

Work-Family Conflict And Job Stress And The Influence On Employee Turnover Intention In RSU Puri Asih Karawang District

Konflik Kerja-Keluarga Dan Stres Kerja Serta Pengaruhnya Terhadap Turnover Intention Karyawan Di RSU Puri Asih Kabupaten Karawang

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ABSTRACT

The Puri Asih Hospital turnover intention increased from 2016 to 2018, peaking at 10% in 2016. The goal is to research how work-family conflict and stress affect female RSU Puri Asih Jatisari Karawang workers' turnover intention. The theory employed is Work-Family Conflict (X1) by Greenhaus & Beutell (1985), which comprises Time-, Strain-, and Behavior-based Conflict, and Job Stress (X2) by Handoko (2008), which includes ON- and OFF-Job Stress. Turnover Intention (Y) was examined using Mobley et al.'s (1978) theory of Thinking of Quitting, Searching for Alternatives, and Quitting. Associational descriptive quantitative research is used. The Slovin algorithm and purposive sampling were used to choose 58 of 140 married female RSU Puri Asih Jatisari Karawang workers. We use primary and secondary data. Data analysis was done using IBM SPSS version 23, including descriptive analysis, validity, reliability, correlation coefficient, multiple linear regression, partial (t), simultaneous (F), and coefficient of determination tests. Work-Family Conflict (X1) and Job Stress (X2) substantially affect Turnover Intention (Y), with an R2 value of 35.2%, whereas 64.8% is impacted by other factors.

Keywords: Work-Family Conflict, Job Stress, Turnover Intention

ABSTRAK

Intensi turnover di Rumah Sakit Puri Asih meningkat dari tahun 2016 hingga 2018, dengan puncaknya mencapai 10% pada tahun 2016. Tujuannya adalah untuk meneliti bagaimana konflik pekerjaan-keluarga dan stres mempengaruhi intensi turnover karyawan wanita RSU Puri Asih Jatisari Karawang. Teori yang digunakan adalah Konflik Pekerjaan-Keluarga (X1) oleh Greenhaus & Beutell (1985), yang terdiri dari Konflik Berbasis Waktu, Ketegangan, dan Perilaku, dan Stres Kerja (X2) oleh Handoko (2008), yang mencakup Stres Kerja dan Stres di Luar Pekerjaan. Turnover Intention (Y) diteliti dengan menggunakan teori Mobley et al. (1978) yaitu Berpikir untuk Berhenti, Mencari Alternatif, dan Berhenti. Penelitian kuantitatif deskriptif asosiasional digunakan. Algoritma Slovin dan purposive sampling digunakan untuk memilih 58 dari 140 pekerja wanita yang sudah menikah di RSU Puri Asih Jatisari Karawang. Kami menggunakan data primer dan sekunder. Analisis data dilakukan dengan menggunakan IBM SPSS versi 23, termasuk analisis deskriptif, validitas, reliabilitas, koefisien korelasi, regresi linier berganda, uji parsial (t), simultan (F), dan koefisien determinasi. Konflik Pekerjaan-Keluarga (X1) dan Stres Kerja (X2) berpengaruh secara substansial terhadap Turnover Intention (Y), dengan nilai R2 sebesar 35,2%, sedangkan 64,8% dipengaruhi oleh faktor lain.

Kata Kunci: Konflik Pekerjaan-Keluarga, Stres Kerja, Turnover Intention

1. Introduction

Organizations consist of various interrelated and influential factors, with Human Resources (HR) as the main factor. HR is very important in every company activity, indicating the need for effective HR management to achieve company goals. Obstacles in the production process often arise. Companies need a reliable and qualified workforce, so it is important to manage HR optimally (Waspodo et al., 2013).

According to Cuskelly and Boag, "turnover intention" refers to the desire or intention to switch jobs inside a company (2001). IT is the likelihood that a worker will leave their

present position within a given time frame. Sousa-Poza and Henneberger (2004). The company's productivity is negatively impacted by high turnover intention. This problem causes recruitment and training costs to be wasted (Mirtha Paramita et al., 2017). Work demands are often related to excessive workloads and deadlines, while family demands require time for household duties and child care (Yang, Chen, Choi, & Zou, 2000: 30).

Working married couples are common in the era of globalization. Work and family are two important aspects that are difficult to integrate, causing work-family conflict (Amelia, 2010: 40). This conflict has a negative impact on job satisfaction and home life, health, and family relationships, and reduces employee commitment to work. In addition to work-family conflict, work stress also affects turnover intention at Puri Asih General Hospital. According to Mr. Andika from HR, many employees experience work stress due to new policies to improve service standards, including Standard Operating Procedures (SOPs).

Work stress is a negative feeling resulting from workloads that exceed capacity or work pressure. Working long hours and meeting high job expectations are common problems for medical staff, and they might lead to their unemployment. When a person's talents and needs are not met by their job requirements, it can lead to job stress and a decrease in job satisfaction.

According to Altangerel et al. (2015), job stress is a common issue in businesses and can significantly hinder both individual and organizational performance. The incapacity to manage the demands of one's job is one definition of job stress (Jamadin et al., 2015). According to Sohail and Chaudhary (2015), workers experience workplace stress when their talents, skills, and the expectations of their jobs are not adequately met.

The management of RSU Puri Asih faces not only raw material and equipment problems, but also employee problems. As a private hospital, RSU Puri Asih must provide the best service. HR management is important to achieve this goal, but unpreventable employee behavior, such as the decision to leave the company (turnover intention), can interfere with hospital performance.

RSU Puri Asih's HR data shows that out of 142 female employees in 2016, 13 left (10%). In 2017, turnover decreased to 5%, but rose again to 9% in 2018. The highest turnover rate occurred in 2016, which was influenced by work-family conflict and job stress. Cost, resources, and efficiency in the healthcare industry are all negatively impacted by employee turnover intent.

A previous study by Dody Wijaya in 2015 found that work-family conflict significantly affects job stress, when compared to work environment and other relevant factors. Moreover, in 2016, Ni Wayan Mega Sari April Yani and colleagues investigated how work-family conflict and workplace stress impacted job satisfaction and turnover intention among female workers. Job stress and work-family conflicts significantly lower job satisfaction, according to this study. A lack of contentment in one's work environment also significantly and negatively impacts the intention to leave one's current position. Although workplace stress does have a favorable and substantial effect on turnover intention, work-family conflict does not. An adverse or declining effect is what we mean when we talk about a negative influence here. Put simply, the degree to which female employees are satisfied with their jobs and their intentions to leave are significantly affected by work-family conflict and workplace stress.

It is possible to identify many issues based on the background information provided. Conflict between job and home life is common among married women in the workforce. For example, an employee may want to leave her job to follow her husband or focus on household matters. In addition, female employees at Puri Asih Hospital experience work stress because the hospital implemented new work standards to improve its services. This forced employees to comply with new rules and abandon old habits. Turnover intention in this hospital is quite

significant every year, which causes difficulties for management because the departure of female employees results in suboptimal hospital performance due to lack of human resources.

As a result, the purpose of this research is to find out if the intention to leave Puri Asih General Hospital Jatisari Karawang is positively correlated with work-family conflict. This study will also look at the possibility that stress on the workplace increases the likelihood that female hospital staff may leave their current positions. Lastly, this study aims to assess the impact of work-family conflict and job stress on the intention to leave among female employees at Puri Asih Jatisari General Hospital in Karawang.

2. Research Methods

This study employs a quantitative associative descriptive methodology to describe and explain recent occurrences using numerical data. To understand how work-family conflict and job stress impact turnover intention, this study used an associative descriptive technique.

An whole 140 female staff members of Puri Asih General Hospital Jatisari Karawang made up the study's population. This study makes use of nonprobability sampling, which means that not every person of the population has an equal chance of being chosen for the sample. The sampling technique applied is purposive sampling, which is a method of collecting samples based on certain considerations. In this study, the criteria required are female employees who are married and have children. The percentage of allowance for the accuracy of sampling errors that can still be tolerated; $e = 0.1$ is equal to 10%. In the Slovin formula there are the following provisions:

$$n = 58.33 \text{ or } 58 \text{ respondents}$$

$$n = \frac{140}{1 + 140(0,1)^2}$$

$$n = \frac{140}{2,4}$$

This study employed a purposive selection strategy to choose 58 married and child-bearing female staff from Puri Asih General Hospital Jatisari Karawang as its sample. Methods such as literature reviews, interviews, questionnaires, and direct observation were used to compile the data for this study.

The employed theory encompasses Work-Family Conflict (X1) as articulated by Greenhaus & Beutell (1985), comprising Time-based Conflict, Strain-based Conflict, and Behavior-based Conflict. Additionally, Job Stress (X2) as defined by Handoko (2008) includes Stress on the Job and Stress Off the Job. Turnover Intention (Y) was assessed utilizing the framework of Mobley et al. (1978), which consists of Thinking of Quitting, Intention to Search for Alternatives, and Intention to Quit.

Research Instrument Testing

Using the statistical package SPSS version 23, we will run a Pearson Bivariate correlation (product moment correlation) to see if our study is legitimate. With a one-sided test (one tailed), researchers established a criterion of significance of 5% or $\alpha = 0.05$. If r count is more than r table, then the item can be considered valid; however, if r count is less than r table, then the item is considered invalid and has to be discarded or removed.

Triton (2005) proposed reliability guidelines that classify family work conflict, job stress, and turnover intention into five categories. Using these rules, one may assess the dependability of these variables. This leads us to the following interpretation of the alpha stability measure:

Table 1. Triton Reliability Rules

Coefficient	Criteria
0.00 - 0.20	Less Reliable
>0.21 - 0.40	Somewhat Reliable
>0.41 - 0.60	Moderately Reliable
>0.61 - 0.80	Reliable
>0.81-1.00	Very Reliable

Descriptive statistics

Descriptive statistics are statistical methods used to analyze data by describing or describing the data that has been collected in accordance with the actual situation, without intending to draw general conclusions or generalizations (Sugiyono, 2013).

Partial Test (t Test)

In order to find out if the independent variable (X) influences the dependent variable (Y) positively, we compare the calculated t-value with the t-table and a significance level of 5% or $\alpha = 0.05$ using a one-sided test (one-tailed). If the calculated t-value is greater than the t-table, we can conclude that there is an influence. On the other hand, if t is less than the t-table, we can state that there is no effect. Furthermore, if the significance value of t is less than 0.05, we consider the results to be significant. If the significance value of t is greater than or equal to 0.05, we find the results to be insignificant.

Simultaneous Test (F Test)

One goal of the F-statistic is to find out if the dependent variable is affected by all of the model's independent variables at once. The F Test provides two options for determining the presence or absence of a statistically significant impact. The computed F-value should be compared to the F-table value first. Secondly, by checking if the probability or significance value of the SPSS computation results is more than or lower than the statistical threshold of 0.05.

Determination Test (R2)

To find out how much of a change the independent variable X has on the dependent variable Y, statisticians utilize the coefficient of determination (R2). Increases in the R2 value indicate that the independent variable (X) explains a larger percentage of the variation in the dependent variable (Y). A lesser R2 number indicates that there is less of a relationship between the independent variable (X) and the dependent variable (Y) in terms of percentage change. When doing a regression analysis in SPSS, the coefficient of determination will be displayed in the result. The final output is then increased by a factor of 100%.

3. Results and Discussions

This study involved 58 married female workers at Puri Asih General Hospital Jatisari Karawang who completed the questionnaire. The majority of respondents were aged between 31 and 40 years, with a similar number of respondents aged 30 years or younger. Respondents with D3 education level dominated compared to the other two education categories. A total of 22 respondents (39%) had less than 5 years of service, while 34 respondents (61%) had between 6-10 years of service, and there were no respondents with more than 10 years of service. This shows that of the 58 female employees at Puri Asih General Hospital Jatisari Karawang, the largest number have a working period of 6-10 years.

Research Instrument Testing

The item validity test was conducted using SPSS version 23 and Pearson's Bivariate Corellate, a statistical approach. The approach finds a correlation between the total score and the scores of each item. An item is considered valid if it shows a significant correlation with its total score. The results showed that all items on the Work-Family Conflict (X1), Job Stress (X2), and Turnover Intention (Y) questionnaires were valid, because the calculated r value was greater than the r table of 0.2181. Therefore, the items on the questionnaire can be used as a measuring tool for the variables studied.

Researchers also made use of SPSS version 23 to examine the dependability of variables. The alpha value is used to measure the level of dependability. When Cronbach's Alpha is more than 0.06, we say that the variable construct is dependable. Variables X1, which measures work-family conflict, X2, which measures job stress, and Y, which measures turnover intention, all have Cronbach's Alpha values of 0.653, 0.709, and 0.692, respectively. In light of this, we may say that this measurement device is "reliable (good)" for scientific purposes.

Descriptive Statistics

The purpose of this exam is to summarize the data shown in the table below for each study variable at Puri Asih General Hospital, including their theoretical range, actual range, average, and standard deviation.

Table 2. Descriptive Data Total Score

	N	Minimum	Maximum	Mean	Std Deviation
Work-Family Conflict (X1)	58	24	36	29,76	2,723
Job Stress (X2)	58	23	37	29,12	2,773
Turnover Intention (Y)	58	16	24	19,59	1,883
Valid N (listwise)	58				

Source: Data processed by researchers

There were, a total of 58 respondents (N) according to the data in the table above. With a range from 24 to 36, an average of 29.76, and a standard deviation of 2.723, the Work-Family Conflict variable (X1) is one of nine questions that make up the independent variable. Additionally, there are 9 items measuring Job stress (X2), with values ranging from 23 to 37, an average of 29.12, and a standard deviation of 2.773. There are 6 questions measuring turnover intention (Y) as a dependent variable; the range of possible values is 16–24, with an average of 19.59 and a standard deviation of 1.883.

Hypothesis Testing

Using SPSS version 23, we ran this correlation test. From -1 to 1, it is the range of the correlation value (r). A one-sided test (one-tailed) is used to compare the computed r-value with the r-table and a significance threshold of 5% or $\alpha = 0.05$, which forms the foundation for decision making in the correlation test. An important link exists if r count is greater than r table. No meaningful link exists if r count is less than r table. Degrees of freedom (df) are used to get the value of the r table; specifically, $df = n - 2$, where n is the number of samples; so, $df = 56$, which is obtained by subtracting 2 from 58. Based on this, the value of the r-table is 0.2181. The association is considered significant if the t-value is less than 0.05. The table below displays the study's correlation results.

Table 3. Correlation Testing Results

	X1	X2	Y
X1 Pearson Correlation	1	0,273*	0,480**

	Sig. (1 – tailed)		0,019	0,000
	N	58	58	58
X2	Pearson Correlation	0,273*	1	0,467**
	Sig. (1 – tailed)	0,019		0,000
	N	58	58	58
Y	Pearson Correlation	0,480**	0,467**	1
	Sig. (1 – tailed)	0,000	0,000	
	N	58	58	58

Source: Data processed by researchers

The data in the table above can be used as a starting point for drawing judgments about the reliability of a correlation test.

Work-Family Conflict with Turnover Intention.

An r-value of 0.480 indicates a statistically significant relationship between work-family conflict and the intention to leave an organization. Based on the prior r table value of 0.2181, the r count is greater than the r table value (0.480 > 0.2181) and the Sig value is less than 0.05 (0.000), indicating that it is significant. Therefore, we may say that the variables Work-Family Conflict and Turnover Intention (Y) are positively related.

Job Stress and Turnover Intention

There is a computed r-value of 0.467 between job stress and turnover intention. Because the Sig value (0.000) is less than 0.05, indicating statistical significance, and the r-count value (0.467) is more than the r-table value (0.2181), which was previously 0.2181. A positive correlation between job stress and intention to leave (Y) is therefore concluded.

Multiple Regression Analysis

In order to find out what influence Work-Family Conflict (X1) and Job Stress (X2) have on the dependent variable Turnover Intention (Y), this test is run.

Table 4. Multiple Linear Regression Testing Results

Model	Unstandarized Coefficients		Standarized Coefficients Beta	t	Sig.
	B	Std. Error			
(Constant)	4.582	2.753		1.664	.102
Work-Family Conflict (X1)	.263	.078	.381	3.372	.001
Job Stress (X2)	.246	.077	.363	3.214	.002

Source: Data processed by researchers

Referring to Table 4. the following two-variable multiple linear regression equations:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Become

$$Y = 4.582 + 0.263X_1 + 0.246X_2 + 2.753$$

Here is an explanation of the multiple regression equation:

What this indicates is that if both work-family conflict (X1) and job stress (X2) are positive, then the value will be 4.582, which is the constant value (a). If all other independent variables stay the same and Work-Family Conflict rises by 1%, then Turnover Intention will increase by 0.263, according to the multiple regression coefficient value of 0.263 for the Work-Family Conflict (X1) variable. The positive correlation between work-family conflict and turnover intention shows that the two variables are positively related; a higher level of work-family conflict is associated with a higher level of turnover intention.

Assuming all other independent variables stay the same and Work Stress rises by 1%, Turnover Intention will rise by 0.246, according to the multiple regression coefficient value of 0.246 for the Job Stress variable (X2). A positive correlation between job stress and turnover intention is indicated by this coefficient; a higher level of job stress is associated with a higher level of turnover intention.

Effect of Work-Family conflict on Turnover Intention

Table 5. Partial Test Results (t Test)

Model	Unstandarized Coefficients		Standarized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	4.582	2.753		1.664	.102
Work-Family Conflict (X1)	.263	.078	.381	3.372	.001
Job Stress (X2)	.246	.077	.363	3.214	.002

Source: Data processed by researchers

According to the data shown in Table 5, the Work-Family Conflict (X1) variable has a t-value of 3.372, which is lower than the t-table value of 1.673 at a 5% significance level ($\alpha = 0.05$) using a one-tailed test. Regression analysis model significance may be inferred from the fact that computed t value (3.372) > t table value (1.673) and significance value of t (X1 = 0.001) < $\alpha = 0.05$. The results show that H_a is true and H_0 is false, indicating that work-family conflict positively affects turnover intention.

The findings are consistent with those of Vita Putri Saraswati and Made Subudi (2017), who also discovered that work-family conflict had a positive and significant effect on turnover intention. Alpadiah Rahmah (2018) corroborated these findings, demonstrating that work-family conflict does, in fact, have a positive and significant effect on turnover intention. This conflict arises when an employee has to balance competing or concurrent demands from their job and their family, and it frequently results in a desire to leave the job or a desire to leave the hospital altogether.

Effect of Job Stress on Turnover Intention

At a significance threshold of 5% or $\alpha = 0.05$, a one-tailed test contrasted the t table value of 1.673 with the t value of 3.214 for the Work Stress variable (X2), according to the results. We may infer that the regression analysis model is significant since the estimated t value (3.214) is more than the t table value (1.673) and the significance value of t (X2 = 0.002) is less than $\alpha = 0.05$. Therefore, Job Stress positively affects Turnover Intention, and H_0 is rejected.

Robbins (2001) defines job stress as a condition that pressures a person's psychological state when trying to achieve an opportunity that is blocked by limitations or obstacles. In this study, job stress was caused by pressures from both inside and outside the job, including excessive workload and tight deadlines, as well as family problems that increase pressure. Job stress is more common among women, particularly married ones, due to their multiple roles in society. Previous studies have shown that job stress increases the desire to change jobs. A study conducted by Gabriela Syahronica et al. (2015) confirmed these findings by showing that job satisfaction and job stress both have a significant impact on turnover intention. Among female employees at Puri Asih General Hospital Jatisari Karawang, job stress was found to be the main factor causing turnover intention.

Effect of Work-Family conflict and Job Stress on Turnover Intention**Table 6. Simultaneous Test Results (F)**

Model	Sum of Squares	Df	Mean Square	F	Sig
Regression	71,110	2	35,555	14,932	.000
Residual	130,959	55	2,381		
Total	202,069	57			

Source: Data processed by researchers

Table 6 displays the study's results, which reveal an F-value of 14.932 when compared to the F-table value of 4.01 at a 0.05 level of probability. The regression analysis model is considered significant since the computed F-value ($14.932 > 4.01$) is higher than the F-table value ($14.932 > 4.01$) and the significance value of F (0.000) is less than $\alpha = 0.05$. This leads us to believe that job stress and work-family conflict both influence the intention to leave an organization. We reject H_0 and accept H_a . Because of this, we may say that work-family conflict reduces stress on the job.

Alpadijah Rahmah's (2018) findings that dual role conflict significantly increases turnover intention are consistent with our findings. The correlation between the severity of work-family conflicts and the likelihood that female employees would leave Puri Asih General Hospital Jatisari Karawang is thus statistically significant.

4. Conclusion

This study shows that of the two variables that influence turnover intention, the more dominant variable is Work-Family Conflict. The first hypothesis in this study is justified and confirmed by the T test, which shows that the Work-Family Conflict (X1) variable is significant and has a smaller value than the α value.

Additionally, job stress is shown to be a less significant predictor in relation to turnover intention in this study. Compared to the T table value and the calculated T value for the Work-Family Conflict (X1) variable, the calculated T value for the Work Stress variable is less, according to the T test findings. Nonetheless, the second hypothesis in this study is validated and satisfactory since the Work Stress variable (X2) is significantly smaller than the α value.

The results of this study demonstrate that the factors of work-family conflict and job stress both positively affect the desire to leave an organization. An F-test demonstrating that the computed F-value is higher than the F-table value demonstrates this to be true. This provides strong evidence for the study's third hypothesis and supports the significance of the regression analysis model.

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