



THE INFLUENCE OF WORK ENVIRONMENT, WORK FAMILY CONFLICT AND WORK STRESS ON WORK MOTIVATION

(STUDY ON WOMEN NURSES OF MUHAMMADIYAH HOSPITAL BANDUNG)

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ABSTRACT

This research aims to determine the influence of the work environment, *work family conflict*, and work stress on the work motivation of female nurses at the Muhammadiyah Hospital in Bandung . This research is quantitative. The population in this study were all 78 female nurses at the Muhammadiyah Hospital in Bandung . Because the sample size was less than 30 respondents , the sampling technique used saturated sampling or census. The data analysis tool method used is multiple linear regression using the SPSS version 26 program. From the research conducted, it is known that the working environment conditions experienced by nurses in hospitals are not good. Then the role conflict between being a nurse and the role in the family is also high as well as the high level of work stress felt by nurses. This condition results in low work motivation for nurses . Meanwhile, the results obtained from the tests carried out were that the work environment had a positive and significant effect on work motivation nurse. Meanwhile, *work family conflict* and work stress have a negative and significant effect on nurses' work motivation. The contribution of the work environment, *work family conflict* and work stress to the work motivation of female nurses at the Bandung Muhammadiyah Hospital, Bandung City is 79.3%.

INTRODUCTION

Muhammadiyah Bandung Hospital is the only hospital belonging to the Muhammadiyah organization which provides health services for the people of Bandung City and its surroundings . Bandung Muhammadiyah Hospital has a vision " To become a superior Islamic hospital in service and education oriented towards the benefit of the people ".

The work environment can influence the performance of health workers, a comfortable and safe work environment will make health workers more productive and motivate them to work better, because the work environment is a condition both physical and psychological that health workers receive when carrying out their work. It is a challenge for the Bandung Muhammadiyah Hospital to create a comfortable, conducive and safe work environment, so that it can motivate health workers and be more productive and work better. A work environment condition can be said to be good if the work environment is healthy, comfortable, safe and enjoyable for employees to complete their work. Muhammadiyah Bandung Hospital is a hospital with complete, clean, comfortable and safe facilities. In order to create a comfortable working environment, each room is equipped with air conditioning (AC), television, refrigerator, dispenser and adequate lighting, and at several points guarded by security. And to increase family ties in the work environment, the team is in a working group at the Muhammadiyah Hospital in Bandung I often do family gatherings.



According to Sunyoto (2015:38) the work environment is a very important component when health workers carry out work activities. By paying attention to a good working environment or creating working conditions that can provide motivation to work, it will have an influence on the performance of health workers at work.

Apart from work environment factors, a factor that also has an influence on the work motivation of nurses at the Muhammadiyah Hospital in Bandung is family-work conflict. Based on the results of a *pre-* survey conducted by researchers, the majority of nurses, especially female nurses, had difficulty managing their work and family and stated that this factor was an obstacle to working on time. This causes them to not be able to complete their work schedule in each *shift*. This is due to several things, including bringing children to work, completing responsibilities as husband/wife and father/mother in the family, completing personal matters, as well as family demands that conflict with work demands, so that family-work conflicts arise or usually called *work-family conflict*. These factors are indicated to reduce the performance of nurses, such as many female nurses who are late for work, less responsive in serving patients, less good at projecting a positive work attitude with fellow nurses and with leaders.

According to Frone in Kurnia.M (2019), *work family conflict* is a form of role conflict where the role demands of work and family cannot be aligned because when a person tries to fulfill the demands of roles in the family it is influenced by the person's ability to fulfill work demands.

Apart from the work environment and work-family conflict, work stress also affects employee work motivation. According to Siagian (in Fatikhin, et al, 2017) states that work stress is a condition where tension occurs which results in changes to physical conditions, thoughts and emotions. If the stress that arises is not dealt with immediately, it will impact a person's ability to interact well with the surrounding environment.

According to Dainess (in Fuad, and Puspitawati, 2017) work stress is a dynamic condition within a person. Where each person's self-response/impact is not the same even to the same stressful situation, someone will perceive it differently because each person has a cognitive map, this creates tension because of the interaction between the individual and his environment, a person explores himself until the experiences he has experienced emerge so that imbalance occurs.

The work stress experienced by female nurses at Bangkinang General Hospital generally occurs because they cannot divide family matters with work matters, for example there are still many female nurses who bring family or personal matters into the work environment such as bringing children to work and running a business. selling during working hours, this has an impact on reducing motivation and professionalism at work.

Thus, the work environment, work family conflict, and work stress greatly influence female nurses' motivation to work. The high or low quality of the work environment, the large influence of family matters related to work matters, and the high level of work stress of female nurses can influence the motivation of female nurses to work and achieve hospital goals. Nurses' work motivation is still one of the problems of nursing services in hospitals. The work motivation of nurses in each hospital is different, this depends on the factors that influence it.

Based on the phenomena that occur, motivation is influenced by physiological needs, security needs, social needs and esteem needs. Basically what makes nurses motivated at work is the needs they need to drive the work they do so that by fulfilling their needs, they will feel more motivated at work and this will influence the performance they produce. Based on observations and interviews with several nurses, they stated that by fulfilling their desired needs, they would be more motivated at work because their needs would be met from the work they fulfilled, so that the performance they produced would also be more optimal.

Basically, motivation factors are grouped into two groups, namely internal factors and external factors. Internal factors (personal characteristics) in motivation include the needs, desires and hopes that exist within each individual. External factors (workplace characteristics) consist of the work environment, salary, working conditions and promotion and responsibility.

Based on the results of the researcher's interview with the Head of the Nursing Section at the Bandung Muhammadiyah Hospital, it was discovered that hospital nurses were starting to experience a decline in energy and enthusiasm for work. This decrease in work morale among nurses results in less than optimal performance of nurses, thereby allowing work procedures that should be carried out by nurses to be neglected. This is reflected in the fact that there are still nurses



who do not arrive at the hospital on time, especially after taking a break and there are nurses who are still less friendly towards patients, mistakes in how to lift the patient's position, for example moving the patient from one bed to another and forgetting to wear PPE. (personal protective equipment), the management will give sanctions to nurses who do not arrive at the hospital on time and do not pay attention to procedures for lifting patients and do not use PPE by having to present a chronology of events in front of all parties including hospital management, heads of departments, head of the nursing section and other nurses.

There are so many responsibilities and demands that hospital nurses must carry out, indicating that nurses at Muhammadiyah Hospital Bandung are very vulnerable to experiencing a decrease in motivation in their work. This situation will affect the nurse's work morale, work concentration, work capacity and psychological disorders. Providing decreased work motivation for nurses must also be adjusted to the characteristics of the nurse so that the provision is effective and efficient.

Motivation

According to Flippo in Hasibuan (2014: 13), work motivation is a skill in directing nurses and hospitals to work successfully, so that the desires of the nurses and the goals of the hospital are simultaneously achieved. Furthermore, Sutrisno (2014: 110) explains that motivation is about how to encourage subordinates' enthusiasm for work, so that they are willing to work hard by providing all their abilities and skills to realize the company's goals. The indicators used to measure work motivation according to Maslow in Sedarmayanti (2017:258) are physiological needs, security needs, social needs, esteem needs, self-actualization needs

Work environment

According to Danang (2015, p.38) the work environment is everything that is around the worker and that can influence him in carrying out the assigned tasks. According to Sedarmayanti (2017) the work environment is the totality of tools and materials encountered, the surrounding environment where a person works, work methods, and work arrangements both as an individual and as a group. According to Sedarmayanti in Budianto and Amelia (2015: 108), work environment indicators are lighting, air temperature, noise, use of color, space for movement, ability to work, relationships between nurses.

Work Family Conflict

According to Frone, Rusell, and Cooper (Roboth, 2015) stated that work family conflict is a form of role conflict, where family and work roles cannot be done simultaneously in some cases, this situation is often found in female employees who hold two roles where they have to do office work and control the family as a whole. According to Greenhaus and Beutell (1985) in Novarista Pradila (2018), work that interferes with family is called work-family conflict (dual role conflict) which is a form of role conflict between where role pressures from the work and family domains conflict.

Work Stress

The consequences of stress vary, some are positive, such as increasing motivation to work harder, or getting inspiration to live a better life. But many of them are destructive and dangerous. According to Cox (2016:92) has identified the effects of stress, which may arise, namely:

- a. Subjective impact (*subjective effect*) . Worry/anxiety, tiredness, boredom, depression, fatigue, frustration, loss of patience, feelings of isolation and loneliness.
- b. Behavioral impact (*Behavioral effect*). The effects of stress that impact workers' behavior at work include emotional outbursts and impulsive behavior.



- c. Cognitive impact (*Cognitive effect*). Inability to make healthy decisions, decreased concentration, lack of attention/short attention span, very sensitive to criticism/criticism and mental blocks.
- d. Physiological impact (*Physiological effect*) . Increased blood glucose, increased heart rate and blood pressure, dry mouth, sweating, dilated eyeballs and hot and cold body.
- e. Health Impact (*Health effect*). Headaches and migraines, nightmares, difficulty sleeping, psychosomatic disorders.
- f. *Organizational* impact . Decreased/low productivity, alienation from work partners, job dissatisfaction, decreased work strength and loyalty to the agency.

Hypothesis

In this research, a hypothesis is put forward with the aim of providing guidance and direction for the research to be carried out. If it turns out that the hypothesis is not proven and is wrong, then the problem can be solved with the truth determined from decisions that have been successfully implemented so far.

The hypothesis in this research is:

- H₁ : The work environment partially has a significant positive effect on the work motivation of female nurses at the Muhammadiyah Hospital in Bandung.
- H₂ : *Work family conflict* partially has a significant negative effect on the work motivation of female nurses at the Muhammadiyah Hospital in Bandung.
- H₃ : Work stress partially has a significant negative effect on the work motivation of female nurses at the Muhammadiyah Hospital in Bandung.
- H₄ : Work environment, *work family conflict* and work stress together have a significant effect on the work motivation of female nurses at the Muhammadiyah Hospital in Bandung.

RESEARCH METHODS

The location in this research is the Muhammadiyah Bandung Hospital Jl. KH Ahmad Dahlan No. 53, Bandung , West Java 40264 , Indonesia. The sources and types of data used in this research are primary data and secondary data. Primary data obtained by conducting direct interviews with resource persons and distributing questionnaires directly to resource persons, namely female nurses at the Muhammadiyah Hospital in Bandung . Secondary data in this study came from data from female nurses at the Muhammadiyah Hospital in Bandung . The research population was 78 female nurses at the Muhammadiyah Hospital in Bandung . Sampling techniques can basically be grouped into two, namely *probability sampling* and *non-probability sampling* . The sampling technique used by the author is nonprobability sampling. The sample in this study was the entire population taken, namely all 78 female nurses at the Muhammadiyah Hospital in Bandung . The data collection techniques used in this research are questionnaires and interviews. This research uses quantitative analysis. This research uses Multiple Regression analysis with data processing using SPSS 26 for Windows ..

DISCUSSION

Data Quality Test Validity Test

Table 1. Validity Test Results

Variable	Statement	r count	r table	Decision
Work motivation	MK1	0.866	0.223	Valid



	MK2	0.854	0.223	Valid
	MK3	0.903	0.223	Valid
	MK4	0.853	0.223	Valid
	MK5	0.851	0.223	Valid
Work environment	LK1	0.855	0.223	Valid
	LK2	0.894	0.223	Valid
	LK3	0.862	0.223	Valid
	LK4	0.856	0.223	Valid
	LK5	0.794	0.223	Valid
	LK6	0.872	0.223	Valid
	LK7	0.786	0.223	Valid
Work Family Conflict	WFC1	0.769	0.223	Valid
	WFC2	0.812	0.223	Valid
	WFC3	0.875	0.223	Valid
	WFC4	0.768	0.223	Valid
	WFC5	0.875	0.223	Valid
	WFC6	0.891	0.223	Valid
	WFC7	0.875	0.223	Valid
	WFC8	0.860	0.223	Valid
Work Stress	SK1	0.901	0.223	Valid
	SK2	0.922	0.223	Valid
	SK3	0.920	0.223	Valid
	SK4	0.841	0.223	Valid
	SK5	0.866	0.223	Valid

Source: Data Processing Results, 2024

From Table 1 above, it is known that the calculated r value for all variable statement items is $> r$ table (0.223). This means that the statement items used to measure each variable are declared valid.

Reliability Testing

Table 2. Reliability Test Results

Variable	Cronbach's Alpha	Limitation	Decision
Work motivation	0.950	0.6	Reliable
Work environment	0.954	0.6	Reliable
Work Family Conflict	0.958	0.6	Reliable
Work Stress	0.961	0.6	Reliable

Source: Data Processing Results, 2024

From Table 2, it can be seen that the reliability values for all variables are ≥ 0.6 . This means that the measuring instruments used in this research are reliable or trustworthy.

Classical Assumption Test

Normality Test

Table 3. Kolmogorov Smirnov Normality Test Results

One-Sample Kolmogorov-Smirnov Test

Unstandardized Residuals	
N	78
Normal Parameters ^{a, b} Mean	,0000000
Std. Deviation	1.68894364



Most Extreme Differences	Absolute	,085
	Positive	,085
	negative	-,053
Statistical Tests		,085
Asymp. Sig. (2-tailed)		,200 ^{c,d}

- a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Source: Data Processing Results, 2024

Based on Table 3, the significance value of the *Kolmogorov Smirnov test* is $0.200 > 0.05$. Thus, it can be interpreted that the regression model meets the normality assumption.

Multicollinearity Test

Table 4. Multicollinearity Test Results
Coefficients ^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Work environment	,326	3,068
	Work Family Conflict	,498	2,009
	Work Stress	,507	1,973

a. Dependent Variable: Work Motivation

Source: Data Processing Results, 2024

From table 4, the *tolerance value* for each variable is 0.326; 0.498 and 0.507 which are greater than 0.1 or the VIF value of each variable is 3.068; 2.009 and 1.973 which are smaller than 10. This means that there are no symptoms of heteroscedasticity in the regression model.

Heteroscedasticity Test

Table 5. Heteroscedasticity Test Results
Coefficients ^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,732	1,634		1,060	,293
	Work environment	-,013	,036	-,074	-,363	,717
	Work Family Conflict	,000	,025	-,002	-,012	,990
	Work Stress	-,004	,036	-,017	-,103	,918

a. Dependent Variable: Abs_Res

Source: Data Processing Results, 2024

From Table 5 it is known that all variables are not significant for *the absolute residual* of 0.717; 0.990 and 0.918 are greater than 0.05. It can be decided that the regression model is free from symptoms of heteroscedasticity.

Multiple Linear Regression Analysis

Based on the results of the tests carried out, the following multiple linear regression equation was obtained:

$$Y = a + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

$$Y = 13.581 + 0.387 X_1 - 0.143 X_2 - 0.182 X_3 + e$$



The meaning of the regression equation above is:

- ◆ The constant value (a) is 13.581. This means that if the independent variable is assumed to be zero (0), then work motivation female nurses at the Muhammadiyah Hospital in Bandung amounted to 13,581.
- ◆ The regression coefficient value for the compensation variable was obtained at 0.387. This means that for every increase in the work environment by 1 unit, work motivation will increase female nurses at the Bandung Muhammadiyah Hospital is 0.387 and vice versa assuming other variables remain constant.
- ◆ The regression coefficient value for the *work family conflict* variable was obtained of -0.143 . What this means is that every time *work family conflict* increases by 1 unit, it will reduce work motivation female nurses at the Bandung Muhammadiyah Hospital is 0.143 and vice versa assuming other variables remain constant.
- ◆ The regression coefficient value for the work stress variable was obtained of -0.182 . This means that for every 1 unit increase in work stress, work motivation will decrease female nurses at the Bandung Muhammadiyah Hospital is 0.182 and vice versa assuming other variables remain constant.
- ◆ Standard error (e) is a random variable and has a probability distribution that represents all factors that have an influence on work motivation female nurses at the Bandung Muhammadiyah Hospital but are not included in the equation.

Hypothesis Testing

Simultaneous Test (F Test)

Table 6. Simultaneous Test Results (F Test)

		ANOVA ^a				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	884,899	3	294,966	99,376	,000 ^b
	Residual	219,645	74	2,968		
	Total	1104,544	77			

a. Dependent Variable: Work Motivation

b. Predictors: (Constant), Work Stress, Work Family Conflict, Work Environment

Source: Data Processing Results, 2024.

From Table 6 above, the calculated F value is $(99.376) > F \text{ table } (2.728)$ or significance $(0.000) < 0.05$. Thus, the hypothesis is accepted, meaning that the work environment, *work family conflict* and work stress simultaneously influence work motivation female nurse at Muhammadiyah Hospital Bandung .

Partial Test (t Test)

Table 7. Partial Test Results (t Test)

		Coefficients ^a		Standardized Coefficients Beta	t	Sig.
Model		Unstandardized Coefficients B	Std. Error			
1	(Constant)	13,581	2,860		4,749	,000
	Work environment	,387	,064	,553	6,087	,000
	Work Family Conflict	-,143	,044	-,239	-3,248	,002
	Work Stress	-,182	,064	-,208	-2,859	,006

a. Dependent Variable: Work Motivation

Source: Data Processing Results, 2024

Based on Table 7 above, the following decisions can be obtained:



- a. Work environment. The calculated t value was 6.087 with a significance of 0.000. Thus, it is known that t count (6.087) $>$ t table (1.993) or significance (0.000) $<$ 0.05. Thus, the hypothesis is accepted, meaning that the work environment partially has a positive and significant effect on work motivation female nurse at Muhammadiyah Hospital Bandung .
- b. *Work family conflict* . The calculated t value was -3.248 with a significance of 0.002. Thus, it is known that $|t$ count| (3.248) $>$ t table (1.993) or significance (0.002) $<$ 0.05. Thus, the hypothesis is accepted, meaning that *work family conflict* partially has a negative and significant effect on work motivation female nurse at Muhammadiyah Hospital Bandung .
- c. Work stress . The calculated t value was -2.859 with a significance of 0.006. Thus, it is known that $|t$ count| (2.859) $>$ t table (1.993) or significance (0.006) $<$ 0.05. Thus, the hypothesis is accepted, meaning that work stress partially has a negative and significant effect on work motivation female nurse at Muhammadiyah Hospital Bandung .

Coefficient of Determination (R^2)

Table 8. Determination Coefficient Test

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,895 ^a	,801	,793	1.72284

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

b. Dependent Variable: Work Motivation

Source: Data Processing Results, 2024

From Table 8 above, the *Adjusted R^2 value is obtained* of 0.793 or 79.3%. This means that there is 79.3% work motivation female nurses at the Muhammadiyah Hospital in Bandung are influenced by the work environment, *work family conflict* and work stress . Meanwhile, the remaining 20.7% (100%–79.3%) was influenced by other variables not included in this study.

The Influence of the Work Environment on Work Motivation

The work environment in a company, organization or institution is very important for management to pay attention to, including the work environment of nurses in hospitals. Even though the work environment does not carry out the production process in a company, the work environment has a direct influence on the quality of service provided by nurses to patients. The work environment is the atmosphere where employees carry out activities every day.

From the results of the responses to the questionnaire, it was found that the working environment conditions felt by female nurses at the Muhammadiyah Hospital in Bandung were not good. This is shown by several indicators, namely that the lighting in the work room, such as sunlight or lamp light, is felt to be less suitable for nurses' work needs. Then also the air temperature in the work room feels a bit stuffy because the performance of the air conditioning has decreased, making nurses uncomfortable at work. Furthermore, the color of the walls and interior of the work room has started to look dull so it does not support the nurse's mood at work. Nurses' movements are also less free because the work space provided by the hospital is felt to be quite narrow.

The test results found that the work environment had a positive and significant effect on work motivation female nurse at Muhammadiyah Hospital Bandung . The better the hospital work environment felt by the nurse, the higher the nurse's work motivation will be and conversely, the worse the hospital work environment felt by the nurse, the lower the nurse's work motivation will be. The results of this research are in line with research conducted by Aranki et al., (2019) which found that the work environment has a positive effect on work motivation. The work environment is the environment where employees carry out their daily work. A conducive work environment provides a sense of security and allows employees to work optimally.

Bahri (2016) in his research stated that the work environment is the most dominant factor that can influence a person's level of work motivation. The work environment is all the facilities



and infrastructure around nurses as well as working conditions that influence work motivation. Workers really pay attention to their work environment for comfort at work and adequate work facilities to support their work. A good and conducive work environment is one of the determinants of increasing nurses' work motivation. The work environment influences nurses' work. A good work environment is an environment that can make nurses work safely and comfortably, and complete their work optimally. A comfortable work environment is a work environment that has a good level of cleanliness, has smooth air circulation, appropriate room lighting, and pleasant working conditions.

The Influence of Work Family Conflict on Work Motivation

Work-family conflict or *work family conflict* is a form of conflict between roles where the pressures from roles in work and family conflict with each other, that is, carrying out roles at work becomes more difficult because also carrying out roles in the family, and vice versa, carrying out roles in the family becomes more difficult. more difficult because they also play a role at work. This conflict occurs because there is a mismatch between what exists and what is expected. And *work family conflict* is more likely to be experienced by married women.

From the results of the responses to the questionnaire, it was found that female nurses felt a high level of role conflict between being a nurse and their role in the family. This is shown by nurses not being able to divide their time between work and family and often missing important matters with the family because of work. Nurses also lack concentration in taking care of the household so that the family sometimes lacks support for their work status as a nurse. Nurses are also less able to adapt to the family environment or work environment. It is not uncommon for family problems to be brought to work or work problems to be brought to the family.

The test results show that *there is work family conflict* negative and significant effect on work motivation female nurse at Muhammadiyah Hospital Bandung . The higher *the work family conflict* felt by the nurse, the lower the nurse's work motivation will be and vice versa, the lower *the work family conflict* felt by the nurse, the higher the nurse's work motivation will be. The results of this research are in line with research conducted by Melyanti (2019) which found that *work family conflict* (WFC) had a significant negative effect on the work motivation of female nurses at Hermina Hospital, Tangerang.

Women who work, whether they work alone or as employees or employees, are known as career women. This married career woman plays at least two roles at once, namely as a worker and also as a wife, mother and household manager. Work for a woman can have both positive and negative impacts. The positive impact is that through their work women can help their husbands financially, earn a decent income to support themselves and their families, increase their self-confidence and have the opportunity to gain life satisfaction (Istiani, 1989 in Meliyanti, 2019). Apart from these positive impacts, there are also negative impacts that need to be considered, where the demands of this job will cause the mother or wife to not always be there when she is most needed by her children or partner.

Kussudyarsana and Soepatini (2008) in Meliyanti (2019) said that compared to men, women are more faced with a dilemma between their family roles *and* work roles . This happens because women naturally conceive and give birth to children so the demands for the obligation to look after children are stronger than men. The demands of family roles mean that women have to pay more attention to their children, husbands and parents. On the other hand, career demands provide ample opportunities for women to develop themselves at work, thereby promising to obtain a better position or greater income.

The Effect of Work Stress on Work Motivation

The results of *the Labor Force Survey research* in 2016 found that there were 440,000 cases of work-related stress, in the UK the incidence rate was 1,380 cases per 100,000 workers experiencing work-related stress (Sari, 2016). According to survey results from the PPNI (Indonesian National Nurses Association) in 2015 (quoted in Vazia, 2016) showed that 51% of nurses experienced stress at work, tired, less friendly, often dizzy, lack of rest due to high workload and inadequate income. . Nurse work stress can be interpreted as an emotional state of nurses that arises due to a mismatch between workload and ability.



From the results of the responses to the questionnaire, it was found that female nurses at the Muhammadiyah Hospital in Bandung felt high levels of work stress. This condition is indicated by the high pressure given by superiors to nurses in carrying out their work because they remember *the value* sold by hospitals, a very vital aspect, namely health services. Then the nurse considers that work as a nurse is a dangerous job because it interacts with sick people. Apart from being dangerous, the workload felt by nurses is also felt to be excessive because the nature of the work is *shift* because they not only work during the day, but also at night.

The test results showed that work stress had a negative and significant effect on work motivation female nurse at Muhammadiyah Hospital Bandung . The higher the work stress felt by the nurse, the lower the nurse's work motivation will be and vice versa, the lower the work stress felt by the nurse, the higher the nurse's work motivation will be. The results of this research are in line with research conducted by Fajrianti and Irfana (2023) which found that work stress affected the work motivation of nurses in outpatient installations at Jakarta Hospital. Nurses who have high work stress will have the effect of decreasing work motivation.

The work stress experienced by nurses will affect their performance which will ultimately have an impact on health services to patients. Nursing staff are the largest number of workers compared to other health workers and provide services to clients 24 hours continuously. This makes nurses have a strategic position and an important role as the spearhead of health services in hospitals. (Gaffar, 1999 in Soep, 2012).

Law number 8/1999 concerning consumer protection requires nurses to be able to provide quality services in accordance with established standards. Conditions that include high demands from society plus pressure from the work environment, including leadership, can cause nurses to experience work stress. Grainger (1999) in Soep (2012) said that health workers in carrying out their duties face various things that cause stress (stressors), namely working for long hours and in shifts, carrying out traumatic actions, responsibility for humans for huge risks. the consequences of wrong decisions, the risk of contracting work-related diseases, the need to always be kind to people you may not like and others.

The Influence of Work Environment, *Work Family Conflict* and Work Stress on Work Motivation

From the results of the responses to the questionnaire, it was found that the working environment conditions felt by female nurses at the Muhammadiyah Hospital in Bandung were not good. Then the role conflict between being a nurse and the role in the family is also high as well as the high level of work stress felt by nurses. This condition results in low work motivation for nurses . This can be seen from the lack of appreciation or appreciation from hospitals for employees who perform well, resulting in nurses not feeling challenged enough to complete the tasks given far beyond the set standards.

The test results showed that the work environment, *work family conflict* and work stress had a significant effect on work motivation female nurse at Muhammadiyah Hospital Bandung . Comfortable working environment conditions, resolved *work family conflict problems* and good work stress management will have an impact on nurses' work motivation will be higher. However, on the other hand, if the working conditions of nurses are less comfortable, their lack of ability to handle *work family conflict* and poor work stress management will have an impact on nurses' work motivation being lower.

The results of this research are in line with research conducted by Jayanti, Pardiman & Hardaningtyas (2023) which found that the work environment, work stress and *work family conflict* affected employee performance in the case study of Dinoyo Community Health Center employees. There are several factors that can influence employee performance, one of which is stress levels. Apart from that, it is also said that the work environment is also a factor that influences employee performance. The work environment can influence employees in carrying out their duties. And the results of this research also show that apart from these two variables, *work family conflict* also influences employee performance. So it can be concluded that there is a simultaneous influence on the influence of the work environment, work stress and *work family conflict* on employee performance.



CONCLUSIONS

Based on the research results which are based on theoretical studies and the formulation of the problems that have been discussed, it can then be concluded that the work environment has a positive and significant effect on the performance of female nurses at the Muhammadiyah Hospital in Bandung . This shows that the better the conditions of the nurse's work environment, the higher the nurse's work motivation will be. *Work family conflict* has a negative and significant effect on the performance of female nurses at the Muhammadiyah Hospital in Bandung . This shows that the more *work family conflict* the nurse feels , the higher the nurse's work motivation will be. Work stress has a negative and significant effect on the performance of female nurses at the Muhammadiyah Hospital in Bandung . This shows that the higher the level of work stress experienced by nurses, the higher the nurses' work motivation will be. The work environment, *work family conflict* and work stress together have a significant effect on work motivation female nurse at the Muhammadiyah Hospital in Bandung with a coefficient of determination of 79.3%.

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