female nurses. The pressures and demands from one role can spill over into other roles, and in this case, the role of being a housewife can affect the performance in the workplace.

The results of this study are consistent with previous research conducted by [Agustina & Sudibya \(2018\)](#), who also found that work-family conflict negatively affects performance. Their research was conducted on nurses at the Praya Lombok Regional General Hospital. Similarly, [Sari et al. \(2021\)](#) conducted research on married female nurses at Bandung Hospital and found that work-

family conflict has a significant and negative effect on the performance of working women.

Workload and nurse performance

The second finding demonstrates that workload has a negative effect on nurse performance, indicating that an increase in workload is associated with a decrease in nurse performance, and vice versa. The negative impact of workload on nurse performance can be attributed to various factors, such as the strain caused by excessive workload, high levels of expertise required, the demand for fast-paced work, and the large volume of tasks, among others ([Maharani & Budianto, 2019](#)).

A high workload with complex job responsibilities can significantly affect a person's performance in their role as a nurse ([Rosanita et al., 2020](#)). The impact of increased workload can be influenced by internal and external conditions, including physical and mental health, work organization, work environment, and the body's response to workload-related factors like work-related stress.

Research on workload and its effects on performance has been studied in the past, and findings have been consistent. For instance, [Tenri \(2020\)](#) conducted research on female nurses at dr. Tadjuddin Chalid Hospital and found that workload has a negative effect on performance. Additionally, [Hakman et al. \(2021\)](#) investigated the impact of workload on health workers at Kendari City Regional General Hospital (RSUD) and also reported that increased workload negatively affects the performance of female workers.

Job satisfaction and nurse performance

Based on the results of testing the third hypothesis, it has been confirmed that job satisfaction indeed has a positive effect on the performance of female nurses. The study reveals that an increase in job satisfaction leads to improved nurse performance, indicating a positive relationship between these two variables. Job satisfaction is considered an essential indicator of attitudes, showing that individuals enjoy their work and that it positively correlates with their performance at work.

The equity theory, which emphasizes the balance between employees' input and output in the workplace, can help explain the relationship between job satisfaction and performance ([Alwali & Alwali, 2022](#)). Ensuring job satisfaction

among workers is crucial for human resource development, as it can lead to increased organizational efficiency on a larger scale (Valaei & Jiroudi, 2016).

The findings of this study are consistent with previous research. Henry (2019) also found a positive and significant effect of job satisfaction on performance, with high employee job satisfaction leading to increased performance. An et al. (2020) conducted research on sailors at Yangshan Port, Shanghai, China, and reported a positive effect of job satisfaction on performance. Similarly, Soomro et al. (2018) conducted research on teaching staff at the DAIs of Islamabad, Pakistan, and found that job satisfaction significantly and positively affects performance.

Job satisfaction as the moderator between work-family conflict and nurse performance

The fourth hypothesis testing reveals that job satisfaction does moderate the relationship between work-family conflict and the performance of female nurses. This moderation is related to job satisfaction being a feeling that arises when a person enjoys their work, allowing them to assess their strengths, weaknesses, skills, and abilities in carrying out their job responsibilities. Conflict experienced by individuals can influence their job satisfaction, which, in turn, affects their performance at work (Nurfauziah et al., 2021).

The results of this study align with previous research, particularly studies that have explored the relationship between work-family conflict and performance while considering job satisfaction as a moderating factor. One such study by Soomro et al. (2018) found that job satisfaction significantly moderates the relationship between work-family conflict and performance. The research was conducted on teaching staff at the DAIs of Islamabad, Pakistan, and it demonstrated that job satisfaction had a negative influence on the relationship between work-family conflict and performance.

Job satisfaction as the moderator between workload and nurse performance

The fifth hypothesis testing reveals that job satisfaction moderates the relationship between workload and the performance of female nurses. Job satisfaction is a positive feeling or attitude that indicates someone enjoys their job. When the workload assigned to a position or unit does not align with the available time and energy, it can impact a person's performance at work, affecting the results achieved (Putri et al., 2020).

This finding aligns with previous research conducted by [Putri et al. \(2020\)](#), which also found that job satisfaction significantly moderates the relationship between workload and performance, with a positive correlation. The research was conducted on non-civil servant faculty employees at the University of Riau.

CONCLUSION

The study findings reveal several important insights. Firstly, work-family conflict negatively and significantly impacts the performance of female nurses. Secondly, workload also negatively and significantly affects the performance of female nurses. On the other hand, job satisfaction has a positive and significant influence on the performance of female nurses. Furthermore, job satisfaction acts as a moderator between work-family conflict and nurse performance, indicating a negative relationship. Lastly, job satisfaction moderates the relationship between workload and nurse performance, demonstrating a positive relationship. These results highlight the importance of addressing work-family conflict and workload concerns while promoting job satisfaction to enhance nurse performance in healthcare settings.

This research provides valuable insights and can serve as a valuable resource for future efforts to improve the performance of female nurses. It sheds light on several factors that impact nurse performance, such as work-family conflict and workload. To enhance nurse performance in the future, it is essential to focus on adjusting the workload and responsibilities of nurses in accordance with their abilities, considering their competence certificates and work experience. By doing so, nurses can make quicker and more precise decisions, contributing to better overall performance. Moreover, hospitals can provide specific support and tailored solutions for married nurses to reduce role conflicts between their professional duties as nurses and their responsibilities as housewives. By addressing these factors, healthcare organizations can create a more conducive work environment that fosters job satisfaction and promotes better performance among female nurses.

For future research, it is recommended to replicate the study using different methods of data collection, such as quantitative data from questionnaires and qualitative data from direct and indirect (online) interviews. This multi-method approach can provide a more comprehensive understanding of the topic and offer valuable insights from different perspectives. Additionally, researchers can explore other variables that were not examined in this study to further enrich the research findings. This could lead to a more robust and nuanced understanding of the factors influencing nurse performance. Moreover,

expanding the research to include female nurses from other hospitals would allow for broader generalizations and insights into potential variations across different healthcare settings. By adopting these suggestions, future studies can contribute to a deeper and more comprehensive understanding of factors affecting nurse performance and pave the way for evidence-based improvements in healthcare practices and policies.

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