



TECHNIUM
SOCIAL SCIENCES JOURNAL

Vol. 10, 2020

**A new decade
for social changes**

www.techniumscience.com

ISSN 2668-7798



9 772668 779000

Female Nurse Performance Model Based on Triple Roles Conflict and Job Stress in Pandemic COVID-19

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Abstract—being a nurse is not just a matter of restoring a patient's physical health. More than that, nurses have an obligation to provide mental support to patients in order to remain optimistic about achieving recovery. What's more, to patients infected with COVID-19. The testimony of one of the nurses stated that he understood anyone who was infected with COVID-19 had the opportunity to experience a mental breakdown and that is where the humanist duty of a nurse was tested. The purpose of this study is to explain the performance of female nurses affected by triple roles conflict and job stress who they work at an accredited government hospital in Bali. The population in this research was married women and has children and for respondents were 52 nurses. The data analysis used regression analysis techniques. The results of this study found that triple roles conflict had a negative and significant effect on the performance of nurses. There was a negative and significant influence between job stress and performance of nurses. Also, there was a simultaneous negative influence between triple roles conflict and job stress on the performance of nurses. It can be concluded that there was an influence between triple roles conflict and job stress on women nursing performance partially or simultaneous. Therefore, female nurses, as well as housewives who have triple role conflict and job stress, are expected to have good time management that can improve aspects of their performance so be able to carry out their duties, and no one role is neglected.

Keywords: COVID-19, Pandemic, Nurse Performance, Triple Roles Conflict, Job Stress

1. Introduction

Being a nurse is not just a matter of restoring a patient's physical health. More than that, nurses have an obligation to provide mental support to patients in order to remain optimistic about achieving recovery. What's more, to patients infected with COVID-19. The testimony of one of the nurses stated that he understood anyone who was infected with COVID-19 had the opportunity to experience a mental breakdown and that is where the humanist duty of a nurse was tested (Nursalam, 2020; Puspa, 2020).

The main role of nurses in handling COVID-19 patients can actually be divided into three. First, the role is providing communication, information, and education about health to the community. The role of nurses in providing education to the community is very necessary because it can make people who are educated understand the information conveyed. The key message that needs to be conveyed to the general public so that they are ready to face the current epidemic is to recognize COVID-19 about the causes, symptoms, signs, transmission, prevention, and treatment.

Prevention that can be done includes health advice and travel advice. Second is the role of rapid assessment. Assessment in the COVID-19 case, it has been determined as a national health crisis and disaster, including in the world. It is important to understand nurses and health workers and the public about the importance of rapid assessment in determining priority criteria for COVID-19. Early detection and sorting of patients related to COVID-19 infection must be done since the patient comes to the hospital.

Triage is the frontline and the starting point in contact with hospitals. In addition, infection prevention control is a vital integrated part of clinical management and must be implemented since triage and during patient care through isolation of patients at home or hospital. Some principles of prevention and control of infection need to be applied, namely hand hygiene, the use of personal protective equipment to prevent direct contact with patients (blood or other bodily fluids), prevention of needling and sharp objects, medical waste management, cleaning, and disinfecting equipment, and the environment in the hospital. The third is the role in direct service to sufferers.

This is the main role performed by nurses. Management of COVID-19 is done by focusing on handling viral infections by increasing the immunity of the patient's body and those who have not been infected so as not to become a disease. Until now the disease due to COVID-19 has not been found antidotes. Scientists are still studying the characteristics of viruses and testing drugs in laboratories. A psychosocial approach must be done by nurses. Sufferers or families often experience fear, anxiety, and depression. These conditions are very dangerous and hinder the healing of patients. Immunity will decrease and it has an impact on the body's ability to fight viruses. Patients often experience various complications from other comorbidities and this is precisely what results in worse patient prognosis and even accelerating death (Nursalam, 2020; Puspa, 2020).

Along with the wide opportunities for women to advance, increase their knowledge and skills to pursue a career in all fields of the profession with a variety of activities. Women in modern life with all complete activities must make time for career and personal life. In the discussion of the life of modern women more opposed to the role that represents the simultaneous emergence of two or more role pressures. The pressure by women who are married is felt to be higher because of reducing their work and also faced with responsibilities as housewives. That will cause problems between family and job duties. Women who work and uphold their profession will debate the conflict more because they prefer to deepen their work and put aside their role as housewives. These conditions will lead to conflict because of considering work as a housewife (Nursalam, 2020; Puspa, 2020).

Today, women in the 21st century not only play two roles but three roles at the same time. These three roles are Family role, economic role, and social role. The social role is a role in the community environment and these three roles are called the triple role [1]. The balanced presentation of three roles in women will affect the conflict. Women must be following the presentation of their role because they have higher expectations in the community, while the mismatch of roles is expected to cause conflict, both internal and external. Implementation of the role in the community will also receive punishment as a form of evaluation by a mismatch

of that role. The sanctions are used by the community in the implementation of roles to fit the expected role (Nursalam, 2020; Puspa, 2020).

On the other hand, the career demands of female nurses provide an opportunity for them to develop themselves at work, thus promising better job acquisition or greater income. The emergence of problems in the role conflict that must be endured, can trigger the level of job stress of female nurses. The problem that often arises with female nurses is job stress. Job stress, in general, can befall anyone individually due to many factors such as the amount of work, the demands of results in a short time, conflicts between coworkers, and uncomfortable working situations. Job stress is a condition of tension that creates a physical and psychological imbalance that affects the emotions of the thought process, and the condition of an employee (Rivai and Sagala, 2010).

The impact of job stress experienced by female nurses in the work environment will affect their performance. It is expected that each hospital can motivate female nurses to reduce the level of job stress. Women working as a nurse face conflicting roles as career women as well as housewives and as part of the social community. Thus this job stress can reduce the performance of female nurses at hospitals (Komalasari, 2018).

2. Literature

2.1 Performance

According to Bangun (2012), performance states that the work achieved by someone based on job requirements. Mangkunegara (2009) defines performance as a result of work both in quality and quantity achieved by someone in carrying out the tasks according to the responsibilities given. From some of the above understanding, it can be said that performance is the result of work achieved by employees in completing a given job or task following their respective authorities and responsibilities to achieve company goals. There are six indicators to measure individual employee performance based on Robbins (2010) that quality, quantity, timeliness, effectiveness, independence, and work commitment.

2.2 Triple Roles Conflict

Role conflict is the simultaneous emergence of two or more roles simultaneously. A similar sentiment was also expressed by Ahmad and Taylor (2009) that role conflict is the implementation of various roles that give rise to conflicting requirements or expectations. The understanding of triple roles conflict is the level of disruption or discrepancy in women's efforts to carry out roles in the work, family, and religious domains stated by Komalasari (2018). From the understanding of these experts, it can be said that triple roles conflict is a conflict due to imbalance or the inability of women to divide roles between family, work, and custom or religion.

Women who have multiple roles must be able to balance these various roles. Imbalance in carrying out roles can lead to conflicts based on Time-based conflict, Strain-based conflict, Behavior-based conflict. Komalasari (2018) states that nine indicators can influence triple role conflict, namely time-based work-family or family role conflict, strain-based work-family or family-work role conflict, behavior-based work-family role conflict or family-work, time-based conflict the role of family-religious custom or religious-family custom, strain-based conflict the role of family-religious custom or religious-family custom, behavior-based conflict the role of family-religious custom or religious-family custom, time-based conflict with the role of religious customs or religious-occupations, strain-based conflict with the roles of religious customs or religious-occupations, behavior-based conflict with the roles of religious customs or religious-occupations.

2.3 Job Stress

According to Umar (2010), that job stress is a condition of tension that affects emotions, thought processes, and conditions of a worker. Conditions like this can reduce employee performance. Opinions Rivai and Sagala (2010) also say the same thing that, job stress is a condition of tension that creates a physical and psychological imbalance, which affects emotions, thought processes, and the condition of an employee. Handoko (2014) also revealed the same thing that job stress is a condition of tension that affects emotions, thought processes, and a person's condition. High degree stress can threaten a person's ability to deal with the environment. As a result, employees develop a variety of stress symptoms that can interfere with their work performance. Based on several definitions of job stress, it can be said that stress is a consequence of every action and environmental situation that causes excessive psychological and physical demands on a person. Stress experienced by employees in the work environment will affect the performance and job satisfaction of these employees. Indicators of job stress according to Salleh, et al (2008) are divided into five assessments, namely: intrinsic factors of work, roles in organizations, relationships at work, career development, and organizational climate.

3. Research Methodology

The population in this study were all female nurses in hospitals who received the highest level of accreditation in the Denpasar area namely Sanglah Hospital and Wangaya Hospital. The sampling method used in this study is purposive sampling. Sugiyono (2016) states that purposive sampling is a sampling technique with certain considerations aimed at making the data obtained later more representative. The criteria for sampling used in this study use the following criteria: Balinese women, married and have children and work in Sanglah Hospital or Wangaya Hospital. The questionnaire was distributed to 52 nurses when the COVID-19 pandemic spread to Bali on 14 February 2020 to 14 May 2020. The data analysis used regression analysis techniques (Utama and Mahadewi, 2012; Utama, 2018).

4. Finding and Discussion

Data processing used to determine the effect of triple roles conflict (X_1), job stress (X_2) on women's performance (Y) is to use Regression analysis by Statistic Tools SPSS for Windows as Female Nurse's Performance Model Based on Triple Roles Conflict and Job Stress in Pandemic COVID-19 which can be seen in Figure 1.

4.1 Partial Correlation Analysis

The results of the partial correlation coefficient between Triple Roles Conflict on the Performance of Female Nurses with Job stress as a controlling factor is correlation is - 0.866. This means that there is a partially strong and negative relationship between Triple Roles Conflict and Women's Nurse Performance. the results of the partial correlation coefficient between Job Stress and Female Nurse Performance with Triple Roles Conflict as a controlling factor of correlation is - 0.326. This means that there is a partially strong and negative relationship between Job Stress and Female Nurse Performance.

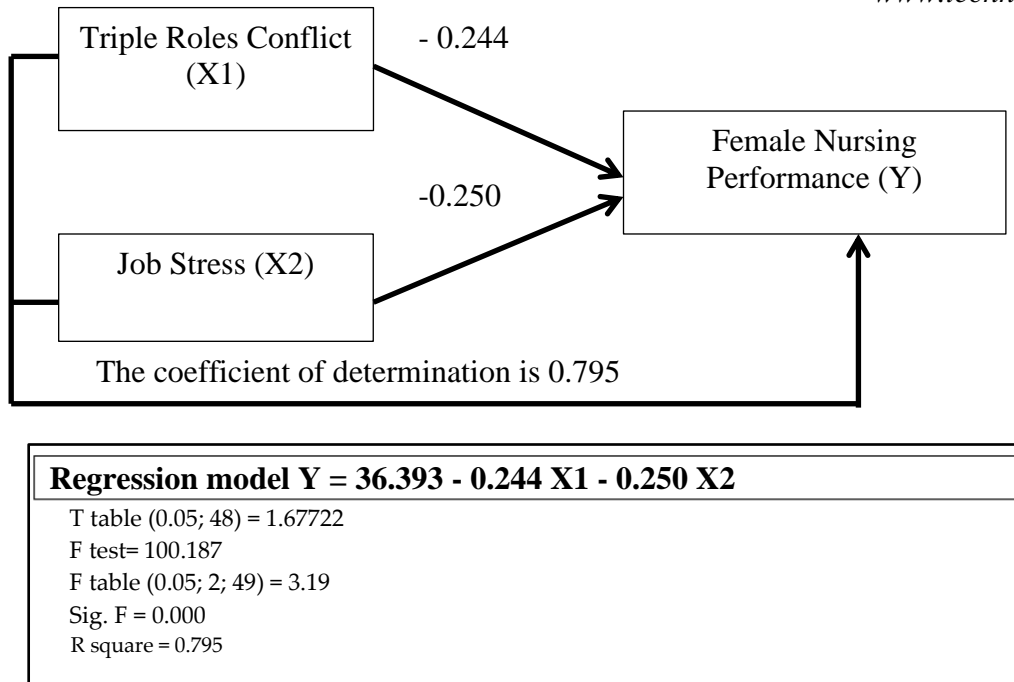


Figure. 1

Female Nurse's Performance Model Based on Triple Roles Conflict and Job Stress in Pandemic COVID-19

4.2 Multiple Correlation Analysis

The multiple correlation coefficient of correlation is 0.896. This means that there is a very strong relationship together between Triple Roles Conflict and Job Stress with Female Nurse Performance. This means that if Triple Roles Conflict and Job Stress increases, the performance of female nurses will decrease, conversely.

4.3 Determination Analysis

The coefficient of determination is 0.795 or 79.5%. This shows that the three roles of conflict and work contributed to the increase in female nurse performance by 79.5% and 20.5% by other factors that were not appropriate in this study.

4.4 Multiple Linear Regression Analysis

The significance of each regression coefficient is 0,000 for triple roles conflict (X1) and 0.019 for job stress (X2), which is below 5%. This means that there is indeed a significant influence between triple roles conflict and job stress on the female nurse's performance.

4.5 T-Test

Based on the t-test analysis that the calculated t value is -12,119, while the t table is 1.67722 so that the t value is in the rejection area H_0 means H_0 is rejected, then H_a is accepted. This means that there is indeed a negative and partially significant effect between triple roles conflict on women's nurse performance. The value of the t-test is -2.417, while the t table is 1.67722. H_a is accepted. This means that there is indeed a negative and partially significant influence between job stress on women's nurse performance.

4.6 F-Test

Based on the F-test analysis and compared with F-table, it was obtained for 100.187 while the F-table was 3.19 so that H_a was accepted. This means that there is a simultaneous and significant negative effect between triple roles conflict and job stress on women's nurse performance.

5. Conclusion and Recommendation

During pandemic COVID-19, Female Nurse's Performance Model Based on Triple Roles Conflict Model on Job Stress can be concluded as follow: Triple Roles Conflict (X1) has a negative and partially significant effect on the performance of female nurses (Y). This means that Triple Roles Conflict disrupts the performance of female nurses, where female nurses cannot devote full time to work but must be shared with family roles and customary roles in the surrounding environment. Job stress (X2) has a negative and significant effect on the performance of female nurses (Y). This indicates that job stress can interfere with the performance of female nurses, the stress most often experienced in the form of high work pressure in dealing with emergency patients. The other conclusion is triple roles conflict (X1) and Job stress (X2) has a negative and significant effect simultaneously on the performance of female nurses (Y).

Besides, through the analysis of multiple determinations, triple roles conflict (X1) and job stress (X2) contributed 79.5% to the performance of female nurses (Y). This indicates that triple roles conflict and job stress simultaneously affect the performance of female nurses if women experience triple roles conflict and job stress simultaneously then the performance of female nurses will decrease.

Therefore the hospital management needs to provide an intense approach to female nurses, related to the distribution of working hours or shifts that can make them continue to carry out their various roles. Able to create a comfortable working atmosphere, organizing activities aimed at reducing the psychological workload. Providing moral support and counseling guidance to nurses whose performance is starting to decline, especially for those who are married and have children, so that they can reduce their job stress levels. Female nurses with multiple roles can improve performance by having good time management so that no one role is overlooked.

Acknowledgment

The authors would like to thank profusely Dhyana Pura University for the opportunity to conduct this research so that it can be carried out properly and produce scientific publications.

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