

## **The Effect of Work Family Conflict and Family Work Conflict on Work Life Balance with Job Stress as Mediation in Inpatient Installation Nurses at West Nusa Tenggara Provincial General Hospital**

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**ABSTRACT:** This study aims to analyse the effect of Work Family Conflict and Family Work Conflict on Work Life Balance with Job Stress as Mediation on Inpatient Installation Nurses Rsd West Nusa Tenggara Province. This study uses causality assistive quantitative method. The research population was nurses of the Inpatient Installation of the West Nusa Tenggara Provincial General Hospital. The sample in this study was 76 respondents. Data collection methods using questionnaires, interviews and documentation with data collection tools using questionnaires distributed to respondents. The questionnaire was measured using a Likert scale of 5 from strongly disagree to strongly agree. Data analysis using SmartPLS software version 4.0. The research findings show that Work Family Conflict has a negative and insignificant effect on Work Life Balance, while Family Work Conflict has a negative and significant effect on Work Life Balance. Furthermore, Work Family Conflict and Family Work Conflict have a positive and significant effect on Work Stress, and Work Stress has a negative and significant effect on Work Life Balance. Finally, work stress is able to mediate the effect of Work Family Conflict and Family Work Conflict on Work Life Balance negatively and significantly.

**KEYWORDS:** Work Family Conflict, Family Work Conflict, Work Life Balance, Work Stress, and Inpatient Installation Nurses.

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### **I. INTRODUCTION**

Human resource management (HRM) aims to maximise the ability of organisational members through various strategic steps to encourage the performance of its members to achieve organisational goals (Edison, 2020). Not only that, Yuniarsih & Suwatno (2019) emphasised that one of the main functions of HRM is the creation of employee welfare through policies that support work-life balance, with the aim of long-term organisational sustainability. Thus, effective human resource management not only aims to improve employee performance, but also pays attention to their overall well-being. One important aspect that plays a role in supporting optimal organisational performance is the implementation of Work Life Balance, which allows employees to balance work demands with personal needs, thereby increasing productivity and overall job satisfaction.

Fulfilling Work-Life Balance for each individual is a strategic responsibility of the organisation, especially in the health sector such as the NTB Provincial Hospital, considering that the balance directly contributes to performance, mental health, and service sustainability. The World Health Organization, (2020) emphasises that, in the context of health workers, Work-Life Balance is crucial because high work demands and the risk of burnout can reduce service quality (World Health Organization, 2020). Based on the results of observations, it shows that the majority of nurses have difficulty maintaining a balance between work and personal life. The shift work system with a busy and fluctuating schedule, high patient load, and administrative demands are the main factors that trigger physical and emotional fatigue. For nurses who have families, post-work breaks are often affected by their family responsibilities and roles, reducing opportunities for energy recovery. The work readiness demanded even on holidays adds to the psychological pressure, which if sustained risks triggering chronic fatigue and role conflict between family and work.

There are several factors that can affect Work-Life Balance, namely Work-Family Conflict and Family-Work Conflict. Greenhaus and Beutell (1985) state that work-family conflict occurs when work demands hinder an individual's role in the family, which is often triggered by organisational factors. Frone, Russell, and Cooper (1992) assert that work-family conflict contributes significantly to low levels of work-life balance. Furthermore, according to Netemeyer et al. (1996), states that Family-Work Conflict

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is a conflict between roles where demands, time, and tensions originating from the family interfere with a person to carry out their work responsibilities.

Some previous studies such as those conducted by Harefa, (2024) found that Work-Family Conflict has a significant influence on the condition of individual Work-Life Balance in the organisation. However, different findings were shown by Jaya, Suryatni & Sakti (2023) where Work-Family Conflict did not have a significant influence on Work-Life Balance. Furthermore, regarding the effect of Family-Work Conflict on Work-Life Balance, there are several previous research results such as those conducted by Nur Azliah, & Lataruva (2021) Family work conflict can reduce life balance through increased stress, role strain, and decreased job satisfaction. In line with Komari et al., (2023) explained that high family work conflict will reduce Work-Life Balance mainly due to interference from family demands that hinder performance.

Departing from the inconsistency of findings in the previous research above, researchers tried to involve Job Stress as a mediating variable in the relationship between Work-Family Conflict and Family-Work Conflict on Work-Life Balance. According to Robbins and Judge (2015), work stress is a dynamic condition in which individuals are faced with job demands that do not match their capacity, resources, or needs, which ultimately lead to physical and emotional strain. Similarly, Luthans (2011) stated that work stress is an individual's adaptive response to external demands that are threatening or challenging, which if not managed properly can have a negative impact on performance and health.

Several previous studies have shown the relationship pattern between work stress, Work-Family Conflict, Family-Work Conflict and Work-Life Balance such as Devi and Rani, (2016); and Trisukma & Husna (2021) show that both Work-Family Conflict and Family-Work Conflict have a positive and significant effect on stress. Where Family Work Conflict encourages an increase in job stress in an employee (Elina et al., 2021). Furthermore, Jaya et al., (2023); and Sinaga (2023) found how Work-Family Conflict has a strong effect on the high level of work stress felt by individuals in the organisation. Last Megayani et al., (2023) showed that work stress has a significant negative effect on Work Life Balance.

Based on the background of the problem, research gaps, and phenomena that have been described, this study will examine the Effect of Work Family Conflict and Family Work Conflict on Work Life Balance with Job Stress as Mediation in Inpatient Installation Nurses at West Nusa Tenggara Provincial Hospital ".

## **II. LITERATURE REVIEW**

### **Work Life Balance**

Greenhaus (2003) defines Work Life Balance or work-life balance as the extent to which an individual is bound together in work and family, and is equally satisfied with the role in work and the role in his family. Work Life Balance or work-life balance is a situation when a person is able to share roles and feel satisfaction in their roles (Handayani, 2013). According to McDonald and Bradley (2017) there are 3 indicators used to measure Work Life Balance, namely Time balance (time balance), Involvement balance (involvement balance), Satisfaction balance (satisfaction balance).

### **Work-Family Conflict**

Greenhaus and Beutell (1985) state that work-family conflict occurs when work demands hinder individual roles in the family, which are often triggered by organisational factors. According to Susanto, (2010) Work-Family Conflict is a conflict that arises from dual roles in work and family, because too much time and attention is devoted to one role, so that the demands of other roles cannot be fulfilled optimally. According to Breyer and Bluemke, (2016) Work-family conflict is a form of role conflict in which the pressures of work and family roles conflict in some way. Greenhaus and Beutell (1985) describe three indicators of work-family conflict, namely Time-Based Conflict, Strain Based Conflict, and Behaviour Based Conflict.

### **Family-Work Conflict**

According to Netemeyer et al. (1996), family-work conflict is a form of inter-role conflict where demands, time, and tensions originating from the family interfere with a person to carry out responsibilities at work. Family Work Conflict is one of the dual role conflicts which is a form of conflict between roles caused by the demands of roles at work and family conflicting in some way (Greenhaus and Beutell, 1985). According to Grandey et al., (2005), states that Family-Work Conflict is a form of conflict between roles where the limited time owned and the tension experienced arises due to family responsibilities interfering with work responsibilities.

### **Work Stress**

According to Robbins and Judge (2015) work stress is a dynamic condition in which an individual is faced with opportunities, demands, or resources that the individual desires and whose results are seen as uncertain and important. Yusup

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and Faruq (2021) revealed that work stress is a condition where employees feel pressured in dealing with the work given by their superiors. According to Robbins & Judge (2015) job stress indicators are divided into three, namely Physiological Symptoms, Psychological Symptoms, and Behavioural Symptoms.

## Conceptual Framework

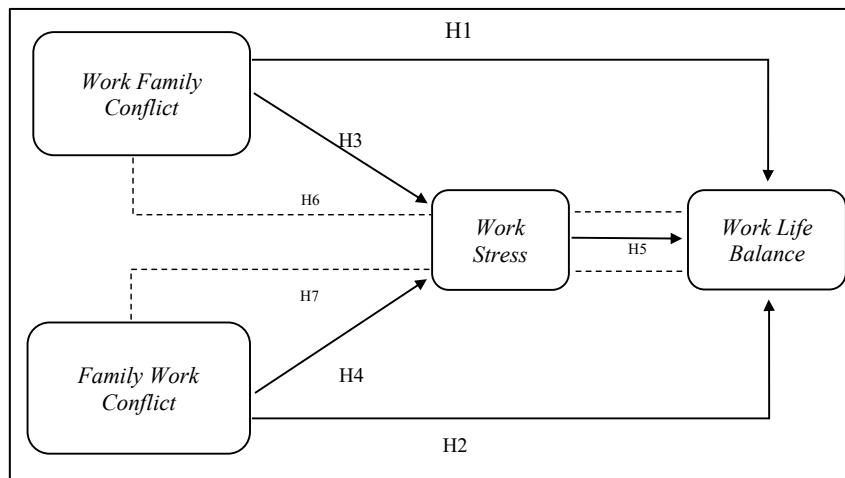


Figure 1. conceptual framework

## Hypothesis

- H1 : Work Family Conflict has a negative and significant effect on Work Life Balance.
- H2 : Family Work Conflict has a negative and significant effect on Work Life Balance.
- H3 : Work Family Conflict has a positive and significant effect on Job Stress.
- H4 : Family Wok Conflict has a positive and significant effect on Job Stress.
- H5 : Job Stress has a negative and significant effect on Work Life Balance.
- H6 : Work Family Conflict has a negative and significant influence on Work Life Balance through Job Stress.
- H7 : Work Family Conflict has a negative and significant influence on Work Life Balance through Job Stress.

## III. RESEARCH METHODOLOGY

This study uses a causality associative quantitative approach. According to Sugiyono (2019) associative research is a formulation of research problems that asks about the relationship between two or more variables. The research location is West Nusa Tenggara Provincial General Hospital. The population in this study were nurses at the Inpatient Installation of the West Nusa Tenggara Provincial General Hospital. The sample in this study was 76 respondents. Data collection methods using questionnaires, interviews and documentation with data collection tools using questionnaires distributed to respondents. The questionnaire was measured using a Likert scale of 5 from strongly disagree to strongly agree. Data analysis using SmartPLS software version 4.0

### Respondent Characteristics

The characteristics of respondents in this study included 76 nurses who were analysed based on demographic variables, including age, gender, last education level, and length of work. The frequency distribution showed that most of the respondents were in the age group of 31-40 years (58%), female (76%), and had the latest education level of Bachelor (S1) (44%). Based on the length of service variable, the majority of respondents had 11-15 years of service (33%), indicating a relatively high level of work experience. This demographic profile shows the dominance of nursing staff who are productive, highly educated, and have substantial work experience, which has the potential to significantly influence the results of measuring research variables.

## IV. RESULTS AND DISCUSSION

### Validity and Reliability test results

#### Convergent Validity

The convergent validity test aims to determine the validity value of each statement item. Validity in PLS 4.0 with reflexive indicators is assessed based on the Loading Factor. The Loading Factor value is said to be valid if the value is more than 0.7 (Ghozali & Latan, 2014). The Loading Factor value of this study can be seen in the following table:

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**Table 1. Convergent Validity Test**

No.	Variabel	Item	Loading Factor	Keterangan
1.	Work Family Conflict (X1)	X1.1	0.909	Valid
		X1.2	0.900	Valid
		X1.3	0.909	Valid
		X1.4	0.859	Valid
		X1.5	0.899	Valid
		X1.6	0.887	Valid
		X1.7	0.892	Valid
		X1.8	0.934	Valid
		X1.9	0.872	Valid
2.	Family Work Conflict (X2)	X2.1	0.967	Valid
		X2.2	0.940	Valid
		X2.3	0.957	Valid
		X2.4	0.952	Valid
		X2.5	0.919	Valid
		X2.6	0.953	Valid
		X2.7	0.951	Valid
		X2.8	0.951	Valid
		X2.9	0.949	Valid
3.	Stres Kerja (Z)	Z1	0.850	Valid
		Z10	0.864	Valid
		Z11	0.879	Valid
		Z2	0.889	Valid
		Z3	0.870	Valid
		Z4	0.849	Valid
		Z5	0.873	Valid
		Z6	0.908	Valid
		Z7	0.895	Valid
		Z8	0.881	Valid
		Z9	0.883	Valid
4.	Work Life Balance (Y)	Y1	0.890	Valid
		Y2	0.903	Valid
		Y3	0.920	Valid
		Y4	0.927	Valid
		Y5	0.886	Valid
		Y6	0.913	Valid
		Y7	0.908	Valid
		Y8	0.919	Valid
		Y9	0.930	Valid

Based on the table above, it can be seen that the indicators on the variables Work Family Conflict, Family Work Conflict, Job Stress and Work Life Balance in this study have a Loading Factor value above 0.7 so that they can meet the criteria to be said to be valid.

**Discriminant Validity**

To measure discriminant validity, it can be done by looking at the cross loading value of construct measurements. A measurement model has good discriminant validity if the correlation between the construct and its indicator is higher than the correlation with indicators from other block constructs (Hair et al., 2019). The following is the cross loading value shown in the following table:

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**Table 2. Cross Loading Values**

	Work Family Conflict	Family Work Conflict	Work Life Balance	Stres Kerja
X1.1	0.909	0.336	-0.363	0.429
X1.2	0.900	0.428	-0.456	0.484
X1.3	0.909	0.331	-0.360	0.468
X1.4	0.859	0.224	-0.253	0.325
X1.5	0.899	0.272	-0.321	0.447
X1.6	0.887	0.339	-0.393	0.441
X1.7	0.892	0.345	-0.369	0.423
X1.8	0.934	0.383	-0.397	0.460
X1.9	0.872	0.307	-0.332	0.409
X2.1	0.371	0.967	-0.940	0.652
X2.2	0.415	0.940	-0.928	0.686
X2.3	0.343	0.957	-0.923	0.636
X2.4	0.359	0.952	-0.931	0.716
X2.5	0.312	0.919	-0.905	0.693
X2.6	0.312	0.953	-0.932	0.669
X2.7	0.321	0.951	-0.933	0.657
X2.8	0.383	0.951	-0.927	0.638
X2.9	0.375	0.949	-0.918	0.677
Y1	-0.343	-0.858	0.890	-0.685
Y2	-0.399	-0.907	0.903	-0.693
Y3	-0.343	-0.901	0.920	-0.661
Y4	-0.416	-0.910	0.927	-0.716
Y5	-0.402	-0.871	0.886	-0.696
Y6	-0.376	-0.887	0.913	-0.652
Y7	-0.306	-0.881	0.908	-0.586
Y8	-0.328	-0.901	0.919	-0.658
Y9	-0.433	-0.887	0.930	-0.689
Z1	0.320	0.599	-0.620	0.850
Z10	0.438	0.582	-0.613	0.864
Z11	0.550	0.623	-0.652	0.879
Z2	0.434	0.599	-0.623	0.889
Z3	0.373	0.629	-0.638	0.870
Z4	0.465	0.639	-0.664	0.849
Z5	0.414	0.640	-0.659	0.873
Z6	0.406	0.663	-0.695	0.908
Z7	0.474	0.645	-0.672	0.895
Z8	0.432	0.601	-0.634	0.881
Z9	0.372	0.573	-0.619	0.883

Based on the table above, it can be seen that all indicators have a value above 0.7. So that these indicators can be processed further, and it can be concluded that the construct has good discriminant validity.

### Reliability Testing

Reliability test can be seen from the composite reliability and Cronbach Alpha values, to be said to be a reliable construct, the Cronbach Alpha value must be above 0.6 and the composite reliability value must be above 0.7 (Hair et al., 2019). The following are the test results for composite reliability and Cronbach Alpha.

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Table 3. Reliability Test

	Cronbach's alpha	Composite reliability	Keterangan
Work Family Conflict (X1)	0.969	0.973	Reliabel
Family Work Conflict (X2)	0.986	0.986	Reliabel
Work Life Balance (Y)	0.974	0.975	Reliabel
Work Stress (Z)	0.970	0.970	Reliabel

Based on the table above, it can be seen that the composite reliability value for all constructs is already at a value > 0.70 and the Cronbach alpha value > 0.6 so it can be said that the constructs in this study have good reliability.

## Structural Model Evaluation (Inner Model)

According to Abdillah & Hartono (2015) Inner model or structural model describes the causal relationship between latent variables that are built based on the substance of the theory. Inner Model is a structural model to predict the causality relationship between latent variables.

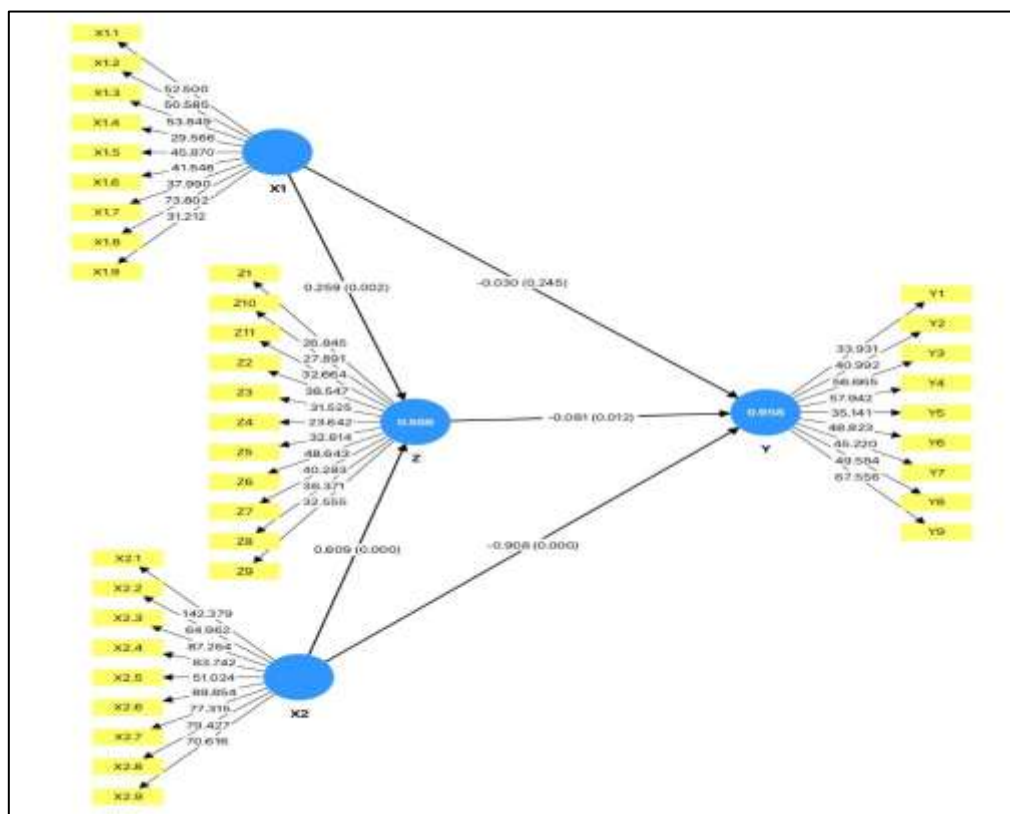


Figure2 Structural Inner-Model

## Hypothesis Test

In hypothesis testing, this study uses several criteria that must be met, namely the Original Sample value, T-Statistic, and P-Values. The Original Sample value is used to see the direction of the relationship between variables whether positive or negative, while the T-Statistic, and P-Values to determine the significance of the relationship between variables. The table below is the result of hypothesis testing.

Hypothesis test results table

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics ( O/STDEV )	P values
X1 -> Y	-0.030	-0.030	0.025	1.163	0.245
X1 -> Z	0.259	0.260	0.084	3.093	0.002
X2 -> Y	-0.908	-0.906	0.028	32.222	0.000
X2 -> Z	0.609	0.609	0.079	7.685	0.000
Z -> Y	-0.081	-0.084	0.032	2.509	0.012

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X1 -> Z -> Y	-0.021	-0.021	0.010	2.158	0.031
X2 -> Z -> Y	-0.049	-0.052	0.023	2.170	0.030

### DISCUSSION

#### The Effect of Work Family Conflict on Work Life Balance in Inpatient Installation Nurses of NTB Provincial Hospital

The results of testing the first hypothesis (H1) show that WFC has a negative but insignificant effect on WLB, so the hypothesis is rejected. This means that the high and low level of WFC does not significantly affect nurses' WLB. This finding is consistent with Krackay & Bakalim (2017) who explained that WFC can have a negative impact on individuals, families, and organisations. In line with Rini et al. (2020) and Masita et al. (2019) which states that high role conflict makes it difficult for employees to balance work and personal life. This result also supports the research of Jaya et al. (2020) and Masita et al. (2019) who found that WFC has no significant effect on WLB.

The characteristics of respondents in this study reinforce the findings where the majority are in the productive age of 31-40 years (58%), female (76%), have an undergraduate education (44%), and have a working period of 11-15 years (33%). This condition reflects the potential for high role conflict, but also good adaptability. Descriptive data showed that WFC was in the moderately high category (average 3.14) with time-based conflict (2.99), strain-based conflict (3.31), and behaviour-based conflict (3.12). Meanwhile, WLB was high (4.01), indicating that nurses were able to maintain role balance despite facing work pressures.

These results indicate that work-related role conflict is not strong enough to significantly affect work-life balance. This may be due to adaptive strategies, social support, and effective time management. Thus, although WFC has the potential to reduce WLB, in the context of this study nurses can still maintain a balance between work and personal life.

#### The Effect of Family Work Conflict on Work Life Balance in Inpatient Installation Nurses of NTB Provincial Hospital

The results of testing the second hypothesis (H2) show that Family Work Conflict (FWC) has a negative and significant effect on Work Life Balance (WLB) in nurses at the Inpatient Installation of the NTB Provincial Hospital, so the hypothesis is accepted. That is, the higher the FWC, the lower the level of WLB. This finding is in line with Role Conflict Theory (Kahn et al., 1964) where role conflict occurs when a person faces pressure from two different roles. Staines, (1980) in Spillover Theory also states that negative experiences in one domain of life, such as family, can carry over to another domain, namely work. Furthermore, this finding is in line with Boundary Theory (Ashforth, Kreiner, & Fugate, 2000) which emphasises the importance of separating the boundaries between work life and family life to avoid negative conflicts between the two. These results also support the research of Trisukma & Husna (2021) and Chen et al., (2020) who found a significant negative effect of FWC on WLB. Descriptive analysis shows that FWC is in the moderately high category (average 3.11), with the highest score on the strain-based conflict indicator (3.14), indicating that emotional tension from family often affects work performance. Meanwhile, WLB is classified as high (4.01), indicating the ability of respondents to maintain role balance, although family conflict remains a significant disruptor.

#### The Effect of Work Family Conflict on Job Stress in Inpatient Installation Nurses at NTB Provincial Hospital

The results of testing the third hypothesis (H3) show that Work Family Conflict (WFC) has a positive and significant effect on job stress in nurses at the Inpatient Installation of NTB Provincial Hospital, so the hypothesis is accepted. That is, the higher the WFC, the higher the level of work stress experienced by nurses. This finding is in line with Role Stress Theory (Kahn et al., 1964), Conservation of Resources Theory (Hobfoll, 1989), Effort-Recovery Model (Meijman & Mulder, 1998), and Spillover Theory (Staines, 1980), which explains that role conflict drains individual resources, inhibits recovery, and brings pressure from one domain to another, thus increasing stress. This result is consistent with the research of Jaya et al. (2023) and Sinaga (2023) who also found a significant positive effect of WFC on job stress. Descriptive analysis shows that WFC is in a fairly high category (average 3.14), with the highest score on strain-based conflict (3.31), followed by behaviour-based conflict (3.12) and time-based conflict (2.99). Job stress was also in the moderately high category (mean 3.38), with the highest behavioural symptoms (3.88), followed by psychological (3.34) and physiological symptoms (3.13). This finding indicates that work stress often carries over into the family sphere, triggering behavioural, emotional and physical disturbances.

#### The Effect of Family Work Conflict on Work Stress in Inpatient Nurses at NTB Provincial Hospital

The results of testing the fourth hypothesis (H4) show that Family Work Conflict (FWC) has a positive and significant effect on work stress in nurses at the Inpatient Installation of the NTB Provincial Hospital, so the hypothesis is accepted. That is, the higher the FWC, the higher the level of work stress experienced by nurses. This finding is in line with Conservation of Resources Theory (Hobfoll, 1989), which states that stress increases when resources such as time, energy, and attention are reduced due to family demands. This is reinforced by Spillover Theory (Edwards & Rothbard, 2000), which explains that pressures from family can

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carry over to work, and Work-Family Border Theory (Clark, 2000) which emphasises the importance of maintaining boundaries between the two domains to prevent stress. Previous research by Wilayati (2020) and Elina et al., (2021) also found a significant positive effect of FWC on job stress. Descriptive analysis shows that FWC is in the moderately high category (average 3.11) with the most dominant disorders in strain-based conflict and time-based conflict. Work stress was also in the moderately high category (mean 3.38), with the highest behavioural symptoms, followed by psychological and physiological symptoms. This indicates that pressure from family not only interferes with performance, but also affects the mental and physical health of nurses.

### **The Effect of Job Stress on Work Life Balance in Inpatient Installation Nurses of NTB Provincial Hospital**

The results of testing the fifth hypothesis (H5) show that work stress has a negative and significant effect on Work Life Balance (WLB) in nurses at the Inpatient Installation of the NTB Provincial Hospital, so the hypothesis is accepted. That is, the higher the job stress, the lower the level of WLB. This finding is consistent with Conservation of Resources Theory (Hobfoll, 1989), which explains that the loss of resources such as energy, time, and social support disrupts an individual's ability to maintain life balance. In line with Effort-Recovery Theory (Meijman & Mulder, 1998), the lack of recovery time after work leads to chronic fatigue and decreased WLB. These results also support the research of Megayani et al. (2023) and Bahar & Prasetio (2021) who found a significant negative effect of job stress on WLB. Descriptive analysis showed that work stress was in the moderately high category (average 3.38), with the highest behavioural symptoms (3.88), followed by psychological (3.34) and physiological symptoms (3.13). Meanwhile, WLB is high (average 4.01) with the highest time balance indicator (4.06). Nonetheless, high stress has the potential to interfere with time management, engagement, and life satisfaction outside of work.

### **The Effect of Work Family Conflict on Work Life Balance through Job Stress as an Intervening Variable in Inpatient Installation Nurses of NTB Provincial Hospital**

The test results show that Job Stress acts as a significant mediator in the relationship between Work Family Conflict (WFC) and Work Life Balance (WLB), with an indirect effect value of 0.031 ( $p < 0.005$ ), so the sixth hypothesis (H6) is accepted. This means that WFC does not directly reduce WLB, but increases Job Stress first, which in turn has a negative impact on WLB. This finding is in line with Conservation of Resources Theory (Hobfoll, 1989) which states that role conflict drains valuable resources (time, energy, social support), thus triggering stress and inhibiting life balance. This is also supported by Role Stress Theory (Kahn et al., 1964), which explains that the incompatibility of role demands causes psychological stress and reduces the ability to maintain WLB. Consistency of results was also found in the research of Chen et al. (2020), Mauno et al. (2015), Nart & Batur (2014), Wilayati (2020), Harefa (2024), and Gurning (2023), which showed that job stress mediates the relationship of WFC with various indicators of psychological well-being and life balance. Descriptive analysis shows that WFC is in a fairly high category (average 3.14), especially in the aspects of emotional distress and negative behaviour in the family. Job Stress was also quite high (mean 3.38) with dominant symptoms such as withdrawal behaviour, absenteeism, and emotional instability. However, respondents' WLB remained high (mean 4.01), indicating the existence of adaptive strategies that help maintain balance. In addition, this condition strengthens the role of Job Stress as a significant link between WFC and WLB in nurses at the NTB Provincial Hospital.

### **The Effect of Family Work Conflict on Work Life Balance through Job Stress as an Intervening Variable in Inpatient Installation Nurses of NTB Provincial Hospital**

The test results showed a significant indirect effect value (0.030;  $p < 0.005$ ), so the seventh hypothesis (H7) was accepted. This means that FWC does not directly reduce WLB, but rather triggers Job Stress which in turn has a negative impact on life balance. This finding is in line with Spillover Theory (Edwards & Rothbard, 2000) which explains that pressures from family can spill over into the work domain, triggering stress and disrupting WLB. Role Theory (Kahn et al., 1964) also asserts that role disharmony triggers psychological distress. From the perspective of Conservation of Resources Theory (Hobfoll, 1989), FWC depletes personal resources, resulting in stress that hinders WLB. The Job Demands-Resources Model (Bakker & Demerouti, 2007) also supports that family demands can act as job demands that reduce life balance. The consistency of these results is supported by the research of Yildirim & Aycan (2008), Frone et al., (1997), and Michel et al., (2011) who found a significant mediating role of Job Stress in the FWC - WLB relationship. Descriptive analysis showed that FWC was in the moderately high category (mean 3.11), with dominant pressure on time, emotional strain, and behavioural aspects. Job Stress was also moderately high (mean 3.38) with physiological (sleeplessness, headaches), psychological (frustration, emotional instability), and behavioural (withdrawal, absence from work) symptoms. In contrast, WLB was high (mean 4.01), indicating respondents' ability to maintain balance under pressure. Therefore, stress management strategies are crucial to minimise the negative impact of FWC on nurses' life balance.

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## V. CONCLUSION AND SUGGESTIONS

### Conclusion

The results showed that Work Family Conflict has a negative but insignificant effect on Work Life Balance, while Family Work Conflict has a negative and significant effect on Work Life Balance, which indicates that pressure from family has more impact on reducing nurses' life balance than pressure from work. Both WFC and FWC were shown to have a positive and significant effect on Work Stress, while Work Stress had a negative and significant effect on Work Life Balance. In addition, Work Stress acts as a significant mediator in the relationship between Work Family Conflict and Family Work Conflict on Work-Life Balance, which means that role conflict, both from work and family, decreases Work-Life Balance indirectly through increased Work Stress. This finding confirms that stress management is a key factor in minimising the negative impact of role conflict on nurses' work-life balance.

### Suggestion

Based on the findings of the study, the management of the NTB Provincial Hospital is advised to strengthen work wellbeing and stress management programmes through psychological support, stress management training, and flexible work policies, given that Job Stress was shown to be a significant mediator that reduces Work-Life Balance. Special attention needs to be given to family pressures on work that have a direct impact on reducing Work Life Balance, including through the provision of family counselling, dual role counselling, and leave policies that are responsive to domestic needs. In addition, evaluation of workload and working hours, including fair shift arrangements, is important to minimise the indirect contribution of Work Family Conflict to decreased Work Life Balance through Job Stress. For future research, it is recommended to expand the scope of respondents across professions or agencies, add variables such as social support, objective workload, or job satisfaction, and consider a qualitative or mixed approach to explore in-depth perceptions related to role conflict. Strategically, the results of this study can be used as a basis for formulating retention and employee welfare policies to maintain nurses' life balance, increase job satisfaction, reduce burnout, and ensure the sustainable quality of health services.

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