

The Relationship Between Work Conflict and Nurses Work Life Balance In The Hospital

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Abstract

The lack of balance between job and personal life in health services causes conflict among nurses. Given that nurses make up the majority of the healthcare workforce, they ought to have a decent work-life balance in order to deliver excellent patient care. This study aims to examine the connection between work conflict and nurses' work-life balance. The cross-sectional method is used in this study's research design. Cluster random sampling was used to choose the sample of 81 nurses out of a total of 107. A questionnaire instrument is Work Conflict and Work Life Balance was used to gather research data. According to the research, the majority of nurses experience significant work conflict (97. 5%) and poor work-life balance (67. 9%). The Spearman Rho test yielded a p value of 0. 000 ($p < 0. 05$) and an r_s value of 0. 618, which indicates that there is a link between work conflict and work-life balance among nurses and supports the validity of H1. The role of supervisors and organizational assistance are crucial in fostering work-life balance and minimizing workplace conflict.

INTRODUCTION

Nurses have roles and responsibilities in managing nursing services in hospitals in accordance with the concept of nursing management. Nurses who offer health care services to the community must attend to patients promptly and precisely (Nursalam, 2020). Improving the quality of clinical services in nursing is not only assessed by the willingness of nursing staff to take action, but also pays attention to the individual's willingness to take action (Bakri, 2017). Nurses must be able to work well, but there is also non-work life that must be considered, such as family, social community, study and others. The phenomenon in this case that was raised by nurses was that work life balance had not been achieved. Nurses, as the largest health workforce, should have a good work-life balance so they can provide quality service to patients (Moradi, 2023).

Work life balance means that nurses can flexibly use their working time to achieve balance by doing other activities such as fulfilling family responsibilities, hobbies, art, or studies so that nurses do not only focus on one thing, namely their work. So this can make it difficult for nurses to manage their personal life time. Nurses who work extra time because of untreated patients make nurses spend more time working than in their personal life and if individuals also have problems in their personal life, it can interfere with the individual's performance at work and have a adversarial concussion on the individual and indicate low work life balance in a person (Wenno, 2018).

Work Life Balance workers are veritably different. Grounded on exploration conducted by Moustaq Karim, nursers in Bangladesh showed 56.55 work- life imbalance. About 28.51 of nursers were set up to witness severe work- life imbalance,, 15.55% experienced moderate imbalance, and 12.49% experienced mild work-life imbalance. In Nurul Adiningtyas's (2016) research, the average work life balance index for nurses was 67.1% of respondents who felt that it was often difficult to work because of disturbing personal problems, 53.5% of respondents felt that they often lost time to carry out personal activities because of demands. work and 53.4% of respondents often feel that their work makes their personal life difficult and it is difficult to find balance in their social roles. This is reinforced by research conducted by Muhadi (2022) where work life balance among nurses at the Surabaya Islamic Hospital is in the less balanced category at 94.5% and research by Nurlita Dina (2018) where work life balance among employees in Lamongan is 65.1 %.

Work Life Balancehas several influencing factors, including work-specific factors and life-specific factors. Work-specific factors include work schedules, social support, reward systems, policies and leave, while life-specific factors include household responsibilities, family support, child care(Valarmathi, 2020). There are other factors that influence work life balance, namely individual factors, work stress, and work conflict(Suwito, 2022).

Nurses who have a low work-life balance can cause a lot of harm to themselves and the place where they work, such as causing employees to feel tired, stressed and exhausted physically and mentally. This can have an impact on their health, performance at work and result in conflict and can lead to decreased work productivity(Henry Eryanto, 2023). Nurses who have a high work life balanceCanincrease work productivity, more focused, minimizes conflict and can improve good relationships (Mahardika, 2022).

High work conflict felt by medical personnel will reduce the work-life balance of medical personnel, and vice versa if the work conflict felt by nurses is low, the work-life balance felt by medical personnel is considered to increase. Work conflict is identified as a clash between work-related roles and family that can reduce employee performance (Karckay, 2017). A person's work can affect their family life, if nurses work prioritizing time and roles at work, family life will be disrupted, when nurses work experiencing conflict they have difficulty in creating a balance in the two domains so that the higher the work conflict, the lower the work-life balance felt by nurses (Sholihah, 2020).

Medical caretakers who can accomplish work-life adjust have tall work fulfillment and less work struggle, a effective work-life adjust will decrease wellbeing side impacts and there will be an increment within the quality of nursing administrations (Yadav, 2015). The aim of this research is to analyze the relationship between work conflict and nurses' work life balance. For Academics It is a contribution to science, especially about work conflict and work life balance. This research is expected to provide benefits as a source of development in the application of nursing science both in education and in practice. For Practitioners, first For Health Institutions It is expected that this research can increase knowledge and improve quality and can help nurses overcome work conflicts by balancing work rhythms so that work life balance is achieved. second, For Health Education Institutions As a reference for the development of health science, especially nursing management about work conflict with work

life balance and For Authors Increase knowledge and insight as well as real experience for authors in analyzing a problem and applying theories that have been obtained during lectures. For Further Researchers As a reference for subsequent researchers who conduct research, especially regarding the relationship between work conflict and work life balance in nurses and can add other variables and research methods.

RESEARCH METHODS

The research design used in this research is analytical correlation with a cross sectional approach. The population was 107 nurses and the research sample was taken using cluster random sampling obtained from several rooms including inpatient rooms, outpatient installations, central surgical installations, intensive care units, the sample obtained was 81 nurses. The inclusion criteria were nurses who were willing to be respondents and fill out the consent information sheet, nurses who were educated, had a minimum of DIII nursing education, and were still actively working. Avoidance criteria were medical caretakers who were on take off, medical attendants who were carrying out ponder assignments, medical attendants who did not fill out the survey totally.

The Work Conflict Questionnaire was adopted from Maulana (2015). The questionnaire consists of 15 items divided into 5 indicators, namely communication errors, 3 items question, different goals of 3 items question, differences in judgment or perception of 3 items question, interdependence of work activities 3 items question, error in affection 3 items question. The questionnaire was filled out using a Likert scale with STS= Strongly Disagree (score 1), TS= Disagree (Score 2), CS= Somewhat Agree (Score 3), S=Agree (Score 4), SS= Strongly Agree (Score 5). The final results of filling out the instrument are categorized as high total score 50-75, medium score 25-49, low score <25. This instrument has been tested for validity and reliability by Maulana (2015) with a Pearson correlation r value $> r$ table 0.361 and a Cronbach Alpha (α) value of 0.810. The Work Life Balance Questionnaire was adopted from Nadia (2023). The questionnaire consists of 9 items divided into 3 indicators, namely from time balance with 3 question items, involvement balance with 3 question items, satisfaction balance with 3 question items. The questionnaire was filled out using a Likert scale with STS= Strongly Disagree (score 1), TS= Disagree (Score 2), CS= Somewhat Agree (Score 3), S=Agree (Score 4), SS= Strongly Agree (Score 5). The final results of filling out the instrument are categorized as high total score 38-45, medium score 31-37, low score <30.

This instrument has been tested for validity and reliability by Nadia (2023) with a calculated r value ≥ 0.2732 and a Cronbach Alpha (α) value of 0.782. The researcher gave permission to the hospital to conduct research. After receiving approval, the researcher met the head of the room to ask for permission to take research data. Researchers explained the procedures, research objectives and informed consent to respondents. After the respondent agreed to the informed consent, the researcher gave the questionnaire to the respondent according to the number that had been drawn and re-checked the completeness of the filling, if it was not complete, the respondent was asked to fill it again. Using analysis data univariate analysis uses mean, median and standard deviation values. Bivariate analysis uses the

Spearman test to determine the relationship between 2 variables. Ethical clearance This research has gone through ethical testing and was declared ethically appropriate by the Muhammadiyah Lamongan University Health Research Ethics Committee No. 066/EC/KEPK-S1/04/2024 dated 4 April 2024.

RESULT

The characteristics of the respondents in this study are age, room, position, employment status, gender, education, and the last length of service. The interpretation of this study will be presented in the following results.

Table 1. Frequency Distribution of Nurses by Age at Ngimbang Regional Hospital, Lamongan Regency, February 2024

No	Age	Frequency	Percentage%
1	21-30	29	35.8
2	31-40	43	53.1
3	41-50	8	9.9
4	51-60	1	1.2
	Total	81	100

**Primary data, 2024*

Based on the data above in table 1 it shows that the majority of nurses are aged 31-40, namely 43 nurses (53.1%), and a small proportion of nurses are aged 41-50, namely 8 nurses (9.9%)

Table 2. Frequency Distribution of Nurses by Room at Ngimbang Regional Hospital, Lamongan Regency, February 2024

No	Room	Frequency	Percentage%
1	Emergency Room	14	17.3
2	Flamboyant	15	18.5
3	Orchid	15	18.5
4	NICU	6	7.4
5	ICU+HCU	10	12.3
6	OK	10	12.3
7	IRJ	11	13.6
	Total	81	100

**Primary data, 2024*

Based on the data above in table 2 it shows that most of the there were 14 nurses in the emergency room (17.3%), Flamboyant 15 nurses (18.5%), Orchid 15 nurses (18.5%), ICU+HCU 10 nurses (12.3%), OK 10 nurses (12.3%), IRJ 11 nurses (13.6%) and a small part in space NICU 6 nurses (7.4%).

Table 3. Frequency Distribution of Nurses Based on Position at Ngimbang Regional Hospital, Lamongan Regency, February 2024

No	Position	Frequency	Percentage%
1	Head of the Team	6	7.4
2	Nurse Practitioner	75	92.6

Total	81	100
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Based on the data above in table 4.3, it shows that almost all of them have positions as implementing nurses, as many as 75 nurses (92.6%) and a small number have positions as team heads, as many as 6 nurses (7.4%).

Table 4. Frequency Distribution of Nurses Based on Employment Status at Ngimbang Regional Hospital, Lamongan Regency, February 2024

No	Employee Status	Frequency	Percentage%
1	civil servant	50	51.8
2	Contract	39	48.1
	Total	81	100

**Primary data, 2024*

Based on the data above in table 4.4, it shows that almost all nurses have contract employee status, as many as 39 nurses (48.1%), and have civil servant employee status, as many as 40 nurses (51.8%).

Table 5. Frequency Distribution of Nurses by Gender at Ngimbang Regional Hospital, Lamongan Regency, February 2024

No	Gender	Frequency	Percentage%
1	Man	29	35.8
2	Woman	52	64.2
	Total	81	100

**Primary data, 2024*

Based on the data above in table 4.5, it shows that almost the majority are female, as many as 52 nurses (64.2%), and male, as many as 29 nurses (35.8%).

Table 6. Frequency Distribution of Nurses Based on Education at Ngimbang Regional Hospital, Lamongan Regency, February 2024

No	Education	Frequency	Percentage%
1	D3	18	22.2
2	S1&Ners	63	77.8
	Total	81	100

**Primary data, 2024*

Based on the data above in table 4.6, it shows that almost the majority of nurses have a Bachelor's degree in Nursing, as many as 63 nurses (77.8%), and 18 nurses have a Diploma 3 education (22.2%).

Table 7. Frequency Distribution of Nurses Based on Length of Service at Ngimbang Regional Hospital, Lamongan Regency, February 2024

No	Length of working	Frequency	Percentage%
1	< 1 Year	1	1.2
2	1-3 Years	8	9.9
3	4-6 Years	17	21.0

4	> 6 Years	55	67.9
	Total	81	100

Based on the data above in table 4.7, it shows that almost the majority of nurses have worked for <6 years, as many as 55 nurses (67.9%), and a small number of nurses have worked for <1 year, only 1 nurse (1.2%).

Table 8. Distribution of Work Conflict and Work Life Balance

No	Variable	Frequency	%
1.	Work Conflict		
	Tall	79	97.5
	Medium	2	2.5
	Low	0	0
	Total	81	100
2.	Work Life Balance		
	Tall	5	6.2
	Medium	21	25.9
	Low	55	67.9
	Total	81	100

Table 8 shows that almost all nurses experience work conflicts with a high category, namely (97.5%) and a medium category of (2.5%) and most nurses experience work life balance with a low category, namely (67.9%) and a medium category of (25.9%).

Table 9. Cross Tabulation of Work Conflict and Work Life Balance

No	Conflict Work	Work Life Balance							
		Tall		Currently		Low		Amount	
		N	%	N	%	N	%	N	%
1	Tall	4	4.9%	21	25.9%	54	66.7%	79	97.5%
2	Medium	1	1.2%	0	0.0%	1	1.2%	2	2.5%
	Total	5	6.2%	21	25.9%	55	67.9%	81	100%
Spearman's test p: 0.000 rs: -0.618									

Based on table 2, it can be clarified that from 81 medical attendants it was found that nearly all medical caretakers experienced work strife within the tall category, specifically (97.5%), medium, specifically (2.5%). Medical caretakers who experienced work life adjust were within the moo category, specifically (67.9%), medium (25.9%), and tall, specifically (6.2%). Based on the test comes about utilizing the Spearman rho test and utilizing the SPSS 16.0 program with a critical level esteem of $p=0.000$ ($rs=-0.618$), H_1 is acknowledged, meaning there's a relationship between work strife and work life adjust of nurses with a solid correlation level and a negative relationship course, which implies it is within the inverse heading. , the work struggle felt by medical attendants is tall which is able decrease the nurse's work life adjust.

DISCUSSION

High work conflict is indicated by communication errors. There is communication that does not run smoothly, one example is vertical communication carried out by superiors to subordinates, if superiors give orders that are not accompanied by clear instructions, this will cause work conflict. According to Juartini (2021), work conflicts in a company are caused by less than harmonious communication between subordinates and their leaders. Minimal coordination between one nurse and another nurse will give rise to work conflicts (Sinambela, 2019). Communication between nurses, such as open, clear and regular communication, can reduce work conflict. In this case, what nurses do is be able to listen well, provide positive feedback, and ensure that all parties involved feel heard and appreciated.

The inquiry about comes about show that the lion's share of medical attendants have a poor work life adjust. The poor work life adjust is demonstrated by the larger part of medical caretakers still missing in isolating their time between work and individual life. Right now, work life adjust happens a parcel due to tall commitments at work, contrasts between work life and individual life (Rahmawati, 2016). People who cannot keep up a adjust between their individual and work lives can have therapeutic, mental and behavioral results (Helena, 2020).

Medical attendants who have a tall work-life adjust can increment work efficiency. Separated from that, medical attendants who have a tall work-life adjust moreover have an affect on representative connections with family, relatives and co-workers for the way better since they have a parcel of time to connected, and have time to do exercises at work. exterior work (Henry, 2023). Medical attendants may be able to form a adjusted plan setting aside time for work, rest, time with family, and side interests. Medical attendants can dodge exhausting and keep up boundaries between work time and individual time.

The research results show that there is strong relationship with correlation in the opposite direction. This is in line with research conducted by (Suwito, 2022). In his study, it was mentioned that conflicts at work can impact the balance between personal life and work. Rian (2020) also pointed out that the amount of conflict experienced in the workplace can greatly affect nurses' work-life balance. The more conflict nurses experience, the less balanced their work-life tends to be. Workers who maintain a healthy balance between their personal and professional lives tend to feel greater job satisfaction due to their ability to engage in diverse and stimulating activities. As a result, their motivation to excel in their roles may rise, leading to enhanced work performance. Those with a solid work life balance are likely to be more efficient and effective, which can boost their overall productivity and enhance their output. Increased work pressure and high expectations from superiors can cause excessive stress for employees, disrupt the balance between work and personal life, employee welfare, and trigger conflicts that are detrimental to both parties. (Mega, 2016, Wenno, 2018 and Wildo, 2015). Nurses will feel very satisfied with their work and family life if there is a positive response in their work environment. Apart from that, nurses who can balance their personal and work lives will improve nurses' attitudes towards service quality and can also have good relations between employees. The limitations of this research may involve completing the questionnaire, which could serve as a criteria for exclusion. Specifically, this includes nurses who are absent, those engaged in educational assignments, and nurses who do not fully complete the questionnaire.

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This situation presents a limitation regarding the respondents, but arrangements can be made for online submission.

CONCLUSION

Almost all nurse respondents have work conflict in the high category, most have work life balance in the low category. The spearman test appears that there's a relationship between work strife and nurses' work life adjust. As well as strong organizations or bosses who can support nurses' endeavors to realize a sound adjust between work and individual life and future analysts are anticipated to be able to assist and include references in creating inquire about related to this additionally comparisons, particularly advance investigate on work strife and work life adjust.

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