

The Influence of Dual Roles and Workload on Work-Family Conflict: The Mediating Role of Work Stress among Employees at PKU Muhammadiyah Gamping Hospital

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ABSTRACT

This study aims to examine the effects of dual roles and workload on work-family conflict, with job stress serving as a mediating variable among female employees at RS PKU Muhammadiyah Gamping. The research employed a quantitative approach using a survey method. Data were collected through questionnaires distributed to 120 female employees who met the predetermined criteria, including being married, having children under 20 years old, and having a husband who was actively employed. The data were analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM) to evaluate the measurement and structural models and to test the direct and indirect relationships among variables. The results indicate that dual roles have a positive and significant effect on work-family conflict ($\beta = 0.613$, $p < 0.001$) and job stress ($\beta = 0.438$, $p < 0.001$). Workload also has a positive and significant effect on work-family conflict ($\beta = 0.178$, $p = 0.009$) and job stress ($\beta = 0.383$, $p = 0.005$). These findings highlight the importance of managing workload and job stress while considering the multiple roles performed by female employees to reduce work-family conflict.

INTRODUCTION

The increasing participation of women in the workforce has significantly changed the traditional division of roles within Indonesian families. Women are no longer primarily associated with domestic responsibilities but also contribute actively to professional and economic activities. Skills, competencies, career aspirations, and the desire for financial independence have encouraged more women to participate in the labor market (Misfin et al., 2024). However, women's participation in employment does not necessarily eliminate traditional domestic expectations. Patriarchal norms continue to influence women's responsibilities and participation in the labor market, creating challenges in balancing professional and family roles (Nuñez & Ollo-López, 2025).

These circumstances are particularly relevant for married working women who perform dual roles as employees and family members. The simultaneous demands of professional and domestic responsibilities may create work-family conflict, which occurs when pressures from work and family domains are incompatible. Dual roles can generate psychological pressure, physical and emotional exhaustion, and difficulties in fulfilling professional and family responsibilities simultaneously (Afwina, 2023). Furthermore, work-family conflict may negatively affect psychological well-being and increase the risk of burnout among working women (Kim et al., 2024).

In addition to dual roles, workload may intensify work-family conflict. Excessive physical, mental, and time demands can reduce employees' capacity to fulfill family responsibilities, particularly when work involves high targets, overtime, and rapid work rhythms (Baskoro & Handoyo, 2020). Excessive workload may also cause fatigue, reduce motivation, and interfere with employees' ability to manage their professional and domestic responsibilities (Cesilia & Kosasih, 2024). Continuous pressure arising from dual roles and workload may subsequently increase work stress. Work stress occurs when job demands exceed an individual's ability to cope and may contribute to fatigue, anxiety, reduced motivation, and impaired psychological well-being (Nadif & Kurniawan, 2024). Work stress has also been identified as a potential mediator in the relationship between dual roles, workload, and work-family conflict (Hidayati, 2021).

This issue is particularly relevant at PKU Muhammadiyah Gamping Hospital, where female employees are expected to maintain professional performance while fulfilling family responsibilities within an institution grounded in Islamic and Muhammadiyah values. Therefore, this study aims to examine the effects of dual roles and workload on work-family conflict and to investigate the mediating role of work stress among female employees at PKU Muhammadiyah Gamping Hospital.

THEORETICAL REVIEW

Work-Family Conflict. Work-family conflict is an interrole conflict that occurs when demands from the work and family domains are incompatible, making participation in one role more difficult because of pressures arising from the other role (Greenhaus & Beutell, 1985). This condition is particularly relevant for working women who simultaneously perform professional and family

responsibilities. Research by Eliyana and Nafilah (2025) found that working women experience difficulties in dividing their time between work responsibilities, childcare, family communication, and personal rest. These circumstances indicate that greater demands from multiple roles may increase the likelihood of experiencing work-family conflict.

Dual Roles and Work-Family Conflict. Dual roles require women to allocate time, energy, and attention between professional and family responsibilities. When demands from these roles occur simultaneously, individuals may experience difficulties in fulfilling both roles effectively. Akman and Kodalak (2025) found that role overload had a significant positive effect on work-family conflict, indicating that greater demands from multiple roles were associated with greater conflict between work and family. Similarly, Khairy and Salama (2026) reported that dual roles significantly increased work-family conflict because high role demands reduced the time, energy, and emotional resources available for family.

Workload and Work-Family Conflict. Workload refers to the demands associated with the amount, complexity, and timing of work that employees must complete. Tahir and Kaleem (2012) identify task repetition, task excess, physical or mental load, and working at odd times as important dimensions of workload. High workload may consume employees' physical and psychological resources, leaving less time and energy for family responsibilities. Research among healthcare workers by Wang et al. (2024) found that workload had a positive relationship with work-family conflict. Siswani et al. (2025) also found that high workload increased work-family conflict and burnout among healthcare workers. However, Soegiono and Idulfilastri (2024) reported that workload did not have a significant effect on work-family conflict among construction workers, indicating that occupational characteristics may influence this relationship.

Dual Roles, Workload, and Work Stress. The pressure resulting from multiple roles and high workload may contribute to work stress. Putri et al. (2023) found a significant relationship between dual-role conflict and work stress among female nurses. Similarly, Laily Ainur Rofiqoh et al. (2023) demonstrated that workload and work-family conflict significantly affected work stress among female nurses. These findings suggest that when employees face substantial demands from both their professional and family roles, the resulting psychological pressure may increase stress levels.

Work Stress and Work-Family Conflict. Work stress can also contribute to the development of work-family conflict because psychological pressure and exhaustion may reduce employees' ability to fulfill family responsibilities. Loverly and Nurmina (2025) found that work stress had a positive and significant effect on work-family conflict among female bank employees, indicating that higher levels of work stress were associated with higher levels of conflict between work and family. This relationship demonstrates that work stress may represent an important mechanism through which workplace demands influence employees' family experiences.

Mediating Role of Work Stress. Previous research provides a basis for positioning work stress as a mediating variable. Fadilah et al. (2025) found that multiple-role conflict increased work stress among female healthcare workers and that work stress played a mediating role in the relationship. This indicates that the pressure generated by multiple roles may first increase psychological stress, which can subsequently influence work-family outcomes. The present study extends previous research by exintegrating dual roles and workload as two distinct predictor of work-family conflict and examining work stress as a mediator of both relationships within a single research model. Although previous studies have examined these variable separately or in specific occupational context limited research has simultaneously compared whether work stress mediates the effect of dual roles and workload on work-family conflict. In addition, this study focuses specially on female employees at PKU Muhammadiyah Gamping Hospital, where professional demands must be balanced with family responsibilities. Therefore, the novelty of this study lies in testing an integrated model and identifying whether the mediating mechanism of work stress operates differently for dual roles and workload.

METHODOLOGY

This study employed a quantitative research approach to examine the effects of dual roles and workload on work-family conflict and the mediating role of work stress among female employees at PKU Muhammadiyah Gamping Hospital. A quantitative approach was selected because it enables the relationships between variables to be measured objectively using numerical data obtained through a structured questionnaire (Creswell, 2022).

The study was conducted at PKU Muhammadiyah Gamping Hospital, Yogyakarta, Indonesia. The population consisted of active female employees who were married, had a husband who was also actively employed, and had children under 20 years old. The sample was selected using purposive sampling based on these predetermined criteria. A total of 120 respondents participated in the study. This sample size exceeded the minimum requirements for testing the overall model and individual predictors based on the sample size criteria proposed by Creswell (2022).

The study involved four variables: dual roles (X1) and workload (X2) as independent variables, work stress (Z) as the mediating variable, and work-family conflict (Y) as the dependent variable. Dual roles were measured using time-, strain-, and behavior-based conflict dimensions developed from Greenhaus and Beutell (1985). Workload was measured using task repetition, task excess, physical or mental load, and working at odd times based on Tahir and Kaleem (2012). Work-family conflict was measured using six dimensions developed by Carlson et al. (2000), covering time-, strain-, and behavior-based interference from both work to family and family to work. Work stress was measured based on task demands, role demands, interpersonal demands, organizational structure, and organizational leadership (Robbins & Judge, 2008).

Primary data were collected through an online questionnaire using a six-point Likert scale ranging from 1 = strongly agree to 6 = strongly disagree. The

use of a six-point scale eliminated a neutral midpoint and encouraged respondents to indicate a clearer position toward each statement. Secondary data were obtained from relevant organizational documents and supporting literature.

Data analysis was conducted using Partial Least Squares Structural Equation Modeling (PLS-SEM). PLS-SEM was selected because this study aims both direct and indirect relationship simultaneously. The proposed model consists of dual role and workload as independent variable, work stress as a mediating variable, and work-family conflict as the dependent variable. PLS-SEM is therefore appropriate for simultaneously evaluating the measurement model and the structural relationships among these constructs. In addition, the method enables the assessment of explanatory power, effect size, predictive relevance, and mediation effect, which are consistent with the objectives of this study.

The structural model (inner model) was evaluated using R^2 , f^2 , and Q^2 to assess explanatory power, effect size, and predictive relevance. Hypotheses were tested using the bootstrapping procedure by examining t-statistics and p-values. A relationship was considered significant when the t-statistic exceeded 1.96 or the p-value was below 0.05 at a 5% significance level (Hair et al., 2021). Finally, the mediating role of work stress was examined through the indirect effect. Mediation was considered significant when the indirect effect produced a p-value ≤ 0.05 or a t-statistic ≥ 1.96 .

RESULTS

This study examined the effects of dual roles and workload on work-family conflict, with job stress serving as a mediating variable among female employees at RS PKU Muhammadiyah Gamping. A quantitative survey approach was employed, and data were collected through face-to-face questionnaire distribution using Google Forms. The final sample consisted of 120 female permanent employees who were married, had a working spouse, and had children under 20 years of age. The data were analyzed using Structural Equation Modeling-Partial Least Squares (SEM-PLS) with SmartPLS 4.1.1.8.

Respondent Characteristics

The characteristics of respondents were examined based on age and job position. As presented in Table 1, most respondents were between 31 and 40 years old, accounting for 65.8% of the sample. In terms of job position, the sample was dominated by nursing personnel (63.3%), followed by medical support personnel (26.7%). This composition reflects the dominance of healthcare workers whose jobs involve direct patient services and considerable work responsibilities.

Table. 1 Respondent Characteristics

Characteristic	Category	n	Percentage (%)
Age	21-30 years	21	17.5
	31-40 years	79	65.8
	41-50 years	14	11.7
	51-60 years	6	5.0
Job Position	Nursing personnel	76	63.3
	Medical support personnel	32	26.7
	Unit head/coordinator	4	3.3
	Medical personnel	3	2.5
	Administration and management	3	2.5
	Food service personnel	1	0.8
	Middle-level structural official	1	0.8
Total		120	100.0

Measurement Model (Outer Model)

The measurement model was evaluated using Partial Least Squares Structural Equation Modeling (PLS-SEM) with SmartPLS 4.1.1.8. The assessment included convergent validity, discriminant validity, and construct reliability. Convergent validity was assessed based on outer loading and Average Variance Extracted (AVE). Indicators with outer loading values below 0.70 were eliminated, and the model was re-estimated. After the elimination process, all retained indicators achieved outer loading values above 0.70, indicating that the indicators adequately represented their respective constructs.

Table. 2 Measurement Model (Outer Model)

Construct	Retained Indicators	Outer Loading Range	AVE
Multiple Roles (X1)	PG5-PG9	0.790-0.903	0.678
Workload (X2)	BK2-BK4	0.816-0.833	0.704
Job Stress (Z)	SK1-SK3, SK7, SK9-SK13	0.722-0.914	0.699
Work-Family Conflict (Y)	WFC2, WFC4-WFC12	0.749-0.839	0.624

As shown in Table, all retained indicators have outer loading values exceeding the recommended threshold of 0.70. The highest loading was obtained by PG9 (0.903) for Multiple Roles, while the loading values for Workload, Job Stress, and Work-Family Conflict ranged from 0.816-0.833, 0.722-0.914, and 0.749-0.839, respectively. In addition, all constructs obtained AVE values above 0.50, ranging from 0.624 to 0.704. These results indicate that the measurement model satisfies the requirements for convergent validity.

Discriminant validity was assessed using the Heterotrait-Monotrait Ratio (HTMT). Most construct pairs obtained HTMT values below 0.90, indicating adequate discriminant validity. However, the HTMT value between Multiple Roles and Work-Family Conflict was 0.933, slightly exceeding the conservative threshold of 0.90. Therefore, an inferential HTMT assessment using a 95% bootstrap confidence interval was conducted. The confidence interval for this construct pair ranged from 0.888 to 0.973 and did not include 1.00, indicating that the two constructs remained empirically distinguishable.

Table. 3 Discriminant Validity and Construct Reliability

Construct / Construct Pair	HTMT / Cronbach's Alpha	Composite Reliability (rho_a)	Composite Reliability (rho_c)
Multiple Roles - Workload	0.671	—	—
Job Stress - Workload	0.729	—	—
Job Stress - Multiple Roles	0.701	—	—
Work-Family Conflict - Workload	0.782	—	—
Work-Family Conflict - Multiple Roles	0.933*	—	—
Work-Family Conflict - Job Stress	0.780	—	—
Multiple Roles (X1)	0.894	0.902	0.922
Workload (X2)	0.763	0.766	0.863
Job Stress (Z)	0.945	0.949	0.954
Work-Family Conflict (Y)	0.933	0.934	0.943

Note: The HTMT value of 0.933 was further assessed using a 95% bootstrap confidence interval of 0.888–0.973.

Structural Model Evaluation

The structural model was evaluated using the coefficient of determination (R^2), effect size (f^2), and predictive relevance. The R^2 value for job stress was 0.526, indicating that 52.6% of its variance could be explained by dual roles and workload. Meanwhile, the R^2 value for work-family conflict was 0.808, meaning that dual roles, workload, and job stress jointly explained 80.8% of its variance. Thus, the model demonstrated moderate explanatory power for job stress and substantial explanatory power for work-family conflict.

Table. 4 Structural Model Evaluation

Endogenous Construct / Relationship	Value	Interpretation
R ² Job Stress	0.526	Moderate
R ² Work-Family Conflict	0.808	Substantial
f ² Workload → Job Stress	0.212	Medium
f ² Workload → Work-Family Conflict	0.093	Small
f ² Dual Roles → Job Stress	0.277	Medium
f ² Dual Roles → Work-Family Conflict	1.047	Large
f ² Job Stress → Work-Family Conflict	0.123	Small
Q ² predict Job Stress	0.459	Predictive relevance
Q ² predict Work-Family Conflict	0.774	Predictive relevance

The structural model demonstrates satisfactory explanatory and predictive capability. The R² value of 0.526 for job stress indicates that 52.6% of the variance in job stress can be explained by dual roles and workload, while the remaining 47.4% is explained by factors outside the model. Meanwhile, the R² value of 0.808 for work-family conflict indicates that dual roles, workload, and job stress jointly explain 80.8% of the variance in work-family conflict. Thus, the model has moderate explanatory power for job stress and substantial explanatory power for work-family conflict.

The f² results further indicate that dual roles have the largest contribution to work-family conflict, with an effect size of 1.047, categorized as large. Dual roles also have a medium effect on job stress (0.277). Workload has a medium effect on job stress (0.212) but only a small effect on work-family conflict (0.093). Meanwhile, job stress has a small effect on work-family conflict (0.123). The Q²predict values of 0.459 for job stress and 0.774 for work-family conflict indicate that the model possesses predictive relevance for both endogenous constructs.

Hypothesis Testing and Mediation Analysis

The direct effects were assessed through bootstrapping. A relationship was considered significant when the t-statistic exceeded 1.96 and the p-value was below 0.05. The results show that all five direct hypotheses were supported.

Table. 5 Hypothesis Testing and Mediation Analysis

Hypothesis	Relationship	β	t-statistic	p-value	Decision
H1	Dual Roles → Work-Family Conflict	0.613	7.516	<0.001	Supported
H2	Workload → Work-Family Conflict	0.178	2.600	0.009	Supported

H3	Dual Roles → Job Stress	0.438	3.564	<0.001	Supported
H4	Workload → Job Stress	0.383	2.807	0.005	Supported
H5	Job Stress → Work-Family Conflict	0.223	2.314	0.021	Supported
H6	Dual Roles → Job Stress → Work-Family Conflict	0.098	1.590	0.112	Not supported
H7	Workload → Job Stress → Work-Family Conflict	0.085	2.123	0.034	Supported

The hypothesis testing results demonstrate that dual roles, workload, and job stress all have significant positive direct effects within the research model. Dual roles have the strongest direct effect on work-family conflict ($\beta = 0.613$), followed by job stress ($\beta = 0.223$) and workload ($\beta = 0.178$). In addition, dual roles significantly affect job stress ($\beta = 0.438$), while workload also significantly affects job stress ($\beta = 0.383$). For the mediation effects, job stress does not significantly mediate the relationship between dual roles and work-family conflict ($\beta = 0.098$, $p = 0.112$). In contrast, job stress significantly mediates the relationship between workload and work-family conflict ($\beta = 0.085$, $p = 0.034$).

DISCUSSION

The Effect of Dual Roles on Work-Family Conflict

The results demonstrate that dual roles have a positive and significant effect on work-family conflict, as indicated by $\beta = 0.613$, $t = 7.516$, and $p < 0.001$. Therefore, H1 is supported. The relatively large coefficient indicates that dual roles represent an important factor associated with work-family conflict among female employees at PKU Muhammadiyah Gamping Hospital.

This finding suggests that the simultaneous fulfillment of professional and family responsibilities creates competing demands for employees' time, energy, and attention. Female employees in this study are not only required to fulfill their responsibilities as workers but also carry responsibilities within their families. These responsibilities may include caring for children, managing household activities, maintaining relationships with spouses, and fulfilling other family obligations. When these responsibilities overlap with work demands, employees may have difficulty allocating sufficient resources to both domains.

The large f^2 value of 1.047 further strengthens this interpretation. Compared with the other predictors, dual roles have the largest contribution to explaining work-family conflict. This indicates that the conflict experienced by respondents is strongly associated with the simultaneous demands of their professional and family roles rather than being caused only by the amount of work they receive.

This finding is consistent with the concept of interrole conflict, in which demands arising from one role can make it more difficult for an individual to fulfill another role. In the context of working women, professional responsibilities may

interfere with family responsibilities when working hours, work pressure, or organizational demands reduce the time and energy available for family. Conversely, family responsibilities may also interfere with work when family needs require attention during working hours.

The finding is particularly relevant to the respondents in this study because they are married women with children under 20 years old and working spouses. Consequently, the respondents face family responsibilities while also maintaining an active professional role. The result suggests that the existence of multiple roles itself can become a significant source of work-family conflict when the demands associated with these roles compete with each other.

The Effect of Workload on Work-Family Conflict

The results indicate that workload has a positive and significant effect on work-family conflict, with $\beta = 0.178$, $t = 2.600$, and $p = 0.009$. Therefore, H2 is supported. Although the effect size is smaller than the effect of dual roles, workload remains a statistically significant factor influencing work-family conflict.

The finding indicates that increasing work demands may reduce the resources employees have available to fulfill family responsibilities. When employees are required to complete numerous tasks within limited time periods, they may need to allocate additional physical and mental resources to their jobs. This can reduce the time available for family activities and may also cause employees to experience fatigue when they return home.

The f^2 value of 0.093 indicates a small effect of workload on work-family conflict. This result is important because it suggests that workload contributes to work-family conflict, but it is not the primary factor in the model. Instead, dual roles appear to have a much stronger contribution. This distinction indicates that the problem cannot be addressed solely by reducing the number of tasks employees perform. The interaction between professional responsibilities and family responsibilities also needs to be considered.

In the hospital context, workload may involve demanding tasks, time pressure, physical and mental effort, and working schedules that may not always correspond with family routines. Such conditions can make it difficult for employees to participate consistently in family activities. Therefore, appropriate workload allocation and scheduling may help minimize the extent to which work demands interfere with family life.

The Effect of Dual Roles on Job Stress

The analysis shows that dual roles have a positive and significant effect on job stress, with $\beta = 0.438$, $t = 3.564$, and $p < 0.001$. Thus, H3 is supported. This finding indicates that greater demands associated with performing professional and family roles are associated with higher levels of job stress.

The result can be understood from the competing demands faced by working women. Employees must meet organizational expectations while simultaneously fulfilling family responsibilities. When the time and energy required by one role interfere with the requirements of another, employees may experience psychological pressure. This pressure can manifest in difficulties concentrating,

emotional exhaustion, worry, or feelings of being unable to adequately fulfill both responsibilities.

The f^2 value of 0.277 indicates a medium effect of dual roles on job stress. Therefore, dual roles are not only strongly associated with work-family conflict but also make a meaningful contribution to explaining job stress. This finding demonstrates that multiple-role demands have consequences both for employees' family experiences and for their psychological experiences within the workplace.

For female hospital employees, these pressures may be particularly relevant because healthcare work requires employees to maintain professional standards and responsibility while family demands continue outside working hours. Without adequate recovery time and organizational support, the simultaneous demands of work and family may accumulate and increase stress.

The Effect of Workload on Job Stress

The results show that workload has a positive and significant effect on job stress, with $\beta = 0.383$, $t = 2.807$, and $p = 0.005$. Therefore, H4 is supported. The f^2 value of 0.212 indicates a medium effect, demonstrating that workload makes a meaningful contribution to explaining job stress.

This result suggests that employees who perceive their workload as excessive are more likely to experience psychological pressure. Excessive workload may arise from the number of tasks, limited completion time, high performance expectations, physical demands, or mental demands associated with the job. When these demands exceed employees' available resources, stress may emerge.

The result is particularly relevant in a hospital setting because employees are required to maintain service quality while dealing with potentially demanding workloads. Unlike some occupational settings where tasks can be postponed, healthcare tasks may require timely completion because they are connected to patient services. Consequently, employees may experience pressure to continue working even when their physical or psychological resources are limited.

The finding also helps explain the mediation relationship identified in H7. Because workload significantly increases job stress, and job stress subsequently increases work-family conflict, workload can influence family life not only directly but also through its psychological consequences.

The Effect of Job Stress on Work-Family Conflict

The results indicate that job stress has a positive and significant effect on work-family conflict, with $\beta = 0.223$, $t = 2.314$, and $p = 0.021$. Therefore, H5 is supported. The finding indicates that higher job stress is associated with greater conflict between work and family roles.

Job stress may influence work-family conflict because psychological pressure generated at work does not necessarily disappear when employees leave the workplace. Employees who experience stress may continue thinking about workplace problems after working hours, experience emotional exhaustion, or have reduced psychological energy for family interaction.

The f^2 value of 0.123 indicates a small effect of job stress on work-family conflict. Although the effect is relatively small compared with the effect of dual

roles, it remains statistically significant. This suggests that job stress is an important mechanism associated with work-family conflict, but it does not fully explain the conflict experienced by respondents.

The finding also demonstrates that work-family conflict is influenced by both structural conditions, such as workload and dual roles, and psychological conditions, such as job stress. Consequently, efforts to reduce work-family conflict need to address both workplace demands and employees' psychological well-being.

The Mediating Role of Job Stress in the Relationship between Dual Roles and Work-Family Conflict

The mediation analysis shows that job stress does not significantly mediate the relationship between dual roles and work-family conflict. The indirect effect produced $\beta = 0.098$, $t = 1.590$, and $p = 0.112$. Because the t-statistic is below 1.96 and the p-value exceeds 0.05, H6 is not supported.

This finding indicates that although dual roles significantly increase job stress and job stress significantly affects work-family conflict, the indirect pathway is not sufficiently strong to produce a significant mediation effect. In other words, dual roles appear to influence work-family conflict more strongly through a direct pathway.

One possible explanation is that dual roles can create work-family conflict through immediate interference in time and responsibilities. For example, work responsibilities may directly reduce the time available for family, while family responsibilities may directly interfere with work activities. Such conflict does not necessarily have to pass through job stress first.

This interpretation is supported by the very large f^2 value of 1.047 for the relationship between dual roles and work-family conflict. The magnitude of this effect suggests that dual-role demands themselves are a dominant source of work-family conflict in this research model. Therefore, the conflict may occur directly as a consequence of competing role demands rather than primarily as a consequence of psychological stress.

The Mediating Role of Job Stress in the Relationship between Workload and Work-Family Conflict

In contrast, the results demonstrate that job stress significantly mediates the relationship between workload and work-family conflict. The indirect effect produced $\beta = 0.085$, $t = 2.123$, and $p = 0.034$. Therefore, H7 is supported.

This result indicates that workload affects work-family conflict through two pathways. First, workload has a direct effect on work-family conflict ($\beta = 0.178$). Second, workload increases job stress, which subsequently contributes to work-family conflict. The mediation pathway can therefore be understood as:

Higher workload $\rightarrow$ Higher job stress $\rightarrow$ Higher work-family conflict.

The finding demonstrates that excessive workload may first create psychological pressure among employees. When this pressure accumulates, employees may have fewer psychological resources to engage in family responsibilities, resulting in greater work-family conflict.

The indirect effect of 0.085 is smaller than the direct effect of workload on work-family conflict (0.178). This suggests that job stress represents one of the mechanisms, but not the only mechanism, through which workload affects work-family conflict. Other mechanisms may include reduced time availability, physical fatigue, disruption of family routines, and reduced opportunities for family interaction.

This finding has practical implications for hospital management. Efforts to reduce work-family conflict should not focus exclusively on family-supportive policies. Organizational interventions aimed at managing workload and reducing job stress may also be important. More proportional workload distribution, appropriate work scheduling, adequate staffing, and psychological support may help prevent workplace demands from developing into psychological stress and subsequently interfering with employees' family lives.

CONCLUSIONS AND RECOMMENDATIONS

This study aimed to examine the effects of dual roles and workload on work-family conflict and to investigate the mediating role of work stress among female employees at PKU Muhammadiyah Gamping Hospital.

The findings show that dual roles have a positive and significant effect on work-family conflict ($\beta = 0.613$, $p < 0.001$). Dual roles also have a positive and significant effect on job stress ($\beta = 0.438$, $p < 0.001$). These findings indicate that competing professional and family responsibilities are an important source of work-family conflict and job stress among the respondents.

Workload also has a positive and significant effect on work-family conflict ($\beta = 0.178$, $p = 0.009$) and job stress ($\beta = 0.383$, $p = 0.005$). In addition, job stress has a positive and significant effect on work-family conflict ($\beta = 0.223$, $p = 0.021$).

Regarding the mediating role of job stress, the results show that job stress does not significantly mediate the relationship between dual roles and work-family conflict ($\beta = 0.098$, $p = 0.112$). In contrast, job stress significantly mediates the relationship between workload and work-family conflict ($\beta = 0.085$, $p = 0.034$). Thus, workload affects work-family conflict both directly and indirectly through job stress, whereas the effect of dual roles on work-family conflict is primarily direct.

Overall, the findings indicate that both competing role demands and workload contribute to work-family conflict, but through different mechanisms. Dual roles represent the strongest direct predictor of work-family conflict, while job stress serves as a significant mediating mechanism in the relationship between workload and work-family conflict. These findings suggest that hospital management should consider workload distribution, work scheduling, adequate staffing, and measures to manage job stress in efforts to reduce work-family conflict among female employees.

FURTHER STUDY

Future research is recommended to examine other factors that may contribute to work-family conflict among hospital employees, such as organizational support, work-family policies, job satisfaction, emotional

demands, and individual coping strategies. Further studies may also employ longitudinal or comparative approaches to examine changes in work stress and work-family conflict over time and across different healthcare settings. Researchers could also consider other mediating or moderating variables to provide a more comprehensive understanding of how dual roles and workload affect employees' work-family experiences.

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