

THE INFLUENCE OF WORK LIFE BALANCE AND JOB STRESS ON JOB SATISFACTION IN HONORARY NURSES IN SOUTH BUTON DISTRICT HOSPITAL

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Abstract

This research aims to determine: (1) the influence of work-life balance on work fitness for hoe workers in South Buton Regency Hospital (2) the influence of work life on key keys for honorary nurses at the South Buton Regency hospital. This study uses a quantitative method approach. Data collection in the process uses statistical observation, literature study, and the distribution of questionnaires. The population in the study was 56 respondents using a sampling technique, namely the sens method. The research instrument study used the validity and reliability test with SPSS 22.0. The data analysis technique used in this research was measurement model testing (outer model) and structural model testing (inner model) with Smart PLS 4.0. Based on research results, it is known that there is a positive and significant influence between the work-life balance variable shown and the work stress variable (0.000). while the stress variable has no effect on job satisfaction, as shown by the P value of 0.368.

Keywords: Work life balance, work stress, job satisfaction

Abstrak

Penelitian ini bertujuan untuk mengetahui : (1) pengaruh work life balance terhadap kepuasan kerja pada perawat honorer di rumah sakit umum Kabupaten Buton Selatan. (2) pengaruh stres kerja terhadap kepuasan kerja pada perawat honorer di rumah sakit umum Kabupaten Buton Selatan. Penelitian ini menggunakan pendekatan dengan metode kuantitatif. Pengumpulan data dalam penelitian ini menggunakan observasi, studi pustaka, dan penyebaran koesioner. Populasi dalam penelitian ini berjumlah 56 responden dengan menggunakan teknik pengambilan sampel yaitu metode sensus. Pengujian instrument penelitian menggunakan uji validitas dan uji reabilitas dengan SPSS 22.0. Teknik analisis data yang di gunakan dalam penelitian ini adalah uji measurument (model outer) dan pengujian model struktur inner model dengan smart PLS 4.0. Berdasarkan hasil penelitian di ketahui bahwa terdapat pengaruh positif dan signifikan antara variabel work life balance yang ditunjukkan dari P Value sebesar 0.000. sedangkan variabel stres kerja tidak berpengaruh terhadap kepuasan kerja yang ditunjukkan dari nilai P Value sebesar 0.368.

Kata kunci: Work life balance, stres kerja, kepuasan kerja

Introduction

Nurses are one of the professions in hospitals that play an important role in implementing efforts to maintain the quality of health services in hospitals (Ramadhan, 2020). Therefore, nurses are required to provide good service to patients. In order to improve the quality of employees, in this case nurses, hospitals are required to create and maintain job satisfaction, which is important for the survival of the hospital. In line with research conducted by Nurfaizi (2022), which states that job

satisfaction is an important element that cannot be ignored by every company,

Job satisfaction is an assessment of a person's feelings or attitudes towards their job, compensation, social relationships, and the workplace (Putu *et al.*, 2015). Job satisfaction is also the most important factor in the success of an organization because when an employee feels satisfied, it will produce optimal performance, which will later achieve success for the organization (Nurfaizi, 2022). To achieve the goals the company wants to achieve, job satisfaction is needed, which the company must provide to employees. Job satisfaction is basically a response shown by employees to the company for various actions carried out by the company, both directly and indirectly.

To meet the demands of job satisfaction, many companies, including hospitals, are aware that employees not only face roles and problems at work but also outside of work, which is called work-life balance. The balance between work and personal life (*work-life balance*) that nurses have is an important factor that companies need to pay attention to when establishing a policy.

According to Nadira (2019), *work-life balance* is a level of satisfaction related to multiple roles in a person's life. *Work-life balance* aims to help employees feel balanced in dividing their time between their work life and their personal life. Hudson (2019) states that *work-life balance* has three components, including time balance, engagement balance, and satisfaction balance. Based on research conducted by Accenture (2019), *work-life balance* is the main factor determining employee career success.

Research conducted by Iswardhani et al. (2019) states that *work-life balance* has a positive and significant effect on job satisfaction. This is also supported by research conducted by Mahesti and Wijaksana (2020), which explains that *work-life balance* has a positive and simultaneous influence with other variables on employee work satisfaction.

Based on initial observations that the author made by distributing questionnaires using *Google Form* to 30 respondents with honorary nurse status, the results of measuring job satisfaction were found as depicted in Figure 1.2 below.



Image of Job Satisfaction Measurement Diagram
Data source: *google form* 2023

Based on Figure Diagram 1.1 above, it shows that there are 75% of nurses who say they are dissatisfied with the work they have done so far, while nurses who experience job satisfaction only show a percentage of 25% .

Table of interview results regarding *the work life balance* of honorary nurses at South Buton Regional Hospital

No.	Problem topic	At issue	Interview result
1	Balance between working hours and life personal	Balance time	Some employees who complain a lot work that must be done done and increase inappropriate working hours with existing working hours set.
2		Balance involvement	Nurses feel the job what he did was not balanced with the role her job as a nurse honorary.
3		Balance satisfaction	Honorary nurses feel that emphasis on a level Individual satisfaction is not balanced with the task carried out and its role in work and life outside of work.

Source: processed data interview results, (2023)

The pressure felt by most honorary nurses causes job dissatisfaction, which results in feelings of anxiety, restlessness, and lack of rest, which can trigger work stress in honorary nurses. Therefore, the job dissatisfaction felt by honorary nurses at South Buton Regional Hospital is indicated by an imbalance of competence and burden of work given to them with their role and job duties as a nurse honorary.

Table of interview results regarding the work stress of honorary nurses at South Buton Regional Hospital.

No.	Problem topic	At issue	Interview result
1	Work stress	Workload	Some employees who complain a lot work that must be done done
2		Psychological	Nurses who complain to superiors because of the burden hard work and lack of rest time

3		Behavior	Absent workers for various reasons.
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Source: processed data interview results, (2023)

With the results of short interviews with several nurses at the Buton Regional Hospital The South is related to the problem of work stress experienced by nurses and is strengthened by symptoms of work imbalance, so of course this can affect employee job satisfaction. Therefore, regarding this problem, the hospital needs to consider efforts to overcome the level of work stress to achieve the desired job satisfaction of its employees.

Based on the description in on, for more information, carry on: How influence level *work-life balance* and work stress on job satisfaction in nurses at South Buton Regional Hospital, so the author is interested in conducting research with the title The influence of *work-life balance* and work stress on job satisfaction among honorary nurses at Buton Regency Regional Hospital South.

Research Methods

The research method used in this research is a quantitative research method. This research was carried out on honorary nurses at the South Buton District Hospital, totaling 56 people, while the research was carried out in June 2023. The sampling technique used in this research used a saturated sample, or census. Types and sources of data are primary data and secondary data. Data collection in this research was carried out through observation, literature study, and distributing questionnaires. The results were processed through validity and reliability tests using the SPSS application.

Results and Discussion

Validity test

Validity testing in this research was carried out using the SPSS program by examining the *core-item total correlation value*. After it is found that the statements used in the research are valid, the reliability of the statements declared valid is then tested. The results of the validity test in this research are as follows:

Validity Test Results Table

Variable	Indicator	r-count	r-table (5%)	Information
<i>Work life balance</i>	X1.1	0.601	0.361	Valid
	X1.2	0.572	0.361	Valid
	X1.3	0.514	0.361	Valid
Job Stress	X2.1	0.452	0.361	Valid
	X2.2	0.436	0.361	Valid
	X2.3	0.556	0.361	Valid
Job satisfaction	Y1	0.426	0.361	Valid
	Y2	0.690	0.361	Valid
	Y3	0.486	0.361	Valid
	Y4	0.387	0.361	Valid
	Y5	0.845	0.361	Valid

(Source: Processed Primary Data, 2023)

Based on table 3 above, it shows $r\text{-count} > r\text{-table}$ (0.361), so the 11 instrument question items are declared valid and can be used for further analysis.

Reliability Test

Reliability is a translation of the word reliability. Measurements that have high reliability are called reliable measurements. A set of questions in a questionnaire can be accepted if it has a reliability coefficient value greater than or equal to 0.6 (Sujarweni, 2019). The reliability test with the help of SPSS 22 can be shown in the following table.

Reliability Test Results Table			
Variables	Croach's Alpha	Crisis value	Information
<i>Work life balance</i>	0.845	0.600	Reliable
Work stress	0.689	0.600	Reliable
Job satisfaction	0.690	0.600	Reliable

(Source: Primary data processed, 2023)

Based on the table above, it shows that the reliability test for the statement items is declared valid. The results of Cronbach's alpha reliability of the work-life balance instrument were 0.845, the work stress instrument was 0.689, and the job satisfaction instrument was 0.690, so the three instruments were declared reliable or met the requirements.

Characteristics Respondent

The population in this study is all honorary nurses at the South Buton Regional General Hospital who are currently still working, totaling 56 people. Meanwhile, the sample for this study consisted of 56 people, consisting of various fields held by honorary nurses at the South Buton regional public hospital. Meanwhile, the instrument used in this research was a questionnaire, which was distributed to research respondents directly in the form of a paper research questionnaire (*hard file*). There is also a profile of research objects participating in this research, as follows:

Respondent Characteristics Table			
Category	Characteristic s	Amount	Perce ntage
Gender	Man	11	19%
	Woman	45	81%
	Total	56	100%
Age	29-35 Year	17	31%
	26-28 Years	23	41%

	23-25 Years	16	28%
	Total	56	100%
Length of work	5-7 Years	18	32%
	1-4 Years	24	42%
	1-6 months	14	26%
	Total	56	100%
Marital status	Marry	31	55%
	Not married yet	25	45%
	Total	56	100%
Education	D3	30	52%
	D4	4	8%
	S1	22	40%
	Total _	56	100%

(Source: Primary data processed, 2023)

According to table 5 of respondent characteristics, 45 of the 56 respondents were female (81%), and 11 were male (19%). The majority of respondents were aged 26–28 years, with a percentage of 41%, and the lowest respondents were aged 23–25 years, with a percentage of 28%. The longest period of work for respondents was 1-4 years, a percentage of 42%, while the smallest number of respondents was 1-6 months of work, a percentage of 26%. The marital status of the majority of respondents was 31 married respondents with a percentage of 55%, while there were 25 unmarried respondents with a percentage of 45%. The highest level of education was dominated by D3 at 30 respondents, with a percentage of 52%. The smallest respondent was D4, and the lowest was 8%.

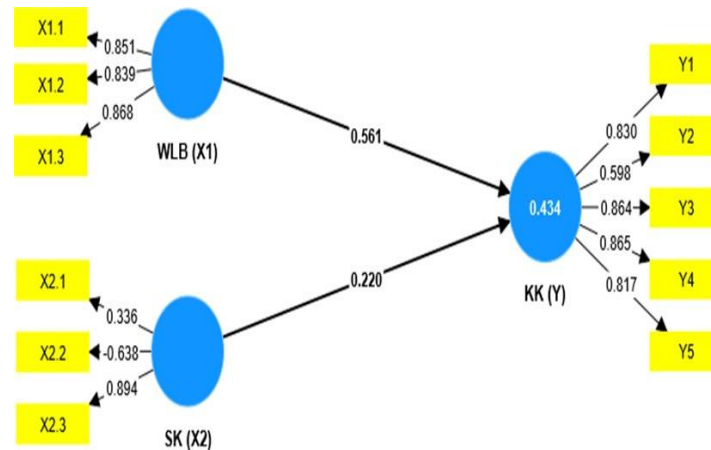
1. Descriptive Variables Study

a. Measurement Model (Outer Model)

PLS 4.0 software assists in this research model's use of the Structural Equation Modeling (SEM) method. Evaluation of the outer measurement model with reflective indicators can be done by testing the reliability of the construct. The validity criteria are measured by *convergent validity* and *discriminant validity*, while the construct reliability is measured by *composite reliability*. The test model can be seen as follows:

Image of PLS Algorithm Output

Convergent validity



Testing *convergent validity* is by looking at the *Average Variance Extracted* (AVE) value where the value must be above 0.5 (Ghozali, 2017). The results of calculating the AVE value are presented in the following table:

Table of Average Variance Extracted (AVE) Values

Variable	AVE
Work life balance	0.727
Work stress	0.439
Job satisfaction	0.642

(Source : Data processed with Smart PLS 4.0,
2023)

The average variance extracted (AVE) value of the work-life balance and job satisfaction variables is above 0.5, so the requirements for convergent validity testing have been met. Therefore, all job satisfaction and organizational commitment questionnaire items can be used for subsequent data analysis. Meanwhile, the Average Variance Extracted (AVE) value of the work stress variable is below 0.5. Therefore, all work stress questionnaire items cannot be used for subsequent data analysis.

Discriminant Validity

Discriminant validity is the extent to which a construct is truly different from other constructs by empirical standards (Hair et al., 2017). In other words, discriminant validity is used to test whether something is a construct or a variable's uniqueness is different compared to other variables in the model being built. According to Hair et al. (2017), there are two main approaches that can be used to test discriminant validity. The first approach is to look at the cross-loading value with the criteria that the loading factor value on the target construct must be greater than the loading factor value on the other construct. The second approach is to use the Fornell-Larcker criterion, namely by comparing the square roots of mark AVE with the latent variable correlation value. In this test, the root value of AVE must be greater than the correlation value of the latent variable.

On study This writer uses the approach Which First for measuring discriminant validity, that is, see mark cross loading. The results of processing data cross-loading can be seen in the following table.

Cross Loading Value Table

Items	<i>Work life balance</i>	Work stress	Job satisfaction
X1.1	0.851	0.254	0.668
X1.2	0.839	0.258	0.372
X1.3	0.868	0.228	0.468
X2.1	0.031	0.336	0.006
X2.2	-0.076	-0.638	-0.212
X2.3	0.322	0.894	0.362
Y1	0.669	0.377	0.830
Y2	0.377	0.348	0.598
Y3	0.493	0.315	0.864
Y4	0.446	0.257	0.865
Y5	0.419	0.191	0.817

(Source: Data processed with Smart PLS 4.0, 2023)

Information

From the results of the cross loadings in table 7, it shows that the correlation values of the dimensions and indicators are > mark correlation dimensions with indicator other. With thereby all indicator that has been designed already has better discriminant validity than the indicators in the other blocks. Then compare mark root quadrant AVE with correlation between variable latent. If the AVE quadrant root value > correlation between two latent variables then it is declared good. The results of the AVE quadrant root and latent variable correlation are as follows following:

Fornell-Lacker Criteria Table

Construct	Job satisfaction	Work stress	<i>Work life balance</i>
Job satisfaction	0.801		
Work stress	0.382	0.663	
<i>Work life balance</i>	0.624	0.289	0.853

(Source: Data processed with Smart PLS 4.0, 2023)

Based on table 8 above, it can be concluded that the AVE root value for each latent variable is > compared to the correlation value. So, it can be stated that the correlation between constructs is stated

Good.

Composite Reliability and Cronbach's Alpha

Besides done test validity construct, Also done test reliability Construct Which in where measured with see mark *Composite reliability* And mark *Cronbach's alpha* from block indicator Which measure the construct or variable latent. As for *output* testing *composite reliability* And *Cronbach's alpha* as follows:

Composite Reability and Cronbach's Alpha tables

Construct	Composite Reability	Cronbach's Alpha
Job satisfaction	0.898	0.856
Work stress	0.172	0.153
Work life balance	0.889	0.823

(Source: Data processed with SmartPLS 4.0, 2023)

Inner model

Analysis of Variant (R2) or Test Determination

Analysis variant is testing Which done with objective For know the magnitude of the influence between variables, in this case the independent variable. The value of the analysis of variance (R2) or determination test is as follows following:

R-Square Value Table

Variable	R-Square
Job satisfaction	0.434

(Source: Data processed with SmartPLS 4.0, 2023)

From table, which shows the *R-Square value*, it is clear that the job satisfaction construct can be explained by 0.434, or 43.4%, by the variables *work-life balance* and work stress, while the remaining 56.6% is explained by other variables outside of this research model. So deep matter This influences determination and *work-life balance*. And stress work in my own category currently. Although the honorary HOSPITAL nurse believes that House Sick Not yet fully providing compatibility between competence and workload in balancing work time and personal time, they still feel job satisfaction. These two variables are able to become *dominant predictors* of the desire to remain an honorary nurse at RSUD BUSEL.

Path Coefficient (Mean, STEDEV, P-Value)

Path Coefficient is carried out with the aim of strengthening the relationship between constructs in each hypothesis. *The Path Coefficient* was tested using PLS *Boothstrapping* by looking at the *T-Statistic* of the independent variable on the dependent variable. According to Weiber and Muhlhaus (2014), the *rule of thumb* used in research is *T-Statistic* > 1.64 with a level of significance *P-Value* or

mark probability > 5% And worth positive. As for results *Path Coefficient* namely:

Path Value Table Coefficient					
Hypothesis	Original Sample Estimate (O)	Mean of Sub Sample (M)	Standard Deviation (STDEV)	T-Statistics (O/STERR)	P Values
WLB -> KK	0.561	0.562	0.084	6,628	0,000
SK ->KK	0.220	0.109	0.245	0.900	0.368

(Source: Data processed using PLS 4.0, 2023)

Hypothesis test

Based on the results of the calculations using Smart PLS 4.0 presented, it can be seen that the *original sample estimate value of work-life balance* on job satisfaction is positive at 0.561, and the *T-statistic* is 6.628 with a *P value* of 0.000. From these results, it can be concluded that the *work-life balance variable* has a positive influence and is significant for job satisfaction because the *rule of thumb* used in this research is > 1.64 with a *P-value* > 5% (0.05). So the First Hypothesis (H 1), which states that *work-life balance* has a positive and significant effect on job satisfaction for honorary nurses at BUSEL Regional Hospital, is accepted.

Second Hypothesis Testing

Based on the results of calculations using Smart PLS 4.0 presented, it can be seen that the *original sample estimate value of work stress* on job satisfaction has no effect on the original sample estimate value of 0.220 and the *T-statistic* of 0.900 with a *P value* of 0.368. From these results, it can be concluded that the work stress variable has no effect on job satisfaction. This is supported by an R-square value of 0.434, which falls into the medium value category because the *rule of thumb* used in this research is > 1.64 with a *P-value* > 5% (0.05). So the second hypothesis (H 2), which states that work stress has no effect on the job satisfaction of honorary nurses at BUSEL Regional Hospital, is rejected.

Based on the results of hypothesis testing using path analysis with *Smart PLS*, which has been described above, the discussion regarding the hypothesis in this research can be explained as follows:

Work Life Balance Influences Satisfaction Work

Based on the research results, it shows that *work-life balance* has a positive and significant effect on job satisfaction. This is shown in Table 11, which previously explained the significant value of the *original sample estimate* for *work-life balance* on job satisfaction with a positive value of 0.561 and the *T-statistic* of 6.628 with a *P value* of 0.000. So the hypothesis reads that there is a significant influence between *work-life balance* and satisfaction. This means that there is a positive and significant influence between *work-life balance* and satisfaction.

The honorary nurse at South Buton Regional Hospital felt a threat to the balance of individual psychological involvement and commitment to roles at work and real life outside of work. However,

the emphasis on the level of individual satisfaction that is not balanced with the tasks carried out and their role at work and life outside of work does not make them burdened with their work. This is supported by the results of Tumbel's (2017) research, which suggests that *work-life balance* can not only increase productivity but can also increase company loyalty and employee job satisfaction. A similar thing was stated by Iswardhani et al. (2019), who concluded that *work-life balance* had a positive and significant effect on job satisfaction. These results are in line with research conducted by Nurfaizi (2022), which states that *work-life balance* has a positive and significant effect on nurses' job satisfaction. Thus, it can be concluded that the higher *the work-life balance*, or balance between work and personal time, the greater the nurse's job satisfaction.

Job Stress Influences Satisfaction Work

Based on the research results, it shows that work stress has no effect on job satisfaction. This is supported by an R-square value of 0.434, which is in the medium category. This is shown in table 11. *The original sample estimate value* of work stress on job satisfaction has a positive value of 0.220, and *the T-statistic* is 0.900 with a *P value* of 0.368, which is rejected, meaning that work stress has no effect on job satisfaction. Based on the results above, it shows that honorary nurses who work at BUSEL Regional Hospital feel that there is a mismatch between their competency and the workload given, as well as direct supervision from leaders who are able to provide good support to support the work they do as nurses, thus encouraging them to be less satisfied with their work. as an honorary nurse at the hospital. This is in accordance with the description of the variable, where the job satisfaction of honorary nurses at BUSEL Regional Hospital is in the low category. Based on the existing answers, job satisfaction felt by honorary nurses is caused by indicators of the nature of the work and supervision received—a mismatch between competency and workload as an honorary nurse at BUSEL Regional Hospital.

The relationship between work stress and employee job satisfaction mutually influences each other, where it is assumed that work stress is pressure experienced by employees in dealing with their work. Mangkunegara (2015: 157), work stress can influence both positively and negatively in accordance with the corner look, which can be measured. With others, the smaller the pressure and the workload given, the greater the level of nurse job satisfaction, and vice versa.

Conclusion

Based on the results of hypothesis testing and discussion, conclusions can be drawn from the research, namely: Based on the results of testing the second hypothesis, it is known that there is a positive and significant influence between *work-life balance* and job satisfaction. So in this case, the variables measured using the indicators of time balance, balance of involvement, and balance of satisfaction have a positive and significant effect on job satisfaction for honorary nurses at BUSEL Regional Hospital. Based on the results of testing the second hypothesis, it is known that work stress has no effect on job satisfaction. So in this case, the variables measured using symptom indicators

(psychology, physiological symptoms, and behavioral symptoms) have no effect on the job satisfaction of honorary nurses at BUSEL Regional Hospital.

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