



## RELATIONSHIP OF WORK-FAMILY CONFLICT, STRESS PERCEPTION AND BURNOUT WITH JOB PERFORMANCE AMONG WORKING NURSES: MEDIATING ROLE OF STRESS PERCEPTION AND BURNOUT

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### Abstract

The core aim of this study was to explore the relationship between work family, stress perception and burnout with job performance among nurses. This is an acknowledged fact that paying attention to both job or family responsibilities is not an easy task. Especially, the nurses who are working in healthcare institutes i.e. in ICU, or in emergency wards are more vulnerable to stress or poor mental health. In this study a sample of (N=200) working nurses from Bahawalpur and Lahore hospitals were selected by using convenient sampling method. The study variables were measured by using valid and reliable scales. The findings of this study revealed a negative correlation between work family conflict and job performance among the nurses. The results of the study also revealed a positive significant relationship between work family conflicts, stress perception and burnout among the working nurses. Furthermore, stress perception and burnout play a significant mediating role in relation with work family conflicts and job performance. On the basis of the findings from this study it suggested that nursing is a highly tough job that leads to different stressors or family conflicts and these also become a hurdle in their job performance. So in order to maximize the job performance of working nurses it is necessary to decrease the work family conflicts, stress perception and burnout among them.

**Keywords:** Stress Perception, Family Conflicts, Burnout, Job Performance.

## **Introduction**

Nursing is a profession that demands higher level of devotion for due care of the patients health. There are enormous psychological factors that either increase or decrease the level of job performance of working nurses. These factors can be grouped as the psychological demands, to maintain a balance between the nature of task, family time, managing their control on work, social support from their colleagues, perceived stress and level of burnout. There are many psychological predictors of job performance among working nurses. Firstly, the most important factor is work family conflict. This has become a critical issues since working men and women desirous to be able to serve attention both to their job and family responsibilities (Rodrigues et al.,2018). This is an acknowledged fact that a well-build work family balance is pivotal for working women in order to keep a harmony in their job demands. In this connection, the hospital authorities can play a crucial role to decrease the level of family conflict by lounching unsophisticated rules such as flexible working hour]s, sharing in labor and family support planning (Harrison et al.,2006). Secondly, nurses are usually remain under higher level of perceived stress because of family conflicts so resultantly they decrease their job performance (Delgado et al., 2021). Furthermore, working conditions, space, tough deadlines, noise at workplace and sudden shift from job also contribute in increasing the stress perception among nurses (Verhaeghe et al., 2008). Thirdly, it has been observed that family conflict and stress perception are known as a leading cause of burnout among the working officers in all the organizations includeing paramedical staff. Burnout refers to the signs of exhaustion and cynicism. This further leads to the psychopathological symptoms such as anxiety and depression and also known as work related mental health problems. Emotional anguish, cynicism, low self esteem and low work productivity also linked with the burnout (Kalbers et al., 2005). Psychologists, health workers and researchers claimed that when the nurses emotionally react with their problems this result a higher level of burnout (Shirom, 2011). Moreover, it is also obvious that the nurses experience higher level of burnout due to mis fit in their assigned work style and from the toxic environment. New assignment or nature of job demands prolong mental efforts therefore they victomized into burnout symptoms (Bakker et al., 2004). The researchers also claimed that apart from psychological factors many other factors also lined with the occupational stress and burnout among the nurses. The most pivotal are nurse's age, duration of job, challenging demands of the patients and promotion related issues (Dall'Ora et al., 2020). Lastly, it is a fact that work family conflict, stress perception and burnout are core predictors as well as a mediators of the nurses ability in connection to accomplishment of their assigned duties in relation to the direct care of patients. Many researchers define the nurse' job ability as their capability to accomplish their assigned task in connection to the direct care of mental or physical health of the patients (Al-Hawajreh, 2013).

## **Literature Review**

There is an abundant literature arguing a bonding between work family conflicts, stress perception and burnout with the job performance among teachers, businessman and working officials in different organizations but vary little has been known about these variables in connection with the nurses. It is a fact that the employees take on the roles in both professional lives and personal lives therefore conflict can also be segregated into two types conflict between family and conflict at work place (Chan et al. 2018). At work place prolonged working and lack of supervision is also associated with work family conflicts

(Boyar et al., 2003).

Chen et al. (2015) reported that the ratio of leaving job among nurses is significantly due to their family conflicts. It is because the conflicts in the family and at workplace creat a stress for nurses and resultantly they quit the job. They also revealed that the level of perceived organizational support increase the identity decrease the work family conflict (Wilson et al. 2015) stated that the daily work pressure also affect the workders satisfaction level and also cause the work family conflicts.

It has also been observed that the workers stress is a psychological reaction to the spacifice psychological trigger particularly related to their work or family conflict. (Riggio, 2020).

A study conducted on (N=197) graduates working in different organizations to check the relationship of work family conflicts and their level of perceived stress due to work overload. The findings showed a significant relationship between perceived stress and family conflicts among the workers due to pressure of their overburden work in their offices. Efeolu and (Teles et al. 2020) explored the relationship between work family conflicts, perceived stress at workplace and level of job performance. The findings revealed that work family conflicts were the core predictors of job stress and burnout among employees. Goswami (2015) reported that work family conflict are the significant predictors of stress, anxiety and depression among the employees if not addressed timely they further become a cause of leaving job among the employees. Lambert et al. (2016) concluded that there are many facets of work family conflict and each of which is significantly associated with the job stress and burnout among the workers.

It has also been noticed by the psychologists and researchers that high level of emotional exhaustion and noticeable signs of low energy or pessimistic thinking is a core predictors of job burnout among nurses (Cho & Han, 2018). A study conducted by Donaldson, et al., (2018) concluded that the working nurses are prone to higher level of job burnout as compared to other healthcare workers because of their tough routine that also affect not only their work performance but also on their emotional and physical health (Lee et al.,2008). A study concluded that the level of perceived stress is correlated with the level of burnout among working nurses. Moreover, it has also been reported that out of 50 professions, nursing is a highly tough job due to its nature of responsibility. That is why the nurses they reported higher level of fatigue, burout or stress (Poole, 2001).

A study conducted by (Baloran, 2020) reported that the wellness of working nurses also impacted by the level of workplace burnout. It create hurdle or be a barrier in relation to perform their responsibilities at workplace as well as in their family. The nurses with poor mental health or with stress also reported higher level of deterioration in their attitudes and behaviour (Meyer et al., 2014). Another study reported a significant positive correlation between job burnout, anxiety and low work performance among healthcare workers (Alarcon, 2011). During COVID-19 a higher level of stress and burnout was also reported among the healthcare workings who were on the front lines of health care delivery due to a risk of occupational danger (Wiley2018).

### **Rationale of the Study**

Infact every individual in the workplace or at home facing some conflicts. Everyone is trining to cope with them at individual level. Resultantly, some can cope their stress, burnout or family related issues amicably but many of them cannot. Those who fail to cope with their life or job stress at workplace or within the family doomed to mental illness that interfare with their job performance. An abundant literature is available to uncover the connections or associations of perceived stress, family conflict or burnout among officials but little has been explored the connection of these variables among healthcares providers particularly among nurses. There is a huge gap in literature with respect to the causes and consequences of job stress, family conflicts and burnout among nurses. So, in order to fill this gap in research this study was carried out to explore the psychological predictors of job performance particularly among working nurses.

### **Objectives of the Study**

1. To find out the relationship of work family conflict, stress perception and burnout with job performance among working nurses.
2. To find out the mediating role of burnout and stress perception in relation with job performance among working nurses.

### **Hypothesis of the Study**

1. Level of work family conflict, stress perception and burnout would be significantly correlated with the level of job performance among working nurses.
2. Stress perception and burnout would play a mediating role in connection with job performance among the working nurses.

### **Method of the Study**

This study was carried out by using the following procedure or steps.

### **Sample and Participants of the Study**

The participants of this study were the working nurses in different hospitals. A total (N=200) working nurses were selected out of which (n=100) were from Bahawalpur Victoria Hospital and (n=100) were from Lahore General Hospitals.

### **Research Design of the Study**

This was a quantitative research by nature with the correlational research design. The sample of this study was selected by using convenient sample.

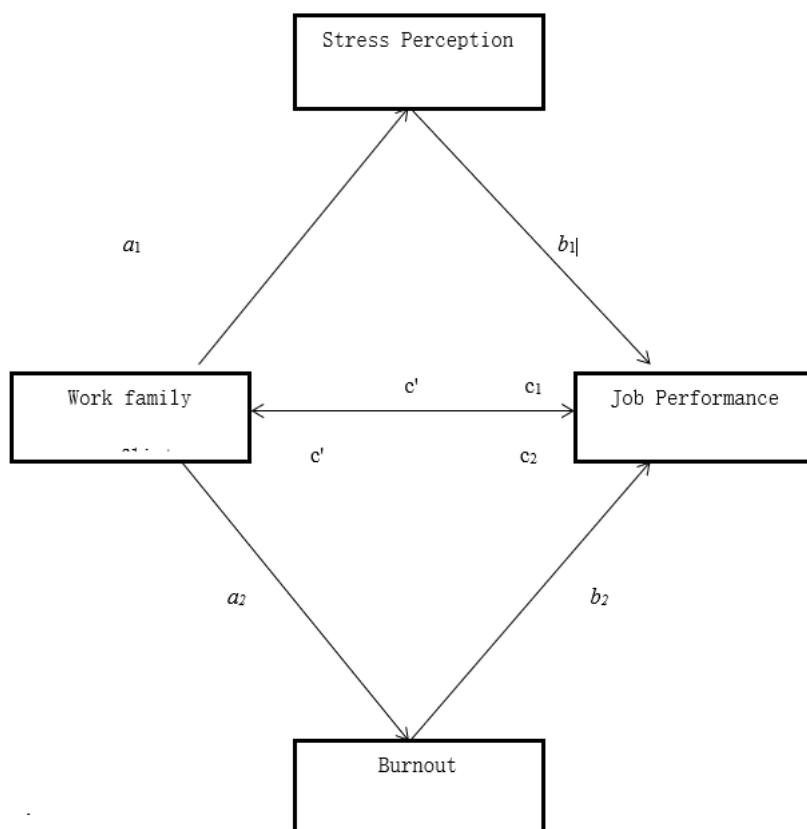
### **Measures and Co-Variates of this Study**

In this study the responses from the participants of research were quantified by using four valid and reliable scales. The level of work family conflicts was measured by using 24-items work family conflict scale developed by Kapleman et al. (1983). The reliability of this scale is .80. Similarly, the level of stress perception was measured by using 34-items nursing stress scale developed by Pamela et al. (1981) with higher level of reliability of .89. Moreover, the level of burnout was assessed by using 12-items burnout scale with acceptable cronbach reliability of .90. and the level of job performance was measured by using 7-items likert scale developed by William and Anderson 1991) with 0.82 reliability.

### **Inclusion and Exclusion Criteria**

Working nurses with age of 23 to 52 year having grade 16 & 17 serving in surgical, emergency and medical ward were included and visiting or practitioner nurses were excluded from this research.

### A Purposed Model of the Study



### Ethical Measures Used in the Study

Before conducting this study a prior permission was taken from the hospital authorities and informed consents were taken from the participants of the study. It was assured that no any data will be shared with any other institute and will only be used for research benefits. It was declared that there is no any risk of harm in this study.

### Results of the Study

**Table 1:** Correlation of Work family conflict, Stress Perception, Burnout and Job performance

Variable	M	SD	1	2	3	4
Work family conflict	88.8	11.1	-	.331**	.410**	-.352**
Stress Perception	65.3	11.2	-	-	.445**	-.311**
Burnout	44.1	7.6	-	-	-	-.340**
Job Performance	18.7	6.3	-	-	-	-

Note. N= 200, M=mean, SD= standard deviation

\* $p < .05$ . \*\* $p < .01$ .

Table 1 indicates a Pearson-product Moment correlation between work family conflict, Stress Perception, Burnout and Job Performance. There is a significant positive relationship between work family conflict and Stress Perception ( $r = .331^{**}$ ,  $p < 0.001$ ), work family conflict and Burnout ( $r = .410^{**}$ ,  $p =$  ) and there is a significant negative relationship between work family conflict and Job Performance ( $r(200) = -.35$ ,  $p < 0.01$ ). There is a positive relationship between Stress Perception and Burnout ( $r(200) = .44^{**}$ ,  $p < 0.01$ ).

**Table 2: Regression Coefficients of Work Family Conflict, Stress Perception and Burnout on Job Performance (N=200)**

Consequent										
Antecedent	Stress Perception (M)			Burnout (M)			Job Performance(Y)			
	$\beta$	SE	p	$\beta$	SE	p	$\beta$	SE	p	
WFC(X) <i>a</i>	.33	.06	<.000	.41	.04	<.000	C'	-.22	.04	<.001
SP (M)	---	---	---	---	---	---	b <sup>1</sup>	-.15	.04	<.05
BT (M)	---	---	---	---	---	---	b <sup>2</sup>	-.17	.06	<.05
Constant I	35.6	6.06	.001**	19.1	3.9	.001**		42.6	3.6	<.001
	R <sup>2</sup> = 11			R <sup>2</sup> = 17			R <sup>2</sup> = 18			
	F(1, 198) = 24.4, p = .001**			F( 1,198) = 39.9, p = .001			F(3,196) = 15.2, p = .001			

Note: SE = Standard Error, WFC= Work Family Conflict, SP=Stress Perception, JP= Job Performance BT = Burnout, \*\**p*<.01, \*\*\**p*<.001

The table 2 shows that the work family conflict significantly predict the stress perception (b=.33, p<.001) while stress perception significantly predict job performance(b=.157, p<.001). Similarly work family conflict has significant effect on burnout (b= .41, p<.000)and burnout being the second mediator has significant effect on job performance(b= .177, p<.000). Regarding the total effect work family conflict is a significant predictor of job performance (b=.35, p<.001).

**Table 3: Indirect Effect of work family conflict on Job Performance through Stress perception and Burnout in Nurses (N=200)**

Indirect Path	Effects	SE	Lower Level	Upper Level
Stress perception	-.03	.02	-.06	-.003
Burnout-.04	.02	-.08	-.01	
Total	-.07	.02	-.12	-.03

Note: SE = Standard Error

Indirect effects were also investigated over 5000 bootstrap samples by taking estimates at a 95% confidence interval.The indirect effect which is the effect of work family conflict on job performance through stress perception and burnout is significant.

### Discussion and Conclusion

The core aim of this study was to explore the relationship between work family conflict, perceived stress, burnout and job performance among working nurses. In this study the first hypothesis was aimed to find the significant correlation among the study variables so it was hypothesized that level of work family conflict, stress perception and burnout would be significantly correlated. The findings of this study showed that there was a significant positive relationship between work family conflicts and burnout and between stress perception and burnout. And negative relationship was revealed between work family conflict and job performance. The findings of this hypothesis are in line with the previous researches such as Greenhaus and Beutell (1985) explored the positive significant relationship between stress and workfamily conflicts. They reported that the workers overall stress, worry and anxiety has direct effects on their working ability. Another study reported that the working nurses are more prone to stress and mental illness (Cho, 2015). Similarly, a research aimed to check the relationship of family conflict with job performance among healthcare workers revealed a negative relationship between family conflicts and job performance (Karatepe & Kilic, 2007). The second hypothesis of this study was aimed to explore the mediating role of stress perception and burnout in connection with job performance among nurses. In this connection it was hypothesized that Stress

perception and burnout would play a mediating role in connection with work family conflict and job performance among the working nurses. The results of this study showed that both stress perception and burnout play a significant mediating role in relation with work family conflicts and job performance among working nurses. The findings of this study are in accordance with the previous researches conducted in the past such as Patrick and Lavery (2007) conducted a study to find out the mediating role of stress perception in connection with job performance and family conflicts and found a significant mediating role. Similarly, another research conducted by Mohoudi et al. (2020) revealed a significant mediating role of burnout in relation with family conflicts and job performance among the nurses working in night shift. Hence, on the basis of the findings from this study this is obvious that nursing is a very hard job demanding devotion and love for humanity. As the results showed that all the nurses working in emergency or medical wards showed family conflicts, stress perception and burnout that is significantly correlated with their job outcomes. Therefore, it is necessary to minimize the family conflicts or stress perception in order to maximize the level of job performance among the working nurses.

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