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## The effect of dual role conflicts on nurse performance at private general hospitals in Medan and Deli Serdang

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### Abstract

**Background:** Hospital human resources and hospital organizations become one unit. This requires a female nurse to have a high commitment because she must be able to place her position as a woman employed and her responsibilities as a housewife. Career women who uphold the profession will be more likely to experience conflict.

**Purpose:** To determine whether there is an effect of dual role conflict on performing nurses at the Medan City Private General Hospital and Deli Serdang.

**Method:** This study uses a correlational design and cross-sectional. The sampling technique used total sampling. The population was married female nurses and had children who worked at the Medan Advent General Hospital and Sari Mutiara Lubuk Pakam General Hospital, the nurses at Intensive Care Unit, inpatient and outpatient wards of 94 respondents.

**Results:** The finding was 67% has a dual role category and 74.5% nurse performance in a good category, and by chi-square statistical test showed that there was a significant effect between multiple roles on performance as a nurse as a housewife with  $p\text{-value} = 0.045$  ( $p < 0.05$ ).

**Conclusion:** Even though dual role conflict is happening in female nurses, that a nurse can still perform well even though she has a high dual role by remaining wise in managing time as effectively as possible so that she can still harmonize employed and housewife, and keep the nursing care services at the hospital provided remain optimal.

**Keywords:** Dual role conflicts; Nurse performance; Female nurses; Housewife

### INTRODUCTION

The field of health services, especially hospitals, is an organization that cannot be separated from the impact of the free market era. The emergence of private hospitals and domestic and foreign investors has turned hospitals into an industry engaged in health services. To be able to survive in this free market era, the quality of human resources (HR) is one of the assets that can determine the progress of an organization.

Human resources start from the fact that people (people) are elements that always exist in every organization (Simamora, 2015).

Hospital management will not be separated from the human resources in the hospital organization. Human resource management is an integral part of overall hospital management, while human resources are the most important capital and wealth of all activities carried out in hospitals (Fathoni, 2016). Nursing services have a very

The effect of dual role conflicts on nurse performance at private general hospitals in Medan and Deli Serdang

large contribution in determining the quality of services in hospitals in providing nursing services and being a benchmark in performing a nurse (Nursalam, 2014).

They are required to work professionally in accordance with the standards set by the organization. Many factors cause the performance of a nurse, one of which is the dual role conflict experienced by a nurse. The commitment of female nurses is demanded higher because they must be able to place their position as working women who also do not forget their responsibilities as housemaker (Susijawati, Maryam, & Sulistiowati, 2017).

Women who work and uphold their profession will have more potential to experience conflict, because indirectly they will have more attachment or concentrate more on work and put aside their role as homemakers. The emergence of feelings caused by women who concentrate more on work and put aside household matters, conditions like this will lead to conflicts that arise because they feel neglecting their work as a homemaker (Mubassyir & Herachwati, 2014).

Along with economic growth and the increasing need for clothing, food and shelter, this encourages women to play an active role in the public sector. We can see the contribution of women in economic development from the participation of women in the workforce. In Indonesia, the number of active female labor force increased from 36,871,239 in 2000 to 46,509,689 in 2012 (Central Bureau of Statistics Indonesia, 2000 & 2012).

This shows in quantity, female workers are a very potential labor factor (Priyatnasari & Indar, 2017). Nurses in hospitals dominated by female workers (Asr a, 2013). With a high intensity of dual roles, a working mother will experience a decrease in performance because working mothers will experience depression, increased stress, increased physical complaints and low energy levels.

The results of previous studies show that there are many negative consequences caused by a person's dual role conflict, which not only affects

himself but also affects his work attitude, family, and social life. Research conducted (Juariyah, 2011), found that work-family conflict had a significant effect on withdrawal behavior, included tardiness, absenteeism, and turnover. A nurse who has a dual role, of course, is a hard thing because it requires high concentration and a high emotional level as well. It also related this to services to patients that must optimally. If they cannot serve patients optimally, then patients and their families will feel dissatisfied with the performance they provide (Priyatnasari & Indar, 2017).

Several things influence performance, one of which is psychological factors comprising perceptions, roles, attitudes, personality, motivation, and job satisfaction. Psychological factors, include role conflict, in this case the dual role of married female nurses (Ilyas, 2015). Based on the results of research and hypothesis testing regarding the relationship between work-family conflict and work performance on nurses conducted by (Asra, 2013) at RSUD Dr. Achmad Moctar Bukittinggi, We can conclude that there is a significant relationship between work performance and work-family conflict for female nurses.

This means that the smaller the tendency for work-family conflict to occur in female nurses, the higher work performance will be. The results of research conducted by (Priyatnasari & Indar, 2017), at the Daya Hospital of Makassar City, they stated that work-family conflicts can arise due to work matters interfering with family affairs. Work-family conflict in employees who already married and have children can be mean as role conflict where the demands of the work role cannot because at the same time someone is trying to fulfill the demands of another role. Based on the results of interviews with 2 heads of rooms at the Medan City Hospital, it was found that female nurses who were married and had children experienced a decrease in performance which included poor nurse tidiness, nurses were less than optimal in documenting and interviewing the nursing committee at the Deli Serdang Private General Hospital. so that every patient wants to go home, nurses are less than optimal in providing

The effect of dual role conflicts on nurse performance at private general hospitals in Medan and Deli Serdang

health education, nurses rarely do good documentation, nurses rarely greet patients.

### RESEARCH METHODS

Quantitative research with a descriptive correlation design and study design approach cross sectional which aims to determine the effect of dual role conflict on performing nurses in the Medan City Private Hospital and Deli Serdang.

The population in this study were female nurses who were married and had children who worked at the Medan Adventist General Hospital and Sari Mutiara Lubuk Pakam who served in the ER, ICU, inpatient and outpatient wards. The sampling technique used is total sampling, with 94 respondents. The initial stage carried out by the researcher before collecting data besides taking care of the research permit, the researcher also got the feasibility of an ethical test in this study

from the research ethics committee of the University of Muhammadiyah North Sumatra and was declared to have passed the ethical review with letter number 405/KEPK/FKUMSU/2020.

The researchers carried out data collection in this study using self-reported by distributing questionnaires to respondents, then the researchers explained the objectives and benefits of the research and filling out the questionnaires. Then prospective respondents who will be asked to sign a letter of approval as respondents in this study. The next stage after all the data was collected, the researchers carried out data processing with the help of computers, namely by analyzing data from both univariate statistics and bivariate statistics, using statistical tests for bivariate, namely statistical tests Chi square with CI = 95% and 0.05.

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**RESULTS****Table 1. Demographic Characteristics of Respondents (N = 94 )**

Variables	n	p-value
<b>Demographic Characteristics of Respondents</b>		
<b>Age (Years) Mean <math>\pm</math> SD</b> (Range: 23-43)	31.24 $\pm$ 2.03	
<b>Education level (n/%)</b>		0.667.
Diploma in Nursing	69/73.4	
Bachelor Nursing	25/26.6	
<b>Length of Employment (Years) Mean <math>\pm</math> SD</b> (Range: 3-21)	11.53 $\pm$ 2.27	
<b>Dual Role (n/%)</b>		<b>0.045</b>
Low	31/33	
High	63/67	
<b>Nurse Performance (n/%)</b>		
Poor	24/25.5	
Good	70/74.5	

Based on table 1. Mean age respondents of 31.24 years old with standard deviation 2.03, and mean of length of employment respondents of 11.53 years with standard deviation 2.27, the education level Diploma in Nursing 69 (73.4%) respondents with a p value of 0.667. And the dual role in a high category 63 (67%) respondents with a p value of 0.045.

**DISCUSSION****Dual Roles**

Based on the results got, the dual roles of nurses are in the high category because based on the results of the answers from the questionnaires that have been distributed, the results got are that most respondents answered in terms of time, trying to take care of the family ( husband and children) and work, after work respondents try to

carry out their obligations to do household chores, respondents also try to take the time to attend family events/activities, even though they are as busy as work, in terms of concentration, most respondents answered they can optimize their concentration to take care of their family and work, family problems do not affect concentration in carrying out work according to their standards and obligations in the family does not make respondents busy thinking about family matters at work and the amount of homework does not affect work efficiency in the hospital and most respondents answered responsibility for the family the reason for continuing to work optimally and respondents could balance work affairs with household needs.

The results of the study are in line with role theory, which is the expected behavior pattern of

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The effect of dual role conflicts on nurse performance at private general hospitals in Medan and Deli Serdang

individuals in a certain position. Ordinary roles comprise certain attitudes, values, and behaviors, where the role is the part that the individual plays in each situation and the way of his behavior to align himself with the situation (Gibson, 2016). The same theory, if you can't respond well between family and work, then working women face complicated situations that put their position between family interests and the need to work and a view will emerge that the ideal woman is superwoman a supermom who should can work with can perfectly fill the domestic field and the public field flawlessly by (Davis & Newstrom, 2016). In the struggle for work and family balance, various conflicts and problems have arisen that must be faced and solutions are sought if you want to continue to carry out these two roles (Bowin & Harvey, 2015).

The dual role of female employees who are married, which has the potential to cause work-family conflict, can have a negative effect. Work-family conflict describes the conflict between work responsibilities at home and at work. On the one hand, women are required to fulfill their duties and responsibilities as employees in order to produce outstanding performance under organizational standards, and women are required to take care of and foster good family (Frone and Cooper, 1992).

Another opinion nurses who are married have children have heavier roles and responsibilities than female nurses who are single. The nurse also experienced a dual role because, besides playing a role in the family, the nurse also played a role in her career. Nurses who experience high levels of work-conflicts Family and family-work can experience a decrease in performance because they will be more controlled by their work, which results in nurses not being able to fulfill their family responsibilities (Ramli & Tamsah, 2016). Every woman who works will experience role conflict, at least in time for the continuity of the two tasks she carries. According to Aryadi, defining that women who play a dual role are women who face the fact that they inevitably have to make a choice between a career outside the home and managing the household, or a career outside without a

household (Arikunto 2011; Wahab, Yasrie & Anwar, 2019). A career or work is an activity carried out by a person either directly or indirectly to earn income as money or goods, spends energy and has many activities outside the home, activities that allow them to earn income for their families are actually not a new phenomenon in our society (Ihromi, 2012). In this sense, it includes the wife alone or with her husband trying to earn income, thus working women can be considered to have a dual role, including nurses (Ilyas, 2012).

The dual role itself usually occurs when a person tries to fulfill the demands of the role in work and the business is influenced by the ability of the person concerned to meet the demands of his family or vice versa, where the fulfillment of the demands of the role in the family is influenced by the person's ability to meet the demands with pressure that comes from excessive workload and time such as work that must be completed in a hurry and deadlines while family demands relate to the time needed to handle household tasks. Family demands set by most families, family composition and number of family members who have a dependency on other members (Iqbal, 2016).

The development of the times in the modern era is the impact on the increasing complexity of life and economic needs, makes the factors supporting the many women who help to earn additional income in the family. However, from the two roles that must be carried out by female employees who already have the family, of course it can cause role and function conflicts for a woman to carry out her role as a homemaker and as an employee of an organization. Difficulties that arise in meeting the often conflicting demands of work and family can also lead to work-family conflict (Bedeian, Burke & Moffet, 1988).

This research is also supported by the results of research conducted by (Susanti, 2013), which shows that there is a positive relationship between family roles and family work conflicts in this study. Based on the table, it is found that the job role has a significant value.  $0.01 < 0.05$ . Thus the hypothesis is accepted, meaning that the role of

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The effect of dual role conflicts on nurse performance at private general hospitals in Medan and Deli Serdang

the family has a positive relationship with work-family conflict. The higher a person's role in his family, the greater the potential for work-family conflict. According to the researcher's assumptions, what causes dual roles to be declared high and followed by low dual roles due to pressure in the family and at work. This can occur due to several other factors, such as increased stress, increased physical complaints and low energy levels which will have an impact on performance.

### Nurse Performance

Based on the results got, performing nurses at the Medan Adventist General Hospital and Sari Mutiara Lubuk Pakam was in the good category because based on the results of the answers from the questionnaire that had been distributed, the results got were that most respondents answered in terms of the work process carried out under standard operating procedures.

Work in hospitals, and can use medical equipment properly and can also carry out nursing care, ranging from assessment, nursing diagnoses, planning, implementation and evaluation and documentation, and respondents can complete nursing service tasks properly with a polite and satisfactory attitude. For internal and external services, related to time being able to use work time as effectively as possible in handling work, and arriving at the hospital on time according to the time set for each nature and never being reprimanded by superiors during work because it is rare to make a mistake. The performance of hospital employees can be seen from the quality of services provided to patients, patients' families and the community as users of health facilities, for that it needs to be a common concern in order to always further improve the performance of hospital employees professionally (Iqbal, 2016).

Performance is the result given by a person in carrying out the duties and responsibilities assigned to him. Every expectation about how the individual behaves, will show his role in an organization (Rivai, 2013). Employee performance

is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, 2016).

Basically, employee performance is the way employees work in an agency during a certain period. An agency that has employees whose performance is good, it is likely that the performance of the agency will be good, so there is a very close relationship between individual performance (employees) and agency performance (Ivanceich, Matteson, & Konopaske, 2016).

The results are supported by the opinion which states that performance can be seen as a process or result of work. Performance is a process of how work takes place to achieve work results, and the work itself also shows performance. The work behavior of nurses can be seen from the way they work that is full of enthusiasm, discipline, responsibility, carrying out tasks according to the standards set, having high motivation and work ability and being focused on achieving hospital goals (Wibowo & Phil, 2017).

Work performance refers to the results got from substantive tasks that distinguish one's job from other jobs and include more technical aspects of performance. Work performance contributes to the organization by converting raw materials as part of the steps to produce the organization's products. The contribution made by work performance can also be by providing essential services and performing maintenance functions such as filling in the supply of raw materials, distributing service products and producing planning, coordination, and supervision (Motowidlo & Van Scotter, 1994).

Work performance shows the achievement of work targets related to quality, quantity and time. Achievement of work performance is used by skills and motivation. Optimum work performance will be achieved if the organization can choose employees who allow them to work optimally (Cherrington, 2014). Performance is also closely related to good or bad work, if work interferes with the family, it means that most of the time and attention is devoted to doing work so there is less

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The effect of dual role conflicts on nurse performance at private general hospitals in Medan and Deli Serdang

time for family. On the other hand, the family interferes with work, meaning that most of his time and attention is used to complete family matters, so he waits for work. This work-family conflict occurs when a person's home life clashes with his/her responsibilities at work, such as getting to work on time, completing daily tasks, or working overtime. Likewise, the demands of home life prevent a person from making time for his work or career-related activities (Frone, Russell & Cooper 1992).

Work-family conflict occurs because employees try to balance the demands and pressures that arise, both from family and from work (Greenhaus & Powell 2006; Iqbal, 2016). Some researchers found that women tend to spend more time on family matters so that women report more work-family conflict, whereas men tend to spend more time dealing with work matters than women, so women report more work-family conflict than men (Iqbal, 2016).

### The Effect of Multiple Roles on Nurse Performance

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Work-family conflict occurs because employees try to balance the demands and pressures that arise, both from family and from work (Greenhaus & Powell 2006; Iqbal, 2016). There was a significant relationship between dual role conflict and social support with Work stress on nurses. This means that nurses who have high role conflict and low social support, the level of work stress experienced by nurses is high. While nurses who have low dual role conflict and high social support, the level of work stress experienced by nurses is low (Almasitoh 2011; Wulandari & Retno, 2014).

The impact of this situation can not be seen directly, but it affects the nurse's emotions. This is like the statement that stress is a condition of tension that affects a person's emotions, thought processes, and conditions (Hadiprojo & Handoko, 2011). This tension arises when nurses feel the worries, difficulties, and problems they face are heavy and can no longer be tolerated. Stress does not immediately have an immediate effect, although many of them immediately show their

The effect of dual role conflicts on nurse performance at private general hospitals in Medan and Deli Serdang

manifestations, but some manifest after a few days, weeks, and even months (Anoraga, 2001).

The theory proposed above differs from the previous research. Research conducted by previous studies suggests that organizational commitment does not have a significant role as an intervening variable between work-family conflict on performance. Broadly speaking, from the explanation above, it can be concluded that there is an effect of work-family conflict on performance through organizational commitment. Work-family conflict has a significant relationship with organizational commitment. In other words, the lower the work-family conflict, it causes an increase in organizational commitment. This can be explained by the results of research which states that nurses have reached the safe zone so that they experience low role conflict and they still remain committed to the organization where they work (Harijanto, Nimran, Sudiro, & Rahayu, 2013).

Even though nurses have a predetermined duty schedule, which is between morning, afternoon and evening, in reality what often happens in the world of work are many situations that make nurses unable to avoid their duties and roles, and require them to sacrifice one role to fulfill another role. Professionalism that is upheld sometimes makes married nurses take family matters second and focus more on their work or vice versa. These various reasons are quite relevant to support this research to be carried out. The success of the agency's performance can be seen from the performance achieved by its employees, therefore, the agency demands that its employees be able to display optimal performance because the outstanding performance achieved by employees will affect the overall performance and success of the agency.

According to the researcher's assumption about the effect of dual roles on performing female nurses, it was got under the research that most respondents had high dual roles. This is because if nurses have high dual roles but performing most of both female nurses can adjust between the role of women as domestic (as a mother or wife), and public roles (as career women) it will affect

concentration at work and will affect their performance.

## CONCLUSION

The results showed that the dual role conflict of female nurses was in the high category and the nurse's performance was still mostly in the good category. There is a significant relationship between the effect of dual role conflict on the performance of female nurses.

## SUGGESTION

As a nurse, she is expected to continue to perform well, even though her dual role conflict is high by managing time as effectively as possible in order to keep the balance between work and mother's household, so that nursing care services remain maximal. Hospital Nursing Management It is recommended to the hospital nursing management to pay attention to the factors that affect the performance of nurses, especially the dual role of female nurses because it is proven that if they cannot be managed properly, nurses who have a high dual role will reduce their performance. Finding alternatives to reduce the dual role of nurses such as the availability of child care around the hospital

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The effect of dual role conflicts on nurse performance at private general hospitals in Medan and Deli Serdang

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The effect of dual role conflicts on nurse performance at private general hospitals in Medan and Deli Serdang

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