

The Relationship Between Dual Role Conflict and the Performance of Female Nurses in Nursing Services in the Inpatient Wards

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ABSTRACT

Women with dual roles tend to struggle with time management and have limited time between work and family. This inability to divide or balance time between family and work can lead to conflict, specifically family-work conflict as nurses, leading to decreased job performance. The purpose of this study was to determine the relationship between dual role conflict and the performance of female nurses in inpatient nursing services. This study was quantitative and employed a cross-sectional approach. A total sampling technique was used for the study, with a sample size of 55 respondents. Data collection used a dual role conflict questionnaire and a nurse performance questionnaire. The results showed that the majority of respondents were young adults, aged 26-35 (30 respondents, 54.5%). The majority of respondents had a Bachelor's degree in Nursing (32 respondents, 58.2%). The majority of respondents had 6-10 years of service (29 respondents, 52.7%). The majority of respondents had dual role conflict in the moderate category (33 respondents (60.0%), and the majority of nurses' performance in the high category (29 respondents (52.7%). The results of the study showed a relationship between dual role conflict and the performance of female nurses in nursing services in the inpatient ward with a p-value = 0.000 (p-value < 0.05). There is relationship between dual role conflict and the performance of female nurses in nursing services in inpatient wards.

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1. INTRODUCTION

A nurse is an individual who has completed higher education in the field of nursing, either domestically or internationally, and is recognized by the government in accordance with applicable laws and regulations. Nursing services are a form of professional service that is an integral part of health care. These services are based on nursing knowledge and skills provided to individuals, groups, or communities in both healthy and sick conditions (Azhari, 2022)

Nurses not only act as workers but also as wives, husbands, parents, and even students for those pursuing higher education. This often creates a conflict between work, family, and education (Darwis, 2022). This dual role can diminish a nurse's performance (Hasibuan and Sinural, 2020). Role conflict often occurs in people with conflicting or inconsistent expectations. Luthans (in Yasa, 2017) stated that a person will experience

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role conflict if they have two or more roles to fulfill simultaneously. Research conducted by Jatmika and Suryadi (2021) shows that working mothers continue to experience work-family conflict.

The pressures of the work role conflict with the pressures of the family role. This results in difficulty dividing or balancing time between family and work, leading to conflict between family and work as nurses, and decreased job performance (Burhanuddin et al., 2018).

Performance is a function of motivation and ability. To complete a task or job, a person must have a certain degree of willingness and ability (Susilo & Wahyudin, 2020). A company with high-performing employees is likely to perform well, leading to a strong relationship between employee performance and company performance, with company productivity dependent on employee performance (Suparyanto and Rosad, 2020).

Performance is influenced by several factors, one of which is work ethic. The purpose of this study was to determine the relationship between dual role conflict and the performance of female nurses in inpatient nursing care.

2. RESEARCH METHOD

This type of research is an observational quantitative study using a cross-sectional method. In cross-sectional research, researchers will look for a relationship between independent variables (risk factors) and dependent variables by conducting momentary measurements (Sudigdo Sastroasmoro, 2014). This study will explain the relationship between the variables to be studied, namely the relationship between dual role conflict and the dependent variable and (Y) the performance of female nurses. A quantitative approach is used because the data to be used to analyze the influence between variables is expressed in numbers (Smith et al., 2017).

In this study, research subjects are limited by inclusion and exclusion criteria. Inclusion criteria are general characteristics of research subjects that can be achieved from the research population (Nursalam, 2017). The inclusion criteria in this study are: 1) Nurses working in the Inpatient Room. 2) Female nurses who are willing to sign as respondents. 3) Nurses who are not on leave, sick, or participating in study assignments.

3. RESULT AND DISCUSSION

Based on the research results, the following results were obtained:

3.1 Respondent Characteristics Based on Age

Table 1. Frequency distribution based on respondent characteristics by age

Characteristics	Frequency	Percentage (%)
Late teenagers (17-25)	4	7,3
Early Adulthood (26-35)	30	54,5
Late Adulthood (36-45)	13	23,6
Pre Elderly (46-55)	8	14,5

The results of the study, which examined respondent characteristics based on age, showed that the majority of respondents were young adults, aged 26-35 (30 respondents, 54.5%). This is in line with research by Hasanah et al. (2022), which showed that the majority of nurse respondents (43 respondents, 61.4%) were aged 25-35.

Age is a factor that influences a person's role, responsibilities, and performance. As age increases, a person's duties and roles increase, especially for women. Age is a factor that can influence the occurrence of dual role conflict, attitudes, and behaviors. While adulthood allows a person to begin to face demands in their work, a mature person must also consider responsibilities to their family, especially as a mother, who must be able to educate and care for their children. This situation demands a person to have dual roles both at home and in the workplace. Age also influences a person's performance. Usually, a good level of performance is possessed by someone who is in their productive age, considering that at that age they are in the phase of developing their identity, their physical condition is still healthy and their mentality is still strong so they are able to improve their performance.

3.2 Respondent Characteristics Based on Education Level

Table 2. Frequency distribution based on respondent characteristics based on Education Level

Education Leve	Frequency	Percentage (%)
Diploma in nursing	23	41,8
Bachelor of nursing	0	0,0
Ners	32	58,2

The results of this study indicate that the majority of respondents (32 respondents, 58.2%) had a bachelor's degree in nursing. This aligns with research by Septiana & Suroso (2024), which showed that the majority of respondents (36 respondents, 51.4%) had a bachelor's degree in nursing. In today's era, women with higher education tend to focus on their careers. This has resulted in the emergence of new roles beyond a woman's primary role as a housewife. The dual roles experienced by women often lead to conflicts such as lack of attention to children and reduced time with family (Yaman et al., 2023). Carrying out two or more roles can place significant stress on an individual's life, leading to dual role conflict (Ningrum, 2022).

Most highly educated female nurses desire self-actualization through work. Women strive to apply their knowledge in the workplace, potentially leading to dual role conflict due to demands from both the work and home environments. Furthermore, education also influences a person's performance. Individuals who have a high level of education have the ability to capture information and are able to understand their duties and functions well.

3.3 Respondent Characteristics Based on Working Hours

Table 3. Frequency distribution based on respondent characteristics based on length of service

Working Hours	Frequency	Percentage (%)
<6 year	17	30,9
6-10 year	29	52,7
>10 year	9	16,4

The results of this study indicate that the majority of nurses who participated in the study had moderate tenure (6-10 years), amounting to 29 respondents (52.7%). This aligns with research by Ratnaningsih et al. (2024), which showed that the majority of nurses had tenure of around 5-10 years, amounting to 40 nurses (47.6%).

Tenure is positively related to job performance. The longer a person works, the more fluent their skills become (Jayanti & Dewi, 2021). A person's ability to carry out each assigned responsibility increases their superior's trust in them. Therefore, it is highly likely that superiors will frequently delegate tasks to them (Gusti & Ain, 2023). This creates new pressures on individuals, as they assume additional responsibilities beyond their primary responsibilities. Dual role conflict arises as a person's roles and responsibilities increase. This is based on a lack of time with family due to increased responsibilities at work (Larasati, 2023).

In the nursing world, the longer a nurse works, the better their performance, given that experience and skills increase with experience (Safitri, 2022). The longer a person works, the higher their work motivation. This is related to familiarity with the work they do frequently, which fosters enthusiasm for the job (Majannang et al., 2021).

Long-tenured individuals tend to be trusted by their superiors, leading to delegated tasks. Increasing workplace demands mean less time at home, potentially leading to dual role conflict. Long-tenured individuals also tend to have extensive experience and experience in their work, leading to relatively good performance.

3.4 Dual Role Conflict in Female Nurses

Table 4. Frequency distribution of Dual Role Conflict of Female Nurses

Dual Role Conflic	Frequency	Percentage (%)
Low Dual Role Conflic	18	32,7

Dual Role Conflic	Frequency	Percentage (%)
Moderate Dual Role Conflic	33	60,0
High Dual Role Conflic	4	7,3

The results of this study indicate that the majority of dual role conflict among nurses falls into the moderate category, with 27 respondents (49.1%). This is in line with research by Septiana & Suroso (2024), which found that dual role conflict among nurses fell into the moderate category, with 32 respondents (45.7%).

Dual role conflict is a conflict that arises from conflicting interests between work and family (Muslimin, 2022). Dual role conflict often occurs among women because women's roles are crucial within the family, particularly in educating and caring for children. On the other hand, women also have the right to develop their careers through work, thus juggling responsibilities at home and at work (Mariati & Raming, 2019). The level of dual role conflict in an individual is determined by many factors, including age, number of children, and even length of service. A married nurse naturally experiences relatively higher levels of dual role conflict compared to a single nurse. This is related to the need for a married person to balance time, energy, and thoughts between family and work (Esti et al., 2024). Dual role conflict occurs when family demands conflict with professional roles. Female nurses, especially married mothers, often experience this conflict because they must balance their responsibilities as workers and homemakers. This conflict can be time-based, emotional stress (strain-based), or differences in task behavior (behavior-based) (Sutisna, D, 2024). Conflicts at home can make nurses uncomfortable, leading them to distract themselves from their home life by focusing on work, allowing them to forget about their problems. Despite this conflict, female nurses continue to perform at their best to achieve the goals of Hanafiah Batusangkar Regional Hospital (Suri & Rino, 2023).

Dual roles typically arise when someone attempts to fulfill the demands of their work role, while their efforts are influenced by their ability to fulfill the demands of their family. Conversely, fulfilling the demands of their family role is influenced by their ability to cope with the pressures of excessive workload and time (Hasibuan and Sinurat 2021).

It can be concluded that dual role conflict is influenced by several factors, such as age, number of children, and even length of service. Negative impacts such as family disharmony, lack of family time, decreased work performance, and decreased work enthusiasm can occur if this dual role conflict is not addressed within a certain period.

3.5 Performance of Female Nurses

Table 5. Frequency distribution of female nurse performance

Nurse performance	Frequency	Percentage (%)
Low performance	8	14,5
Performance is sufficient	18	32,7
High performance	29	52,7

The results of the research conducted indicate that the majority of nurses in this study were in the High category, with 29 respondents (52.7%). Several studies also indicate that the majority of nurses performed well, including a study by Ratnaningsih et al. (2024), which showed that 62 respondents (87.3%) performed well. Another study by Esti et al. (2024) also showed that the majority of nurses performed well, with 32 respondents (62.7%).

Human Resources (HR) performance is a crucial factor in achieving goals. In the nursing world, good performance can improve optimal nursing care for patients (Ratnaningsih et al., 2024). According to Majannang et al. (2021), a nurse's performance is influenced by motivation and length of service. Long-standing enthusiasm and habits can provide psychological comfort, leading to improved performance. Meanwhile, according to Hasanah & Maharani (2022), a person's performance is also influenced by factors such as age, work experience, and the leadership style of their superiors. The performance of healthcare workers, especially nurses, in hospitals requires attention, given that the hospital's image depends on the performance of its employees. Poor healthcare performance and services lead to a lack of public trust in hospitals (Kurniawan & Syah, 2020).

3.6 The Relationship Between Dual Role Conflict and the Performance of Female Nurses in Inpatient Nursing Services

Table 6. Analysis of the Relationship between Dual Role Conflict and the Performance of Female Nurses in Inpatient Nursing Services

Dual Role Conflic	Nurse performance						Total		
	Low		Sufficient		High		frequency	%	
	frequency	%	frequency	%	frequency	%			
Low	0	0,0	2	3,6	16	29,1	18	32,7	
Moderate	6	10,9	15	27,3	12	21,8	33	60,0	
High	2	3,6	1	1,8	1	1,8	4	7,3	
Total	8	14,5	18	32,7	29	52,7	55	100	
<i>Correlation Coefficient</i>						-0,516			
<i>p value</i>						0,000			

The analysis results using the Spearman rank statistical test showed a p-value of 0.000, so the p-value <0.05 indicates that H1 is accepted and H0 is rejected. This explains that there is a relationship between dual role conflict and the performance of female nurses in the inpatient services of Karanganyar Regional Hospital. The strength of the relationship between the two variables is indicated by a Correlation Coefficient value of -0.516 with a very strong strength and a negative direction of the relationship, meaning that the higher the dual role conflict in nurses, the lower the nurse's performance will be. Therefore, when viewed from the analysis table above, it shows that if the dual role conflict experienced by respondents increases, it will impact the nurse's performance in carrying out their duties and obligations. The results of the study above are in accordance with research from Yanti and Yudhaningsih (2021) which states that dual role conflict has a significant negative effect on performance, namely that the higher the dual role conflict, the lower the nurse's performance.

Female nurses tend to experience dual role conflict due to the perceived difficulties in simultaneously fulfilling the obligations and demands of different roles. Female nurses are required to complete office tasks and fulfill household responsibilities (Esti et al., 2024). The pressure on someone experiencing dual role conflict can lead to stress and psychological problems. This condition impacts the nurse's performance capacity, which decreases (Mariati & Rambing, 2019). Conflict can improve performance because it can provide positive energy for nurses, igniting their enthusiasm to complete their work well and achieve maximum performance (Hayati & Armida, 2020). The performance of married female nurses can improve if the dual role conflict they experience can be suppressed or reduced. Regardless of the circumstances, married female nurses must still work professionally and in accordance with established hospital operational standards. This means that the presence or absence of social support from family does not affect the relationship between dual role conflict and the performance of married female nurses. This is because married female nurses manage their emotions while simultaneously carrying out the responsibilities of two roles (Lumbantoruan, 2024).

The results of this study indicate that dual role conflict has a significant relationship with nurse performance. The greater the degree of dual role conflict, the lower their performance. This is related to the stress experienced by dual role conflict. Female nurses must be able to balance responsibilities at home and work. Lack of good time management skills can lead to increased stress, leading to psychological problems, which can impact their work performance.

4. CONCLUSION

Based on the data analysis and discussion, the following conclusions can be drawn:

1. The majority of respondents in this study were aged 26-35 years (30 respondents, 54.5%), with the highest educational level being Nursing (32 respondents, 58.2%), and the highest number of respondents with 6-10 years of service (29 respondents, 52.7%).
2. The majority of female nurses in the inpatient ward experienced moderate dual role conflict (33 respondents, 60.0%).
3. The majority of female nurses' performance in nursing services in the inpatient ward was in the high category (29 respondents, 52.7%).
4. There is a relationship between dual role conflict and the performance of female nurses in nursing services in the inpatient ward, as indicated by a p-value of 0.000 (p-value <0.05). The correlation coefficient is -

0.516, indicating a very strong correlation and a negative correlation, meaning that the higher the dual role conflict, the lower the nurse's performance.

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