

## The Influence of Work Life Balance and Work Family Conflict on Employees' Job Satisfaction Through Burnout in Female Nurses at Mataram City Public Hospital

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**Abstract:** Job satisfaction, stress levels, working conditions, competence, and compensation can affect hospital staff retention, including job satisfaction, stress levels, working conditions, and competence. Employees feel that their responsibilities are increasing as they start a new life as a family. In addition, employees often experience family problems that can affect their performance at work. Another problem that arises is the suboptimal implementation of work-life balance. There are employees who are unable to balance their work and personal lives, which have an impact on their less than optimal work performance. It is difficult to divide time between working in the hospital and working at home. This study aims to determine the effect of work-life balance on employee job satisfaction through burnout of female nurses at Mataram City Hospital and the effect of work-life balance on employee job satisfaction through Burnout of female nurses at Mataram City Hospital the impact of life balance. Researchers used a questionnaire designed to collect data, a survey was conducted on 348 female nurses. Using probability-based sampling techniques, 80 female nurses were selected as samples, and the data were analyzed using multiple linear regression analysis and the Sobel test. Thus, the following conclusions can be drawn as: 1) the results of the study indicate that the Work Life Balance variable has a negative and insignificant effect on job satisfaction in female nurses at Mataram City General Hospital. This means that Work Life Balance does not affect job satisfaction so that the proposed hypothesis is not accepted; 2) the results of the study indicate that the Work Family Conflict variable has a negative and insignificant effect on job satisfaction in female nurses at Mataram City General Hospital. This means that Work Family Conflict does not affect job satisfaction so that the proposed hypothesis is not accepted.

**Key Words:** Work Life Balance, Work Family Conflict, Employee Job Satisfaction, Burnout

### Introduction

All organizations, including healthcare organizations, require human resources. One type of healthcare organization is a hospital. Hospitals provide medical care, guiding patients through the healing and recovery process under the supervision of medical professionals. Hospitals not only rely on the completeness and sophistication of their facilities, but also make maximum use of the quality of their human resources to achieve all their goals. Hospital staffs are the most valuable human resources because they are the main organizers, planners, and implementers in providing quality services to patients. Female nurses are also among the medical personnel working in hospitals. The responsibility of female nurses is to care for patients and monitor the progress of healing. Nurses function as service providers, customer consultants and advisors, care service managers, care researchers, task executors based on delegation of authority and/or task executors under certain conditions (de Oliveira Vasconcelos Filho et al., 2016).

As globalization progresses, hospitals are forced to compete fiercely in order to survive in increasingly fierce competition. Therefore, hospitals are required to have high excellence and competitiveness. This can be achieved if the resources in the hospital environment can be managed effectively and efficiently. One of the resources that needs to be managed well is human resources. Work-life balance has recently become an interesting topic in organizational research (Arrozak, 2020). Employees are expected to be able to do their jobs well, but they also need to consider their lives outside of work, including: For example: family, social, schoolwork, and other obligations. Many factors, such as job satisfaction, stress levels, working conditions, competence, and compensation, can affect hospital staff retention, including job satisfaction, stress levels, working conditions, and competence. Job satisfaction is an employee's perception that their work is enjoyable and their needs are met. According to Robbins, job satisfaction is



identical to personal. Therefore, the level of community satisfaction will vary if several factors are met, such as the relationship between personal needs and the level of likes and dislikes of work. A high level of job satisfaction improves employee performance and ensures a pleasant work environment. According to As'ad, a person's work performance depends on various factors, including psychological factors such as employee interests, attitudes, skills, and mental well-being, as well as physical factors related to the workplace and the employee's physical condition itself. This may affect your level of satisfaction. Financial factors such as salary, social security, benefits, facilities, and promotions.

One of the factors that influence job satisfaction is work-life balance. Work-life balance refers to an individual's ability to fulfill work and family responsibilities, as well as responsibilities outside of work (Delecta, 2018). Balance is also related to the employee's ability to maintain and feel harmony between their work life and their role at home. If employees have a good balance between time and role, they will have a successful personal life and a satisfying work life. Given the importance of the role of human resources (HR) in hospitals so that hospitals can survive in an unlimited competitive environment, the role of human resource management is not only the responsibility of officials and employees, but also the responsibility of hospital management (Levi, 2017). Hospitals and managers recognize the importance of human resource management in achieving organizational goals and must focus their attention on employees to improve employee job satisfaction. Employee job satisfaction greatly determines the progress of an organization or hospital. Job satisfaction is not a unified concept because it is a person's affective or emotional response to various aspects of their work. People may be relatively satisfied with one aspect of their job but dissatisfied with one or more other aspects. According to (Noe et al., 2011), job satisfaction can be interpreted as a feeling of joy that arises from the perception that one's work fulfills or can fulfill the work values that are important to him.

Work-life balance is an important factor for the well-being and quality of life of employees, including their caregivers. Female nurses who carry out various tasks and activities as hospital paramedics have a personal life outside of their work. Dual role responsibilities can cause internal conflict if the needs of other roles cannot be met. Work and family often cause conflict because both are the most important aspects of human existence (de Oliveira Vasconcelos Filho et al., 2016). Work-life conflict can lead to decreased work productivity and decreased job satisfaction. This problem often occurs when employees are unable to balance their job responsibilities, especially work and personal life and family. For example, longer working hours mean less time spent at home and no activities with family. Therefore, the concept of role balance called work-life balance (WLB) can be used to overcome this problem. Work-life balance is a topic that is often discussed today (Dehghan Nayeri & Negarandeh, 2009).

According to research by Omar et al. (2021), work-life balance affects various organizational outcomes, including organizational identity, organizational loyalty and commitment, turnover, performance, employee morale, and organizational culture. Work-life balance affects individuals such as work stress factors, burnout, employee well-being, job satisfaction, personal satisfaction, family life satisfaction, and social, mental, and financial life satisfaction. Healthy and capable human resources are needed to fulfill the responsibilities of medical personnel in the community. Burnout is caused by routine and repetitive situations faced by health workers. In addition to work-life balance, job satisfaction is also influenced by conflict between work and family. Continuous conflict between family and work roles, or conflict between family and work, can cause stress in the workplace, because it forces a person to behave

in conflict with various responsibilities, such as: which can lead to fatigue, spending time with family and working long hours. Reduced support from coworkers, family, and loved ones can also trigger burnout. People who withdraw from social life tend to experience burnout. However, if a person has a lot of social support, burnout is less likely to occur. Greenhaus and Hülsell (2015) define work-family conflict or work-family conflict as a form of role conflict in which the pressures of work and family roles are incompatible in some ways. Work-family conflict often occurs when one of the work roles is more demanding or requires more attention than the family role. It is undeniable that this conflict causes various problems that have an impact on family life and workers. Although employees must be responsible for caring for and supporting their families, they must also bear the responsibility as employees, must work with good performance standards. However, not all of them are able to balance their roles at work and at home, which leads to work-family conflict.

Burnout is a psychological process that arises due to inseparable work stress, causing emotional exhaustion, personality changes, and decreased sense of accomplishment (Ivancevich, 2016). Burnout is usually a specific problem for people whose jobs require intensive contact and responsibility for others. A high level of commitment, identity, or commitment to one's job or profession causes burnout. It is almost impossible for someone to become tired without great effort. The irony of fatigue is that the people most affected by it are those who are most committed to their jobs. Another challenge to achieving job satisfaction is fatigue. Burnout is a form of physical, emotional, and mental exhaustion caused by prolonged exposure to emotionally demanding situations in the workplace, meanwhile, Pangemanan et al. Leats and Stolar (2017) Burnout as emotional and mental exhaustion caused by extreme situations based on the results of Pangemanan et al.'s research. (2017) found that burnout had a negative effect on job satisfaction, but the results were not significant. The problem at the Mataram City Hospital is the work-family conflict experienced by employees. This is evidenced by employees feeling that their responsibilities are increasing along with the start of a new life as a family. In addition, employees often experience family problems that can affect their performance at work. Another problem that arises is the suboptimal implementation of work-life balance in hospitals. This is evidenced by the fact that there are still employees who are unable to balance their work and personal lives, which has an impact on their less than optimal work performance. It is difficult to divide time between working at the hospital and working at home. This shows that married workers have greater responsibilities at work and at home because of the unbalanced time. In addition, married workers also feel pressure from the demands of the hospital which has an impact on their education and personal life.

Poor work-life balance can cause stress for employees. Working from home brings its own challenges, such as energy-consuming household chores and hospital work. Another challenge is poor time management that prevents you from getting the best results from any task at any location. No less important is work stress at the office and at home, which can cause physical and psychological fatigue. As a result, they tend to develop negative emotions and sensitivity and cause conflict with people around them. Work fatigue and conflict affect job satisfaction. Employee job satisfaction is a major concern. Employees who are dissatisfied with their jobs will experience disruption in their work, lose motivation in doing their jobs, and affect their commitment to the organization. In conclusion, in order to carry out their duties optimally, hospitals need to pay attention to the work-life balance and work fatigue levels of each employee, and avoid conflicts between employees. Employee job satisfaction increases. Satisfied employees have a long-term positive impact on your hospital. This shows that the employee

satisfaction index can be used as a benchmark in taking necessary corrective actions. This study aims to measure the impact of work-life balance, family conflict, and burnout on the job satisfaction of employees who deal with family problems. This is the basis for the title chosen by the author: "The effect of work-life balance and work-family conflict on employee job satisfaction through burnout in female nurses at Mataram City Hospital in 2024".

### Research Method

In this study, testing was carried out using multiple linear regression analysis, a statistical technique commonly used to test the relationship between a dependent variable and several independent variables. The regression model used is as follows:

$$Z = a + b_1X_1 + b_2X_2 + \epsilon_1$$

$$Y = a + b_1X_1 + b_2X_2 + b_3Z + \epsilon_2$$

Intervening hypothesis testing can be done using the Sobel test. The Sobel test is done by testing the strength of the indirect influence of the independent variable (X) on the dependent variable (Y) through the intervening variable (Z). The indirect influence of X to Y through Z is calculated by multiplying the path  $X \rightarrow Z$  (a) by the path  $Z \rightarrow Y$  (b) or ab. So the coefficient  $ab = (c - c')$ , where c is the influence of X on Y without controlling Z, while c' is the coefficient of influence of X on Y after controlling Z. 13 The standard error of the coefficients a and b are written as Sa and Sb, the magnitude of the standard error of the indirect effect. Population is a generalized area consisting of objects/subjects whose number and characteristics are determined by the researcher to be studied and then conclusions are drawn (Sugiyono, 2017). The population in this study was 348 female nurses at the Mataram City General Hospital. The sample of this study was 80 female nurses at the Mataram City General Hospital. The type of data used in this study is qualitative data transformed into quantitative form presented in the form of numbers by scoring each answer obtained through a questionnaire and then processed with Statistics. The data source used by the researcher is primary data. Primary data is data taken directly by the researcher without going through an intermediary so that the data obtained is raw data.

### Research Results and Discussion

**Table 1. Respondent Characteristics by Age**

Old	Frequency	Percentage (%)
21-30 year	44	44
31-40 year	50	50
41-50 year	6	6
50-60 year	0	0
<b>Total</b>	<b>100</b>	<b>100%</b>

From Table 1 above, the maximum number of respondents aged around 31-40 years is 50 people and the percentage is 50%, and the minimum number of respondents aged around 41-50 years is 6 people and the percentage is 6%, and with the age of 21-30 years there are 44 people or with a percentage of 44%, so that the total number of respondents is 100 people. Respondents according to their final education level are 38 graduates with a percentage of 38%, 60 students with a percentage of 60%, and 2 postgraduate students with a percentage of 2%. This shows that the majority of respondents have a bachelor's degree. Based on the type of work, there are 38 contract employees with a portion of 38% and 62 civil servants with a portion of 62%. This shows that most respondents are contract or outsourcing workers. Descriptive Analysis of

Variables based on the results of the descriptive analysis of the variables of this study, it shows that the total average value of respondents' answers to Job Satisfaction is in the high category with a value of 3.8 with the highest indicator being co-workers with an average value of 4.1 indicating that co-worker support provides encouragement in increasing job satisfaction. Furthermore, for the Work Life Balance variable, the total average value is 3.1 with a moderate category with the highest question indicator, namely the tension/Fatigue-based indicator with a value of 3.3. For the Work-Family Conflict variable with a total average of 3.03 with a moderate category with the highest answer on the Time-based indicator. This means that female nurses at the Mataram City General Hospital can still control their family responsibilities so that they do not interfere with their work responsibilities in the office.

Research Instrument Test

### 1. Validity Test

**Table 2. Validity test**

No.	Variabel	r XY	r tabel	Description
1.	Job Satisfaction through Burnout	0,296 - 0,779	0,221	Valid
2.	Work Life Balance	0,451 - 0,694	0,221	Valid
3.	Work-Family Conflict	0,445 - 0,697	0,221	Valid

The results of the validity test show that all question items in this study consisting of the dependent variable (Job Satisfaction) and independent variables (Work Life Balance and Work-Family Conflict) have a calculated r value > r table 0.221 so that all question items are said to be valid.

### 2. Reliability Test

Reliability tests are conducted to ensure that the instruments used in a study are reliable.

**Table 3 Reliability Test**

No	Variable	Cronbach's $\alpha$ (a)	Standard Cronbach's $\alpha$ (a)	Criteria
1	Job Satisfaction through Burnout (Y)	0,798	0,6	Reliabel
2	Work Life Balance (X1)	0,765	0,6	Reliabel
3	Work- Family Conflict (X2)	0,728	0,6	reliabel

Based on table 3 above, the results of the reliability test of the variables Job Satisfaction through Burnout (Y), Work Life Balance (X1) and Work-Family Conflict (X2) have a Cronbach's alpha greater than the Standard Cronbach's alpha (0.6). Therefore, the variables Job Satisfaction (Y), Work-Family Conflict (X1) and Family-Work Conflict (X2) can be declared reliable and all data in this study can be used as research instruments.

Classical Assumption Test

**1. Normality Test**

Based on the results of the normality test on the data used in this study with the help of SPSS 25 for Windows software, the results obtained show that the Asymp. Sig. (2-tailed) value obtained from the research variables, namely Work Life Balance, Work-Family Conflict and Job Satisfaction in female nurses at Mataram City General Hospital is 0.200. Because the Asymp. Sig. (2-tailed) value = 0.200 > 0.05, it can be concluded that the data obtained from the three variables have a normal distribution.

**2. Multicollinearity Test**

It is known that the Tolerance value of the Work Life Balance (WLB) variable is 0.325 > 0.10 and the VIF value is 3.075 < 10, and the Tolerance value of the Work-Family Conflict (WFC) variable is 0.325 > 0.10 and the VIF value is 3.075 < 10. Therefore, it can be concluded that based on the results of the Multicollinearity test, there is no correlation between independent variables or in other words, there is no multicollinearity.

**3. Heteroscedasticity Test**

The results of the Heteroscedasticity test indicate that the data is spread out and there is no heteroscedasticity in the regression equation, so the regression model is suitable for predicting Job Satisfaction in female nurses at the Mataram City General Hospital based on the variables that influence it, namely Work Life Balance (WLB) and Work-Family Conflict (WFC).

Multiple Linear Regression Analysis

**Table 4 Results of Multiple Linear Regression Analysis**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.057	.052		78.384	.000
	WLB	-.021	.029	-.135	-.745	.458
	WFC	-.041	.024	-.317	-1.751	.084

a. Dependent Variable: Y

The results of the multiple linear regression analysis in this study obtained the equation:

$$Y = 4.057 - 0.021 - 0.041$$

The linear equation data can be interpreted as follows:

1. Constant Coefficient Value (a)

Based on the multiple linear regression equation above, the constant value (a) can be obtained as 4.057. This shows that if there is no influence from the Work Life Balance and

Work Family Conflict variables, then the value of the increase in job satisfaction remains the same, namely 4.057.

2. Beta 1 Coefficient Value ( $\beta_1$ ) = -0.021

Based on the multiple linear regression equation above, the negative Work Life Balance (X1) variable value can be obtained as -0.021, which means that every one unit increase in the Work Family Conflict variable will decrease job satisfaction by 0.021 assuming that the other variables do not change or remain the same.

3. Beta 2 Coefficient Value ( $\beta_2$ ) = -0.041

Based on the multiple linear regression equation above, the negative Work Family Conflict (X2) variable value can be obtained at -0.041, which means that every one unit increase in the Work Life Balance variable will decrease job satisfaction by -0.041, assuming that other variables do not change or remain the same.

**F Test (Model Feasibility)**

**Table 5 F Test Results**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.054	2	.027	8.868	.000 <sup>b</sup>
	Residual	.231	76	.003		
	Total	.285	78			
a. Dependent Variable: Y						
b. Predictors: (Constant), WLB, WFC						

Based on the calculation above, it is known that the F value is  $8.868 > 3.117$  and the significance level is smaller than the standard significance level of  $0.000 < 0.05$ , so the decision that can be taken is that  $H_0$  is rejected and  $H_a$  is accepted. This means that the study aimed to see the effect of Work Life Balance (WLB) and Work Family Conflict (WFC) on job satisfaction in female nurses at Mataram City General Hospital is declared feasible and the results show that the regression model used meets the assumption of the feasibility of a research model with the research data analyzed.

**Determination Coefficient Test (R2)**

**Table 6 Results of the Determination Coefficient Test (R2)**

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.435 <sup>a</sup>	.189	.16	.0551

		8	2
a. Predictors: (Constant), WLB, WFC			
b. Dependent Variable: Y			

The results of the analysis show that the coefficient of determination R Square of 0.189 is transformed into a coefficient of determination of 18.9%. This means that the ability of the independent variables consisting of Work Life Balance (WLB) and Work Family Conflict (WFC) in explaining the variation of the dependent variable can be said to be quite low because it is less than 50%, which is only 18.9%. Furthermore, the remaining R Square value of 0.811 (81.1%) is the influence of other variables that are not included in this study.

### Hypothesis Test

#### T- Test (Partial)

**Table 7 Results of T Test (Partial)**

No	Variable	t count	t table	Sig.	Description
1	Work Life Balance toward job satisfaction through Burnout	-0,745	1,992	0,458	Not significant
2	Work Family Conflict toward job satisfaction through Burnout	-1,751	1,992	0,084	Not significant

It can be seen that the t table value is obtained by determining the level of confidence, which is 0.05:  $2 = 0.025$  and determining the degrees of freedom, which is  $79 - 3 = 76$ . This means that the t table value can be seen in the 0.025 confidence level column and df in column 76 with a t table value of 1.992.

1. It is known that the t count of the Work Life Balance variable is  $-0.745 < t$  table with a value of 1.992 and a significance level of 0.458 greater than the significance level of 0.05 ( $0.458 > 0.05$ ) so that  $H_0$  is accepted and  $H_a$  is rejected. So it can be assumed that Work Life Balance has a negative and insignificant effect on employee job satisfaction in female nurses at the Mataram City General Hospital.
2. It is known that the t count of the Work Family Conflict variable is  $-1.751 > t$  table with a value of 1.992 and a significance level of 0.084 greater than the significance level of 0.05 ( $0.084 > 0.05$ ) so that  $H_0$  is accepted and  $H_a$  is rejected. So it can be assumed that Work Family Conflict has a negative and insignificant effect on employee job satisfaction in female nurses at Mataram City General Hospital.

The results of multiple linear regression analysis showed that Work Life Balance (WLB) and Work Family Conflict (WFC) had a negative but insignificant effect on Job Satisfaction. This indicates that Work Life Balance (WLB) and Work Family Conflict (WFC) have a relationship that is not in the same direction as Job Satisfaction. So that Work Life Balance



(WLB) and Work Family Conflict (WFC) do not affect Job Satisfaction in female nurses at Mataram City General Hospital. This means that even though the level of Work Life Balance (WLB) and Work Family Conflict (WFC) experienced is higher or lower, the job satisfaction felt by female nurses at Mataram City General Hospital will remain high. Related to the findings of this study, Work Life Balance (WLB) and Work Family Conflict (WFC) do not significantly affect Job Satisfaction in female nurses at Mataram City General Hospital, due to several things including: First, related to cultural aspects. According to Hofstede (1980) in general the world divides two categories of groups based on cultural value orientation, namely individualist and collectivist cultures. Markus and Kitamaya (2014) explain that western countries uphold individualist/independence culture while eastern countries uphold collectivist culture which means interdependence between one another. Indonesia is an eastern country with a collectivist culture (Hofstede, 1980). People who are in the collectivist group have a deeper concern for the values in their family, so that work is seen not as a way to develop oneself but as a way to improve family welfare (Salguero et al., 2010). Referring to this statement, female nurses at the Mataram City General Hospital in this study considered their work not a problem that could prevent them from carrying out their roles in the family. They view work as an effort that can be made to improve family welfare. Thus, although in this study, female nurses at Mataram City General Hospital experienced Work-Family Conflict and Family-Work Conflict which were still at a moderate level, their job satisfaction remained high. Second, it is related to the ability to adjust. Adjustment is a mental process and also an individual's behavior in an effort to be able to overcome inner needs, conflicts, tensions and frustrations in order to create harmony with themselves and the environment in which the individual lives (Schneider, 1964 in Wigunawati et al.). According to Schneider (1964 in Wigunawati et al.) Individuals are said to be able to adjust if they try to be able to overcome unpleasant situations such as stress, conflict, tension and frustration. Female nurses at Mataram City General Hospital have good adjustment abilities to the responsibilities assigned to them, both responsibilities at work and responsibilities in the family. Thus, even though they feel Work Life Balance (WLB) and Work Family Conflict (WFC) they still feel satisfied with their work.

Third, related to age. According to Mangkunegara (2007), older employees tend to have higher levels of job satisfaction than relatively young employees. This statement confirms that there is a relationship between a person's age and the job satisfaction they feel. The older a person is, the higher the level of patience and ability to adapt to the situation in the work environment they have so that they are more easily satisfied (Lashwaty, 2018). This means that young workers have lower levels of job satisfaction. Logically, young workers are more idealistic about their work life, so if there is a difference between reality and expectations, it can cause dissatisfaction with their work. Female nurses at the Mataram City General Hospital as respondents in this study were dominated by older workers, namely workers aged 51-55 years (35.4%). Those who are still working at that age do not feel burdened by the dual roles that must be carried out because working is their own choice without any coercion from any party including their family. At that age, female nurses at the Mataram City General Hospital can show more contributions to their work. Based on descriptive analysis, when associated with the number of children, respondents in this study tend to have a small number of children and the average age of the youngest child is adolescence to adulthood. So that female workers of that age have much better effectiveness when compared to young female workers.

Fourth, related to the level of education. According to Andayani (in Sinambela, 2020) the level of education is a long-term process that uses systematic and organized procedures, where

managerial workers need to learn sufficient conceptual and theoretical knowledge for the general goals to be achieved. In general, a worker needs self-realization and development so that there needs to be an opportunity to improve their abilities, which can be obtained through sufficient education to equip them in the world of work. An appropriate educational background will also encourage the level of job satisfaction of a worker even though they have dual roles. A sufficient level of education can be used to update knowledge to assist in completing and controlling work through good time management. Most of the female nurses at the Mataram City General Hospital as respondents in this study were women who were aware of the importance of education.

Fifth, related to length of service. In general, length of service is the level of a person's work experience calculated since he/she worked in a certain scope of work and field (Supriyatna, 2020). The length of service that a person has allows for minimal errors that can be made so that it does not interfere with the optimization of his/her work so that it remains in accordance with the targets set by the company. A person's length of service also affects the level of job satisfaction felt. The respondents in this study, namely female nurses at the Mataram City General Hospital, have mostly worked for quite a long time, namely with a span of 11-20 years (46.8%). The female nurses at the Mataram City General Hospital have quite a lot of experience in the world of work. They are able to minimize errors that can occur with experience and caution in working. Sufficient work experience and obeying the rules at work make them accustomed to the responsibilities that will be carried out every day. This means that female nurses at the Mataram City General Hospital are able to minimize the risks that will arise from role conflicts both in the family and at work because they have sufficient experience in their fields.

Sixth, related to social support in the family environment. in accordance with her nature as a woman who plays the role of mother and wife, choosing to be a working woman will certainly cause its own conflicts. In cases like this, of course, the role of the family is very much needed, especially in the form of support given to the individual. According to Uchino (in Sarafino and Smith, 2012) family social support is defined as comfort, protection, appreciation or assistance available to individuals from their families. One form of social support from the family received by female nurses at the Mataram City General Hospital is attention and empathy from their family members. This attention given creates a warm feeling in them and makes them feel owned and loved and have a place to go home when they are tired and feel stressed with work in the office. Female nurses at the Mataram City General Hospital also get full support from their partners. According to Rosenbaum & Cohen (in Dayatri and Mustika, 2021) Women who have full support from their partners have lower levels of distress compared to women who do not have it.

## **Conclusion**

Based on the results of the study and discussion, several conclusions can be drawn as follows: 1) The results of the study indicate that the Work Life Balance variable has a negative and insignificant effect on job satisfaction in female nurses at the Mataram City General Hospital. This means that Work Life Balance does not affect job satisfaction so that the proposed hypothesis is not accepted. 2) The results of the study indicate that the Work Family Conflict variable has a negative and insignificant effect on job satisfaction in female nurses at the Mataram City General Hospital. This means that Work Family Conflict does not affect job satisfaction so that the proposed hypothesis is not accepted.

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