THE INFLUENCE OF WORK FAMILY CONFLICT AND WORKLOAD ON JOB INVOLVEMENT WITH SOCIAL SUPPORT AS MODERATOR VARIABLES IN NURSES AT TAKALAR HOSPITAL

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Abstract

This study aims to analyze the moderation of social support on the influence of work family conflict and workload on job involvement in nurses at H. Padjonga Dg Ngalle General Hospital, Takalar Regency. This research uses a quantitative research type that uses an analytic observational study with cross sectional consider design. the minimum sample size of H. Padjonga Dg Ngalle Hospital, Takalar Regency, is 107 respondents. The inclusion criteria in this study were nurses at H. Padjonga Dg Ngalle Hospital, Takalar Regency, married and have children, willing to fill out a questionnaire for sampling using simple random sampling method. Data were taken from respondents using the work family conflict questionnaire, workload, Job Involvement, and Social support. Data analysis techniques in this study using SPSS. From the results of testing hypothesis 1 it shows that work family conflict has a positive effect on job involvement with a p value (0.729), the results of testing hypothesis 2 show that workload has a positive effect on job involvement with a p value (0.752), the results of testing hypothesis 3 can be seen that social support failed to moderate workload and job involvement. , the results of testing hypothesis 4 the positive effect of work family conflict on the workload of nurses will be stronger for nurses. . This study concludes that workload has a positive effect on job involvement, work family conflict has a positive effect on job involvement, social support has failed to moderate between workload and job involvement, Keywords : Job involvement, Nurse, Social support, workload, Work family conflict

Background

The hospital has a mission to provide quality and affordable health services to the community in order to improve public health status. Therefore, hospitals in the regions are required to improve management, develop their own funding sources, so that they can autonomously strive to improve service quality and empower all existing potentials including human resources because service quality is very dependent on the ability of human resources.(Ilyas, 2004). One of the health human resources that is important for hospitals is a nurse. For hospitals, nurses are one of the front guards in providing services to patients, so that the services provided by nurses can help shape the image of the hospital.

Job involvementis the involvement between employees and their work where

they can play an active role in identifying work and considering performance as a self-worth(Robbins & Judge, 2017).

Work family conflictmeans that work and family roles do not match.

While an individual can handle either role, that person may not be able to handle both roles at once. There are two types of work family conflict situations, including (1) work interference with family (WIF), in which this conflict can grow from work which then interferes with family matters and (2) family interference with work (FIW), namely conflicts that occur when family matters mixed up with work(Breyer & Bluemke, 2016).

Social supportdefined as the feelings an individual feels or experiences

from the care, comfort, love, value, and assistance provided by one's social network(Clark, 2022).

So, in interpreting the results, it can be said that the high workload and work family conflict of nurses can affect the low job involvement of nurses. However, perceived social support can reduce the negative effects of workload and work family conflict which can ultimately increase the job involvement of nurses.

Research methods

This research uses a type of quantitative research that uses an analytic observational study with a designCross sectional consider.This research was conducted at H. Padjonga Dg Ngalle Hospital, Takalar Regency, August 2022 – March 2023. The population was all nurses at H. Padjonga Dg Ngalle Hospital, Takalar Regency, who were married and had children and were willing to be respondents. Primary data was obtained from the results of distributing questionnaires for quantitative data which contained statements regarding work family conflict and job involvement variables. In addition, the results of the analysis of this study are also primary data. While secondary data sources were obtained from H. Padjonga Dg Ngalle General Hospital, Takalar Regency in the form of hospital profiles and other sources in the form of literature with the problems studied.

Data collection was carried out directly by researchers at the hospital by distributing structured questionnaires containing questions about the variables filled out by the respondents. Workload variables are measured using the NASA TLX developed byHart (2006)by using the dimensions of workload, namely mental demand, physical demand, temporal demand, effort, performance and frustration level. The work family conflict variable is measured using the Work- Family Conflict Scale (ISSP) instrument developed byBreyer & Bluemke (2016). The job involvement variable is measured through the instruments developed byLodahl & Kejnar (1965).

Results

a.   Description of Research Results

Before the research was carried out, the authors conducted a preliminary study at the research location to explain the research background, the conditions of the research location, the number of human resources owned by the hospital and the results of activities in the hospital as well as other matters related to research, compiling instruments, consulting guidance followed by a thesis seminar and improvement of thesis seminar results.

b.   Characteristics of Respondents

Researchers obtained primary data through distributing questionnaires to nurses. Respondent characteristics are used to describe the answer data obtained from nurse respondents regarding age, gender, level of education, and marital status. Based on the results of data collection obtained from samples with various characteristics that function to determine the identity of the respondent.

Table 1Based on Univariate Test Analysis Results Characteristics Respondents and Variables Researched on Nurses at Hospital H. Padjonga Daeng Ngalle Regency. Takalar Year 2023

By Age	*Frequency (n)*	*Percent (%)*
26-35	*48*	*44.9*
36-45	*31*	*29*
>45	*28*	*26.1*
Gender		
Man	*15*	*14*
Woman	*92*	*86*
Level of education		
D3 Nursing	*18*	*16.8*
S1 Nursing+Ners	*80*	*74.8*
Master of Nursing	*9*	*8.4*
Marital status		
Not married yet	*43*	*40,6*
Marry	*52*	*48,2*
Widow widower	*12*	*11,2*
WorkFamily Conflict		
Good	*90*	*91.0*
Not good	*17*	*9.0*
Workload		
Good	*70*	*88.1*
Not enough	*31*	*11,9*
Job Involvement		
Good	*57*	*46,3*
Not enough	*50*	*53,7*

Social Support		
Good	*91*	*90.3*
Not enough	*16*	*9,7*

Based on Table 1 it shows that the age of the nurses at the H. Padjonga Daeng Ngalle Takalar Hospital in 2023 out of 107 respondents is the most based on 26-35 years as many as 48 respondents with a percentage of 44.9% while the fewest respondents are age> 45 years as many as 28 respondents with percentage 26.2%. Meanwhile, the sex of the nurses at the H. Padjonga Daeng Ngalle Takalar Hospital in 2023 out of 107 respondents was mostly based on female sex as many as 92 respondents with a percentage of 86.0% and the fewest respondents were male sex as many as 15 respondents from a percentage of 14, 0%. Meanwhile, for the educational level of nurses at the H. Padjonga Daeng Ngalle Takalar Hospital in 2023, out of 107 respondents, the most based on the education level of S1 Nursing + Nurses was 80 respondents with a percentage of 74, 8% while the least number of respondents, namely the education level of Masters in Nursing, was 9 respondents from a percentage of 8.4%. Table 4.5 shows that the marital status of nurses at H. Padjonga Daeng Ngalle Takalar Hospital in 2023 out of 107 respondents was mostly based on marital status married as many as 52 respondents with a percentage of 40.2% while the fewest respondents were divorced marital status as many as 12 respondents from the percentage 11.2%. Based on Table 1 it is known that most of the nurses working at H. Padjonga Daeng Ngalle Takalar Hospital have good responses about Work Family Conflict, namely as many as 90 respondents with a percentage of 91.0% and unfavorable responses about Work Family Conflict as many as 17 respondents with a percentage of 9 .0%. Most of the nurses working at the H. Padjonga Daeng Ngalle Takalar General Hospital had good responses regarding workload, namely 70 respondents with a percentage of 88.1% and unfavorable responses regarding workload of 31 respondents with a percentage of 11.9%. While the respondents' responses regarding Job Involvement, most of the nurses who worked at H. Padjonga Daeng Ngalle Takalar Hospital had unfavorable responses regarding Job Involvement, namely as many as 72 respondents with a percentage of 53, 7% and good responses about Job Involvement as many as 62 respondents with a percentage of 1.5%. Based on Table 4.9 above, it is known that most of the nurses working at H. Padjonga Daeng Ngalle Takalar Hospital have good responses about Social Support, namely 107 respondents with a percentage of 90.3% and unfavorable responses about Social Support as many as 13 respondents with a percentage of 9 .7%.

The results of the probability plot norm test show that the above data or patterns follow each other or converge following the diagonal line or the histogram graph, meaning that the data between the independent variable and the dependent variable are normally distributed and fulfill the normality assumption test. Based onTable 4.10 above is knownthe results of the work family conflict linearity test on job involvement show that the sig. deviation from linearity of 0.139 > 0.05. Furthermore, for workload on job involvement, it shows a sig. deviation from linearity of 0.406 > 0.05, it can be concluded that there is a linear relationship between the independent variables and the dependent variable. The heteroscedasticity test is intended to test whether the variance and

residual inequality occur in the regression model for all observation periods. The results of the heteroscedasticity test showed that the significance value of each variable was > 0.05. This shows that there is no heteroscedasticity.

Based on the test results in table 1 above, it can be seen that the magnitude of the coefficient of determination (R2) is 0.22, which means the variability of the Job Involvement variable which can be explained by the variability of the work family conflict variable, workload, interaction of work family conflict with social support and interaction of workload with social support of 0.22 or 22 percent. From the F statistical test (F test) in table 4.10, the F count is 5.455 and the significance is 0.001. Because the calculated F value is greater than F table (3.98) and the significance number is much smaller than 0.05, the regression model can be used to predict the dependent variable, or in other words, work family conflict variables, workload, Work family conflict with social support and workload interaction with social support have a positive and significant effect on job involvement variables. Three independent variables included in the regression model, namely work family conflict, workload and interaction of work family conflict with social support have a significant level below 0.05. It can be concluded that work family conflict, workload and interaction of work family conflict with social support related to job involvement. One variable, namely the interaction between workload and social support, has a significance level above 0.05, so it can be concluded that the interaction variable between workload and social support is not related to job involvement. Three independent variables included in the regression model, namely work family conflict, workload and interaction of work family conflict with social support have a significant level below 0.05. It can be concluded that work family conflict, workload and interaction of work family conflict with social support related to job involvement. One variable, namely the interaction between workload and social support, has a significance level above 0.05, so it can be concluded that the interaction variable between workload and social support is not related to job involvement. Three independent variables included in the regression model, namely work family conflict, workload and interaction of work family conflict with social support have a significant level below 0.05. It can be concluded that work family conflict, workload and interaction of work family conflict with social support related to job involvement. One variable, namely the interaction between workload and social support, has a significance level above 0.05, so it can be concluded that the interaction variable between workload and social support is not related to job involvement. workload and interaction of work family conflict with social support related to job involvement. One variable, namely the interaction between workload and social support, has a significance level above 0.05, so it can be concluded that the interaction variable between workload and social support is not related to job involvement. workload and interaction of work family conflict with social support related to job involvement. One variable, namely the interaction between workload and social support, has a significance level above 0.05, so it can be concluded that the interaction variable between workload and social support is not related to job involvement.

Discussion

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From the results of testing hypothesis 1, work family conflict has a positive effect on job involvement. This shows that the higher the work family conflict felt by nurses, the higher the job involvement or vice versa, the lower the work family conflict, the lower the job involvement. From the results of testing hypothesis 2, workload has a positive effect on job involvement. This shows that the higher the workload felt by nurses, the job involvement will increase or vice versa, the lower the workload, the lower the job involvement. Based on the results of testing hypothesis 3, it can be seen that social support is not successful in moderating workload and job involvement. This could be due to nurses who have a workload, will survive the current conditions and maintain the current job. Based on the results of testing hypothesis 4, the positive effect of work family conflict on the workload of nurses will be stronger for nurses. In other words, nurses who have a workload will feel satisfied at work, and vice versa, new nurses will adapt to the work environment so that nurse satisfaction with work is not high, and the resulting performance is not as expected by the hospital.

Conclusion

Workload has a positive effect on job involvement in H. Padjonga Daeng Ngalle Takalar Hospital in 2023. Work family conflict has a positive effect on job involvement in H. Padjonga Daeng Ngalle Takalar Hospital in 2023. Social support has failed to moderate between workload and job involvement in RSUD H. Padjonga Daeng Ngalle Takalar in 2023. The workload variable has an effect on job involvement and the social support variable which is the moderating variable has a significant and positive value at H. Padjonga Daeng Ngalle Takalar Hospital in 2023.

Ethics Approval

Ethics in the field of health by involving humans as subjects cannot be separated from reasoning, justification and personal moral conflict. Ethical decisions relate to laws relating to conflicts, whether personal or group in nature. This article has received ethical approval recommendations with number: 3348/UN4.14.1/TP.01.02/2023.

Expression of Interest

The author does not have financial assistance from any organization or financial interest in the material or subject matter in this manuscript.

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