The Role of Job Stress to Work – Life Balance among Women Nursing Paramedic at Medan City Hospital

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ABSTRACT

The research examines the role of job stress in work-life balance among women nursing paramedics at Medan City Hospital. This research used a quantitative method. A total of 324 women nursing paramedics at Medan City Hospital participated in this research. The measurement was conducted using the job stress and work-life balance scales. Data on this research was analyzed using a linear regression test. The results of this research show a role of job stress and work-life balance among female nursing paramedics because the statistic shows that T value -8.8260 > T table 1.960 and p = 0,000 < 0,050. Another result is that the job stress of women nursing paramedics is categorized as high, and the work-life balance of women nursing paramedics is categorized as low. Therefore, it is recommended that further research be carried out with qualitative methods or mixed design and consider other variables.

Keywords : Work – Life Balance, Job Stress, Nursing Paramedic

INTRODUCTION

In Indonesia, formal workers are classified as residents aged 15 – 65, with the primary job status as a business assisted by permanent workers/paid workers and workers/female workers/employees. (Badan Pusat Statistika, 2021). In developmental psychology, the age of 15-65 is divided into 2 age groups: early adulthood, aged 18 to 40, and middle adulthood, aged 40 to 65. In both periods, individuals focus on their careers, family, and social relationships with those closest to them.

Early adult development tasks include getting a job, choosing friends, forming a family, managing a household, and joining a social group. Likewise, middle adulthood has more responsibility towards the family because it must complete its developmental tasks to adapt to elderly parents, educate children, and establish a standard of living.

In Indonesia, the female formal workforce has increased more than the male. The percentage of formal female workers from 2020 to 2021 increased by 1.55%; in 2020, the percentage was 34.65%, and in 2021, it increased to 36.2%. Meanwhile, the percentage of male workers only increased by 0.68% where. In 2020, the

percentage was 42.71%, and in 2021, it increased to 43.39% (Badan Pusat Statistika, 2021)

The Research shows that women perform better than men (Roth et al., 2015). Women work to meet economic needs (Hidayati, 2015; Tuwu, 2018) and self-actualization (Soetanto, 2016).

Other resources cannot replace human resources in an organization. Hospital human resources are classified into four personnel groups: medical personnel, nursing paramedics, non-nursing paramedics, and non-medical personnel. Patient satisfaction must be considered when providing excellent health services. Therefore, workers who are in direct contact with patients should provide good service. A hospital's health services depend highly on the quality of its female nursing paramedics. The hospital's human resources are nursing medical personnel who provide services and interact directly with patients.

Nurses and midwives, as medical nurses, are important components of health services in hospitals. In Indonesia, women are midwives, and as many as 71% of the nursing profession is carried out by women (Kemenkes RI, 2017).

The Research conducted by (Taufik, 2022) also found that hospital nurses at Medan City Hospital have problems with work-life balance. Through observations and preliminary interviews, the researcher found that many women nursing paramedics at Medan City Hospital were unable to manage their time and interests between work, family, and social relationships. This was caused by working time often interfering with personal time and vice versa.

If it is related to workers' lives in the early and middle adult stages, they face two inseparable aspects: work and family when individuals can make their non-work life and work life a balanced portion, a work-life balance is achieved.

According to (Handayani et al., 2015) work-life balance is a condition when a person feels the involvement and satisfaction of the same role in the work and family domains, with minimal conflict. Work-life balance is determined by its ability to manage various responsibilities and determine priorities. Similarly, (Poulose & Sudarsan, 2017) define work-life balance as an individual's act of balancing three aspects of life, namely organizational, social and personal life.

According to (Poulose & Sudarsan, 2017) work – life balance is influenced by several factors, one of which is job stress. Job stress refers to unwanted psychological processes in response to environmental pressures caused by work (Robbins & Timothy A, 2013). Women workers have a tendency to experience stress more easily than men due to work in the office and household responsibilities.

Women's job stress levels are higher than men, where women workers more often experience several stress symptoms such as headaches, anxiety, depression, sleep disorders, and eating disorders compared to male workers (Prakoso, 2020) and worker women have a lot of demands in the form of a pile of work that seems to be endless, sometimes there is an unpleasant cooperative atmosphere from co-workers, high demands from superiors and various other conditions have become common but cannot be avoided

Up until now, Author have not found any research conducted on the role of job stress on work-life balance among women workers, especially among women nursing paramedics. Therefore, researchers are interested in examining the role of family support and job stress on work-life balance among nursing paramedics at Medan city hospital.

LITERATURE REVIEW
Work – life balance
Work-life balance is an individual's subjective assessment of their work and non-work activities and life suitability. (Bulger, 2024) defines work-life balance as a multidimensional construct consisting of time, energy, individual behavior in work and personal life, and tension from role conflict.

According to Fisher et al., there are four dimensions of work-life balance, namely:
1. Work Interference with Personal Life.
   This dimension refers to how work interferes with the individual's personal life.
2. Personal Life Interference with Work
   This dimension refers to how personal life interferes with the individual's work.
3. Work Enhancement of Personal Life
   This dimension refers to how work can improve the individual's quality of life.
4. Personal Life Enhancement of Work
   This dimension refers to how personal life can improve the individual's work performance.

Job stress
Stress is an unwanted psychological process in response to environmental pressures (Robbins & Timothy A, 2016). (McShane & Glinow, 2018) describe work stress as an adaptive response to circumstances seen as challenging or threatening to a person's well-being.

According to (Robbins & Timothy A, 2016), there are three symptoms of stress, namely:
1. Physiological symptoms
   Individuals who experience stress have physiological symptoms, including cardiovascular disorders, immune system disorders, musculoskeletal disorders, and gastrointestinal disorders
2. Psychological symptoms
   Individuals who experience stress have psychological symptoms, including feeling bored or dissatisfied with work, tension, anxiety and irritability, low organizational commitment, low self-esteem, depression and excessive emotions, and burnout.
3. Behavioral symptoms
   Individuals who experience stress have behavioral symptoms, including changes in productivity, increased absenteeism and turnover, changes in eating patterns, increased smoking and alcohol consumption, feeling restless, and sleep disorders.

METHOD

This research is classified as a quantitative approach research. Research with a quantitative approach emphasizes its analysis of numerical data (numbers), which will then be processed using statistical methods (Azwar, 2017). Based on the depth of analysis, this research is classified as inferential research based on the characteristics of the problem. Inferential research analyzes the relationship between variables by testing hypotheses (Azwar, 2017).

he data for this research were obtained using a psychological scale as a research instrument. The research data obtained was then analyzed to test the hypothesis. Testing was carried out using the linear regression test method. Linear regression testing is one way to predict the results of measuring variables from one independent variable (Santoso, 2019).

The population of this study was all female nursing paramedics in Medan City. In contrast, the sample of this study was female nursing paramedics at H. Adam Malik Medan Hospital, Mitra Sejati Medan Hospital, and Bunda Thamrin Medan Hospital, totaling 324 people. The sampling technique used in this study was proportional stratified sampling. Proportional stratified sampling was carried out by determining the proportion of each stratum (Azwar, 2020). The criteria for participants in this study were women who work as nurses or midwives and work in hospitals in the city of Medan.

The research instrument is a work-life balance scale aimed at measuring workers' work-life balance. This scale was developed by Fisher et al. and then translated and adapted into Indonesian (Gunawan, 2019). This scale consists of 17 items that cover all dimensions of work-life balance proposed by Fisher, namely work interference with personal life, personal life interference with work, work enhancement of personal life, and personal life enhancement of work. Researchers on 150 female workers conducted the work-life balance instrument's construct validity and reliability test. The test results showed that the work-life balance scale was tested valid and reliable without any items being dropped, with a significance value of <0.05, a positive Pearson correlation value, and a Cronbach's alpha value = 0.856. So, this work-life balance scale is suitable for use in this study. An example of an item from the work-life balance scale is "My personal life worsens because of my work."

The following instrument is a job stress scale. The work stress scale aims to measure the adaptive response of workers caused by pressure in the work environment. This scale was developed by (Dinyati, 2019). This scale consists of 46 items that cover all the symptoms of work stress proposed by (Dinyati, 2019). This scale consists of 46 items that cover all the symptoms of work stress proposed by (Robbins & Timothy, 2016), namely psychological, behavioral, and physiological aspects. Researchers conducted a construct validity and reliability test of the work stress instrument on 150 female workers and obtained a sig value. (2 – tailed) < 0.05, the Pearson correlation value is positive, and the Cronbach's alpha value = 0.743. The test results obtained that work stress is valid and reliable, so it is suitable

for use in this study. An example of an item from the work stress scale is "much work makes me irritable."

RESULT

Table 1. *The Distribution of Research Participants*

Criteria	Category	Frequency	Percentage
Stage of development	Early adulthood	193	60 %
	Middle adulthood	131	40 %
Marital Status	Not married	60	18 %
	Married	259	80 %
	Divorced	5	2 %
Number of children	Doesn't have child yet	79	24 %
	One Child	68	21 %
	Two children	93	29 %
	More than two children	84	26 %
Family structure	Nuclear family	238	73 %
	Extended family	32	10 %
	Doesn't live with family	54	17 %
Profession	Nurse	264	81 %
	Midwife	60	19 %
Duration of work	More than three years	37	11 %
	Less than three years	287	89 %

This research used psychological scales as instruments to collect data of the participants. there was work – life balance scale and job stress scale. The job stress scale and work life balance scale is developed by other author but there is test of validation and reliabily by the author. The gathered data on this research is tested using multiple regression and the hypothesis is tested using T test (Partial) by using SPSS (version 26)

Table 2 describes the level of each variables by showing the descriptive statistics includes empirical mean, hypothesis means and standard deviation

Table 2. *Descriptive Statistics*

Variables	Empirical Mean	Hypothesis Mean	SD	Category
Job Stress	157.69	138	72,691	High
Work – life Balance	42.42	51	8,704	Low

Table 3 describes that F count = **-8.260**, sig. 0,000 and known **T** table **with df 323 and signification 0.005 = 1.967**. this **indicates that T** count = **-8.260 > T table = 1.967.** So, the result is job stress had **a** role and significant on work-life balance

Table 3. *Regression Analysis*

Model	T	Sig.
Regression	-8.260	.000

DISCUSSION

The Main result of this research that job stress have negative rol towards work live balance are in line with the results of research that has been done previously by (Bahar & Arif Partono, 2021) that work stress has a significant negative role on work-life balance. In addition, the results of research conducted by (Miranda, 2021) also show similar results, that work stress has a negative role on work-life balance. The same thing is also obtained from the results of research conducted by (Fauzi , 2018) that there is a negative and significant relationship between work life balance and work stress in female nurses who work at Hospital X Surakarta, which means that if work life balance is high, work stress is low and so on the contrary.

The reason that work stress has a negative role on work life balance is the high workload as a nursing paramedic which requires individuals to focus on work so as to ignore things outside of work. In addition, individual anxiety can also increase work stress. Anxiety will interfere with the decision-making process and give poor performance and be unable to improve careers. so that it will have an impact on the work performance of workers. Physiological disorders as a symptom of work stress also interfere with work life balance. Forcing itselves to work could cause stress and trigger anykind of physical disorder like cardiovascular disorder (Widya Sari et al., 2018), musculoskeletal disorder (Galang Nurul Novian, 2020), (Rosyanti et al., 2017) and gastrointestinal disorder (Robbins & Timothy A, 2013).

Not only that, these physiological disorders will also interfere with work performance such as burn out, and procrastination. A female nursing paramedic will delay work on the grounds that she is unable to carry out her duties due to health problems. Individuals with high work stress are also more likely to consume alcohol (Robbins & Timothy A, 2016) Workers use alcohol as a coping mechanism for workload dependents (Artz et al., 2021). Post-alcohol effects can have a negative impact on work such as late work, absenteeism, decreased work productivity, work accidents and conflicts between workers (Lambrechts et al., 2019)

CONCLUSION

Based on the results of the study and discussion on the role of work stress on the work life balance of female nursing paramedics, the conclusions drawn by the researcher are as follows:

1. The subjects of this study have high work stress and low work-life balance.
2. There is a negative and significant role of work stress on the work life balance of female nursing paramedics with T count -8.260 > T table 1.967 and significance P = 0.000 < 0.05

LIMITATATION

Further researchers are expected to conduct research using qualitative or mixed design research types in order to obtain more in-depth research results and are expected to consider other variables that can affect work life balance

The researcher put forward several practical suggestions to female nursing paramedics, namely, female nursing paramedics are expected to be able to carry out good stress management such as effective and efficient time management, regular exercise, relaxation such as breathing exercises and meditation, and expanding social support networks and relaxing.

In addition, the researcher also put forward suggestions to agencies that employ female nursing paramedics to be more active in providing education or activities related to work stress management, conducting work condition analysis using ergonomics checkpoint references, providing counselor facilities or industrial and organizational psychologists and stress coping mechanism empowerment training activities.

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