



Original Research Article

The Relationship between Dual Role Conflict and Nurses Performance in Daya Regional Hospital, Makassar

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ABSTRACT

Nurses dominated by women automatically assume the dual role as the responsibility towards her family and her work. A conflict between the two roles will decrease the levels of performance. This study aims to determine if there is a relationship between dual role conflicts with the nurses' performance in Daya Hospital in Makassar. The research is cross sectional study and the sampling method used was purposive sampling. The sample was involving 53 female nurses working at Daya hospital Makassar as the respondents. Results obtained from the significant value of work-to-family conflict was 0.001 ($p < 0.05$) and the significant value of family-to-work conflict was 0.004 ($p < 0.05$). There by the conclusion to be drawn is there was relationship between work-to-family conflict and family-to-work conflict with the performance especially for female nurses working at Daya Hospital, Makassar. The higher the dual role conflicts were, the lower the level of the nursing in performance was. Based on the result of the research, it is recommended to the hospital management to minimize the level of dual role conflict of nurses to provide better care quality towards patients.

Keywords: Dual role conflict, Job Performance.

INTRODUCTION

The economic growth and the increasing daily needs encourage women to be more active in the public sector. Women's contribution in the economic improvement can be seen from their participation in the career. In Indonesia, the number of active female workers has increased from 36,871,239 in 2000 to 46,509,689 in 2012 (BPS, 2000&2012). It is apparent that quantitatively women are the most potential workers.

Susanto (2009) cited that the career women especially the married ones

obviously will play dual role demands, not only at work but also in the family. The role conflict frequently appears when one of the roles requires more attention. Undoubtedly, the conflict contributes various problems affecting the career, women's family life, and their job. Furthermore, in one condition they are expected to be responsible for looking after and educating the family well, while they are also expected to work with the standardized performance by showing it properly. In contrast, not all of them succeeded to maintain it owing to fail in combining the roles in many kinds of the

work and family-related factors which impact on dual role conflicts. According to Greenhaus and Bautell (1985), dual role conflict consists of: work-family conflict, the work matter associated with family problem and family-work conflict which is just the opposite.

Due to the high intensity of dual role, a working mother will have underutilization of skills in the workplace. Likewise, she perceives depressive symptoms, high work-related stressors, high physical complaint and lower energy. The previous research result revealed that many negative consequences resulted from dual role conflict faced by the one will not only impact on herself but also her performance, family, and social life. The research conducted by Juariyah (2006) found that work-family conflict affects significantly towards the *withdrawal attitude* including lateness, absence, and *turnover*. Besides in the research done by Lee and Ling (2001) showed that work-family conflict may affect self-happiness, job satisfaction, wedlock satisfaction, and life satisfaction. Rismayanti (2008) in her research concluded that there is a significant negative relation between dual role conflicts with their career women's encouragement. A nurse with dual role certainly feels that it is hard for them, because it requires both high concentration and emotional level. It is also correlated with the care which should be performed with maximum efforts to the patients. If the nurse is not able to serve the patient with maximum amount of service, the patients and their family will not be satisfied with the treatment given.

The performance problem is the main case which is always encapsulated in the hospital management. Therefore, the hospital management should know variety of factors causing nurse's minimum performance. As what Gibson in Ilyas (2001) stated, the performance is affected by

some facts which one of them is psychology factor consisted of perception, role, attitude, personality, motivation, and job satisfaction. The psychology factor, the dual role matter of a married female nurse, covered role conflict as well.

MATERIALS AND METHODS

This research was carried out at Daya Public Hospital (RSUD) Makassar on 3-24 December 2013. This research applied analytical survey with *Cross Sectional Study* design. The population of the research was 123 female nurses at RSUD Daya in Makassar. The sampling technique of the research was using *Purposive Sampling*. In this case, the sampling method conducted by considering respondents criteria. The criteria of the respondents are: the nurses working at RSUD Daya Makassar (Civil servants and Non Civil servants) and performing functional duty of nursing, recorded as the official nurses when the research was conducted, and the female nurses who are married and have children. Initially, there were 61 respondents; however the sample which was successfully analyzed was only 53 respondents. It was caused by the refusal interview owing to being busy and the duty. The data collection was undertaken through the direct interview with the respondents using questionnaire. The data collected was tabulated, inputted and analyzed using SPSS18 for windows program. The data analysis used was *Chi Square Test* with p value = (<0.05). However if the p value was < 0.05 , H_0 would be rejected and H_a was accepted. In addition, Phi and Cramer Test was applied to meet the existence and the relationship between the independent and the dependent variables. The result analysis was shown through the Table and explained in narration.

RESULT

The respondents with the highest percentage of ages in the range from 21-30 years old with 29 respondents (54.7%), while the lowest percentage was 41-49 years old with 4 respondents (7.5%). Furthermore, those with Diploma III in Nursing educational background were the largest proportion with 34 respondents (64.2%). On the contrary, the respondents with Health Nursing School educational background had the lowest percentage with only 2 respondents (3.8%). There were 31 respondents or at 58.5% who has worked for < 5 years. The majority of respondents were still Non civil servants with 33 respondents (62.3%), and only 20 respondents (37.7%) were Civil servants (Table 1)

Table 1. The characteristic of the respondents at RSUD Daya Makassar

The Respondents characteristic	n	%
Age (years old)		
21-30	29	54.7
31-40	20	34.7
41-49	4	7.5
Education		
SPK/SPR	2	3.8
Diploma III in Nursing	34	64.2
S1 in Nursing	17	32.1
The length of working time		
< 5 years	31	58.5
5-10 years	18	34.0
> 10 years	4	7.5
Official position at work		
Civil servant	20	37.7
Non Civil servant	33	62.3
The number of children		
1	21	39.6
2	20	37.7
3	9	17.0
4	3	5.7
The age of the last child		
0-4 years old	28	71.7
5-9 years old	11	20.8
10-14 years old	2	3.8
15-19 years old	2	3.8
Work-Family conflict level		
High	28	52.8
Low	25	47.2
Family-work conflict level		
High	24	45.3
Low	29	54.7
Job performance		
Good	28	52.8
Good enough	25	47.2

Source: Data Primer, 2013

The majority of respondents had one and two children with 21 respondents (39.6%) and 20 respondents (37.7%). Besides those who had four children were 3 respondents (5.7%). Likewise, the highest percentage was the respondents who had the last children aged 0-4 years old with 38 respondents (71.7%) (Table1).

The respondents with the highest work-family conflict at RSUD Daya Makassar were 28 respondents (52.8%), while the lowest conflict was experienced by 25 respondents (47.2%). On the contrary, the lowest family-work conflict respondents were 29 (54.7%), while the highest number of it was 24 respondents (45.3%). Those with good performance were dominated by 28 respondents (52.8%), yet the others with low performance were 25 respondents (47.2%) as shown in (Table 1).

The cross tabulation result showed that of 28 respondents with high work-family conflicts, there were 20 respondents (71.4%) who applied low performance and only 8 of them (28.6%) with good performance. Besides, of 25 respondents with low work-family conflict, there were 20 great performance respondents (80%) and the remaining 5 were low job performance respondents (47.2%) (Table 2). The statistic was assessed using *Chi-Square Test* with *p* value = 0.001 smaller than $\alpha=0.05$ ($p<0.05$) which means that H_0 was rejected. It was found that there was relationship between dual role conflicts through the work-to-family conflict of the nurses' performance. To indicate the strong correlation between work-family conflicts with the nurse performance was gained value $\phi = -0.514$ which shows the strong relationship, and the minus value means that the higher the work-family conflict was, the lower the nurse's performance would be.

Furthermore, the result of cross tabulation of family-work conflict with the performance indicated that of 24

respondents with high family-work conflict, there were 17 respondents (70.8%) who had fairly good performance and only 7 respondents (29.2%) who did great performance. Moreover, of 29 respondents with the low conflict, there were 21 respondents (72.4%) who did good performance and 8 respondents (27.6%) who had fairly good performance (Table 2). The result of statistic test analyzed by using *Chi-square* test was gained $p=0.004$ value smaller than $\alpha = 0.05$ ($p<0.05$) which is

indicating that H_0 was rejected. It can be inferred that there was relationship between dual role conflicts through (family-to-work conflict) with the performance. The relationship validity between work-family conflict with it was gained $\phi = -0.431$ value indicating low correlation, and the minus value revealed that the higher the family-conflict was, the lower the job performance would be.

Table 2. The independent variables relationship between dual role conflict and nurses job performance at RSUD Daya Makassar

Independent variable	Job performance				Total		The Result of Statistic Test
	Fairly good		Good		n	%	
	n	%	n	%			
Work-family conflict level							
High	20	71.4	8	28.6	28	100.0	p=0.001
Low	5	20.0	20	80.0	25	100.0	
Family-work conflict level							
High	17	70.8	7	29.2	24	100.0	p= 0.004
Low	8	27.6	21	72.4	29	100.0	

Source: Data Primer, 2013

DISCUSSION

Anyhow, if it is classified based on the age group, the leading number is in the group of 21-30 years old. This age interval presented that the respondents were dominated by young mothers. In addition, related to the last child ages, many respondents had the last child in range of 0-4 years old. The young mothers or the mothers who had a baby tend to prioritize their family rather than their career. Nevertheless, the young mothers are clearly in dilemma even they choose their family as priority; they still have to earn money full time due to economic demand.

Furthermore, if it is classified based on the educational background, most of the respondents graduated from Diploma III in Nursing and the working time is dominated by < 5 years working period respondents. This factor enables them to enhance their knowledge and skill through the higher nursing education to meet the nursing

standard. Hidayat (2009) stated that education is the main factor to perform the professional action of nursing. Moreover, Christine (2010) cited that working period can give more experience thus the longer the people work, the more capable and skillful in their field of job they are. Therefore the experience acquired during working is really meaningful in improving their capability.

Regarding family-work conflict, there is its relationship with nursing duty at RSUD Daya Kota Makassar. The family-work conflict could appear because of the work duty is correlated with family responsibility. For instance the time to work prevent her doing the responsibility at home then eventually will result in the conflict which minimizes her performance. In addition, its effect for the staff that is married and has children can encapsulate that work demand has failed to fulfill since she has another burden/role demand.

This research reinforces the findings of Frone et al. (1994) that the work-family conflict reveals the difference between the responsibilities for both at work and at home. Likewise, Frone cited that the nurse experiencing high work-family conflict confirmed that the low performance is caused by the job burden on the nurse resulted in the lack of home responsibility which ensures such a poor quality family.

Indriyani (2009) investigated the hypothesis of “the work-family conflict affecting negatively toward female nurse job performance in the hospital” can be accepted. Furthermore, she researched that the indicator of conflict commitment and responsibility for her family is a dominant contribution towards work-family conflict. Assuming that these are the major impacts on work-family conflict thereby the fact shows that the higher the work-family conflict was, the lower the nurse job performance in the hospital would be.

Despite this research presented that there were 8 respondents (28.6%) with high work-family conflict, yet they still work well. In this field of perception, Van Dyne in Yavas et. al., (2008) cited that the person with interpersonal conflict and job pressure prefers focusing on her career to protect her against the sustainable pressure and to achieve better job performance.

In addition the family-work conflict is significantly correlated with nursing in performance at RSUD Daya Makassar. Consequently, it can be inferred that the more the family-work conflict was, the better the nurse job performance would be.

Moreover the family-work conflict refers to the role conflict which is generally related to family time demand, and pressure caused by her family may not optimize the staff duty at work (Natemeyer et. al., in Yavas et. al., 2008). It occurs when her role in the family causes the difficulty of

participating at work and affects her performance.

The research of Aminuddin et. al., (2013) revealed that the family-work conflict variable has a significant negative impact on the female nurse performance at RSUD Syarambu. Besides the lower the family-work conflict is, the higher the performance is and also the opposite. It is exactly similar to Indriyani’s finding (2009) concluding that the hypothesis of “the work-family conflict affecting negatively toward female nurse performance in the hospital” can be accepted. Indriyani stated that the indicator of work demand is a dominant contribution towards work-family conflict.

The interview conducted to one of the nurses explained that her responsibility as a wife could be the constraint of her career as a nurse. It is proven that the high conflict of the family-work conflict will decrease female nurse performance in the hospital caused by dual roles not only as a house wife but also as a career woman. The woman who is not able to overcome the problem in her family will affect her performance.

Nonetheless, the result also indicated that 7 respondents (29.2%) with high family-work conflict still have good performance. Referred to one of respondent answers about the tolerance given to the spouse and the family has assisted to minimize the dual role conflicts. This study is similar to Meidah (2013) cited that the dual role conflict does not affect significantly towards the female nurse performance at Islamic Hospital Pondok Kopi Jakarta. It occurred when the female staff can minimize the dual role conflict and can behave professionally by not combining her job responsibility with her role in the family.

Meanwhile, this study also showed that there were 5 respondents (20%) with low family-work conflict and 8 respondents

(27.6%) with low family-work conflict as well, yet they have fairly good performance. Another factor could possibly affect one's performance. According to Gibson in Ilyas (2001), there are three factors affecting someone's performance; instead of psychology factor, there are individual and organizational factor.

CONCLUSION AND SUGGESTION

Based on the research conducted at RSUD Daya, Makassar about the relationship between dual role conflict with the performance, it can be concluded that there is relationship between (*work-to-family conflict*) with the nurse job performance at RSUD Daya of Makassar with $p=0.001$ value, and there is relationship between (*family-to-work conflict*) with the nurse job performance at RSUD Daya, Makassar with $p = 0.004$ value.

It is suggested to the hospital management to notice the factors influencing the performance especially dual role conflict level experienced by the nurses. As it has been proven that it affects their performance by establishing a Day Care for the nurses in the hospital at affordable cost. In addition, the hospital management ought to carry out a picnic for the staffs with their family as a mean of the hospital side to know more about the nurses' family and let them be much closer. Furthermore, the nurses as career mothers are expected to do and maintain her performance by not ignoring her role as a housewife as well. They should balance their job demand with the responsibility in the family.

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