

ANALYSIS OF THE INFLUENCE OF WORK-LIFE BALANCE AND JOB STRESS THROUGH JOB SATISFACTION ON PERFORMANCE

Moh. Fadly, Saharuddin Kaseng, Harnida Wahyuni Adda

Master of Management Study Program, Faculty of Economics and Business, Tadulako University

moh.fadlyanwar@gmail.com, saharuddin.kfamily@yahoo.com, harnidaadda@gmail.com

Abstract

The purpose of this study was to examine and analyze the influence of work-life balance and job stress on the performance of nurses at RSUD Mokopido Tolitoli, both directly and indirectly through job satisfaction. The study population consisted of all ASN nurses working across various units at RSUD Mokopido Tolitoli. Using Slovin's formula, a sample size of 64 respondents was determined. The sampling technique employed was proportional stratified random sampling. Questionnaires were distributed directly to ASN nurses at RSUD Mokopido Tolitoli to collect data, which was subsequently analyzed using the Structural Equation Modeling - Partial Least Squares (SEM-PLS) technique with the SmartPLS 4.0 statistical tool. The results of the research findings confirmed that work-life balance can directly affect significantly and positively the job satisfaction of nurses at Mokopido Tolitoli Hospital, work-life balance can directly affect significantly and positively the performance of nurses at Mokopido Tolitoli Hospital, work stress can directly affect significantly and positively the job satisfaction of nurses at Mokopido Tolitoli Hospital, work stress cannot directly affect the performance of nurses at Mokopido Tolitoli Hospital, job satisfaction can directly affect significantly and positively the performance of nurses at Mokopido Tolitoli Hospital. In addition, work-life balance through job satisfaction can directly affect significantly and positively the performance of nurses at Mokopido Tolitoli Hospital, and job stress through job satisfaction can directly affect significantly and positively the performance of nurses at Mokopido Tolitoli Hospital.

Keywords: Work-Life Balance, Job Stress, Job Satisfaction, Performance

INTRODUCTION

Nurses constitute the majority of human resources in hospital health service agencies and play a vital role in delivering healthcare services. Their responsibilities are critical, as they are directly involved in providing intensive patient care around the clock. Nurses have a great responsibility for the recovery and safety of patients. Therefore, the ability of nurses to respond to patient needs through quality nursing services will be a determining factor for the sustainability of the hospital in the future. In this context, management must continue to pay attention to the performance of nurses as part of efforts to improve the quality of health services in hospitals.

Nurses constitute the majority of human resources in hospital health service agencies and play a vital role in delivering healthcare services. Their responsibilities are critical, as they are directly involved in providing intensive patient care around the clock. Nurses bear significant responsibility for ensuring patient recovery and safety. Consequently, their ability to meet patient needs through the provision of high-quality nursing services is a key determinant of a hospital's sustainability in the long term. In this regard, hospital management must prioritize and continuously monitor the performance of nurses as part of broader efforts to enhance the quality of healthcare services.

Assessment of nurse performance can be done through an evaluation of the quality of services provided to patients, so that a description of the level of patient satisfaction or dissatisfaction with the services received can be known. Improving nurse performance needs to be carried out continuously in order to meet patient expectations for the nursing services provided. But in reality, health services by nurses in hospitals are often complained about by patients or the public when seeking treatment. This is also the case with nursing services at RSUD Mokopido Tolitoli. Based on factual conditions in the field, it was found that there are still many patients who feel dissatisfaction with nursing services at RSUD Mokopido Tolitoli, such as nurses who are less skilled in carrying out their work, nurses who are less friendly when providing services and the inability to provide services to

patients in a timely manner. This indicates that the performance of nurses at RSUD Mokopido Tolitoli is less than optimal.

This is also based on previous research by Sahdam (2018) which highlights the quality of health services at Mokopido Tolitoli Hospital. In the study, it is said that there are still many nurses who are unable to carry out services properly, such as, the attitude of nurses who are less caring, less empathetic and less responsive so that patients feel uncomfortable when performing services at Mokopido Tolitoli Hospital.

Conceptually, it is stated that one of the psychological aspects that can affect a person's performance is job satisfaction. Handoko (2014: 193) describes job satisfaction as referring to the emotional condition of someone who feels happy or unhappy in assessing their work. When a nurse gets a sense of satisfaction at work, it will trigger her enthusiasm in carrying out her work by exerting all her potential to complete her tasks. However, suppose nurses' job satisfaction is not achieved. In that case, it will be reflected in attitudes and behaviors that tend to be negative, such as lazy work, like coming late, skipping work, and being busy with things that are not related to work. Based on observations, it was found that the level of job satisfaction of nurses at RSUD Mokopido Tolitoli is still low, this is indicated by the lack of rewards and promotions for nurses who perform well. In addition, according to the results of interviews from several nurses who served in the ICU and IGD units stated that the salary they received was not proportional to the responsibilities they carried.

Furthermore, a factor that can also influence performance is work-life balance. Work-life balance is a condition in which a person can adjust work commitments, obligations in the family and life outside work and get a sense of satisfaction from balancing these aspects (Greenhaus *et al.*, in Rothbard *et al.*, 2021). Rothbard *et al.*, 2021). When carrying out the role of a health worker in a hospital, a nurse also has other roles outside of work. Problems will arise when nurses cannot balance these roles, namely the role as a worker and also the role in the family and in personal life, so it often causes conflict between work and family. According to the results of interviews with several nurses at RSUD, Mokopido Tolitoli said that they found it difficult to balance their role as a nurse and also their role as wife or mother in the family, especially when taking care of young children. Thus, they often do not focus on carrying out work which will eventually trigger work stress and reduce productivity.

In addition, job stress is also an aspect that can influence performance. Job stress describes a condition in which a person feels pressure or tension when facing their work. (Mangkunegara, 2017: 157). The nursing profession is very vulnerable to job stress due to the nature of the work of nurses who are required to be able to handle patients quickly, working conditions that often require interaction with patients in a critical state and have the potential to be exposed to diseases from patients can be one of the triggers of job stress for nurses. Similarly, at RSUD Mokopido Tolitoli, work stress experienced by nurses is caused by pressure at work, because they have to take care of many patients with different characteristics so that they are often faced with feelings of worry about the risk of being exposed to diseases from patients, feeling anxiety when treating patients in critical conditions. Furthermore, nurses also often complain about uncomfortable working conditions, due to visits from patients' families who are too crowded, causing the atmosphere of the room to become full and crowded, making nurses uncomfortable in carrying out their work.

An organization, especially a hospital, changes and improvements in health services are something that must be done. With the various changes that occur in it, hospitals are required to constantly make adjustments in order to provide excellent service to the community. RSUD Mokopido Tolitoli is determined to continue to make changes and improvements in health services as part of a health service provider. One of the efforts implemented is to improve the competence of its human resources so that they can always work optimally.

Based on the factual phenomena that have been described, the purpose of this study is to explore and analyze the influence between work-life balance and job stress on the performance of nurses at RSUD Mokopido Tolitoli through the direct and indirect effects of job satisfaction. The theoretical framework to outline the conceptual flow related to the research, can be observed in Figure 1 below:

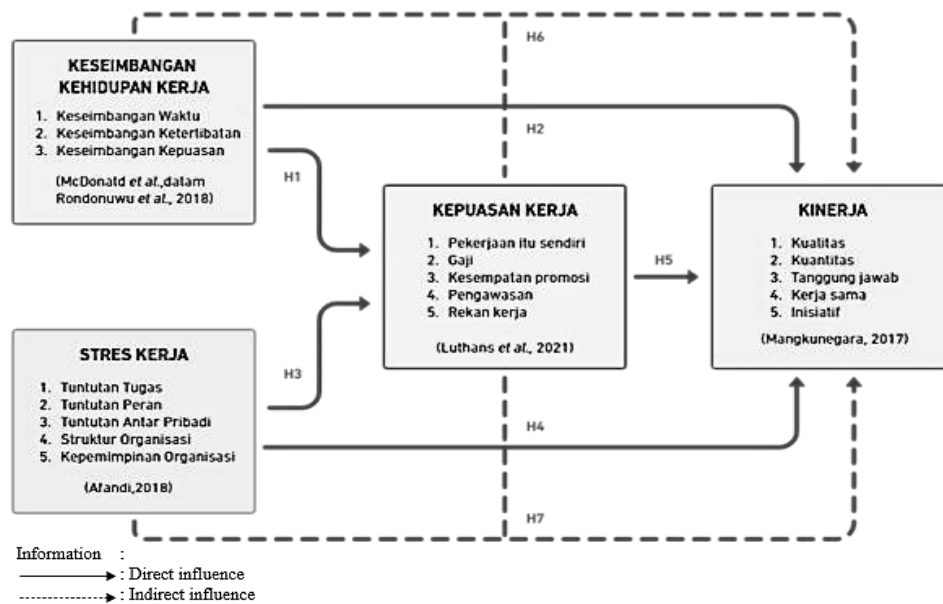


Figure 1. Theoretical Framework

The hypothesis in the study is based on the theoretical framework presented in Figure 1 above, as follows:

- H1: Work-life balance has a significant direct effect on job satisfaction
- H2: Work-life balance has a significant direct effect on performance
- H3: Job stress has a significant direct effect on job satisfaction.
- H4: Job stress has a significant direct effect on performance
- H5: Job satisfaction has a significant direct effect on performance
- H6: Work-life balance, mediated by job satisfaction has a significant indirect effect on performance.
- H7: Job stress, mediated by job satisfaction has a significant indirect effect on performance

RESEARCH METHODS

The causality method was used in this study to examine the existence of a cause-and-effect relationship between variables. The research was conducted at RSUD Mokopido Tolitoli located at Jln Lanoni No. 37, Tolitoli district, from September - November 2023.

The population of this study consisted of all ASN nurses working at RSUD Mokopido Tolitoli. Using Slovin's formula with a 10% margin of error, a sample size of 64 ASN nurses was determined to serve as research respondents. The proportional stratified random sampling method was applied, as this technique is suitable for populations with heterogeneous and evenly distributed characteristics (Sugiyono, 2018: 136).

Data collection was conducted using a questionnaire, which was directly distributed to the ASN nurses at RSUD Mokopido Tolitoli for completion. The data were then analyzed using the Structural Equation Model - Partial Least Squares (SEM-PLS) method with the SmartPLS 4.0 statistical software. The PLS analysis involved two evaluation stages: the outer model evaluation (measurement model) and the inner model evaluation (structural model). Hypothesis testing was performed through the bootstrapping process, focusing on the path coefficient values.

RESULTS AND DISCUSSION

Description of Respondent Characteristics

Based on the test results, the demographic characteristics of the respondents in this study are described below. These details are presented in Table 1:

Table 1. Characteristics of respondent nurses at RSUD Mokopido Tolitoli

No.	Karakteristik	Jumlah	Persentase
1.	Usia		
	< 25 tahun	1	1,6 %
	26 – 35 tahun	32	50 %
	36 – 45 tahun	29	45,3 %
	> 46 tahun	2	3,1 %
	Total	64	100 %
2.	Jenis Kelamin		
	Laki-laki	11	17,2 %
	Perempuan	53	82,8 %
	Total	64	100 %
3.	Status Pernikahan		
	Menikah	56	87,5 %
	Belum menikah	8	12,5 %
	Total	64	100 %
4.	Pendidikan Terakhir		
	SMA	-	-
	D1/D3	45	70,3 %
	S1	19	29,7 %
	S2	-	-
	Total	64	100 %
5.	Masa Kerja		
	< 5 tahun	-	-
	6 – 10 tahun	22	34,4 %
	11 – 15 tahun	23	35,9 %
	16 – 20 tahun	12	18,8 %
	21 – 25 tahun	7	10,9 %
> 26 tahun	-	-	
	Total	64	100 %

Source: Primary Data, processed (2023)

Based on the data presented in Table 1, the majority of nurses who participated as respondents were aged between 26 and 35 years, comprising 32 individuals (50%). The respondents were predominantly female, accounting for 53 individuals (82.8%), with 56 respondents (87.5%) being married. In terms of education, most respondents held a D1/D3 educational background, representing 45 individuals (70.3%). Additionally, the largest group of nurses had a working period of 11–15 years, totaling 23 individuals (35.9%).

RESEARCH RESULTS

1. Measurement Model Testing (Outer Model)

The outer model testing focuses on evaluating the outer loading values of each measurement indicator on the latent variable construct. These values are used to assess the validity and reliability of the research model. The results of the outer model test are presented in Figure 2 below.

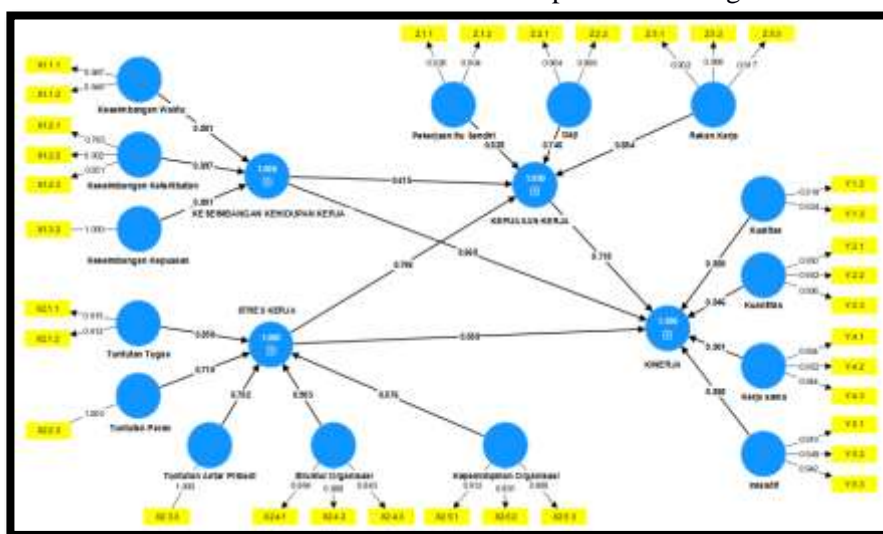


Figure 2. Outer Model Test Results (Measuring Model)

a. Convergent Validity Evaluation

The outer loading value of each indicator within the construct must meet the criteria for convergent validity. An indicator is considered to have a high level of validity if its outer loading value exceeds 0.70. The results of the outer loading values for each construct's measurement indicators are presented in Table 2 below.

Table 2. Loading factor values

Konstruk variabel/Indikator	Items	Outer Loadings
Keseimbangan Kehidupan Kerja (McDonald <i>et al.</i> , dalam Rondonuwu <i>et al.</i> , 2018)		
Keseimbangan Waktu		
Bekerja sesuai dengan jam kerja yang telah ditetapkan	X1.1.1	0,867
Pergantian <i>shift</i> kerja tidak mempengaruhi waktu keluarga	X1.1.2	0,849
Keseimbangan Keterlibatan		
Memiliki rasa tanggung jawab terhadap pekerjaan	X1.2.1	0,785
Dapat membagi tanggung jawab antara pekerjaan dan keluarga	X1.2.2	0,902
Menjalani pekerjaan, kegiatan keluarga dan dimasyarakat dengan senang hati	X1.2.3	0,851
Keseimbangan Kepuasan		
Pekerjaan tidak menghambat peran dalam keluarga	X1.3.2	1,000
Stres Kerja (Afandi, 2018)		
Tuntutan Tugas		
Pekerjaan sesuai dengan kemampuan yang dimiliki	X2.1.1	0,915
Tuntutan pekerjaan sudah sesuai dengan standar operasional	X2.1.2	0,912
Tuntutan Peran		
Mendapatkan informasi yang jelas mengenai pekerjaan	X2.2.3	1,000
Tuntutan Antar Pribadi		
Selalu berusaha fokus pada saat bekerja	X2.3.3	1,000
Struktur Organisasi		
Alur struktur organisasi sudah sesuai dengan ketentuan	X2.4.1	0,864
Memiliki kesempatan dalam pengembangan karir atau jabatan	X2.4.2	0,888
Mengetahui dengan baik tanggung jawab pekerjaan	X2.4.3	0,843
Kepemimpinan Organisasi		
Atasan memiliki komunikasi yang baik dengan bawahan	X2.5.1	0,912
Semangat kerja oleh atasan untuk selalu meningkatkan kinerja	X2.5.2	0,891
Atasan selalu berlaku adil kepada bawahan	X2.5.3	0,808
Kepuasan Kerja (Luthans <i>et al.</i> , 2021)		
Pekerjaan itu sendiri		
Pekerjaan yang menyenangkan	Z.1.1	0,926
Pekerjaan sesuai dengan pendidikan atau keahlian	Z.1.2	0,904
Gaji		
Gaji sesuai dengan harapan	Z.2.1	0,964
Gaji sesuai dengan beban kerja	Z.2.2	0,966
Rekan Kerja		
Rekan kerja yang mendukung	Z.5.1	0,902
Rekan kerja yang menyenangkan	Z.5.2	0,966
Saling membantu ketika rekan kerja mengalami kesulitan dalam pekerjaan	Z.5.3	0,917
Kinerja (Mangkunegara, 2017)		
Kualitas		
Mampu meminimalkan kesalahan dalam pekerjaan	Y.1.2	0,918
Hasil kerja sesuai dengan standar mutu pelayanan	Y.1.3	0,924
Kuantitas		
Menyelesaikan pekerjaan dengan tepat waktu	Y.2.1	0,930
Pekerjaan yang dilakukan memenuhi standar atau target	Y.2.2	0,902
Bekerja sesuai dengan prosedur yang ditetapkan	Y.2.3	0,936
Kerja sama		
Bekerjasama dengan baik dengan rekan kerja	Y.4.1	0,934
Berkoordinasi dengan rekan kerja dalam menyelesaikan tugas	Y.4.2	0,952
Berkomunikasi dengan baik dengan atasan	Y.4.3	0,944
Inisiatif		
Melakukan pekerjaan tanpa menunggu perintah	Y.5.1	0,919
Mampu berinovasi dalam melaksanakan pekerjaan	Y.5.2	0,949
Mampu mengatasi masalah-masalah pekerjaan.	Y.5.3	0,942

Source, processed (2023)

Based on the data presented in Table 2, all construct indicators demonstrate a loading factor value greater than 0.70, indicating that all indicators are valid. Furthermore, the Average Variance Extracted

(AVE) value is also calculated to evaluate convergent validity. The results of the AVE calculations are shown in Table 3 below.

Table 3. Value of Average Variance Extracted (AVE)

Variabel	Average variance extracted (AVE)
Keseimbangan Kehidupan Kerja (X1)	0,586
Stres Kerja (X2)	0,576
Kepuasan Kerja (Z)	0,600
Kinerja (Y)	0,638

Source: , processed (2023)

Based on the data presentation in table 3 above, each variable construct has a value as required by $AVE > 0.50$. This indicates that all research variables are considered to have met the standard criteria for a good model.

b. *Discriminant Validity* Evaluation

Discriminant validity aims to determine whether a construct is distinct from other constructs. The Fornell-Larcker criterion is used as a basis for assessing discriminant validity. The Fornell-Larcker criterion values for the variable constructs are presented in Table 4 below.

Table 4. Values of Fornell-Larcker Criterion

Variabel	Kepuasan Kerja (Z)	Keseimbangan Kehidupan Kerja (X1)	Kinerja (Y)	Stres Kerja (X2)
Kepuasan Kerja (Z)	0,775			
Keseimbangan Kehidupan Kerja (X1)	0,615	0,766		
Kinerja (Y)	0,718	0,668	0,799	
Stres Kerja (X2)	0,766	0,576	0,588	0,759

Source: , processed (2023)

Based on the information presented in table 4 above, the root AVE value of each variable construct has a greater value than the correlation value of the variable constructs below it. Therefore, it can be concluded that all constructs meet the criteria for good discriminant validity.

c. *Composite Reliability* Evaluation

Reliability is measured in proving the accuracy and consistency of an instrument to measure each variable construct. (Ghozali and Latan, 2015: 75). In testing the reliability of the research model, it can be evaluated by observing the *Cronbach's alpha* value > 0.60 and *composite reliability* > 0.70 , explaining that the construct is reliable. The composite reliability values for each construct are presented in Table 5 below.

Table 5. Composite Reliability Value

Variabel	Cronbach's alpha	Composite reliability
Keseimbangan Kehidupan Kerja (X1)	0,859	0,895
Stres Kerja (X2)	0,918	0,931
Kepuasan Kerja (Z)	0,888	0,913
Kinerja (Y)	0,943	0,951

Source: , processed (2023)

Based on the data information in table 5 above, it can be seen that the *Cronbach's alpha* value of each variable construct is > 0.60 while the *composite reliability* value is > 0.70 . This proves

that all constructs are considered reliable in proving the accuracy and consistency in measuring the model.

2. Structural Model Testing (*Inner Model*)

Inner model testing displays the power of predicting the relationship between latent variable constructs based on substantive theory. This test involves analyzing structural relationships and predicting causal relationships between variables. *Inner model* testing is based on the evaluation of the *R-Square* (R^2) value in predicting the dependent construct, as well as based on the *Goodness of Fit* (GoF) assessment"

a. *R-Square* Assessment (R^2)

R-Square (R^2) is used in measuring the extent to which variations in the independent variable can explain variations in the dependent variable. The higher the *R-Square* value indicates that the model is better at predicting. The *R-Square* value is presented in detail in table 6 below:

Table 6. *R-Square* values

Variabel	<i>R-Square</i>	<i>R-Square Adjusted</i>
Kepuasan Kerja (Z)	0,622	0,609
Kinerja (Y)	0,601	0,581

Source: , processed (2023)

Based on the data presented in Table 6 above, it can be seen that the *R-Square* value for the job satisfaction variable is 0.622 which indicates that the work-life balance and job stress variables are able to explain 62.2% of the variation in job satisfaction, while 37.8% of the remaining variation is explained by other factors that are not integrated in the research model. Likewise, the performance variable has an *R-Square* value of 0.601 which indicates that the work-life balance, job stress and job satisfaction variables explain 60.1% of the variation in performance, while the remaining 39.9% of the variation is explained by other factors not incorporated in the research model.

b. *Goodness of Fit* (GoF) Assessment

Goodness of Fit (GoF) in the PLS model is evaluated by the SRMR value. A model is considered good, If the SRMR value < 0.10 , and is regarded as perfect if the SRMR value < 0.08 . The research SRMR value is presented in table 7 below:

Table 7.1 SRMR values

	<i>Saturated model</i>	<i>Estimated model</i>
SRMR	0,085	0,085

Source: , processed (2023)

Based on the information presented in table 7 above, it can be seen that the SRMR value is obtained at 0.085, which explains that the SRMR value is < 0.10 . This assumes that the model built is good and has met the required criteria.

3. Hypothesis Testing (*Boostrapping Resampling*)

The purpose of hypothesis testing is to prove the truth of the proposed research hypothesis. Decision making regarding hypothesis acceptance is made by considering the *t-statistic* value and *p-value*. The *cut off* value on the basis of which the hypothesis is accepted or rejected is determined to be 1.960 with an alpha significance of 5% or 0.05 for a *two tailed* hypothesis. If the *t-statistic* value > 1.960 and *p-value* < 0.05 the hypothesis is accepted, and if the *t-statistic* value < 1.960 and *p-value* > 0.05 the hypothesis is rejected. The results of *boostrapping* data processing for the *inner model* test are presented in Figure 3 below:

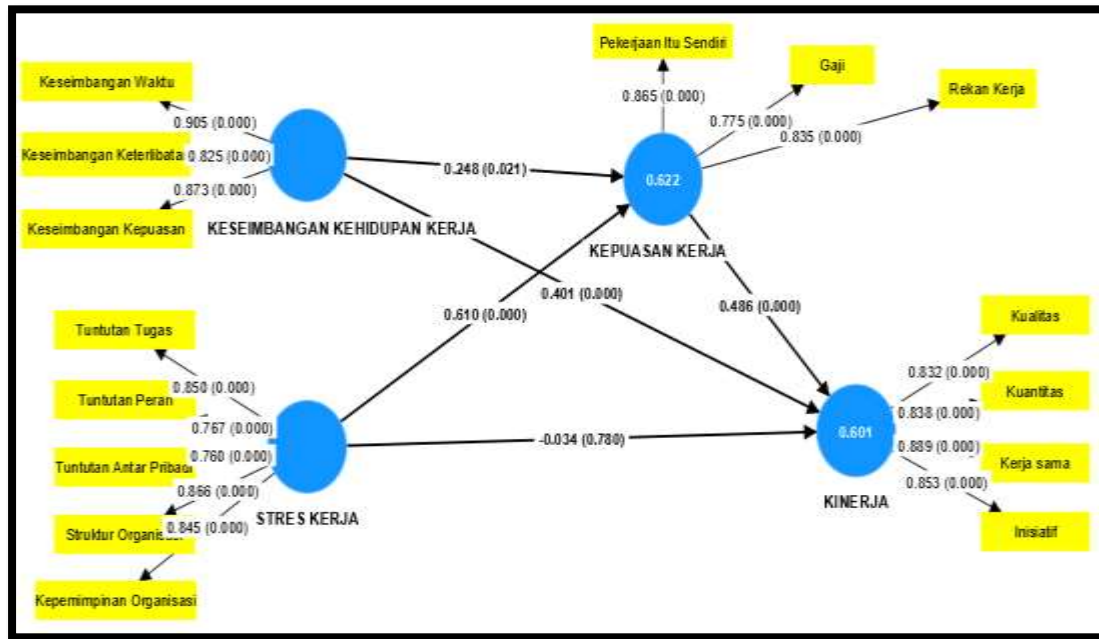


Figure 3. InneriModel Test Results (Structural Model)

Based on the *bootstrapping* data above, the direct effect value between variable constructs through *path coefficients* and the indirect effect value between variable constructs through *specific indirect effects* are obtained. The results of hypothesis testing in this study can be observed in table 8 below:

Table 8. Results of Inter-Construct Influence Test of Research Variables

Hipotesis	Original Sample	Sample Mean (M)	Standard Deviation (STDEV)	T-Statistic	P-Values	Keterangan
Keseimbangan Kehidupan Kerja => Kepuasan Kerja	0,248	0,251	0,107	2,315	0,021	H1 Diterima
Keseimbangan Kehidupan Kerja => Kinerja	0,401	0,397	0,115	3,492	0,000	H2 Diterima
Stres Kerja => Kepuasan Kerja	0,610	0,613	0,098	6,225	0,000	H3 Diterima
Stres Kerja => Kinerja	-0,034	-0,026	0,122	0,279	0,780	H4 Ditolak
Kepuasan Kerja => Kinerja	0,486	0,485	0,121	4,024	0,000	H5 Diterima
Keseimbangan Kehidupan Kerja => Kepuasan Kerja => Kinerja	0,120	0,120	0,058	2,091	0,037	H6 Diterima
Stres Kerja => Kepuasan Kerja => Kinerja	0,297	0,299	0,094	3,152	0,002	H7 Diterima

Source: , processed (2023)

Based on the information presented in table 8 above, it can be observed that there are direct and indirect effects between the constructs of the research variables. Next, we will discuss in more detail the results of the hypothesis testing:

- (Work-life balance -> job satisfaction)
Statistical results obtained *t-statistic* value is 2.315 (>1.960) and *p-value* is 0.021 (<0.05) indicates significance. *Original sample* has a value of 0.248 confirming the positive direction of the relationship. Thus, hypothesis 1 of the study which states that work-life balance can directly and significantly influence job satisfaction **is accepted**.
- (Work-life balance -> performance)
Statistical results obtained *t-statistic* value is 3.492 (>1.960) and *p-value* is 0.000 (<0.05) indicating significance. *Original sample* has a value of 0.401 confirming the positive direction of the relationship. Thus, hypothesis 2 of the study which states that work-life balance can directly and significantly influence performance **is accepted**.
- (Job stress -> job satisfaction)

- Statistical results obtained *t*-statistic value is 6.225 (>1.960) and *p*-value is 0.000 (<0.05) indicating significance. *Original sample* has a value of 0.610 confirming the positive direction of the relationship. Thus, hypothesis 3 of the study which states that job stress can directly and significantly affect job satisfaction **is accepted**.
4. (Job stress \rightarrow performance)
Statistical results obtained *t*-statistic value is 0.279 (<1.960) and *p*-value is 0.780 (>0.05) indicating an insignificant effect. *Original sample* has a value of -0.034 confirming the negative direction of the relationship. Thus, hypothesis 4 of the study which states that job stress can directly and significantly affect performance **is rejected**.
 5. (Job satisfaction \rightarrow performance)
Statistical results obtained *t*-statistic value is 4.024 (>1.960) and *p*-value is 0.000 (<0.05) indicating significance. *Original sample* has a value of 0.486 confirming the positive direction of the relationship. Thus, hypothesis 5 of the study which states that job satisfaction can directly and significantly affect performance **is accepted**.
 6. (Work-life balance \rightarrow job satisfaction \rightarrow performance)
Statistical results obtained *t*-statistic value is 2.091 (>1.960) and *p*-value is 0.037 (<0.05) indicating significance. *Original sample* has a value of 0.120 confirming the positive direction of the relationship. Thus, hypothesis 6 of the study which states that work-life balance through job satisfaction can significantly influence direct performance **is accepted**.
 7. (Job stress \rightarrow job satisfaction \rightarrow performance)
Statistical results obtained *t*-statistic value is 3.152 (>1.960) and *p*-value is 0.002 (<0.05) indicating significance. *Original sample* has a value of 0.297 confirming the positive direction of the relationship. Thus, hypothesis 6 of the study which states that job stress through job satisfaction can significantly affect direct performance **is accepted**.

DISCUSSION

Work-Life Balance on Job Satisfaction

Based on the results of hypothesis testing, it can be seen that work-life balance can directly and significantly affect job satisfaction in a positive direction. This result confirms that the more effective nurses at RSUD Mokopido Tolitoli are in managing the balance between their work responsibilities and personal life, it will contribute to increasing their job satisfaction.

Empirically, the findings of this study have relevance to previous research by Susanto *et al.* (2022). *work-life balance* has a significant positive impact on job satisfaction of SME employees in Indonesia. Ingsih *et al.*, (2022) there is a significant relationship with the positive direction of *work-life balance* and job satisfaction of millennial generation employees in the banking sector in Semarang city. On the other hand, different research results were revealed by Septya and Sari (2019) there is no influence on the relationship between *work-life balance* and job satisfaction of nurses at the inpatient health center in Semarang city.

Work-life balance described by adequate time balance, high involvement balance and the existence of satisfaction balance experienced by nurses of RSUD Mokopido Tolitoli, it can contribute to better job satisfaction in the workplace. Therefore, if the hospital agency wants to increase nurses' job satisfaction, it needs to make efforts to achieve a better work-life balance for nurses at RSUD Mokopido Tolitoli.

Work-life balance and job satisfaction have a close relationship in the context of the work environment. A nurse who is able to maintain a good balance between her job duties, family responsibilities, and personal life will increase job satisfaction. However, an imbalance between a nurse's work and personal life at work can result in low levels of job satisfaction.

Work-Life Balance on Performance

Based on the results of hypothesis testing, it can be seen that work-life balance can directly and significantly affect performance in a positive direction. This result assumes that the more the ability of nurses at RSUD Mokopido Tolitoli to maintain a balance between work demands, family commitments, and personal life outside of work increases, it will contribute to improving their performance.

Empirically, the findings of this study are relevant to previous research by Wijaya and Suwandana (2022) *work-life balance* can significantly affect the performance of female nurses at Klungkung General Hospital with a positive direction. Soomro *et al.*, (2018) there is a significant positive correlation between *work-life balance* and the performance of teaching staff at public sector universities in Islamabad, Pakistan. Meanwhile, different research results were stated by Rafsanjani *et al.*, (2019) *work-life balance* has no direct impact on the performance of employees of PT Bank Rakyat Indonesia Cab. Panakkukang Makassar. The research findings also confirm the *Social Exchange Theory* (SET) which states that when a nurse is treated well by the agency, the nurse will be encouraged to commit to providing positive behavior through performance.

Work-life balance described by good time balance, high balance of involvement and balance of satisfaction felt between work and personal life of nurses at RSUD Mokopido Tolitoli, it will affect their performance to be better when working. Therefore, if the hospital agency wants to improve nurses' performance, it must try to improve the quality of a good work-life balance for nurses at RSUD Mokopido Tolitoli.

In an effort to improve performance, it is necessary to pay attention to how important it is to maintain a balance between work life and personal life in a hospital environment. A nurse who can balance work commitments, family responsibilities and activities outside of work will increase morale and cause satisfaction with work, which will ultimately contribute to improved performance. On the other hand, if work-life balance is not achieved, it can lead to work stress and conflict between work and family which can result in a decrease in nurse performance.

Job Stress on Job Satisfaction

Based on the results of hypothesis testing, it can be seen that job stress can directly and significantly affect job satisfaction in a positive direction. This result implies that the more effective nurses at RSUD Mokopido Tolitoli are in managing stress in the workplace, then it can contribute to an increase in their job satisfaction.

Empirically, the research findings support the results of previous research by Rauan and Tewal (2019) there is a significant influence with a positive direction of job stress and employee job satisfaction at PT Tropica Coco Prima Lelema, South Minahasa Regency. Suartawan and Surya (2020) there is a significant influence of job stress on the level of employee job satisfaction at PT. Bank BPD Bali Cab. Renon. Meanwhile, different research results were presented by Nurkhayati and Khasbulloh (2023) stress at work is not proven to significantly affect the level of employee job satisfaction at the KP3 Pratama Tegal Office. These findings also have relevance to *Affective Events Theory* (AET) which explains that the emotional response of nurses to the events they experience at work can affect the level of satisfaction and performance at work.

Job stress described through low task levels, low role demands, low levels of social demands, good organizational structure, and supportive organizational leadership, will have an impact on the job satisfaction of nurses at Mokopido Tolitoli Hospital. Therefore, if the hospital agency wants nurses' job satisfaction to increase, it must strive to reduce the level of job stress for nurses at RSUD Mokopido Tolitoli.

Job stress can have an impact on various aspects of nurses' work life, including the level of job satisfaction they feel. Stress experienced by nurses at work can increase and can also decrease their job satisfaction, it depends on how much stress is felt. The lower the stress faced in the work environment, the higher the level of job satisfaction experienced, and vice versa, the higher the stress faced at work, the lower the level of job satisfaction experienced.

Job Stress on Performance

Based on the results of hypothesis testing, it can be seen that work stress is not able to directly affect performance. The coefficient of determination obtained is -0.034 which indicates a negative but insignificant relationship between work stress and performance. This result explains that the stress experienced by nurses at Mokopido Tolitoli Hospital at work does not affect the performance of nurses in carrying out their duties.

Based on the analysis of the research questionnaire, the respondents' responses to the positive statements of the work stress measurement indicators have a good meaning. In this case, that the work stress of nurses at Mokopido Tolitoli Hospital is at a very low level. However, job stress described by

low levels of tasks, low levels of roles, low levels of social demands, good organizational structure, and supportive organizational leadership, could not significantly affect nurses' performance. This implies that low job stress does not affect and cannot improve nurses' performance. Conversely, high job stress does not affect and does not cause nurses to have low performance. This is due to the nature of the nurses' work itself, in which every nurse at RSUD Mokopido Tolitoli has a sincere sense of their work and has a great responsibility for the health and safety of patients, therefore, in carrying out their duties and work must be done with sincerity and prioritize the interests of patients over personal interests. Thus, when nurses at Mokopido Tolitoli Hospital feel high or low job stress, it has no impact on the performance of nurses in carrying out their work at the hospital.

The findings in previous studies are not in line with the findings of this study stated by Kurniawati *et al.*, (2021) work stress can significantly affect the performance of Sushimi Restaurant employees in Bali. Suartawan and Surya (2020) there is a significant effect on the level of job stress on the performance of employees of PT. Bank BPD Bali Cab. Renon. On the other hand, different research findings were revealed by Nurkhayati and Khasbulloh (2023) that work stress is not able to significantly affect the performance of employees of the KP3 Pratama Tegal Office.

Job Satisfaction to Performance

Based on the results of hypothesis testing, it can be seen that job satisfaction can directly and significantly affect performance in a positive direction. This result indicates that the better the level of job satisfaction of nurses at RSUD Mokopido Tolitoli at work, the more likely nurses will contribute to improving their performance.

Empirically, the findings of this study have relevance to previous research by Wijaya and Suwandana (2022) high job satisfaction has a positive impact on improving the performance of female nurses at Klungkung General Hospital. Susanto *et al.*, (2022) job satisfaction is able to significantly influence in a positive direction the performance of SME employees in Indonesia. Meanwhile, different research was presented by Azhari *et al.*, (2021) that job satisfaction has a positive but insignificant relationship with the performance of employees of the Berau Regency Manpower and Transmigration Office.

Job satisfaction, which is described as pleasant work, adequate salary and supportive coworkers, will affect the performance of nurses at RSUD Mokopido Tolitoli at work. So that if the hospital agency wants to improve the performance of nurses, it must try to improve the job satisfaction of nurses at Mokopido Tolitoli Hospital.

Job satisfaction experienced by nurses at work will result in a positive attitude towards their work so that the nurse will try as much as possible to improve performance. On the other hand, if job satisfaction is not realized, the nurse will have negative feelings towards her job so that it can reduce her performance.

Work-Life Balance through Job Satisfaction on Performance

Based on the results of hypothesis testing, it can be seen that work-life balance through job satisfaction can significantly affect direct performance in a positive direction. This confirms that job satisfaction acts as a mediator in the influence of work-life balance on the performance of nurses at Mokopido Tolitoli Hospital. This result means that the better the nurses' ability to maintain a balance of work and life outside their work, as well as the more aspects of work that provide job satisfaction for them, so that this will ultimately spur a positive contribution in improving the performance of nurses at Mokopido Tolitoli Hospital.

From the statistical test results, it can be seen that the direct relationship between work-life balance and performance is significant. Therefore, it can be said that job satisfaction acts as a *partial mediation* in the influence between work-life balance and performance. Thus, if a hospital agency wants to significantly improve nurses' performance, then they must ensure that work-life balance and job satisfaction for nurses at RSUD Mokopido Tolitoli are achieved.

Empirically, the findings of the study support previous research conducted by Rafsanjani *et al.*, (2019) *work-life balance* mediated by job satisfaction has a significant positive effect on the performance of employees of PT Bank Rakyat Indonesia Cab. Panakkukang Makassar" Wijaya and Suwandana (2022) job satisfaction significantly acts as a mediator of the *work-life balance* relationship on the performance of female nurses at Klungkung General Hospital. On the other hand, different research was found by Septya and Sari (2019) *work-life balance* does not have a significant impact on

the performance of Semarang city inpatient health center nurses through job satisfaction. The results of the research findings also confirm *Social Exchange Theory* (SET), this theory is used in explaining the formation and maintenance of relationships between nurses and employer agencies. hooks of reciprocity procedures, when nurses get good treatment from the agency, the *nurse is* committed to giving back in the form of positive behavior through performance.

Job Stress through Job Satisfaction on Performance

Based on the results of hypothesis testing, it can be seen that job stress through job satisfaction can significantly affect direct performance in a positive direction. This confirms that job satisfaction acts as a mediator in the influence of job stress on the performance of nurses at Mokopido Tolitoli Hospital. These results can be described that the better nurses manage stress at work, as well as the more aspects of work that provide satisfaction at work, so that this will ultimately make a positive contribution to improving the performance of nurses at Mokopido Tolitoli Hospital.

From the results of statistical tests, it appears that there is no direct relationship between job stress and performance. Therefore, it can be said that job satisfaction acts as a *full mediation* in the influence between work-life balance and performance. This means that when nurses have been able to manage their work stress well, but not accompanied by improved performance, however, with the job satisfaction experienced by nurses in the form of pleasant work, salary as expected and supportive coworkers so that nurses will contribute through improved performance better at work.

Empirically, the findings of this study have relevance to previous research by Prawira and Suwandana (2019) work stress is able to influence the performance of Fave Hotel *Housekeeping Department* employees positively and significantly mediated by job satisfaction. Sandiartha and Suwandana (2020) job satisfaction significantly mediates the relationship between job stress and employee performance of Graha Canti Semawang Sanur Cooperative. Meanwhile, different research was explored by Nurkhayati and Khasbulloh (2023) Job satisfaction is not able to significantly mediate the effect of job stress and employee performance of KP3 Pratama Tegal Office. findings of this study also confirm the *Affective Events Theory* (AET), this theory is used to explain how nurses react emotionally to situations they experience in their work environment, and the impact will affect the level of job satisfaction and performance of these nurses.

CONCLUSIONS

Based on the results of the discussion that has been described previously, the conclusions can be drawn: 1) Work-life balance has a significant direct effect on job satisfaction of nurses at Mokopido Tolitoli Hospital. 2) Work-life balance has a significant direct effect on the performance of nurses at Mokopido Tolitoli Hospital. 3) Job stress has a significant direct effect on job satisfaction of nurses at Mokopido Tolitoli Hospital. 4) Job stress has no direct influence on the performance of nurses at Mokopido Tolitoli Hospital. 5) Job satisfaction has a significant direct effect on the performance of nurses at Mokopido Tolitoli Hospital. 6) Work-life balance through job satisfaction has a significant indirect effect on the performance of nurses at Mokopido Tolitoli Hospital. 7) Job stress through job satisfaction has a significant indirect effect on the performance of nurses at RSUD Mokopido Tolitoli.

In summary, the findings of this study provide useful perspectives for agency leaders and policy makers, and provide recommendations that can be implemented to improve nurse performance through work-life balance and job stress approaches. The positive impact of these factors, which is also mediated by job satisfaction, emphasizes the importance of an integrated organizational strategy to achieve optimal performance.

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