

WORK FAMILY CONFLICT, WORK STRESS AND ORGANIZATIONAL COMMITMENT IN AFFECTING THE PERFORMANCE OF PHYSICAL NURSES IN PADANG CITY

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Abstract

The purpose of this study was to analyze the effect of work family conflict, work stress and organizational commitment partially and simultaneously in influencing the performance of nurses. The object of the research is the nurse of the RSJ (Psychiatric Hospital). at Padang City. The sample in this study were 58 female nurses who were married and served in 3 shifts. This study used a closed questionnaire, with a Likert scale and data from the questionnaire was processed using the SPSS version 22 program. The results of this study were: (1) The work family conflict variable had no significant effect on the nurse's performance, (2) the work stress variable had a significant effect on the nurse's performance. , (3) The variable of organizational commitment has a significant effect on the performance of nurses, and (4) The variables of work family conflict, work stress and organizational commitment simultaneously affect the nurses performance of the RSJ. In Padang City. these variables can explain the nurse's performance variable by 30.4%. The rest can be explained by other variables not observed in this study. The conclusion is that partially the work family conflict variable has no effect, while work stress and organizational commitment have an effect, jointly affecting the performance of nurses. Future research is also expected to be carried out on a wider research object so that the research results can be generalized. In addition, it is also necessary to add other variables in predicting nurse performance these variables can explain the nurse's performance variable by 30.4%. The rest can be explained by other variables not observed in this study. The conclusion is that partially the work family conflict variable has no effect, while work stress and organizational commitment have an effect, jointly affecting the performance of nurses. Future research is also expected to be carried out on a wider research object so that the research results can be generalized. In addition, it is also necessary to add other variables in predicting nurse performance these variables can explain the nurse's performance variable by 30.4%. The rest can be explained by other variables not observed in this study. The conclusion is that partially the work family conflict variable has no effect, while work stress and organizational commitment have an effect, jointly affecting the performance of nurses. Future research is also expected to be carried out on a wider research object so that the research results can be generalized. In addition, it is also necessary to add other variables in predicting nurse performance jointly affecting the performance of nurses. Future research is also expected to be carried out on a wider research object so that the research results can be generalized. In addition, it is also necessary to add other variables in predicting nurse performance jointly affecting the performance of nurses. Future research is also expected to be carried out on a wider research object so that the research results can be generalized. In addition, it is also necessary to add other variables in predicting nurse performance

Keywords: *Nurse Performance, Work Family Conflict, Work Stress, organizational commitment.*

INTRODUCTION

Hospital is one of the companies or public agencies engaged in the health sector and has its own competitive world. Based on the regulation of the minister of health of the republic of Indonesia number 4 of 2018 article 1, a hospital is an institution that provides complete individual health services by providing inpatient, outpatient, and emergency services. Hospitals are also one of the health institutions that are trusted by the community to treat both physically and mentally, therefore the hospital plays an important role in life to support the healing suffered by patients.

A patient is someone who consults on their health problems to get the appropriate services needed, either directly or indirectly at the hospital (Permenkes Number 4 of 2018). Indonesia has two types of hospitals, namely government hospitals and private hospitals, which have the same function, namely as a place for health services for the community, but as a government hospital they prioritize public health over profit or profit as is the case with private hospitals. Government hospitals have many rules that regulate them so that the services provided by the hospital can be directly benefited by people who need help.

According to the Decree of the Minister of Health of the Republic of Indonesia Number 56 /Menkes/Per/11/2014 concerning Hospital Classification and Licensing. Based on these regulations, the types of services provided by hospitals are categorized into general hospitals and special hospitals. General hospitals as referred to in Article 11 are classified into classes A, B, C, and D. In contrast, special hospitals are classified into classes A, B, and C, which provide only one type of medical service, for example mental hospitals. Mental hospital is a special hospital for the treatment of serious mental disorders and is one of the government hospitals that treats mental problems in the community. Disruption of a person's psyche is a disease of losing one's mind, therefore the government must have competent employees in that field.

The term performance comes from the word job performance or actual performance (job performance or actual achievement achieved by someone). Understanding performance is the result of an employee's work both in quality and quantity that he achieves in carrying out his duties according to the responsibilities given to him by the company (Mangkunegara, 2016: 67). Maccording to the regulation of the government of the republic of Indonesia no. 46 of 2014 work performance is the work achieved by every civil servant with the size of the employee's work goals and work behavior. Based on the opinions of these experts, the definition of performance as the result of an individual's work in carrying out his obligations as an employee for a certain period of time according to the agreement of both parties to achieve company goals and advance them.

This study focuses more on the performance of nurses in providing maximum service to mental patients who are treated in mental hospitals. In hospitals, nurses are the largest human resource in terms of number and interact with patients the longest, therefore nurses are the spearhead of health services, where nurses work for 24 hours accompanying and supervising the health of patients continuously and sustainably to provide care. professional and comprehensive nursing.

The performance of nurses is one of the professions that is often measured and dominated by women, as evidenced by the Mental Hospital in Padang City which is a government-owned hospital which is relatively large in West Sumatra compared to hospitals. Another soul. Where there are 101 female nurses where 58 married female nurses, and 38 male nurses as implementing nurses.

Mental Hospital in Padang City applies shifts for the working hours of the nurses, especially for nurses implementing 3 shifts because this section must always be on standby to serve patients 24 hours. The first shift starts its activities from 07.30 WIB to 14.00 WIB, the second shift starts its activities from 14.00 WIB to 21.00 WIB, and the third shift starts its activities from 21.00 WIB to 08.00 WIB. By the number of patients treated by Gender during 2020 in Inpatient Installations were 1,694 people (73.3%) male and (26.7%) female

From the data above, various phenomena that have occurred in the past 1 year caused by inequality in carrying out tasks at the Mental Hospital in Padang City have resulted in the performance of nurses being very urgent. Meanwhile, dealing with mentally ill patients with various obstacles faced by nurses can create a high level of stress faced in carrying out their duties.

The Psychiatric Hospital's policy in the city of Padang towards the nurse's schedule, especially for nurses implementing 3 shifts, is a natural policy for a nurse. However, for a woman who is married and works as a nurse, she will collide with the nature under her, where the duty or role of a woman is to work at home to serve their husbands and children, not work and bear the burden and great responsibility in their work to provide for their family. (Juniarta and Armin, 2019:31). So when nurses get a night shift starting at 21.00 WIB until 08.00 WIB, it is a time that is prone to conflict for a female nurse who is already married because her presence is needed in the family. especially for their children who need their mother's love to accompany and prepare all their needs when leaving for school, but the presence of their mother is not at home and has to be on duty. The misalignment of the fulfillment of these two roles can encourage dual role conflicts and will later have an impact on the resulting performance. Verma, (2013) "Such conditions often trigger conflicts at work, if not handled seriously will have a very significant impact on the organization in achieving its goals, one of which is the low performance of nurses.

In addition to work family conflict factors, which affect the performance of nurses. Work stress factors can also affect the performance of a nurse. According to Silviani (2019:13) work stress is the physical and psychological pressure that a person feels when facing extraordinary obstacles, demands, or opportunities. So it can be understood that stress is a condition in which a person feels burdened by the company's demands on him that are excessive and no longer suitable.

The condition that occurs in the nurses of the Mental Hospital in Padang City is the patient's family who asks repeatedly about the condition of the family being treated so that the nurse's work time is disturbed because they have to answer the same questions from the patient's family, plus the patient is noisy because of the many questions and talks between them. them, not to mention nurses have to face patients who fight and rage suddenly because of their unstable mental condition. Psychiatric Hospital in Padang City is a special hospital

in dealing with the psyche of someone who is experiencing stress, so nurses must be ready to pay attention to patients because patients who are their responsibility are more risky than general hospitals that serve patients who still have common sense. Therefore, with their large duties and responsibilities, nurses are also threatened with stress and make the performance of nurses decrease (Reni and Sudibya, 2018: 778).

The results of interviews from several nurses in November 2020, that they complained about the burden given to them by the hospital because the load given was not in accordance with the number of nurses on duty, namely on the morning shift only 3 to 5 people and only 2 people in the afternoon and evening shifts. only on duty, while they have to make various reports and on the other hand have to take care of the patient's condition, which is mostly male compared to female.

From the above factors, organizational commitment is also one of the factors that can affect the performance of nurses. According to Wibowo (2014: 188) that organizational commitment is basically "a person's willingness to improve himself and show loyalty to the organization because he feels himself involved in organizational activities".

As nurses, they are required to act professionally because they interact directly with patients. Therefore, a high commitment to the organization in which they work is required. If someone has a high commitment to the organization, then they will work wholeheartedly and carry out their responsibilities well despite the various problems they have to face. However, if on the other hand a nurse who has two roles and experiences various workloads makes them stressed, plus a nurse does not have a high commitment to her organization or work. So it is very risky later on the performance they produce and it is proven that the high rate of late arrival hours and nurses' early hours of leaving Mental Hospital in the city of Padang in 2021, based on nurse attendance data, there is still an average absence of 14.3% per year in carrying out work and delays in coming to work so that many nurses do not take advantage of their working time to work resulting in piled reports and irregular schedules due to nurses who take time off on a predetermined schedule, in addition to the presence of nurses who come late. As a result, several complaints emerged from patients that occurred in health services and an undisciplined administrative system at the RSJ in Padang City (Reni and Adnyana, 2018: 780). Although various clarifications on nurse absenteeism have been made, one of the reasons is because of family reasons (children are sick) and shift rules that sometimes change. If this condition is allowed,

From the data, there was an increase in forced discharge patients on average from 31 people to 41 people, from 2 people running away from 2 people to 6 people, and patients dying from 2 people to 4 people. It can. This proves the occurrence of undesirable events, which are caused by a lack of care by hospital nurses for the patients they are responsible for.

This happens not only from the family acceptance factor for the patient but also due to the community acceptance factor for patients who have just returned from treatment. This re-admission can affect the hospital's quality indicators, it proves that the Mental Hospital in Padang City has not worked optimally in curing the patients for whom it is responsible. Therefore, from the evidence of the problems that occurred at the RSJ in the city of Padang,

it is very necessary to improve efforts to support the implementation of the work so that the performance of nurses can be better.

Work family conflict is a form of interrole conflict, pressure or role imbalance between roles at work and roles in the family. Work family conflict can be defined as a form of role conflict where the demands of work and family roles cannot be mutually aligned in several respects (Buhali and Margaretha, 2013). (Putri, 2013; Roboth, 2015; Nur, 2013; Iresa, Utami and Prasetya, 2015) Stress is caused when a person experiences tension due to conditions that affect him, both from outside and from within. Usually stress occurs because someone is being chased to achieve a certain target. There are two effects of stress, namely positive and negative. On a positive level, stress acts as a driver of increased performance. Research conducted by Reni and Sudibya (2018) shows that the work family conflict variable has a negative and significant effect on performance and variables work stress has a negative and significant effect on performance. Afrilia And Utami (2018) The work-family conflict in the female employees of Permata Bunda Hospital, Malang, has a significant effect on the performance of nurses, meaning that the higher the work-family conflict experienced, the lower the performance and vice versa. So it can be concluded that there is a significant relationship between work-family conflict and employee performance, with a relationship that tends to be strong. Hilmy and Herachwati (2014), concluded that work-family conflict has a positive but not significant effect on performance and significant results between organizational commitment and performance. Kengatharan (2017) It is concluded that work-family conflict has a negative and significant effect on performance. This shows that the increase or decrease in the work-family conflict variable does not consistently affect the performance variable.

Next Muttaqillah, et.al (2015) factors of work stress and work motivation have a positive effect on improving the performance of nurses, work stress and work motivation both simultaneously and partially affect the organizational performance of the BLUD RSJ Aceh.

In the research of Gede et.al (2016), it is stated that work family conflict has a significant positive effect on work stress. Work family conflict has a significant negative effect on organizational commitment. Job stress has a significant negative effect on organizational commitment. Work family conflict has an indirect effect on organizational commitment, through work stress variables. Hiayati's research (2019) that work-family conflict has a positive and significant effect on work stress, work-family conflict has a negative and significant effect on organizational commitment and work stress has a positive and insignificant effect on organizational commitment. The path analysis shows that work-family conflict has a direct effect on organizational commitment through work stress

Seeing the above situation and several journals from previous research, there are inconsistent variables in the placement of the commitment and work stress variables and the results of the influence of work family conflict, work stress, and organizational commitment variables on performance, Gap Research researchers are interested in conducting research on Work Family Conflict, Work Stress, and Organizational Commitment as independent variables on the Performance of RSJ Nurses in Padang City.

Formulation of the problem

Based on the background of the research above, in compiling this research the writer first formulates the problem as the basis for the research study carried out, namely:

1. How does work family conflict affect the performance of RSJ nurses in Padang City?
2. How does work stress affect the performance of RSJ nurses in Padang City?
3. How does organizational commitment affect the performance of RSJ nurses in Padang City?
4. How do work family conflicts, work stress, and organizational commitment affect the performance of RSJ nurses in Padang City?

Research purposes

Based on the formulation of the problem above, the objectives of this study can be obtained as follows:

1. To determine the effect of work family conflict on the performance of RSJ nurses in the city of Padang.
2. This study aims to determine the effect of work stress on the performance of RSJ nurses in the city of Padang.
3. To determine the effect of organizational commitment on the performance of RSJ nurses in the city of Padang.
4. To determine the effect of work family conflict, work stress, and organizational commitment on the performance of RSJ nurses in Padang City.

THEORETICAL REVIEW

Employee performance

According to the government regulation of the republic of Indonesia no. 46 of 2014 work performance or performance is the work achieved by every civil servant in the organizational unit in accordance with the employee's work goals and work behavior. Mangkunegara (2016: 67) suggests that the term performance comes from the word job performance or actual performance (work achievement or actual achievement achieved by someone). The definition of performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

Work Family Conflict

Greenhaus & Beutell, (1985) in Susanti and Ekayati, (2013). Work family conflict can be defined as a conflict where there is an imbalance between work and family. While the individual himself must meet the demands of one role which will later suppress other roles so that it will cause the individual to find it difficult to divide his time and it is difficult to carry out a role because there are demands from other roles.. Greenhaus and Beutell (1985) in Hakim, 2016: 3) define work-family conflict as a form of inter-role conflict in which the pressures of work and family roles are inconsistent with each other in several ways, where participation in one of these roles becomes more difficult due to demands to participate in other roles For example, more and more men are experiencing demands in their work roles

that conflict with the responsibilities they should perform at home The impact of this dual role division can have an adverse impact on both work life as well as family life. Work-family conflict arises when someone who performs his role in a job has difficulty carrying out his role in the family or vice versa (Latifah and Rohman, 2010).

Work Stress

Hasibuan (2018:13) stress is a tense/emotional situation experienced by someone who is experiencing enormous demands, obstacles, and very important opportunities that can affect a person's emotions, thoughts, and physical condition. According to Mangkunegara (2016: 92) provides a definition of stress as a depressed state and not both physically and psychologically.

Organizational Commitment

According to Wibowo (2014: 188). Organizational commitment is a person's willingness to bind himself and show loyalty to the organization because he feels himself involved in organizational activities. Meanwhile, according to Sutrisno (2016: 292) organizational commitment is: (1) a strong desire to become a member in a group, (2) a high willingness to work for the organization, (3) a certain belief and acceptance of the values and goals of the organization.

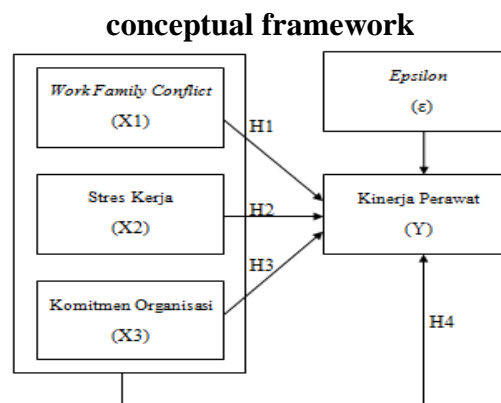


Image 1 Framework

Research Hypothesis

- H1 : Work family conflict has a negative effect on the performance of nurses at the RSJ in Padang City.
- H2 : Job stress has a negative effect on the performance of nurses at the RSJ in Padang City.
- H3 : Organizational commitment has a positive effect on the performance of nurses at the RSJ in Padang City.
- H4 : *Work family conflict*, work stress, and organizational commitment have a simultaneous effect on the performance of nurses at the RSJ. In Padang City.

RESEARCH METHODS

The type of research carried out is causal associative research, namely research that aims to analyze the relationship between one variable and other variables or how a variable affects other variables. The population in this study were all nurses at the RSJ in Padang City, amounting to 167 people.

Sampling technique

This study uses a sample According to Sugiyono (2018:149) The sample is part of the number and characteristics possessed by the population, Purposive Sampling where sampling is carried out to represent the sample that has been determined based on the considerations or criteria needed by the researcher. This means that each subject taken from the population is chosen intentionally based on certain goals and considerations. The sample in this study was 58 female nurses who were married and worked in 3 shifts

ANALYSIS AND DISCUSSION

Table 2. Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Work Family Conflict	Stres Kerja	Komitmen Organisasi	Kinerja Perawat
N		58	58	58	58
Normal Parameters ^{ab}	Mean	21,64	14,66	23,28	22,90
	Std. Deviation	4,727	2,953	4,966	2,049
Most Extreme Differences	Absolute	,118	,174	,171	,170
	Positive	,118	,174	,166	,152
	Negative	-,082	-,133	-,171	-,170
Kolmogorov-Smirnov Z		,901	1,325	1,301	1,298
Asymp. Sig. (2-tailed)		,392	,060	,068	,069

a. Test distribution is Normal.
b. Calculated from data.

Source: SPSS 22 . processing results

From the table above, it is known that the Asym.Sig (2-tailed) value for the nurse performance variable (Y)0.069, the work family conflict variable (X1) is0.392, work stress variable (X2) is0.060, organizational commitment variable (X3) is0.068,of all research variables the value is greater than the significant level used in this study ($\alpha = 0.05$). Thus it can be concluded that all research variables are normally distributed, thus multiple linear regression analysis can be carried out because the data are normally distributed.

Table 3. Multicollinearity Test Results

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	Work Family Conflict	,573	1,746
	Stres Kerja	,536	1,867
	Komitmen Organisasi	,862	1,159

a. Dependent Variable: Kinerja Perawat

Source: SPSS 22. processing results

Based on the processed data for the multicollinearity test as shown in the table above, it is known that the tolerance value of Collinearity Statistics is greater than > 0.1 and the VIF (Variance Inflation Factor) value for all independent variables is less than < 10.00 (ten). This shows that there is no significant relationship between the independent variables. Therefore, it can be concluded that the data from this study did not experience cases of multicollinearity so that data processing with multiple linear regression could be carried out because there were no cases of multicollinearity between independent variables.

Table 4. Autocorrelation Test Results

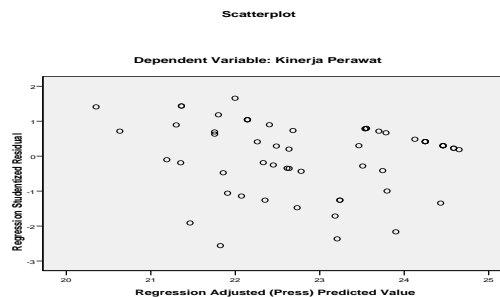
Model Summary^a

Model	Durbin-Watson
1	1,846 ^a

- a. Predictors: (Constant), Komitmen Organisasi, Work Family Conflict, Stres Kerja
- b. Dependent Variable: Kinerja Perawat

Source: SPSS 22 processing results

Based on the table above, it can be concluded that the value of Durbin Waston is 1,846^a if the Durbin Waston value is between -2 to $+2$, then there is no case of autocorrelation.



Heteroscedasticity Test Results

Figure 2.

Based on the picture above, it can be concluded that there are no cases of heteroscedasticity because the data is spread above the 0 axis and below the 0 axis and the data distribution does not form a pattern.

Table 5. Multiple Linear Regression Test Results

Model		Unstandardized Coefficients		Standardized Coefficients		t	Sig.
		B	Std. Error	Beta			
1	(Constant)	21,957	1,859			11,809	,000
	Work Family Conflict	,021	,065	,047		,315	,754
	Stres Kerja	-,222	,108	-,320		-2,061	,044
	Komitmen Organisasi	,161	,050	,390		3,192	,002

^a. Dependent Variable: Kinerja Perawat

Based on the table above, it will produce the following multiple regression equation:

$$Y = 21,957 + (0.021)(X1) + (-0.222)(X2) + (0.161)(X3) + e$$

Information:

Y = PerformanceEmployee

X1 = Work Family Conflict

X2 = Work Stress

X3 = Organizational Commitment

From the above equation, several things can be interpreted, as follows:

- a. Regression coefficient of the work family conflict variable on the performance of nurses in the RSJ. In the City of Padang, where the calculated T value is greater than the T table if it is positive but in reality it is $(0.315 < 1.673)$ and the value is $(sig = 0.754 > 0.05)$. It can be concluded that work family conflict has no significant effect on the performance of female nurses who are married in the RSJ. In Padang City.
- b. Regression coefficient of the work stress variable on the performance of nurses in the RSJ. In the City of Padang, where the calculated t value is smaller than the T table if the negative value is $(-2,061 < -1,673)$ and the value $(sig = 0,044 < 0,05)$. It can be concluded that work stress has a negative and significant effect on the performance of female nurses who are married in the RSJ. In Padang City.
- c. Regression coefficient of organizational commitment variable on nurse performance in RSJ. In the City of Padang, where the calculated T value is greater than the t table if the positive value is $(3.192 > 1.673)$ and the value $(sig = 0.002 < 0.05)$. It is concluded that organizational commitment has a positive and significant effect on the performance of female nurses who are married in the RSJ. In Padang City.

Table 6. F Test Results

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	72,861	3	24,287	7,876	,000 ^a
	Residual	166,518	54	3,084		
	Total	239,379	57			

a. Predictors: (Constant), Komitmen Organisasi, Work Family Conf

b. Dependent Variable: Kinerja Perawat

Based on the F test, it is known that the calculated F value 7,876 and F table 3,168 with a significance value of 0.000^a ($p < 0.05$). This means that the work family conflict, work stress and organizational commitment variables simultaneously affect the performance of nurses in the RSJ. In Padang City.

Table 7. R2 . Test Results

Model Summary									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	,552 ^a	,304	,266	1,756	,304	7,876	3	54	,000

a. Predictors: (Constant), Komitmen Organisasi, Work Family Conflict, Stres Kerja

Source: SPSS 22 . processing results

Based on the table above, the value of the coefficient of determination of the nurse's performance in the RSJ. In Padang City, it is indicated by an R Square value of 0.304. This means the effect of work family conflict, work stress and organizational commitment on the performance of nurses in the RSJ. In Padang City it is 30.4% while the remaining 69.6% is influenced by other variables.

Effect of Work Family Conflict on Nurse Performance in RSJ. In Padang City.

Regression coefficient of the work family conflict variable on the performance of nurses in the RSJ. In the City of Padang, the calculated t value is greater than the T table if it is positive but in reality it is ($0.315 < 1.673$) and the value ($\text{sig} = 0.754 > 0.05$). It can be concluded that work family conflict has no significant effect on the performance of female nurses who are married in the RSJ. In Padang City. These results are in line with previous research conducted by Juniarta, et.al (2019) that work family conflict has no significant effect on the performance of nurses at the Sultan Sulaiman Sei Rampah Hospital with a t-count value of $-0.522 <$ from t-table i.e. 0.361 and a significance value of $0.603. > 0.05$.

The Effect of Job Stress on the Performance of Nurses at the RSJ in the City of Padang.

Regression coefficient of the work stress variable on the performance of nurses in the RSJ. In the City of Padang, where the calculated t value is greater than the t table if the positive value is ($3.192 > 1.673$) and the value ($\text{sig} = 0.002 < 0.05$). So it can be concluded that work stress has a negative and significant effect on the performance of female nurses who are married in the RSJ. In Padang City. Based on previous research conducted by Reni Agustina, et.al (2018) that work stress has a negative and significant effect on the performance of female nurses at the Praya Lombok Hospital with a significance value of 0.000 with a beta coefficient value of -0.814.

The Effect of Organizational Commitment on Nurse Performance in RSJ. In Padang City.

Regression coefficient of organizational commitment variable on nurse performance in RSJ. In the City of Padang, where the value on unstandardized coefficients is (-.344) and value ($\text{sig} = 0.009 < 0.05$). It is concluded that organizational commitment has a positive and significant effect on the performance of female nurses who are married in the RSJ. In Padang City. This is in line with research conducted by Juniarta, et.al (2019) that organizational commitment has a positive and significant effect on the performance of nurses at Sultan Sulaiman Sei Rampah Hospital with a t value of $2.282 >$ from a t table of 0.361 and a significance value of $0.025 < 0.05$.

The Effect of Work Family Conflict, Job Stress and Organizational Commitment on Nurse Performance in RSJ. In Padang City.

Based on the F test, it is known that the calculated F value is 7.876 and F table 3.168 with a significance value of $0.000^a (p < 0.05)$. This means that the work family conflict, work stress and organizational commitment variables simultaneously affect the performance of

nurses in the RSJ. In Padang City. The value of the coefficient of determination of the performance of nurses in the RSJ. In Padang City, it is indicated by the R Square value of 0.304, this means that the contribution of work family conflict, work stress and organizational commitment to the performance of nurses in the RSJ is large. In the city of Padang is 30.4% while the remaining 69.6% is influenced by other variables. Based on previous research conducted by Reni Agustina, et.al (2018) *Work family conflict* and work stress have a correlation to performance. Nurcahyani, et.al (2016) it was found that there is a correlation between the level of work stress and the performance of nurses in the inpatient Panti Waluya Sawahan Malang Hospital.

CONCLUSIONS AND SUGGESTIONS

Based on the results of research and discussion, conclusions can be drawn *Work family conflict* does not have a significant effect on the performance of nurses, work stress has a negative and significant effect on the performance of nurses and organizational commitment has a positive and significant effect on the performance of nurses. Together, the variables of work family conflict, work stress and organizational commitment have a simultaneous effect on the performance of nurses in the RSJ. In Padang City.

SUGGESTION

Based on the conclusions of the study, the following suggestions can be made:

1. Based on the choice of research object taken by the researcher, which is one of the government hospitals. So the researchers expect the government to be more concerned about the RSJ. In Padang City, this is because the number of human resources they have does not match the workload capacity.
2. The hospital is one of the institutions that is needed by the community, therefore as one of the hospitals that is considered special and much needed, researchers expect that they should pay more attention to their human resources, because based on the results of this study it can be concluded that as nurses also experience stress caused by stress. The workload given by the hospital is quite heavy and the patients they care for are also quite vulnerable to themselves due to the instability of the patient. In addition, nurses also need various trainings as additional knowledge in treating patients.
3. For further researchers, this research can be used as reference material to examine the same or different variables. In addition, researchers expect future researchers to look for other factors that are more influential on the performance variable. Researchers recommend for nurses' workload factors

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