

The impact of Work Stress on Work Family Conflict: A Mediated Model Using Job Satisfaction In The Hotel Industry

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Abstract

Purpose – The Purpose of this study is to investigate the impact of work stress on work family conflict: a mediated model using job satisfaction in the hotel industry

Design/methodology/approach – The sampling technique used in this study is a non-probability sampling technique, which is known as purposive sampling. The amount of samples used in this study are 48 respondents who work as employees of Hotel Industry. The research method that used in this study are multiple linear regression analysis and Sobel test.

Findings – The results of this study indicate that work family conflict has a negative and significant effect on job satisfaction, work family conflict has no positive and significant effect on work stress, and work stress has a negative and significant effect on job satisfaction, while work stress is able to mediate the effect of work family conflict on job satisfaction.

Keywords - Work Family Conflict, Work Stress, Job Satisfaction.

Introduction

In increasing Indonesia's economy sector, tourism has an important role in receiving nation foreign exchange, regional income and development, as well as in investment and labor absorption also business development in Indonesia. The contribution of nation reception from tourism sector toward nation foreign exchange has been increased constantly. Before the Covid-19 pandemic, every year the number of foreign tourist that came to Indonesia has been increased continuously, as well as the domestic tourist movement. This increase needs to be balanced with increase of hotel room supply or other accommodation, so that it doesn't bring forth discrepancy between demand and room /accommodation offering. Tourism sector's foreign exchange revenue in 2018 has reached IDR229,5 trillion, compared to its contribution in 2017, this number has increased 15,4%. Based on Ministry of Tourism and Creative Economy data from labor absorption, around 10% or 12,7 million people are working in Indonesia (Lestari et al., 2021).

The survey conducted by Provincial and Regency/City Central Bureau of Statistic in Indonesia from April to November 2021 shows the number of accommodation providers in Indonesia in 2021 is recorded at 27.607 businesses with number of rooms reaching 718.898. Provinces with the most number of rooms are dominated by West Java, Bali, East Java, Special Capital District of Jakarta and



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Central Java. West Java has 93.390 rooms or 12,99% from total rooms in Indonesia, Bali provides 79.112 rooms or 11,00% from total, East Java provides 78,377 (10,90%), Special Capital District of Jakarta has 64,059 rooms (8,91%), and Central Java provides 58,677 rooms (8,16%). Including one of them is Yogyakarta Tasneem Convention Hotel which is the subject of this study. In order to remain competitive in hotel industry efforts are needed to improve the quality of service to customers. The key of success in tourism business is the high level of customers' satisfaction, especially for hospitality business. Juliawan & Satrya (2020) said that the success or failure of an organization or institution is determined by the performance of satisfaction factor of its employees working in a hotel company, how to achieve a common objectives. Service demand is getting higher from time to time and competition among hotel provider entrepreneurs is getting tighter.

Activities at home and at work will raise conflicts where they face various problems at work, on the other hand they need to balance the various demands that come from the family and conflicts can occur, which can be seen from time and behavior, this is what is stated in Work Family Conflict (Ardita et al., 2018). Work-Family Conflict (WFC) is a stressor for most employees, so this has a negative impact on the company because it can reduce work productivity (Hadi, 2022; Hadi et al., 2023; Lestari et al., 2021). It is clear that to increase employee job satisfaction the organization must be able to suppress WFC because it can also trigger stress. Factors that often cause stress in companies are career development and wages aspects, so the higher work stress perceived, the lower it will be and vice versa (Dewi & Sriathi, 2019). In general work stress is a common problem in companies and is felt by every employee in hospitality sector, especially hotels. However, work stress must be reduced immediately so that it does not affect the mental wellbeing of employees, because according to Sherli Junianingrum (2021) work stress has a serious impact on employee health and psychology. From this background the researcher wishes to focus in analyzing the effect of WFC on job satisfaction in the mediation of work stress.

Literature Review & Hypothesis Development

Work Family Conflict (WFC) and Job Satisfaction

Lestari et al., (2021) defines Work Family Conflict as a form of conflict among roles within a person that arises due to role pressure from work and family that conflict or not in harmony with one another. Work-family conflict situation usually occur because family matters are brought into the scope of work, or vice versa. WFC is an imbalance between work-family that forces a person to meet work demands beyond the family demands and needs, or in other word prioritizing work demand over family demand (Sherli Junianingrum, 2021). According to Ardita et al. (2018), WFC is an important variable that needs to be paid attention to by Human Resources Manager

so that the mental condition can be maintained so that it can bring negative impact on job satisfaction. Problems arise in a family can be very impactful to work problem, and vice versa.

H1: Work Family Conflict has a negative effect on Job Satisfaction.

Work Family Conflict (WFC) and Work Stress

Work Stress is defined as an individual's reaction to threats that come to work environment between the imbalance of work demands and their abilities (Sherli Junianingrum, 2021). Work stress is a state of excessive demand imposed on an individual beyond his capability. With a high or low stress level, of course, it affects workers' desire level to leave work. Based on research conducted by Lestari et al. (2021) there are 4 stress factors at work, namely: pressure from the superiors, loss of work concentration, declining level of relationship among colleagues, and workload. Moreover work stress can be a threat that forces individual to bring changes to employees' psychological condition toward their work environment. Researchers have tested the effect of WFC on work stress, showing that WFC can cause work stress on employees for there is discrepancy between what is happening and what is expected (Sutardi et al., 2020). Sherli Junianingrum (2021) also suggests that work family conflict has a positive and significant effect on work stress, because the more conflict experienced by workers the higher effect on work stress will be, hence researchers propose the following hypothesis:

H2: Work Family Conflict has a positive effect on Work Stress.

Work Stress and Job Satisfaction

Work satisfaction is an individual characteristic of involvement in work related to a company in gaining an objective. According to Meta Astari & Sudibya (2018), work satisfaction is an individual trait in which a person's positive feeling address a work and is a feedback on his work. According to Juliawan & Satrya (2020) employees satisfaction with their work depends on the impact that will be created in the work, such as the extent to which colleagues are competent and friendly, work supervision in supporting and expedite work, wages, to what extent tasks in work can provide interesting opportunity, learning and accepting responsibility. Research on the effect of work stress on employees work satisfaction has been carried out by Yasa & Dewi (2018) showing that work stress has a negative relationship to work satisfaction, especially related to career wages. Dewi & Sriathi (2019), asserted that employees who experienced excessive work stress will perceive lower work satisfaction. It can be concluded that the higher work stress perceived, the lower the work satisfaction will be, hence the researchers propose the following hypothesis:

H3: Work Stress has a negative effect on job satisfaction.

Methods, Data, and Analysis

The researched method used in this study is a quantitative method using primary data on Tasneem Hotel employees. Primary data obtained directly from the data source (respondents) through questionnaire with a purposive sampling technique. The sample collected is as many as 48 respondents, while the scale for measuring respondents' answers used Likert scale from 1-5. This study uses SPSS application to carry out its test whether in descriptive statistical tests, classic assumption tests, hypothesis tests and sobel test.

Instrumental statements from Work Family Conflict variable: "Work time demands make it difficult for me in taking care of my family", "Work time demands make it difficult for me in taking care of my personal responsibilities", "House chores are neglected", "The difference of behavior activities at work and home are different", and "Work demands make it difficult for me to relax with my family". Work stress variables: "Company target is too high", "Work demands in the company are high", "My roles are often conflict with each other", "Competition among employees are high", "Company target is burdensome", "The overlapping lines of order", "Clarity of employee function tasks is ambiguous", "The lack of explanation of employees duty function explanation by the leadership", "Work climate in the company is relatively not conducive". Work satisfaction: "I am satisfied with mastering the work given", "I am satisfied with the salary according to the work load", "I am satisfied with the established promotion procedure", "I am satisfied with the support of the leadership towards the employees", "I am satisfied with the good cooperation among coworkers".

Results

Validity Test Result

Validity test result of Work Family Conflict, work stress, and job satisfaction variable with statement items shows r-count value of 0,7 to 0,8 > r-table of 0,278. Hence it can be concluded that all statements in that job satisfaction questionnaire can be stated valid as instruments for measuring research data. The following r-count and r-table values for each statement item are summarized in Table 1.

Table 1. Validity Test of Work Family Conflict, work stress and work satisfaction statements.

Statements	r-count	r-table	description
<i>Work Family Conflict (X1)</i>			
Work time demands make it difficult for me in taking care of my household.	0,892	0,278	VALID

Work time demands make it difficult for me in taking care of my family.	0,903	0,278	VALID
Work time demands make it difficult for me in taking care of my personal responsibilities	0,889	0,278	VALID
I cannot do house chores due to work demands.	0,889	0,278	VALID
My job creates stress that make it difficult for me to meet family obligations.	0,861	0,278	VALID
The difference of behavior activities at work and home are different for me.	0,731	0,278	VALID
Work behavior demands make it difficult for me to relax with my family.	0,748	0,278	VALID
Work Stress (Y1)			
Company target and work demands are too high.	0,796	0,278	VALID
Many duties given by the office.	0,767	0,278	VALID
There is duty and function separation from each employee in the office	0,793	0,278	VALID
The roles I accept in the office often conflict with one another.	0,799	0,278	VALID
The success of other employee becomes competitor in the office.	0,815	0,278	VALID
The company targets and demands are too high it burdens office duties.	0,881	0,278	VALID
Overlapping organizational structure lines of orders becomes inconvenience at work.	0,875	0,278	VALID
The clarity of duty and function of each employee is still ambiguous.	0,852	0,278	VALID
The lack of explanation of employee's duty function explanation by the leadership.	0,791	0,278	VALID
The leaders' attitude and work pressures in the company are relatively not conducive.	0,793	0,278	VALID
Job Satisfaction (Y2)			
I am satisfied with mastering the work given.	0,852	0,278	VALID

I am satisfied because the salary and benefits are in accordance with the work load.	0,835	0,278	VALID
I am satisfied because there is conformity in the implementation of promotions with standards that have been set.	0,816	0,278	VALID
I am satisfied because there is support given to employees.	0,810	0,278	VALID
I am satisfied with the good cooperation among coworkers	0,862	0,278	VALID

Reliability Test Result

Reliability test result obtained that the reliability coefficient for all variables above that is used in this study was greater than the critical value that is 0,60. The Work Family Conflict variable is $0,887 > 0,60$, work stress variable is $0,887 > 0,60$, and job satisfaction variable is $0,887 > 0,60$. The result of the reliability test can be seen in table 2.

Table 2. Reliability test result

Variable	Cronbach' Alpha	Description
<i>Work Family Conflict</i>	0,887	Reliable
Work Stress	0,887	Reliable
Job Satisfaction	0,887	Reliable

Hence it can be concluded that all statement items contained in the questionnaire are stated valid/reliable. This means that the questionnaire has consistent result if the measurement is conducted at different times and models.

Classical Assumption Test Result

The results of classical assumption test shows that Normality test indicate an Asymp.Sig value is bigger than 0,05. Thus it can be concluded that residual data is normally distributed and the regression model meets the normality assumption. Multicollinearity test, all VIF values < 10 meaning that there is no multicollinearity occurred and it can be concluded that multicollinearity test is fulfilled. Heteroscedasticity using the Gletje test shows a value of 0,05, hence it can be concluded that there is no heteroscedasticity problem in the regression model.

Hypothesis Test Result

1. T Test Result

T test results (partial) are used to prove the calculation of how far the influence of one independent / free variable individually supports various dependent/bound variables. Table 3 shows t test result (partial)

Table 3. T test result

Model	Unstandardized Coefficients		Standardized Coefficient.	t	Sig.
	B	Std. Error	Beta		
(Constant)	12.291	1.959		6.275	.000
Work Family Conflict	.277	.083	.442	3.339	.002

Dependent Variable: Job Satisfaction

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	25.952	7.557		3.434	.001
Work Family Conflict	.242	.292	.121	.828	.412

Dependent Variable: Work Stress

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	12.916	2.283		5.657	.000
Work Stress	.167	.066	.352	2.553	.014

Dependent Variable: Job Satisfaction

Based on the table above, it can be explained as follows:

a. The Effect of Work Family Conflict and Job satisfaction

The results of the test carried out using IBM SPSS version 22 shows that t-count value of work family conflict variable is 3,339 (t-count) > 1,6772 (t-table) or it can be seen from significant result of 0,02 < 0,05 (α). It means that Work Family Conflict is proven to have a negative effect on Job satisfaction.

Hypothesis H1 is accepted.

b. The Effect of Work stress and Job satisfaction.

The results of test carried out using IBM SPSS version 22 shows that t-count value of work stress variable was 2,553 (t count) > 1,6772 (t-table) or it can be seen from significant results of 0,014 < 0,05 (α). It means that work stress is proven to have a negative effect on Job satisfaction variable.

Hypothesis H2 is accepted.

c. Effect of Work Family Conflict on work stress.

The test results were carried out using IBM SPSS version 22 shows that t-count value of Work Family Conflict variable is 0,828 (t-count) < 1,6772 (t-table) or it can be seen from the significant results of 0,412 > 0,05 (α). It means that Work Family Conflict is not proven to have a positive effect on work stress variable.

Hypothesis 3 is rejected.

2. Simultaneous Significance Test (F Test)

The simultaneous significance test (F Test) is used to determine whether all the independent variables included in the regression model have a simultaneous effect on dependent variables. If the significance probability value is < 0,05, the analysis results obtained can be seen at table 4, as follow:

Table 4. F Test Result

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	177.099	2	88.549	5.452	.008 ^b
Residual	730.818	45	16.240		
Total	907.917	47			

- a. Dependent variable: job satisfaction
- b. Predictors: (Constant), Work Stress, Work Family Conflict

From the result of the F Test obtained, F-count is 5,453 > from the F-table value of 2, 41 and a significance value of 0,008. Since F-count significance value is less than 0,05 (0,008 means < 0,05), then it can be concluded that Work Family Conflict and work stress simultaneously effect Job satisfaction.

3. Coefficient of Determination (R²)

The coefficient of determination (R²) is objectively used to measure how far model's ability in explaining dependent variable. The value of coefficient determination itself is between zero and one. If the R Square value is small, then independent variables ability in explaining dependent variables will be limited, and if R Square value is close to one, it means that independent variables provide almost all information needed to predict the independent variables. Table 5 shows coefficient determination test result.

Table 5. Coefficient of Determination Test Result.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.442 ^a	.195	.159	4.030

a. Predictors: (Constant), Work Stress, Work Family Conflict

Adjusted R Square value of 0,159 indicates that Work Family Conflict and work stress variables have impact of 15,9% on job satisfaction, while the remaining of 84,1% is a contribution from another variables.

4. Mediation Test Result (Sobel Test)

Mediation variable is a variable that has the role of mediating relationship between one variable and others. The result of Work Family Conflict sobel test on job satisfaction mediated by work stress on Tasneem hotel employees showed a sobel test result of 0,33086939. Since sobel value obtained is 0,33086939 < 1,983 (t table) then it can be said that work stress is able to mediate Work Family Conflict and job satisfaction.

Discussion

Effect of Work Family Conflict on Job Satisfaction

The results of tests conducted shows that sign. value of Work Family Conflict on job satisfaction is $0,02 < \alpha 0,05$, meaning that Work Family Conflict is proven to have a negative effect on Job satisfaction. While the descriptive analysis shows the lowest valuation on Work Family Conflict statement that is “Tasneem Hotel Yogyakarta has a high work demand level and is stress triggering” (mean value 2,94), this shows that the high work demands on Tasneem Hotel Yogyakarta employees resulted in the decrease of job satisfaction. While the highest assessment statement is “The difference of behavior activity at work place and activity with family feel different” (mean value 3,71), this indicates that the difference of behavior activity at work place and activity with family are felt different thus many employees are complaining.

This research shows similar result with previous research conducted by Lestari et al. (2021) which analyzed Work Family Conflict relation towards work stress and its result towards life satisfaction of workers. The Indonesian Hotel Front Office stated that Work Family Conflict has a negative effect on job satisfaction. Other research from Mahadewi & Rahyuda (2020) examines job satisfaction role in mediating Work Family Conflict effect and compensation on turnover intention stating that work family conflict can affect employee job satisfaction. The last research conducted by Yasa & Dewi (2018) stated that the higher work stress is the lower job satisfaction will be.

Analysis of Work Stress Effect on Job Satisfaction

The result of the test conducted shows that sign. value is $0,014 < 0,05$ alpha. It means that work stress is proven to have a negative effect on job satisfaction variables. While the descriptive analysis shows that the lowest valuation is in the job satisfaction statement, that is: “I feel satisfied with employer’s support towards the workers” with average value of 3,65. It shows that Tasneem Hotel Yogyakarta leadership provide enough encouragement to its employees, and the highest value is in the statement “I fell satisfied to mastering the given work”, with average value of 3,79 and the statement “good cooperation with colleagues”, with average value of 3,71. This can be interpreted that Tasneem Hotel Yogyakarta has provided accurate information so that employees are trusted to carry out their work with pleasure.

This research is in accordance with what is conducted by Metta Astari & Sudibya (2018) which stated that work stress has a significant negative effect on job satisfaction. Another study from Ardita et al. (2018) also stated that work stress has a negative effect on job satisfaction of female employees at regional secretariat of Lombok Island District. This is also supported by Wafa S N M (2020) which stating that work stress has a significant negative effect on job satisfaction. At last Waruwu

(2018) focused on leadership, work stress and work conflict on job satisfaction and its impact on the performance of secretariat employees of the North Sumatra Provincial secretariat stated that work stress has a negative effect on job satisfaction. From this explanation it can be concluded that the higher work stress in a company, the lower job satisfaction of its employees will be.

Analysis of Work Family Conflict Effect on Work Stress

The result of the test conducted shows that sign. of Work Family Conflict variable on job satisfaction is $0,412 > 0,05$. It means that Work Family Conflict is proven to not have a positive effect on work stress. Meanwhile from descriptive analysis it shows that the lowest valuation on work stress variable is the statement “Company target and work demand are too high” with an average value of 3,17, it means that the high and low of work demand of Tasneem Hotel Yogyakarta employees do not affect work stress level of its employees. Beside that the statement “My roles I accept in the office are often contradict with each other”, has average value of 3,50, which shows that the company’s SOP is not yet clear. However this insignificant result has become something unique of this study since work demand and unclear standard in Tasneem Hotel Yogyakarta do not have a direct impact to employees’ work stress.

This research is supported by research conducted by Sutardi et al. (2020) concerning the effect of Work Family Conflict, Work Stress and Social Support on Job satisfaction: A case study of Female Teacher in Tangerang stated that work family conflict has no impact on work stress. Hence it can be concluded that the high or low level of work family conflict in a company do not necessarily have a positive impact on employees’ work stress.

Analysis of Work Stress Mediation between Work Family Conflict on Job Satisfaction

The results of Work Family Conflict sobel test on job satisfaction mediated work stress of Tasneem Hotel shows sobel test score of 0,33086939. Since sobel value obtained is $0,33086939 < 1,985$ (t-table) so it can be stated that work stress is able to mediate Work Family Conflict and job satisfaction. Research conducted by Lestari et al. (2021), there are 4 stress factors at work, namely: Pressure from superiors, Loss of work concentration, the declining level of relationship among colleagues, and work load. This research is supported by Sutardi et al. (2020) that Work Family Conflict can bring forth work stress on employee due to discrepancy between what is happening and what is expected. It is also supported by Sherli Junianingrum (2021) that work family conflict has a positive and significant effect on work stress, because the more conflicts experienced by workers then the higher effect on work stress will be. Yasa & Dewi (2018) shows that work stress has a negative relationship to job satisfaction especially regarding career wages. It is also supported by Dewi & Sriathi (2019), Hadi (2020), and Hadi et al. (2020) that employees with excessive work stress will reduce perceived job satisfaction. Hence it can be concluded that work stress can

be able to mediate the relationship between Work Family Conflict and employee job satisfaction so that it deserves attention to by all organizations, with the result that it can lower stress level at work place.

Conclusion and Suggestion

Based on the research and discussion conducted, then it can be summarized that: work family conflict has a negative and significant effect to job satisfaction, work family conflict has no positive and significant effect on work stress, and work stress has a negative and significant effect on job satisfaction, while work stress is able to mediate the effect of work family conflict on job satisfaction.

The suggestion that can be given in this research are: as a consideration Tasneem Hotel should further improve service and team work of guess section, one of which by making comfortable and safe with team cooperation so that people who do not know about Tasneem Hotel can find out through friends, employees or visitors in order that people will choose to make the best stay at Tasneem Hotel by enhancing good and comfortable hotel quality to visit so that it will also gain visitors' and workers' satisfaction.

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