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**ANALYSIS OF THE EFFECT OF ROLE CONFLICT, JOB STRESS, AND PSYCHOLOGICAL CAPITAL ON NURSE PERFORMANCE**

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**Ekawarna, Urip Sulisty, Ade Kusmana and Novi Berliana**Faculty of Teaching Training and Education, Jambi University, Indonesia

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**ABSTRACT**

*This study aimed to analyze the magnitude of Role Conflict, Job Stress, Psychological Capital (Psycap), and Job Performance of Nurses in the context of nurses at Regional General Hospitals in Jambi-Indonesia Province. This study adopted inferential research designs. This is a cross-sectional study as the data in this study was collect at one point in time. This study used a survey method; the approach was exposed de facto, using a saturated sample of 161 respondents. The instruments to measure all research variables adopted instruments that have been used previously. The number of themes and scales was adjusted to the data needs and characteristics of nurses in Indonesia. After adaptation, the items were translated into Indonesian. Smart PLS 3.0 and SPSS software were used in data analysis.*

*Research findings showed that directly good role Conflict and Job Stress have an effect on Psychological Capital (Psycap) and Job Performance of Nurses and have an indirect impact on*

*Job Performance through Psychological Capital. This research was conducted with a limited sample (n=161), so that it was difficult to generalize to the Job Performance of Nurses, therefore for further research, the sample needs to be enlarged, and research needs to be carried out in several hospitals. However, if the research findings are implemented productively, the outputs of this research will be synergized, namely as psychological capital to maintain the health of nurses with the ability to overcome conflict and stress in the workplace and create a healthy, comfortable and pleasant environment.*

*Keywords: Role Conflict, Job Stress, Psychological Capital, Nurse Performance*

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**1. INTRODUCTION**

Job performance is an organizational value from a series of employee behaviors that contribute directly or indirectly to organizational goals (Campbell, 1990). According to him, job performance includes three things: 1) refers to work behavior rather than results, 2) includes relevant behavior to organizational goals, and 3) is multidimensional. Moorhead and Griffin (1999) suggest that job performance is a set of work-related behavior. Motowidlo and Kell (2012) explain that job performance is an organizational value that is expected from what employees do. Performance can reflect individual involvement and the resulting consequences. The results of employee behavior can contribute positively or negatively to the organization.

Both in the past and during the current covid-19 pandemic, nurses have become fighters who are at the forefront of handling patients diagnosed with a disease, including a dangerous disease such as contracting the coronavirus. For this reason, the community hopes that nurses can increase their role to produce a good performance. But on the other hand, many people also complain about the performance of nurses, especially those who work in public hospitals. It is often assumed that they do not have job satisfaction, lack a high commitment to their main tasks, their psychological well-being is weak, which resulted in their performance being as it is. Low performance may be caused by high work stress and anxiety, or it may be due to role conflict and so on.

According to role theory, role conflict and tension often arise due to which individuals find it increasingly difficult to successfully carry out their respective roles due to limited resources (e.g., time, energy) or incompatibility between different roles (e.g., employee vs. spouse or superior-subordinate role). Therefore, it is necessary to see how nurses have psychological capital that can act as a factor that can improve their performance. Recently, in the field of organizational behavior, Psychology Capital (hereinafter referred to as PsyCap) has been studied to measure and manage human resources. PsyCap is a state of positive individual psychological development, which is characterized by: (1) the presence of self-efficacy to take the necessary actions to achieve success in challenging tasks; (2) positive attribution (optimism) about current and future success; (3) persistence in achieving goals, with the ability to redefine the path to achieving goals if needed (hope) to achieve success; and (4) when facing problems and difficulties, being able to survive and move forward (resiliency) to achieve success (Luthans, Youssef & Avolio, 2007). PsyCap is a positive resource for improving employee performance and coping with challenges, stress, or conflict. The research is conducted to (a) Identify a model that represents the relationship between role conflict, job stress, and psychological capital on individual performance at work; (b) create and validate research instruments that can be used for large-scale

surveys; and (c) statistically estimate the effect of role conflict, job stress and psychological capital on nurse performance.

## 2. LITERATURE REVIEW AND HYPOTHESIS

### Job Performance

The performance consists of various dimensions, which are reflected by indicators that can be measured directly (Viswesvaran, 2011). Therefore, to conceptualize and operationalize individual performance, it is necessary to explain the construct and identify its dimensions and indicators. Another obstacle is determining which measurements can be applied to various jobs; otherwise, the indicators may differ from job to job (Koopmans et al., 2011). The definition of individual performance used in this study is a combination of behavioral and outcome dimensions (Sonnentag et al., 2008). Not all individual behaviors are constituents of the concept of performance, but only those with relevance to the implementation of activities can be evaluated. Therefore, when organizing individual performance as behavior, there is difficulty in determining which ones are effectively relevant to the organization (Sonnentag et al., 2008; Bendassolli, 2012).

All performance concepts refer to behaviors beyond formally defined work goals, such as taking on more tasks (Koopmans et al., 2011; Schneid et al., 2015). The following assumptions distinguish contextually and task performance: (1) task performance activities vary between jobs, whereas contextual performance activities are relatively similar across jobs; (2) task performance is predicted mainly by ability, while contextual performance is related to personality and motivation; (3) task performance aims to meet the expectations specified for the position, whereas contextual performance is more related to different roles, related to spontaneous behaviors that arise (Sonnentag and Frese, 2002; Schneid et al., 2015).

Several theoretical and empirical reports published over the last 20 years have found causal models of performance that explain the relationship between essential traits such as cognitive ability and personality and performance using intervening variables such as knowledge, skills, and sometimes other variables that are also thought to mediate the underlying effect of traits. -characteristic of the performance. Hunter (1983) reported the results of a meta-analysis based on a total sample of 3,264 cases examining the relationship between cognitive ability, job knowledge, performance, and performance supervisory ratings. The average correlation across studies in its meta-analysis supports that model. It has a direct causal path from the ability to both job knowledge and performance, a direct approach from job knowledge to performance, and a direct way from both job knowledge and work sample performance to rank supervisors' performance.

Schmidt, Hunter, and Outerbridge (1986) added work experience to the variables tested by Hunter (1983). Using data from the four studies included in Hunter's meta-analysis, they showed that in addition to ability, experience also had a direct influence on job knowledge and a less direct effect on the performance of the job sample. There is no direct effect of experience on supervisory ratings. Thus, both experience and ability have a substantial direct effect on knowledge and a smaller direct impact on skills as measured by work sample performance. Neither variable affects job performance as measured by supervisory ratings except through their effect on job knowledge and skills.

Campbell (1990) and colleagues (Campbell et al., 1996; Campbell, McCloy, Oppler, & Sager, 1993) presented a theory of performance that formalized the relationships that Hunter (1983) and Borman et al. (1991) between ability, job knowledge, skills, and performance. They argue for three direct determinants of job performance: declarative knowledge, procedural knowledge and skills, and motivation. Declarative knowledge is knowledge of facts, principles, and knowledge procedures that tests might measure, for example. Procedural knowledge and skills are skills in doing what should be done; it is a combination of knowing what to do and doing it. This includes cognitive skills, psychomotor skills, physical skills, self-management skills, and interpersonal skills and can be measured by simulations and job sample tests. Motivation is a combination of the choice to exert effort, the choice of how much effort to put in, and how long to try. Individual differences in personality, abilities, and interests are considered a single entity and interact with education, training, and experience to form declarative knowledge, procedural knowledge and skills, and motivation.

Spending more time than expected either at work or in the family, fulfilling roles by desire or by need, lowers performance, causes work-family conflict, and negatively affects life satisfaction (Karatepe & Bektashi, 2008). Frone et al. (1997) stated that role conflict reduces performance. Karatepe and Kılıç (2007) found that role conflict has a negative effect on performance. Bhuiana et al. (2005) stated an inverse and significant relationship between employee performance and their level of work-family conflict. Stress due to conflict between work and family can increase productivity, but it can result in loss of performance and mental disorders

(Bacharach et al., 1991; Frone et al., 1992). Jamal (1985) and Abramis (1994) underlined if there is a negative correlation between stress and performance.

### **Psychology Capital/PsyCap**

PsyCap is a scientific study of psychology in industry and organizations. Recently, in the field of organizational behavior, PsyCap has been studied to measure and manage human resources. PsyCap is one view that arises due to the need for practitioners in organizations to find new approaches in psychological practice in the realm of work where a negative psychological approach is felt to make workers only fulfill their personal needs. Through this negative psychological approach, only solves short-term problems. Luthans, et al., (2007). Along with the times, a positive psychological approach emerged that was developed by Seligman (in Luthans, Youssef, and Avolio, 2007), the researchers then found a new approach that could minimize the shortcomings of the negative psychological approach, namely, Positive Organizational Scholarships at the organizational level and Positive Organizational Scholarships at the organizational level. Organizational behavior at the individual level. Psychological capital is part of Positive Organizational Behavior.

Luthans, et al. (2007) define PsyCap "... an individual's positive psychological state of development and is characterized by: (1) having confidence (self-efficacy) to take on and put in the necessary effort to succeed at challenging tasks; (2) making a positive attribution (optimism) about succeeding now and in the future; (3) persevering toward goals and, when necessary, redirecting paths to goals (hope) in order to succeed; and (4) when beset by problems and adversity, sustaining and bouncing back and even beyond (resiliency) to attain success".... a state of positive psychological development of the individual and is characterized by: (1) having the confidence (self-efficacy) to take on and put forth the effort necessary to succeed at challenging tasks; (2) make positive attributions (optimism) about success now and in the future; (3) persevering toward the goal and, when necessary, directing the path to the goal (hope) to succeed; and (4) when hit by problems and difficulties, able to endure and bounce back and even surpass (resilience) to achieve success. So PsyCap is a psychological construction consisting of making positive attributions both now and in the future (optimism), trying to find alternative ways to achieve goals (expectations), believing in one's competence to achieve a specific set of goals (self-efficacy), and maintaining focus. And bounce back to achieve goals in the face of problems and setbacks (resilience) (Luthans and Youssef, 2007).

The concept of expectation (Snyder, 2000) represents a set of cognitive pathways associated with problem-solving and job performance (Peterson and Byron, 2008). Optimism is defined as a person who has a strong potential to have important organizational outcome indicators such as organizational commitment, job satisfaction, citizenship behavior, and performance (Kluemper et al., 2009). The results of the meta-analysis show that self-efficacy is generally positively and strongly associated with performance (Stajkovic and Luthans, 1998). Finally, resilience positively contributes to job satisfaction, job happiness, and organizational commitment (Youssef and Luthans, 2007). Although research to date has provided little evidence of such resilience in the workplace, Luthans et al. (2005) found a significant relationship between the resilience of Chinese workers undergoing a considerable transformation and their performance. Empirical evidence shows that levels of hope, optimism, self-efficacy, and resilience are each related to performance to the same extent.

However, the combination of these three aspects has a stronger relationship with performance than one aspect individually, which suggests a shared mechanism between them (Luthans et al., 2005). This is because, although each component has shown discriminant validity across multiple samples compared to one another (Bryant and Cvangros, 2004; Carifio and Rhodes, 2002; Magaletta and Oliver, 1999; Youssef and Luthans, 2007), there is also evidence to support this. Overall core construction (Luthans et al., 2005). A meta-analysis found that PsyCap was an important predictor of desired (satisfaction, commitment, psychological well-being, superior performance) and undesirable (cynicism, intention to leave, job stress, anxiety, and deviant) job-related attitudes and behaviors (Avey et al., 2011). Individuals who have a high PsyCap, have more resources to use when pursuing goals (Hobfoll, 2002), and therefore perform better (Luthans et al., 2007; Avey et al., 2011; Peterson et al., 2011). Newman et al. (2014) conducted a comprehensive study of PsyCap and concluded that PsyCap can be considered as a mediating factor between organizationally relevant antecedents and various individual, team, and organizational outcomes.

Over the years, numerous studies have shown that the core construct of PsyCap has a more substantial impact than one or more of its constituent components (see meta-analysis of 51 studies by Avey et al., 2011; and comprehensive review by Dawkins et al., 2013; Newman et al., 2014), and is related to attitudes, behaviors, and desired work performance (see Luthans and Youssef-Morgan, 2017; Peterson et al., 2011), over and above recognized demographic characteristics. Broad and positive traits such as personality and self-evaluation (Luthans et al., 2015) in western and non-western cultures (Sun et al., 2012). For example, Avey et al. (2011), in

their meta-analysis, found a positive correlation of PsyCap with job performance (0.26 in 24 studies), with organizational citizenship behaviors (0.45 in 8 studies), and with attitudes of satisfaction (0.54 in 10 studies) and commitment (0.48 in 9 studies). They also found a negative correlation of 0.43 (in 7 studies) between PsyCap and counterproductive measures of work behavior.

Soleha Research. N, Rosiana, and Yulianto (2014) found that PsyCap had a significant positive effect on employee performance, as indicated by the original sample estimate value of 0.541. Also, research by Tovan and Rusdianan Rauf (2020) PsyCap significantly affects employee performance by 0.485. The results of this study are consistent with research conducted by Venkatesh and Blaskhovic (2012) and Luthans et al. (2008), which states that Psychological capital influences positive employee behavior in the form of employee performance. Meanwhile, Meliana's research (2020) found a strong significant negative relationship between psychological capital and work stress (correlation magnitude of -0.731). Harms and Luthans (2012) describe the positive contribution of psychological capital in improving performance, strengthening personality, and the ability to act rationally in critical conditions. PsyCap can improve job performance and help in achieving employee goals (Sun et al., 2011). Psychological capital was a strong predictor of improving job performance (Luthans et al., 2007). For this reason, the following hypothesis is proposed:

*H1: PsyCap has an effect on job performance.*

### **Role Conflict**

When responsibilities are not adequately defined or not properly defined, role conflict will occur. Role conflict has been described by Rizzo et al., (1970) as "The conflicting roles performed by individuals in an organization. Role conflict has also been defined as "the degree to which a person experiences stress in one role that is incompatible with stress in another" (Glissmeyer et al., 1985). Roles arise when more demands have been placed on the individual by coworkers, supervisors, subordinates. This type of stress is more dominant because you lack description or unclear description, which requires conceptual thinking and decision-making (Zhao et al., 2010). Role theory states that "when the expected behavior of an individual is not appropriate, he will experience stress, depression, become dissatisfied, and his performance is less effective than if the expectations imposed on him are not contradictory. Thus, it can be seen that role conflict can negatively impact the individual state of mind". Another way to explain it may be that individual commitment decreases due to role conflict, Ahmad and Taylor (2009). Kahn et al. (1964) describe the role theory, and they suggest that the organizational environment influences employee role expectations and roles. Expectations are pressures and norms to act as directed. But the role may not be in the range of his duties. Role conflict will arise if the demands do not match the needs of employees, goals, abilities, values, and beliefs. Singh et al., (1994) suggested that role conflict can be seen in all organizations.

According to Schemerhorn, Hunt & Osborn (1991), a "conflict" role can occur when one or more group members take on an inappropriate role. The types include intrasender, intergender, person-role, and inter-role conflict. Intrasender role conflict arises when members who have the same role have conflicting expectations. Intergender role conflict arises when members who have different roles have conflicting expectations. Person-role conflict arises when the values and needs of individual conflicting roles do not match the expectations of group members' roles. Interrole conflict: arises when the expectations of two or more roles held by the same individual do not match.

Role conflict sometimes called role stress, relates to the environment work, caused when work to do, tasks to be performed, and tasks to be assigned to employees are not clearly defined, not explained, and specified. "Role conflict will lead to job dissatisfaction among employees and this dissatisfaction will be the most dangerous thing for the organization and also for employees (Behrman, Douglas, & William, 1984)". These forms of stress have been identified and discussed in the organizational behavior literature highlighting the fact that these types of stress and conflict such roles must be addressed (Fisher, Cynthia, & Richard, 1983). Role ambiguity will occur when the "task perceived by the individual", which must be completed, is very unclear, which will eventually make the mind hesitate to work and which work to do with what time and concentration to pay."

According to Safaria et al. (2011), "conflict relationship role with work stress mediated by job unrest is significant." Yousef (2000) studied that "role stressors do not affect satisfaction" work, but can affect job satisfaction separately." In the study of Lankau et al., (2006) it was concluded that if role conflict is reduced, the level of job satisfaction and commitment organization will increase." "The higher the level of role conflict, the lower the performance (Higgins et al., 1992)." Yousef (2002) studied that "role stressors have a direct and negative relationship to job satisfaction." Bennet et al., (2001) identified in their study that "there is a significant relationship between work conflict or work-at-home disturbance and job satisfaction." In Feldman's study

(1976) it was concluded that "there is a relationship between role conflict and performance". The study of Bhagat et al, (1985) also identified a "negative relationship" between job satisfaction and work conflict." For this reason, the following hypothesis is proposed:

*H2: Role conflict affects job performance*

*H3: Role conflict affects PsyCap*

*H4: Role conflict has an indirect effect on job performance through PsyCap.*

### **Job Stress**

Work-related stress or job title has been identified as one of the biggest problems in the environment work organization. Job stress has been widely associated with adverse effects on the psychological and physical well-being of employees in many occupations, including academics in Colleges. Therefore, work stress has an impact on a large increase in costs for employee welfare and place a sizeable financial burden on performance organization. Work stress is work-related stress. According to the WHO definition "occupational or work-related stress "is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope)." Based on general stress theory or integrative stress theory which includes workers' subjective processes (i.e., personality or attributes such as locus of control and flexibility, which may have an influence on perception stress at work) and environmental sources objective or external sources of stress (e.g., extreme or noxious stimuli such as the risk of physical harm, working conditions such as extreme temperatures) are built on the premise that individuals in principle will try to deal with, update, and improve their resources, and when they can't, they experience stress. Resources are defined as goal characteristics personal, condition, energy or ability that a person has in dealing with stress. In other words, "stress occurs when a person's resources are perceived to be unstable, threatened or lost, or when the individual is unable to achieve or maintain resources in the way he or she could (Hobfoll, 2001)."

According to Pleck et al. (1980) "The source of stress, which occurs in life can have an effect on other life forms in unexpected ways." In other words, demands coming from work for both employees and their families if it exceeds individual stamina will end with an increase in tension. Work stress is defined as "an individual reaction to environmental characteristics" work that seems emotionally and physically threatening (Arshadi & Damiri, 2013)." Some studies claim that the increasing demands on employees that are not in accordance with their abilities, then the job stress increases (Yozgat et al., 2013). Apart from this imbalance, there are many sources of stress such as physical environment, workload, career advancement, management style, work relationship, endorsement organization, the work itself, the rewards, the security work, job autonomy, conflict role, ambiguity, and others (Trivellasa et al., 2013). This stress can cause "negative physical, psychological or physiological reactions (Haq, 2011)."

Stress at work generally occurs due to job attribution, hierarchical situations, relationships between colleagues and customers (Drowkin et al, 1990)." High levels of stress can lead to several negative consequences such as "absenteeism, industrial accidents and injuries (Sharpley et al, 1996)." According to Greenhaus and Beutell (1985) "stress, tension", distraction, anxiety and individual fatigue that occur because of his family or the work itself causes several obstacles to achieving optimal performance." For this reason, the following hypothesis is proposed:

*H5: Job stress affects job performance*

*H6: Job stress affects PsyCap*

*H7: Job stress has an indirect effect on job performance through PsyCap.*

### **3. METHODS**

#### **Research Design**

This study adopted inferential research designs. This is a cross-sectional study, which the data in this study was collected at one point in time. This study used a survey method, the approach uses exposed de facto to assessing the impact of role conflict, job stress, and PsyCap on the performance of nurses in the work environment of the Regional General Hospital. Using a saturated sample totaling 161 respondents. From the respondents' distribution, it was known that the top three respondents came from the ER, 21 people, Neuro and Internal Medicine 18 people, and 16 Obstetricians. Meanwhile, for the three lowest, the respondents were at least 1 person from the ENT, Radiology and Conditions Polyclinic. This indicates that there was an imbalance in the distribution of medical personnel at Regional Hospitals.

**Place and time of research**

This research was conducted at the Abdul Manap Regional General Hospital (RSUD) Jambi City, which is located at Jalan Raden Syahbudin, Mayang Mangurai, Alam Barajo District, Jambi City. RSUD has type C which was established in 2009. The time of the study was conducted in April-June 2021.

**Study Measures**

The instrument for measuring all research variables in this study adopted an instrument that had been used previously. The number of themes and scales was adjusted to the data needs and characteristics of nurses in Indonesia. After adaptation, the items were translated into Indonesian.

**Job Performance.** Adopting a measurement scale that has been modified and developed by Van Scotter and Motowidlo (1996), Bafort and Hattrup (2003), and Sampath Kappagoda et al. (2014) which includes two dimensions, namely; the task performance dimension was measured by five questions, while the contextual performance dimension was measured using six questions. Both dimensions used a four-point scale ranging from “never” score = 1 to “Very often” with a score of 4. Example questions: How often do you receive a special task (trust) from your boss to do?

**Psychological Capital/PsyCap.** PsyCap was adopted and modified from the PsyCap Questionnaire developed by Luthans et al. (2007) adapted to Indonesian conditions. Psychological capital includes four dimensions: hope, optimism, resilience, and self-efficacy, measured by 12 items consisting of four subscales. Examples of questions: hope (e.g., “If I have to find myself in a traffic jam at work, I can think of many ways to get out of it”), resilience (e.g., “I usually overcome adversity one way or another at work”), optimism (e.g. "I always look on the bright side of my work"), and efficacy (e.g., "I feel confident helping to set goals/goals in my work area"). Responses were given on a four-point Likert-type scale (very disagree score = 1, strongly agree score = 4). Cronbach's for the overall scale was 0.79, and ranged between 0.73 and 0.82 for the sub-dimensions, indicating that the scale was reliable.

**Job Stress.** The measurement of the work stress variable modifies the Stress in General Scale (SIG) which is designed to measure the cognitive aspects of general job stress in various workplaces developed by Stanton et al. (2001). GIS was designed to measure the cognitive aspects of stress in general in various workplaces, covering two subscales, namely the dimensions of job threat stress and the dimensions of job pressure stress. The job threat stress subscale consisted of eight items (annoying, restrained, stressful, annoying, comfortable, more stressful than I would like, running smoothly and overwhelming), and the job stress subscale consisted of seven items (demand, pressured, busy, calm, relaxing, a lot of stressful, and encouraging). The responses were using a Likert scale ranging from 1 = strongly disagree, to 4 = strongly agree.

**Role Conflicts.** Role conflict is a psychological symptom experienced by organizational members/nurses that causes discomfort at work. To measure the role conflict used a questionnaire developed by Rizzo et al. (1970) used 10 question items. Example question: “I do a job that is different from my skills”. Responses using a Likert scale ranging from 1 = strongly disagree, to 4 = strongly agree.

**Data Analysis**

In this study, Smart PLS 3.0 and SPSS software were used in data analysis. SEM PLS works in stages to get a predictive model in the form of a final statistical report equipped with several statistical tests. SEM PLS worked through two stages, namely the Factor Analysis Stage and the Regression Analysis Stage. At the level of constructing the framework of the relationship between the construct and its indicators, Smart PLS uses factor analysis, because the data used were generally categorical data with a certain scale. At the level when the factor analysis process was completed, the PLS SEM work already has a regression score, which can be continued with regression analysis for hypothesis testing. In this study, the validity test used the convergent validity and discriminant validity methods with the helped of Smart PLS 3.

**4. RESULTS****Demographic data**

After the data screening process was carried out on all respondents who filled out the questionnaire, the researchers got 161 pieces of data for analysis as research samples. The results were presented in **TABLE 1** below.

**TABLE 1. Respondent Demographic Information (n=161)**

Demographic Characteristics	Category	Frequency	Percentage %
Gender	Man	16	9.94%



	girl	145	90.06%
	<b>Total</b>	<b>161</b>	<b>100%</b>
<b>Age</b>	< 21 Years	10	6.21%
	> 21 Years	151	93.79%
	<b>Total</b>	<b>161</b>	<b>100%</b>
<b>Education</b>	D3	160	99.38%
	SPK and Ners	1	89%
	<b>Total</b>	<b>161</b>	<b>100%</b>
<b>Years of service</b>	< 10 Years	81	50.31%
	> 10 Years	80	49.69%
	<b>Total</b>	<b>161</b>	<b>100%</b>
<b>Competency improvement training</b>	Ever	123	76.40%
	Never	38	23.60%
	<b>Total</b>	<b>161</b>	<b>100%</b>

**Validity and Reliability Test**

In the research, the validity and reliability testing used SPSS 24 software. The summary of the results is presented in **TABLE 2** below.

**TABLE 2.**Summary of Validity and Reliability Test Results

Variable	Item Items	Validity		Reliability	
		rcount	Information	Crobach's Alpha	Information
<b>Role Conflict (X1)</b>	KP1	0.644	<b>Valid</b>	0.829	<b>Reliable</b>
	KP2	0.449	<b>Valid</b>		
	KP3	0.615	<b>Valid</b>		
	KP4	0.559	<b>Valid</b>		
	KP5	0.635	<b>Valid</b>		
	KP6	0.479	<b>Valid</b>		
	KP7	0.611	<b>Valid</b>		
	KP8	0.726	<b>Valid</b>		
	KP9	0.660	<b>Valid</b>		
	KP10	0.644	<b>Valid</b>		
<b>Work Stress (X2)</b>	SK1	0.665	<b>Valid</b>	0.445	<b>Reliable</b>
	SK2	0.706	<b>Valid</b>		
	SK3	0.789	<b>Valid</b>		
	SK4	0.676	<b>Valid</b>		
	SK5	0.623	<b>Valid</b>		
<b>Capital Physicologist (Y)</b>	CP 1	0.441	<b>Valid</b>	0.703	<b>Reliable</b>
	CP 2	0.720	<b>Valid</b>		
	CP 3	0.652	<b>Valid</b>		
	CP 4	0.558	<b>Valid</b>		
	CP 5	0.660	<b>Valid</b>		
	CP 6	0.410	<b>Valid</b>		
	CP 7	0.722	<b>Valid</b>		
	CP 8	0.645	<b>Valid</b>		
	CP 9	0.631	<b>Valid</b>		
	CP 10	0.560	<b>Valid</b>		
	CP 11	0.711	<b>Valid</b>		
	CP 12	0.548	<b>Valid</b>		
<b>Nurse Performance (Z)</b>	KPE1	0.821	<b>Valid</b>	<b>0.907</b>	<b>Reliable</b>
	KPE 2	0.817	<b>Valid</b>		
	KPE 3	0.838	<b>Valid</b>		
	KPE 4	0.723	<b>Valid</b>		
	KPE 5	0.821	<b>Valid</b>		

	KPE 6	0.759	Valid		
	KPE 7	0.829	Valid		
	KPE 8	0.789	Valid		
	<b>KPE 9</b>	<b>0.444</b>	<b>Valid</b>		

**Hypothesis test**

The summary of the results of hypothesis testing is presented in TABLE 3, TABLE 4, and TABLE 5 FOLLOW.

**TABLE 3. Summary of the correlation coefficient between variables**

VARIABLE	Role Conflict (X1)	Work stress (X2)	Capital Physicologist (Y)	Nurse Performance (Z)
Role Conflict (X1)	1	.788**	.374*	.460*
Work stress (X2)	.788**	1	.344*	.441*
Capital Physicologist (Y)	.374*	.344*	1	.840**
Nurse Performance (Z)	.460*	.441*	.840**	1

\*Correlation is significant at the 0.05 (1-tailed), \*\*. Correlation is significant at the 0.01 (1-tailed)

**TABLE 4. Summary of Direct Effect Path Coefficients**

No.	Independent Variable	Dependent variable	Coefficient Beta (β)	t-count	Sig.	Information
1.	X1	Y	-0.072	3,327	0.001	Significant
2.	X1	Z	-0.010	1,845	0.002	Significant
3.	X1	X2	0.269	3,780	0.000	Significant
4.	X2	Y	-0.013	3,001	0.001	Significant
5.	X2	Z	-0.028	3,447	0.000	Significant
6.	Y	Z	0.284	3,226	0.000	Significant
7.	X1, Y	Z	1,256	1.091	0.143	Not significant
8.	X2, Y	Z	1,440	3.048	0.102	Not significant
<b>Error (e1): 1-0.448=0.742</b>						

Source: Research Primary Processed Data, 2021

**TABLE 5. Summary of Effects (X); (Y) against (Z)**

VARIABLE EFFECT	CAUSAL INFLUENCE		
	Live	Indirect	
		Via Variable Y	Total
<b>X1, X2, Z AGAINST Y</b>	X1 Y = 3,327 YZ = 3.226 X2 Y = 3.001	X1 YZ = 1.091 X 0.001 = 0.033	0.033
<b>X2, Z AGAINST Y</b>	X2 X3 = 3,447 X1 X3 = 1.845	X2 YZ = 3,048 X 0.102 = 0.310	0.310
<b>Y AGAINST Z</b>	3,226	-	3,226
<b>1 X1, Z AGAINST Y</b>	1.091	-	1.091
<b>2 X2, Y AGAINST X3</b>	3.048	-	3.048

From the processing results, a path analysis model was developed in this study as shown in **Figure 1** below:

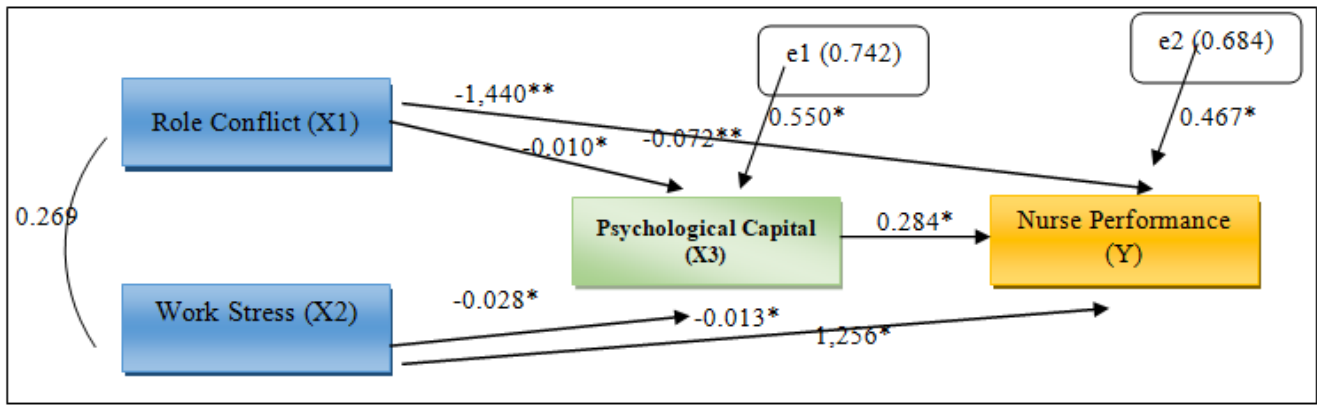


Figure 1. Research Model

**Model suitability test (goodness of fit test)**

Analysis of the data processing results at the entire stage of the SEM model was carried out by conducting a suitability test and statistical test. The results of the goodness-of-fit model test were described in TABLE 6 below:

**TABLE 6. Goodness-of-fit Model Test Results**

No	Index	Critical Value	Result	Model Evaluation
1	Chi-Square	Close to zero	44,331	Good
2	Probability level	0.05	0.001	Good
3	CMIN/DF	< 2.00	1,428	Good
4	CFI	0.95	0.878	Marginal
5	RMSEA	0.08	0.065	Good
6	TLI	0.90	0.862	Good
7	GFI	0.90	0.712	Marginal
8	AGFI	0.90	0.843	Marginal

Source: Research Primary Processed Data, 2021

These results indicate that the model used was acceptable. The CMIN/DF value of 1.428 indicates a good structural equation model. The RSMEA measurement index was in the range of expected values, namely 0.08, which was 0.065. And the results of the chi-square, probability level, CFI, TLI assessment are marginally accepted. This research model was feasible from several model feasibility tests and meets the criteria, and several model feasibility test methods were met with Chi-Square 44,331. From the results of the model output for the model suitability test criteria, several measures were at an acceptable, marginal value. The marginal value was the condition of the suitability of the measurement model under the criteria for absolute fit and incremental fit. However, it can still be continued in further analysis because it was close to the good fit criteria.

**DISCUSSION AND CONCLUSION**

This study was conducted to measure the influence of Role Conflict, Work Stress, and Psychological Capital on Nurse Performance which was analyzed using the SEM (structural equation modeling) method. The purpose of this study was to examine and analyze the relationship between variables and examine the role of the mediating variable, namely Psychological Capital. Role conflict has a positive role in job stress. From the test, it appears that when the work stress variable was added to the model, it can be seen that role conflict has a significant effect on nurse performance. From the loss of the direct influence of role conflict on nurse performance, it can be said that work stress has a full mediation effect.

Based on the result in this study, the researchers can conclude that the role conflict construct has a direct and significant negative effect on the nurse's work stress construct. This indicated that an increase in role conflict would increase nurse work stress, or other words; the higher the role conflict, the higher the work stress. The results of this study are in line with research conducted by Tidd and Friedman (2002), which states that work stress can be influenced by the existence of conflict within the organization. One of them is role conflict. Role conflict can be interpreted as a situation where an individual has different roles at the same time. The role conflict puts pressure on individuals because of differences in interests between roles that can cause work stress.

Based on the results of structural testing or the inner model, it is known that the Role Conflict variable has a significant effect on the Nurse Performance variable. This shows that role conflict does not have a negative effect on employee performance, so the hypothesis that there is a negative effect of role conflict on employee performance is not supported. This study is not in line with Fisher (2001) in Fanani et al (2008), which states that role conflict causes discomfort at work and can reduce work motivation to reduce overall performance.

Role conflict will have a direct effect on employee performance if it passes the work stress variable. Moorhead and Griffin (2013) stated that if someone performs two or more roles simultaneously assigned by the boss, it can lead to stress. This hypothesis is not supported by several arguments. First, nurses have been able to deal with role conflicts professionally so that it does not affect the results of their performance, even though with heavy duties, obligations, and workloads nurses can minimize the possibility of collisions and pressures in their work. Second, there is an incentive that is commensurate with the workload given by the hospital to nurses, so that it can stimulate employee motivation to complete the job as best as possible.

The results in this study show that the third hypothesis is accepted because work stress has a negative and significant effect on nurse performance. This means that the duties, roles, and responsibilities that must be carried out by nurses sometimes make individuals experience work stress because the burden is too heavy. However, the work stress experienced by nurses is positive which gives rise to encouragement or motivation to improve performance. This is in line with Handoko (2012) which states that the consequences of work stress can be in the form of building or destroying work performance. Luthan (2006) job stress is not automatically bad for individual employees or their organizational performance. This is also in line with the theory of Robbins (2009) that stress with low to moderate levels stimulates the body and increases its ability to react. They then often perform tasks that are done better, more intensely, and faster.

This study states that job stress mediates role conflict on nurse performance, in line with Rusinta's (2013) research which states that job stress mediates role conflict and employee performance. According to Ivancevich and Gibson (1987), role conflict is a conflict that arises when a person gets a role that does not match with the appropriate role behavior. The inappropriate role can cause pressure in a person which in turn causes work stress. If the role conflict is tested without including the mediating variable, namely work stress in the hypothesis test, then the hypothesis testing of the role conflict affects the nurse's performance is not supported. This means that several factors affect nurses' performance, such as job satisfaction, organizational culture, and work environment.

Implementation of Psychological Capital as a way to measure and manage human resources. PsyCap is one view that arises due to the need for practitioners in organizations to find new approaches in psychological practice in the realm of work, where a negative psychological approach is feel to make workers only fulfill their personal needs. Through a negative psychological approach it only solves short-term problems. (Luthans, et al., 2007). Research shows a strong influence of Psychological Capital on job performance. This is in line with Harms and Luthans (2012) who describe the positive contribution of psychological capital in improving performance, strengthening personality, and the ability to act rationally in critical conditions. PsyCap can improve job performance and help in achieving employee goals (Sun et al. 2011). Psychological capital was a strong predictor of improving job performance (Luthans et al., 2007). Nurses who experience work stress will do Psychological Capital to reduce the pressure they experience, Psychological Capital carried out by nurses can be positive or negative. Psychological capital that tends to be negative will harm the nurse because Coping serves to change situations that cause stress or regulate emotional reactions that arise because of a problem. Empirical evidence shows that job stress, optimism, psychological capital, and resilience are each related to nursing performance to the same extent.

### **RESEARCH LIMITATIONS AND IMPLICATIONS**

The sample consisting of 161 has a clear weakness because it is limited. Replication of this study is needed with a wider sample and across different hospitals and cultures to increase the generalizability of our findings. The use of longitudinal datasets is required for future analysis. In addition, it should be noted that different measuring instruments may have led to different results, so the definition of construction and size deserves further attention. Constraints faced during implementation, role conflict, and work stress in optimizing the performance of nurses are obstacles that usually occur in every organization. Considering that, in an organization, there are various kinds of individual characters who run the organization. Therefore, the implication is that nurses are expected to be able to reduce these problems with the right solution. The obstacle in implementing coping strategies in minimizing work stress is the limited time of nurses. This time limitation is unavoidable considering that working hours start at 07.30 WIB to 16.00 WIB. However, if there are still many

patients, especially during this Covid 19 pandemic, extra services are needed, which causes every nurse to be prepared to extend the duration of working hours. Constraints to the emergence of role conflict,

### **NOVELTY RESEARCH FINDINGS**

There are several justifications and updates that the researchers found in this study, especially the concept paradigm in overcoming role conflict, Psychological Capital, work stress, and performance. The researchers combine this research into one narrative that explains that every human being must have problems, from the smallest to the biggest. It all depends on the individual who undergoes it. There are various methods of solving, dealing with, avoiding, or minimizing a problem, but not infrequently, we meet someone who is afraid to face a problem and does not look for a wise solution. Suppose an individual is wrong or inappropriate in coping with a problem. In that case, the results will be unsatisfactory and can even cause disturbances in his mind and psyche, such as depression, stress, and crazy.

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