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THE INFLUENCE OF JOB STRESS MEDIATES WORK-FAMILY CONFLICT ON EMPLOYEE JOB SATISFACTION

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Abstract

Employees are one of the important elements in achieving company goals, therefore, employees as an important source in the success of a company should be considered, especially regarding their satisfaction at work or what is commonly known as job satisfaction. The objectives of this study are (1) Testing the effect of work-family conflict on job satisfaction in employees (2) Testing the effect of work-family conflict on job stress in employees. (3) Testing the effect of job stress on job satisfaction in employees. (4) Testing job stress in mediating the effect of work- family conflict on job satisfaction in employees. The population in this study were 119 employees. Sampling using purposive sampling method using criteria in the study amounted to 80 people. The data collection instrument uses a questionnaire with a Likert scale, each of which has been tested and has met the validity and reliability requirements. Data analysis performed using SmartPLS 3.0 software. The results of this study indicate that (1) Work-family conflict has a negative and significant effect on job satisfaction in employees. (2) Work-family conflict has a positive and significant effect on job stress in employees. (3) Job stress has a negative and significant effect on job satisfaction in employees (4) Job stress mediates the effect of workfamily conflict on job satisfaction in employees.

Keywords: Work-family Conflict, Job Satisfaction, and Job Stress

INTRODUCTION

Employees are one of the important elements in achieving company goals, because employees as human resources become managers of other supporting resources. Without employees, it is certain that the goals of the company that have been set will not be realized. Therefore, employees as an important source in the success of a company should be considered, especially regarding their satisfaction at work or what is commonly known as job satisfaction (Purnama et al., 2022: 1).

Job satisfaction is a complex and multifaceted concept, which can mean different things to different people. Job satisfaction is more of an attitude, an internal state. For example, it can be related to feelings of personal accomplishment, both quantitative and qualitative (Mullins, 2010:282). Job satisfaction is the result of employees' perceptions of how well their jobs provide things that are considered important (Luthans, 2011: 141). Some factors that can affect job satisfaction include work-family conflict (Luthans, 2011: 45) and job stress (Kinicki and Fugate, 2016: 62). Work-family conflict is a form of role conflict that comes from conflicting pressures of work and authority in the family in some way (Kahn et al., in Greenhaus and Beutell, 1985: 77). Work-family conflict serves as a predictor of job satisfaction. Conflicts between home and

work responsibilities make work less satisfying because conflicts can begin with family members at home and then shift to work conflicts (Boles, 1996:70). Both work interfering with family and family interfering with work have shown a negative relationship with job satisfaction. The consequences of conflict can be seen as a decrease in the employee's level of satisfaction from work, family, or life (Anafarta, 2011: 169). In addition to affecting satisfaction, work-family conflict also affects job stress. Work-family conflict is related to stress (Luthans, 2011: 45). Work-family conflict is one of the most significant sources of job stress for most employees (Robbins and Judge, 2017: 320).

In addition to work-family conflict, job stress can also affect job satisfaction. Job stress is a person's experience of facing opportunities or threats as something important but the individual does not have the ability to handle it effectively (George and Jones, 2012: 245). Job stress is an unpleasant psychological process that occurs in response to environmental pressures (Robbins and Judge, 2017: 659). Job stress has a negative influence on job satisfaction (Kinicki and Fugate, 2016: 62). Job stress produces various consequences such as job dissatisfaction (McShane and Glinow, 2018: 110). The existence of the relationship between work-family conflict, job stress, and job satisfaction is evidence that when work-family conflict does not directly affect job satisfaction, job stress can mediate the effect of work-family conflict on job satisfaction. In other words, work-family conflict indirectly affects job satisfaction through job stress. This is in accordance with the results of research by Putri and Sintaasih (2018: 80) which states that job stress mediates the effect of work-family conflict on job satisfaction.

The problem is that employees feel less satisfied at work, employees feel that the salary received is not enough to meet their needs, employees feel that some coworkers are not cooperative. In addition, there are employees who experience work-family conflict, where after returning from work employees feel lazy to do activities at home, and employees feel that work interferes with family interests. There are also employees who feel stressed at work, employees feel that work is a burden, do not understand the roles and responsibilities at work.

RESEARCH METHOD

This research can be categorized as quantitative research because it examines certain populations or samples using research instruments, in this case a questionnaire, and statistical data analysis with the aim of describing or testing predetermined hypotheses (Sugiyono, 2019: 16). The sampling technique in this study used purposive sampling technique. Sampling was conducted using the purposive sampling method, resulting in a sample of 80 employees based on specific study criteria.

Data analysis in the study performed using SmartPLS 3.0 software. PLS is one of the variant-based SEM (Structural Equation Modeling) statistical methods that can simultaneously test the measurement model as well as test the structural model. To test the proposed hypothesis, this study uses Structural Equation Modeling (SEM) which is operated performed using SmartPLS 3.0 software. The PLS evaluation model is carried out by assessing the outer model and inner model. According to Ghazali (2021: 67) outer model evaluation is carried out to assess validity and reliability through convergent validity, discriminants validity, and composite reliability. Meanwhile, the inner model evaluation is carried out to predict the relationship

between latent variables through R-Squares, Goodness of Fit (GoF), and hypothesis testing (bootstrapping).

RESULTS AND DISCUSSION

1. Results

The data in this study were processed performed using SmartPLS 3.0 software analysis technique with the SmartPLS 3.0 program. Through two stages of testing, namely testing the outer model and inner model. According to Ghozali (2021: 67) outer model evaluation is carried out to assess validity and reliability through convergent validity, discriminant validity, and composite reliability. Meanwhile, the inner model evaluation is carried out to predict the relationship between latent variables through R-Square, Goodness of Fit (GoF), and hypothesis testing (bootstrapping).

1.1 Measurement Model Analysis (Outer Model)

1.1.1. Convergent validity

Convergent validity, which aims to determine the validity of each relationship between indicators and their latent constructs or variables. Convergent validity relates to the principle that the indicators (manifest variables) of a construct should be highly correlated. The convergent validity test of the reflection indicator can be seen from the loading factor value for each construct indicator. The rule of thumb that is usually used to assess convergent validity is the loading factor value more than 0.7 and the average variance extracted (AVE) value more than 0.5 (Ghozali, 2021: 68). The following are the results of the convergent validity test through the Smart PLS 3.0 software:

Table 1. Convergent Validity Outer Loading Test Results

	Job Satisfaction	Work Stress	Work Family Conflict
M1		0,801	
M2		0,873	
M3		0,720	
M4		0,917	
M5		0,742	
M6		0,819	
X1			0,771
X10			0,792
X11			0,854
X12			0,701
X2			0,820
X3			0,851
X4			0,887
X5			0,737
X6			0,770
X7			0,876
X8			0,877
X9			0,797
Y1	0,932		

Y2	0,776
Y3	0,844
Y4	0,937
Y5	0,760
Y6	0,936
Y7	0,932
Y8	0,840
Y9	0,734
Y10	0,752

Source of data processed 2024

Based on the table above, it can be seen that in general, each indicator of job satisfaction (Y), work-family conflict (X), and work stress (M) has a convergent validity outer loading value of more than 0.7, meaning that the indicators of each variable, namely job satisfaction (Y), work-family conflict (X), and work stress (M) have good validity.

Table 2. Average Variance Extracted (AVE) Test Results

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Job Satisfaction	0,955	0,958	0,962	0,719
Work Stress	0,897	0,902	0,922	0,664
Work Family Conflict	0,953	0,957	0,959	0,661

Source of data processed 2024

Based on the table above, it can be seen that the Average Variance Extracted value of job satisfaction (Y), work-family conflict (X), and work stress (M) indicators is more than 0.5. Based on these results, it can be said that the questionnaire is proven to be valid, meaning that the statements of job satisfaction (Y), work-family conflict (X), and work stress (M) in the questionnaire can be used to measure research variables.

1.1.2 Discriminant Validity

The discriminant validity test is carried out with reflexive indicators, namely by looking at the cross loading value for each variable more than 0.7. Another way to test discriminant validity is to compare the square root of the AVE for each construct with the correlation value between constructs in the model. Good discriminant validity is indicated by the square root of the AVE for each construct being greater than the correlation between constructs in the model (Ghozali, 2021: 69).

Based on table 1. it can be seen that the outer loading value of all indicators for job satisfaction (Y), work-family conflict (X), and work stress (M) already has a cross loading value above 0.7. Thus, the indicators forming the constructs of job satisfaction (Y), work-family conflict (X), and job stress (M) are categorized as valid.

1.1.3. Composite Reliability

Composite reliability is used to conduct reliability tests. The reliability test is carried out to prove the accuracy, consistency and accuracy of the instrument in measuring the construct. To measure the reliability of a construct, it can be done in two ways, namely Cronbach's alpha and composite reliability. The rule of thumb that is usually used to assess construct reliability is the composite reliability value more than 0.7 (Ghozali, 2021: 69).

Based on table 2 above, it can be seen that the composite reliability value of job satisfaction variables (Y), work-family conflict (X), and job stress (M) is more than 0.7. These results indicate that each variable meets the requirements for the composite reliability value, and the instruments used in the study can be said to be reliable, so they can be used to collect data.

1.2 Structural Model Analysis (Inner Model)

1.2.1. R-Square

The R-Squares value can be used to explain the effect of certain exogenous latent variables on endogenous variables whether they have a substantive effect. R-Squares values of 0.75, 0.50, and 0.25 can be concluded whether the model is strong, moderate, or weak (Ghozali, 2021: 73).

Table 3. R-Square Test Results

	R Square	R Square Adjusted
Job Satisfaction	0,744	0,738
Work stress	0,661	0,657

Source of data processed 2024

Based on the table above, the R-Square value for the job satisfaction variable is 0.738, which shows a moderate influence. This result shows that 73.8% of job satisfaction variables can be explained by work-family conflict and job stress, while 26.2% is influenced by other variables outside those studied. Meanwhile, the R-Square value for the work stress variable obtained a value of 0.661, which indicates a moderate influence. This result shows that 66.1% of work stress variables can be explained by work-family conflict, while 33.9% is influenced by other variables outside of work-family conflict.

1.2.2. Goodness of Fit Model (GoF)

Goodness of Fit (GoF) is used to test the level of fit and feasibility of a research model. The GoF value must be searched manually. If the value is 0.1, the GoF value is declared small, if the value is 0.25, the GoF value is declared medium, if the value is 0.36, the GoF value is declared large (Ghozali and Latan, 2015: 83).

Table 4. Results of AVE and R-Squares

Variables	Average Variance Extracted (AVE)	R-Square
Work Stress	0,664	0,661
Job Satisfaction	0,719	0,744
Work Family Conflic	0,661	
Average	0,681	0,702

Source of data processed 2024

Based on the results of the table above, it can be seen that the GoF value is: 0.5705 means that the level of fit and feasibility of the entire research model is stated to be large.

1.2.3 Hypothesis Test

Hypothesis testing is carried out to see whether a hypothesis can be accepted or rejected, including by paying attention to the significance value between constructs, t-statistics, and p-values. The rule of thumb used in this study is t-statistics more than 1.96 with a significance level of p-values less than 0.05 (Ghozali, 2021: 71).

Table 5. Direct Effect Test Results

Hypothesis	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Description
Work-Family Conflict → Job Satisfaction	-0,343	0,351	0,107	3,213	0,001	Negative and Significant
Work-Family Conflict → Job Stress	0,813	0,820	0,039	20,911	0,000	Positive and Significant
Job Stress → Satisfaction Work	-0,422	0,427	0,127	3,325	0,001	Negative and Significant

Source of data processed 2024

Table 6. Indirect Effect Test Results

Hypothesis	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Description
Work-Family Conflict → Job Stress → Satisfaction Work	-0,343	0,351	0,107	3,213	0,001	Negative and Significant

Source of data processed 2024

1.3 Discussion

H1 : Work-Family Conflict negatively affects Job Satisfaction

Based on the test results, it is known that the direction of the coefficient of the work-family conflict variable on job satisfaction is -0.343 and has a t-statistic value of 3.213 and a p-value of 0.001. These results prove that the first hypothesis is accepted, where work-family conflict has a negative and significant effect on job satisfaction. If employees have high work-family conflict, it will reduce the job satisfaction of the employee concerned. Work-family conflict has a negative and significant effect on job satisfaction in employees, it can be seen from employees who make work a burden, employees who cannot distinguish responsibilities when they are at home and when they are at work, often employees bring problems at work into the house so that it will interfere with family interests.

The results of this study are in line with the opinion of Gözükara and Çolakoğlu (2015: 13) work-family conflict causes employees to develop negative attitudes towards work because of the unbalanced life between their work and family. Job satisfaction is one of these attitudes and work-family conflict causes employees to be dissatisfied. There is a negative relationship between work-family conflict and job satisfaction.

The results of this study are in line with the findings of Putri and Sintaasih (2018), Ardita et al. (2018), Dewi and Adnyani (2020), and Singh and Nayak (2015) which show that work-family conflict has a negative and significant effect on job satisfaction.

H2 : Work-family Conflict has a positive effect on Job Stress.

Based on the test results, it is known that the direction of the coefficient of the work-family conflict variable on job stress is 0.813 and has a t-statistic value of 20.911 and a p-value of 0.000. These results prove that the second hypothesis is accepted, where work-family conflict has a positive and significant effect on job stress. If employees have high work-family conflict, then the employees concerned will have high work stress as well.

Work-family conflict has a positive and significant effect on job stress in employees, it can be seen from employees who think that the income received has not been able to meet the needs of life, problems at work are brought into the household, this makes some employees experience quite high stress. The results of this study are in line with the opinion of Robbins and Judge (2017: 320) work-family conflict is one of the most significant sources of job stress for most employees (Robbins and Judge, 2017: 320).

The results of this study are in line with the findings of Putri and Sintaasih (2018), Ardita et al. (2018), Dewi and Adnyani (2020), Annisa and Fitria (2021), and Singh and Nayak (2015) which show that work-family conflict has a positive and significant effect on job stress.

H3 : Job Stress has a negative effect on Job Satisfaction.

Based on the test results, it is known that the direction of the coefficient of the work stress variable on job satisfaction is -0.422 and has a t-statistic value of 3.325 and a p-value of 0.001. These results prove that the third hypothesis is accepted, where job stress has a positive and significant effect on job satisfaction. If employees have high job stress, the level of job satisfaction of the employee concerned will be low.

Job stress has a negative and significant effect on job satisfaction in employees, it can be seen from employees who feel that current work is a burden rather than being the responsibility of the employee concerned, employees think that the leadership is too high a workload so that some employees this makes the level of employee job satisfaction low.

The results of the study are in line with the opinion of Kinicki and Fugate (2016: 62) that job stress has a negative influence on job satisfaction. The results of this study are in line with the findings of Putri and Sintaasih (2018), Ardita et al., (2018), Annisa and Fitria (2021), Dewi and Adnyani (2020), and Singh and Nayak (2015) which show that job stress has a negative and significant effect on job satisfaction.

H4 : Work-Family Conflict has a negative effect on Job Satisfaction Mediated by Job Stress.

Based on the test results, it is known that the direction of the variable coefficient of work-family conflict on job satisfaction is mediated by job stress of -0.343 and has a t-statistic value of 3.213 and a p-value of 0.001. This shows that work-family conflict has a negative and significant effect on job satisfaction directly or indirectly. This also proves that the fourth hypothesis is accepted, where job stress mediates the effect of work-family conflict on job satisfaction.

The test results of direct effects and indirect effects have equally significant results. This shows that the form of mediation that occurs is partial mediation, meaning that increased job satisfaction is not only directly influenced by work-family conflict, but also indirectly mediated by high job stress. This means that the higher the work-family conflict felt by employees, it will reduce employee job satisfaction so that it has an impact on employee job stress. This is indicated by employees who have not made work a responsibility but are considered a burden, then some employees often bring problems at work into the household, causing conflict in the household. The results of this study are in line with the opinion of Putri and Sintaasih (2018: 80) which states that job stress mediates the effect of work-family conflict on job satisfaction.

The results of this study are in line with the findings of Annisa and Fitria (2021), Ardita et al. (2018), Dewi and Adnyani (2020), and Singh and Nayak (2015) which show that job stress mediates the effect of work-family conflict on job satisfaction.

CONCLUSIONS

Work-family conflict has a negative and significant effect on job satisfaction in employees. Work-family conflict has a positive and significant effect on job stress in employees. Job stress has a negative and significant effect on job satisfaction in employees. Job stress mediates the effect of work-family conflict on job satisfaction in employees.

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