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Job stress and family work conflict on job satisfaction through nurses' psychological well-being

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ABSTRACT

The purpose of this study is to describe and analyze the effect of work stress, family work conflict, job satisfaction and psychological well-being on Army Hospital nurses in West Java. This research uses a partial least square structural equation model to answer problem formulations and test hypotheses. In this study, the partial least square structural equation model was used to determine the direct and indirect influence of independent variables, namely work stress variables (X1) and family work conflict variables (X2) through intervening variables, namely psychological well-being variables (Y1) on dependent variables, namely job satisfaction variables (Y2). The results of this study show that descriptive analyses can be concluded involving the majority of married honorary women with significant work experience, revealing the importance of understanding the dynamics of stress and conflict in improving psychological well-being and job satisfaction. The findings emphasize the importance of intervention strategies that focus on work-family balance and stress management to support worker well-being, especially among female workers in flexible staffing conditions.

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INTRODUCTION

Job satisfaction is a positive feeling of work that arises as a result of an assessment of several characteristics. Employees can feel their job satisfaction or dissatisfaction through the positive and negative emotions they experience. The assessment of job satisfaction is considered positive when the results obtained exceed expectations, and are considered negative when the results obtained do not meet expectations (S. Robbins et al., 2019).

Employees become the dominant factor in the success or failure of the organization so that work ethic, dedication, love and high work discipline must be strived to increase employee satisfaction (Judge et al., 2017). Job satisfaction can be described as an overall job evaluation ranging from positive to negative (Judge & Kammeyer-Mueller, 2012; Weiss, 2002) . Based on the tripartite attitude model, job satisfaction involves three main elements: affective (emotions resulting from work), cognitive (an individual's view or evaluation of his or her job), and behavioral. Although not all of these elements are necessarily relevant to every type of attitude towards work, overall job satisfaction is usually considered to include all three aspects.

The existence of an imbalance between the objective demands of the subject and the ability to adjust to certain environmental stimuli will cause stress related to work (Davies, 2022; Hasan et al., 2018), which is one of the biggest problems that exist in the work environment (Dollard et al., 2019). Psychosocial risks and work stresses, arising from unfavorable working conditions, organizational structures, and work environments, as well as negative physiological, mental, and social aspects such as stress, anxiety, or burnout due to work, have a significant impact on individual health, company performance, and even the country's economy as a whole (Giménez-Espert et al., 2020). Stress can stem from both internal and external factors of the organization, making it important to identify the origins of stress as well as its coping strategies to effectively improve employee performance and ensure organizational continuity (Dollard et al., 2019).

The psychological well-being and physical health of hospital nurses, has been widely linked to job stress. In contemporary healthcare, the role of the nurse is increasingly complex and important (Bae, 2016). Nurses working in healthcare can experience higher levels of stress, such as long hours, long shifts, moral conflict,

high speed, lack of physical or psychological care, workplace insecurity, lack of social support and fears related to the workplace. Emotional distress can lead to depression, fatigue, anxiety, sleep disturbances, and other illnesse (Muller et al., 2020) s. Health workers often have depression and anxiety disorders, which leave trauma for several years (Mayzell, 2020). Stress associated with nursing work, associated with nurse shift work. Work-related stress affects one in four workers, causing around 60% of missed work days and causing annual costs of around 20 billion Euros (Rosa et al., 2019).

A study showed that 85.37% of implementing nurses who were directly related to patient care, experienced unpleasant emotional reactions including somatization (21.9%), compulsive symptoms (14.6%), interpersonal sensitivity (26.8%), depression (4.8%), anxiety (39.0%), and fear (51.2%) (Huang et al., 2020). Studies show that two factors that cause disruption in nurses' sleep quality are anxiety and stress load (Junhua et al., 2020).

Changes in the composition of the working age, including an increase in the number of women in the workplace and an increase in the number of spouses in which both members work, have led to increased conflict between the demands of work and family life (Esson, 2004; Grzywacz & Butler, 2008). The mismatch or burden between responsibilities at work and family responsibilities results in role conflicts in family life (Khandelwal & Sehgal, 2018; Kremer, 2016; Mittal & Bienstock, 2018; Sánchez-Vidal et al., 2019). This happens due to excessive use of time or energy for work, leaving little or even no resources for activities with family (Greenhaus & Beutell, 1985).

Nurses who have an optimistic outlook tend to be more satisfied with their work, due to the importance of psychological intervention and improvement of the work environment in overcoming conflicts between work and family and in increasing job satisfaction (Zhang et al., 2021). The psychological phenomenon known as family work conflict refers to the imbalance between personal life and work. Studies have found that family work conflict is negatively associated with job satisfaction (Chan et al., 2020; Zito et al., 2019), and affects mental health, causing depression and burnout (Terry & Woo, 2021). When family work conflicts play the role of mediators, work performance is influenced indirectly by psychological security and psychological well-being (Obrenovic et al., 2020).

Employers still seem to pay less attention to the psychological well-being of their employees (M. Armstrong, 2021). Cooper (2019) demonstrate that employee engagement, health, and well-being are important to the success of an organization. There is a significant correlation between job satisfaction and psychological well-being (Dreer, 2021; Lee et al., 2020), as well as positively correlated with increased business profitability (Krekel et al., 2019).

Job satisfaction can improve the health, psychological well-being and self-esteem of workers, all of which can improve organizational performance (Satuf et al., 2018). Job satisfaction is also influenced by good mental health (Capone & Petrillo, 2020). There is a strong link between well-being and achievement at work. Research by Fisher (2003) has found that 92% of employees in Australia are happy to be productive, but research by Seran et al. (2020) shows that job stress has no impact on contract performance. Workers who feel happy tend to be more productive compared to those who feel less happy or not happy at all (DiMaria et al., 2020).

To protect the mental health and well-being of health care providers, it is critical to find and avoid these work-related risk factors. This is due to the fact that work-related stress can negatively affect the professionalism of health workers, the standard of care provided, efficiency in work, and the quality of life in general (Søvold et al., 2021). Improved physical, mental and emotional well-being of health care workers is a positive result of proper self-care, as well as being able to provide their patients care in a more sustainable way with higher empathy, compassion, effectiveness and sensitivity (Kearney et al., 2009; Mills & Chapman, 2016).

The success and performance of the organization depends largely on the health and well-being of the employees. Workers who feel happy tend to show higher productivity than those who feel less happy or not happy at all (Bakker et al., 2019; DiMaria et al., 2020) So that psychological well-being can increase job satisfaction and performance and reduce family work conflicts (Bayhan Karapinar et al., 2020; Salgado et al., 2019; Tamyiz et al., 2023).

The purpose of this study is to describe and analyze the effect of work stress, family work conflict, job satisfaction and psychological well-being on Army Hospital nurses in West Java. This study adds and expands the family work conflict variable to the three variables above, where family work conflict negatively affects job satisfaction (An et al., 2020; G. S. Armstrong et al., 2015; Asbari et al., 2020; Bruck et al., 2002; Namasivayam & Mount, 2004; Nayeri et al., 2018) and family work conflict correlate with job stress (Dewi & Adnyani, 2020; Vickovic & Morrow, 2020; Widi Ambara & Honor Satrya, 2021). Family work conflict also has a negative effect on psychological well-being (Anggarwati & Thamrin, 2020; Jerg-Bretzke et al., 2020; Obrenovic et al., 2020; Pramana & Mujiati, 2020; Soeharto, 2015).

METHOD

This study aimed to investigate cause-and-effect relationships between several variables, focusing on the connections between job stress, work-family conflict, and psychological well-being, as well as their impact on job satisfaction. The study involved all nurses working in four Army Hospitals in West Java. The sample of nurses was selected based on certain criteria such as gender, marital status, length of work, and job title. The research location was chosen because of the large number of nurses and the superiority of military hospitals. Data were collected through offline and online questionnaires, using the Likert scale to measure the variables studied. Data analysis was carried out using descriptive statistical techniques and Partial Least Square structural equation models to test the research hypothesis.

RESULTS AND DISCUSSION

From the results of SmartPLS, with the path analysis and bootstrap test in the picture above, it can be concluded that hypothesis testing is significant. The hypotheses that have been tested are:

The following is an interpretation of the four hypotheses based on the value of the path coefficient:

1. Work stress and family work conflict negatively and significantly affect psychological well-being in Army Hospital nurses in West Java:
    - Work stress to psychological well-being. The path coefficient is -0.448, indicating a significant negative influence (p = 2.583).
    - Conflict of family work to psychological well-being. The path coefficient is -0.135, also indicating a significant negative influence (P = 3.771). Based on the value of this coefficient, both variables (Work stress and Family work conflict) have a negative influence on psychological well-being, in line with the hypothesis.
2. Work stress and family work conflict negatively and significantly affect job satisfaction in Army Hospital nurses in West Java:
    - Work stress to job satisfaction. The path coefficient is -0.197, indicating a significant negative influence (P = 7.564).
    - Family work conflicts to job satisfaction. The path coefficient is -0.250, indicating a significant negative influence (P = 2.074) greater than work stress. The value of this coefficient supports the hypothesis that work stress and family work conflict have a negative influence on job satisfaction.
3. Psychological well-being has a positive and significant effect on job satisfaction in Army Hospital nurses in West Java:
    - Psychological well-being to Job satisfaction. The path coefficient is 0.411, indicating a positive and significant influence (P = 3.720). This supports the hypothesis that psychological well-being positively affects job satisfaction.
4. Work stress and family work conflict negatively and significantly affect job satisfaction through psychological well-being in Army Hospital nurses in West Java:
    - Mediating psychological well-being between job stress and job satisfaction. The path coefficients from job stress to job satisfaction through psychological well-being were negative (-0.046) and from family work conflict to job satisfaction through psychological well-being were negative (-0.059).

Description of Work Stress, Family Work Conflict, Psychological Well-being, Job Satisfaction

Based on aspects of respondent characteristics. The descriptive results of this study showed that most respondents were women, productive age, honorary status, length of work for more than 5 years, married, Diploma III education. The majority of women (84.12%) are in the workplace, which suggests that the study explores how gender can influence experiences of work stress and work-family conflict, which are known to differ between men and women. Women often face the dual challenge of managing work and household responsibilities, which can affect their job satisfaction. In accordance with research by Gyllensten & Palmer (2005) that states that women report more stress at work than men as well as research by Tripathi & Bhattacharjee (2012) that states the same. The stress is caused by multiple roles, lack of career advancement, as well as discrimination and stereotypes.

An age distribution that shows that the majority of nurses are in productive age where they also have increased family responsibilities (Mussida & Patimo, 2021). This can increase the potential for family work conflict and workplace stress (Elahi et al., 2022), which can decrease psychological well-being (O'Driscoll et al., 2004), and job satisfaction (Kalliath & Kalliath, 2015).

As many as 78.24% of honorary workers face more significant job instability and receive fewer benefits compared to civil servants. This could potentially cause them to experience higher levels of stress and less than

optimal psychological well-being compared to their counterparts who are civil servants (Ofosuhene & Sammo, 2020).

Nurses who have been working for more than 5 years (75.30%) can face work burnout or chronic stress, which affects their job satisfaction. However, they can also have better coping strategies to manage stress and conflicts that may occur (Gelčytė & Mažionienė, 2023). Married employees, who make up the majority (85.29%), can face challenges in balancing time and resources between work and family, which can affect their psychological well-being (Anita et al., 2020).

Higher education levels (37.65%) can be associated with higher job expectations, which, if not met, can lead to job stress. Education can also influence how employees manage work-family conflict and maintain their psychological well-being (Žnidaršič & Marič, 2021).

This analysis underscores the importance of paying attention to job satisfaction, managing job stress, overcoming work-family conflicts, and supporting psychological well-being to create a healthy and productive work environment. While there are areas that show high psychological satisfaction and well-being, it's important to constantly look for ways to reduce stress and conflict that can negatively affect employees. Interventions aimed at improving positive aspects and overcoming challenges can help improve overall job satisfaction and psychological well-being of employees.

Effects of Work Stress and Family Work Conflict on Psychological Well-Being

The results of this study showed that work stress and family work conflict had a negative and significant effect on psychological well-being in nurses. The results of this study showed a significant negative correlation between work stress and psychological well-being ($R = -0.197$) which means that the higher the level of work stress experienced by employees, the lower the level of psychological well-being. This study also showed that there was a negative correlation between family work conflict and psychological well-being (-0.250, $p = 0.001$) which showed that the higher the family work conflict, the lower the level of psychological well-being. The effect of work stress and family work conflict on psychological well-being was -0.447 which indicates that increased work stress and family work conflict will decrease the psychological well-being of nurses.

In the dynamics of the modern work environment, the interaction between psychosocial factors and job stress has received special attention regarding job satisfaction. Job satisfaction is not only important for the psychological well-being of employees, but also affects the productivity and success of the organization (Aazami et al., 2015).

Theories explaining the relationship between job stress and psychological well-being integrate a variety of theoretical and empirical approaches to understanding how workplace factors affect employees' mental and emotional health. One of the most influential frameworks in understanding this dynamic is the Work-Resource Demands Model developed by Demerouti et al. (2001) and the Work-Family Balance Model proposed by (Greenhaus & Beutell, 1985).

The Work-Resource Demands model proposes that job stress is primarily influenced by two main factors: job demands and job resources. Job demands, such as time pressure, task uncertainty, and role conflict, can lead to stress and burnout. On the other resources, such as social support, autonomy, and development opportunities, can help reduce stress and increase work engagement. When demands exceed available resources, employees can experience a decline in psychological well-being.

The Work-Family Balance model investigates how conflict between work roles and family affects employees' psychological well-being. According to Greenhaus and Beutell, an imbalance between job demands and family needs can cause stress and interfere with psychological well-being. These conflicts can stem from competing times, conflicting role pressures, and inconsistent behavior between work and family environments.

From the theory put forward by Cunningham & Black (2021), psychological factors are one of the causes of stress in the workplace. Among them are feelings of insecurity, low perceived self-efficacy, emotional labor, lack of control at work and workload (too much, too little, and too difficult).

The study, which uses a comprehensive methodological approach, involves primary data collection and purposive sampling techniques. The results of his research suggest that factors such as emotional exhaustion, work involvement, role conflict, and psychosocial risk, which are manifestations of work stress, directly influence the intention to switch jobs (Xue et al., 2022). This indicates that work stress not only affects the physical and mental aspects of employees, but also affects their decisions and behavior in a professional context.

In addition, the study also found that job satisfaction plays a role as a moderator in the relationship between psychological factors and work stress (Xue et al., 2022). Research conducted by Aazami et al. (2015) shows that satisfaction with the type of work done proves to be the strongest predictor for psychological disorders, including sleep disturbances, headaches, and gastro-intestinal problems. This suggests that internal factors such as job satisfaction can mitigate the negative impact of job stress on employees' mental and physical health.

Work stress and its negative impact on employee health is a major problem for modern society. Stress can affect health through two main pathways. First, stress can influence a person's health behaviors, such as smoking, choosing a poor diet, not exercising enough, or not adhering to medical treatment. Second, stress can directly trigger unfavorable changes in various physiological systems in the body, thereby increasing an individual's susceptibility to various physical diseases. A wealth of epidemiologic and prospective evidence that has been collected over the past decade suggests an association between psychosocial stress in the workplace and diseases such as cardiovascular disease, metabolic syndrome, type 2 diabetes, and psychiatric conditions (Angerer et al., 2014; Backé et al., 2012; Eller et al., 2009; Glozier et al., 2013; Kivimäki et al., 2006; Siegrist, 2010). According to statistics from the UK Health and Safety Executive from 2006 to 2007, mental health problems especially stress, depression, and anxiety accounted for 46% of the days lost to work-related illness, making it the leading cause of absenteeism due to work-related illness (Cooper & Dewe, 2008; Siegrist et al., 2016).

Occupational stress theory offers a promising approach to addressing major challenges in modern occupational health research today. Work stress theory recognizes that the importance of work to health goes beyond traditional work-related illnesses. The theory emphasizes that psychosocial stress in the workplace can affect workers' perceptions, cognition, emotions, and motivation, and can negatively impact their psychological well-being. Therefore, the theory of occupational stress emphasizes the importance of expanding occupational medical approaches focused on toxicology, noise, temperature, and similar conditions, to cover a broad spectrum of work-related stressors (Siegrist et al., 2016).

One of the theories about work stress and psychological well-being is the demand-control theory (Demand-Control Model) put forward by Karasek et al. (1982). This theory states that job stress occurs when job demands are high and job control is low. Job demands can include time pressures, heavy workloads, and emotional demands, whereas job control includes employees' ability to make decisions, manage their own time, and use their skills effectively. According to this theory, an imbalance between job demands and control can lead to job stress and mental health problems, including anxiety and depression. However, when employees have greater control over their work and feel able to cope with the demands of the job, they tend to feel more satisfied and happy at work. Demand-control theory has been tested in numerous studies and has been found to have strong empirical support. This theory can help organizations to identify factors that can improve the psychological well-being of employees and reduce work stress, such as providing greater control over work and reducing unnecessary demands (Cooper, 2013a).

If work stress management is done well, there will be continuous performance improvement as a result of improving psychological well-being. Six workplace factors that can affect an employee's psychological well-being and performance. These factors are resources, workload, change, relationships, control, and support (Kinder et al., 2022).

The conclusion of the results of this study confirms the importance of understanding and managing work stress to improve the psychological well-being of employees. This is not only relevant for the health and psychological well-being of individual employees, but is also important for the sustainability and success of the organization as a whole. As such, the study provides important insights for managers and policymakers in creating supportive and healthy work environments.

Theories examining the relationship between work-family conflict and psychological well-being primarily focus on how the demands of these two domains—work and family—interact with each other and affect an individual's mental health. One of the most significant theoretical frameworks in this area is the Work-Family Balance Model proposed by which explores how conflicts between work roles and families can arise and their impact on the psychological well-being of individuals (Greenhaus & Beutell, 1985).

According to the Work-Family Balance Model, work-family conflict occurs when the demands of a work role interfere with the ability to fulfill family responsibilities, or vice versa. This conflict can manifest in two forms: work-family conflict (when work interferes with family life) and family-work conflict (when family responsibilities interfere with work). Both forms of conflict are known to have negative effects on psychological well-being, including increased levels of stress, fatigue, and anxiety, as well as decreased life satisfaction and happiness.

Research applying the Work-Family Balance Model shows that work-family conflict not only affects individual well-being but also impacts job performance, job satisfaction, and organizational commitment. In addition, the impact of this conflict is not limited to individuals but also affects the families and organizations where they work.

Conflicts over work and family life often have a devastating impact on a person's mental health. Research has revealed that this kind of conflict can trigger stress and a variety of mental health issues, including depression and anxiety. In addition, work-family conflict can also affect the way employees perceive the support and fairness provided by their organization, which in turn can affect their psychological well-being (Cooper, 2013b).

However, it should be noted that the relationship between work-family conflict and psychological well-being is not always straight forward and can be influenced by a variety of other factors, such as working environment conditions, support from co-workers and superiors, as well as individual characteristics of employees. There are some people who are able to deal with work-family conflicts more effectively, while others are more sensitive to its negative effects (Cooper, 2013b).

To help improve psychological well-being and reduce work-family conflict, companies can offer different forms of support and flexibility. This could include more accommodating leave policies, more flexible working hour options, as well as programs designed to support employees in managing their family responsibilities.(Cooper, 2013b)

Effects of Work Stress and Family Work Conflict on Job Satisfaction

In this study, the direct relationship between job stress and job satisfaction resulted in a significant negative association (- 0.448 with P = 0.01). This shows that job stress will affect job satisfaction negatively which means that higher work stress will reduce job satisfaction. These results are in accordance with research of Dewi & Adnyani (2020) and Borg & Riding (1993) which state that work stress will affect job satisfaction.

The results of this study showed that there was a negative correlation between family work conflict and job satisfaction (– 0.135, p = 0.001). This shows that the higher the family work conflict, the lower the level of job satisfaction. These results, in line with other studies, have found that negative work-family conflict correlates with job satisfaction. That is, the higher the work-family conflict felt by employees, the lower the level of job satisfaction. This conflict can lead to emotional exhaustion, pressure, and anxiety, all of which can reduce job satisfaction.

According to Goh et al. (2016) and Kelloway & Cooper (2021), there are ten triggers of work stress that can be identified. They are unemployment, lack of health insurance, exposure to shift work, long working hours, job insecurity, conflict between work and family, low job control, high job demands, low social support at work, and low organizational fairness.

In the context of work stress theory, the relationship between needs fulfillment and job satisfaction becomes very important. Work stress often occurs when there is a mismatch between the demands of the job and the capacity or resources possessed by the individual, including his or her personal needs. When these demands are too high or not in line with individual needs and expectations, it can result in increased psychological and physical stress, ultimately impacting job satisfaction. This discrepancy can be further explained through the Work-Resource Demands Model, which posits that work stress arises from an imbalance between job demands (such as heavy workload, time pressure, and role conflicts) and available resources (such as social support, autonomy, and development opportunities). When resources are inadequate to meet the demands of the job, employees can feel dissatisfied because their needs are not met, resulting in job stress.

Conversely, when individual needs are met at work, this not only increases job satisfaction but can also reduce potential stress. Employees who feel that their work provides opportunities for growth, recognition, and security tend to experience higher satisfaction and lower stress (Demerouti et al., 2001). Through the connection between needs fulfillment and job stress theory, it becomes clear that a holistic approach to human resource management, which considers individual needs and wants, can significantly affect job satisfaction and psychological well-being of employees.

Job satisfaction is influenced by several factors, including the match between an individual's expectations and the reality of the job, the achievement of personal values, perceptions of fairness in the workplace, and even the individual's dispositional or genetic components. A mismatch between expectations and reality, such as unmet high career expectations, can lead to stress and dissatisfaction. Conversely, a work environment that supports individual values and provides fair treatment can increase job satisfaction. In addition, individuals with higher emotional stability tend to achieve higher job satisfaction, although such genetic factors may interact with the work environment and the individual's experience. Overall, good management and an understanding of individual diversity in responding to workplace stress is essential to creating a positive work environment and improving job satisfaction and employee well-being.

Job satisfaction is strongly related to an individual's perception of the benefits derived from their job. This perception includes aspects such as compensation, work environment, interpersonal relationships, growth opportunities, and recognition. According to job stress theory, employees' perception of their work plays a key role in the experience of stress. A mismatch between expectations and work reality can lead to increased work stress. Conversely, when a job is perceived as meeting or exceeding employee expectations, this tends to reduce stress and increase job satisfaction. This approach emphasizes the importance of management understanding and managing employee perceptions to create a supportive work environment and reduce potential stress. In addition, job satisfaction is influenced by employees' perceptions and assessments of various aspects of the job, including the nature of the job itself, the work environment, relationships with coworkers, leadership, and reward systems. This approach highlights the importance of emotional and subjective aspects in job appraisal

and how they affect job stress. Organizations can manage job stress by providing training, creating a supportive work environment, and understanding individual needs in coping with stress. In addition, various theories such as Social Exchange Theory and the Work-Resource Demand-Demand Model are used to understand the relationship between job stress and job satisfaction through the perspectives of organizational behavior and industrial psychology.

The factors that influence job satisfaction and dissatisfaction can be divided into four main categories, according to Armstrong & Taylor (2023). First, intrinsic motivation factors are closely related to job content, such as skill variation, task identity, task significance, autonomy, and feedback. Second, extrinsic factors are related to aspects of the work environment such as salary, benefits, job security, working conditions, and relationships with colleagues and superiors. Third, individual factors include personality, values, expectations, and personal circumstances such as family and social life. Finally, organizational factors include culture, leadership, communication, and opportunities for career development and advancement.

Judging from the first, the intrinsic motivation factor, which is a job satisfaction factor associated with psychological well-being, lies in the extent to which the job meets the basic psychological needs of the individual. When work allows employees to use a variety of skills, feel their work is important, have autonomy, and receive helpful feedback, this directly improves psychological well-being. Employees who feel their work is meaningful tend to have higher levels of self-acceptance, experience more positive relationships with coworkers, and feel more competent and autonomous.

Conflict between work and family, where the demands of work interfere with roles in the family, are recognized as crucial extrinsic factors. Disrupted work-life balance can trigger stress, burnout, as well as lower job satisfaction, as found in research by Gao et al. (2013) and Hasmi et al. (2021).

Stress at work is often associated with higher levels of job dissatisfaction as well as decreased mental and physical health. There is a negative relationship between job stress and job satisfaction, which means that the higher the stress a person feels because of their job, the lower the satisfaction they feel from the job. However, these relationships are not always linear and can be influenced by a variety of other factors, including working environment conditions, support from co-workers, and individual personal traits. Some people may find motivation and stimulation in the face of work challenges and pressures, whereas others may feel more burdened by the same situation (Cooper, 2013b).

To address such issues, it is imperative for organizations to create a supportive and conducive work environment for the psychological well-being of their employees. This can be achieved by providing sufficient social support, offering facilities for career development and training opportunities, as well as ensuring employees have access to the resources they need to complete their tasks effectively. Through an approach like this, organizations can increase the job satisfaction of their employees while simultaneously reducing the level of job stress (Cooper, 2013b).

The factors that influence organizational behavior, according to S. P. Robbins & Judge (2013), can be divided into five main categories. First, individual factors such as personality, values, attitudes, perceptions, motivation, and job satisfaction, which can also be affected by job stress, influence an individual's behavior at work. Second, group factors including group norms, group dynamics, conflict (including family work conflicts), and power, influence group behavior in the workplace. Third, organizational factors such as organizational culture, organizational structure, policies and procedures, as well as the physical environment, influence overall organizational behavior. Fourth, environmental factors such as industry competition, government regulations, and social trends, also affect organizational behavior. Finally, technological factors, including technological change and innovation, influence organizational behavior by influencing the way business works and processes. An understanding of these factors and their interactions can assist organizations in improving performance and achieving their goals.

Women generally experience higher stress levels than men due to differences in stress management methods, stressor types, and health impacts. Factors contributing to this include emotional-focused stress coping strategies, multiple job demands and household responsibilities, difficulties in obtaining social support, and obstacles in achieving managerial positions. Women also experience higher levels of psychological symptoms than men, although they often "normalize" their mental health problems. Evidence shows higher stress levels in national health surveys, more psychosocial stressors, emotional-focused stress coping strategies, and additional stress related to family roles. This understanding is crucial for designing effective stress coping strategies for women in the workplace. Understanding and integrating the factors that influence organizational behavior is essential for organizations to improve performance, adjust strategies, and achieve goals effectively. These factors are interrelated and their interaction as a whole shapes the dynamics of work and organizational success.

The relationship between work-family conflict and job satisfaction is often explained through a framework known as Work-Family Conflict Theory. According to this theory, work-family conflict occurs when the demands of a role in one domain (e.g. work) conflict with the demands of a role in another domain (e.g. family). There are two main directions of work-family conflict: work-to-family conflict (when work

demands interfere with family life) and family-to-work conflict (when family demands interfere with work). This conflict can lead to a decrease in job satisfaction because individuals feel pressured by the double demands they face (Greenhaus & Beutell, 1985; Parasuraman & Simmers, 2001).

By deeply understanding the relationship between work-family conflict and job satisfaction, companies and organizations can develop strategies to reduce conflict and increase job satisfaction, which can ultimately increase employee productivity and retention.

Work and family conflicts often adversely affect job satisfaction. Studies have shown that this kind of conflict can decrease both job satisfaction and performance, especially when employees feel they have no control over their condition. In addition, work-family conflict can affect employees' views on the extent to which they receive support and fair treatment from the organization, these factors also greatly affect job satisfaction (Cooper, 2013b). However, the relationship between work-family conflict and job satisfaction is not always predictable and is influenced by a variety of other factors, including workplace conditions, support from colleagues and the environment, and personal characteristics of each employee. Some employees may be better able to deal with work-family conflict effectively, whereas others may be more sensitive to its negative effects.(Cooper, 2013b)

To increase job satisfaction and reduce conflict between work and personal life, companies can implement policies that support this balance. These measures could include more flexible leave policies, adjustments to working hours, as well as programs designed to support the needs of employees' families (Cooper, 2013b).

Gender roles are also important in family work conflicts. Family work conflict from a gender perspective, can be explained by traditional gender role models and full-commodification models. Traditional gender role models explain how traditional gender roles that still exist in society can lead to conflicts between the demands of work and the demands of family roles. Meanwhile, the full-commodification model explains how the strategy of delegation of domestic work to the market can exacerbate family work conflicts, especially for women who are often expected to fulfill domestic roles (Williams, 2001).

Research by Viegas & Henriques (2021) shows that police officers' job stress correlates very significantly and positively with work-family conflict (r = 0.340, p < 0.01); police officers' work stress correlates very significantly and negatively ($r = -0.397$, p <0.01) with their job satisfaction; and police officers' job satisfaction with a negative sign ($r = -0.091$, $p > 0.05$) but was not significantly correlated with work-family conflict. These findings support the job strain model.

The Effect of Psychological Well-Being on Job Satisfaction

The results of this study showed a positive correlation between psychological well-being and job satisfaction (0.235, p = 001) which showed that the higher the level of psychological well-being, the higher the level of job satisfaction.

Psychological well-being and job satisfaction are two constructs that have a mutually influencing relationship in the organizational and occupational psychology literature. Psychological well-being refers to how individuals value their lives in terms of their functioning and success in various domains of life. One of the pioneers in this field, Ryff (1989), identified six dimensions of psychological well-being: Self-Acceptance, Positive Relationships with Others, Autonomy, Environmental Mastery, Life Purpose, Personal Growth. Nowadays psychological well-being has evolved towards how external factors such as work environment (Holman et al., 2018; Nierenberg et al., 2017), social (Fatima et al., 2018) and internal support such as coping strategies (Freire et al., 2016), and optimism (Kardas et al., 2019) can affect a person's psychological well-being. Research also highlights the importance of psychological well-being in predicting various outcomes, such as physical health (Eather et al., 2023; Kubzansky et al., 2018), job satisfaction (Khatun et al., 2022; Kundi et al., 2021), and academic achievement (Amholt et al., 2020).

The theory of Psychological Well-Being developed by emphasizes on six main dimensions of psychological well-being: autonomy, mastery of the environment, personal growth, positive relationships with others, self-acceptance, and purpose in life. Ryff (1989) proposes that psychological well-being is not only the absence of disease, but also the presence of positive factors that mark optimal mental health. This psychological well-being has a positive correlation with job satisfaction, where employees who have high levels of psychological well-being tend to feel greater satisfaction in their jobs.

On the other hand, the Theory of Two Factors by Herzberg et al. (1959) which distinguishes between motivational factors (which generate job satisfaction) and hygiene factors (which prevent job dissatisfaction). Motivational factors, which relate to the content of the work itself such as recognition, achievement, and responsibility, are closely related to aspects of psychological well-being such as personal growth and self-acceptance. Meanwhile, hygiene factors, such as salary and working conditions, have more to do with the basic elements that need to be present to avoid dissatisfaction.

Individuals with high psychological well-being tend to have a positive perspective on their lives, including their work. This can contribute to higher job satisfaction (Wright & Cropanzano, 2000). High job satisfaction can improve psychological well-being because work is an important component of many people's lives. Individuals who are satisfied with their work tend to have better interpersonal relationships at work, which can improve their psychological well-being (Tanujaya, 2014).

Internal factors that affect employee well-being, as argued by M. Armstrong & Taylor (2014), involve various aspects of the work environment and social interactions in the workplace. This includes work environments that include physical and mental well-being, job design that considers employee abilities and control over work, and relationships with superiors and colleagues that can significantly affect psychological well-being. Work-life and non-work balance is also an important factor, while financial well-being and stress management also play a key role in determining overall employee well-being. A deep understanding of these factors can assist organizations in devising effective strategies to improve employee well-being and reduce workplace stress.

External factors that affect employee well-being include pressure or organizations from governments, authorities and the media to behave responsibly in the way they treat their people. However, there is also a need for organizations to take into account the pressures their employees have to face outside the organization; These include maintaining a reasonable balance between life and work, caring for children and dependents, health problems and financial problems (M. Armstrong, 2021).

Guest (2017) suggests five practices in workplace well-being strategies to cope with increasing stress that negatively impacts employees and organizations. First, invest in employees through training and competency development and provide assurance of an attractive career future. Second, it involves work by providing autonomy, control, and opportunities for the use of skills in the workplace. Third, create a positive social and physical environment by prioritizing health, safety, avoiding intimidation, promoting equality, and rewarding fairly. Fourth, enhance the voice role of employees through two-way communication and individual voice expression. Fifth, provide organizational support with participatory management, a supportive organizational climate, and family-friendly and flexible work arrangements. These measures are expected to help in reducing stress levels and improving employee well-being as well as overall organizational performance.

From the above analysis, it can be concluded that psychological well-being and job satisfaction are interrelated and affect each other. Organizations that understand this relationship can take steps to improve both of these aspects among their employees, which can ultimately improve employee performance and retention.

There is a positive correlation between the level of job satisfaction and psychological health. Research has shown that job satisfaction can contribute to improved mental and physical health, whereas job dissatisfaction is often associated with increased stress and mental health problems (Cooper, 2013b).

However, it should be recognized that the relationship between job satisfaction and psychological well-being is not always easy to interpret and can be influenced by various factors, such as working environment conditions, existing social support, and personal characteristics of each individual. There are individuals who feel motivated and stimulated by challenges at work, whereas others may feel exhausted as a result of the same pressure (Cooper, 2013b).

From an organization's perspective, it is important to create a work environment that supports and pays attention to the well-being of its employees. This can include the provision of effective social support, facilities for career development and training, as well as access to the resources needed to get work done well. These measures can contribute to an increase in job satisfaction and psychological well-being of employees (Cooper, 2013b).

Effects of Work Stress, Family Work Conflict on Job Satisfaction through Psychological Well-Being

The indirect effect of job stress on job satisfaction through psychological well-being is statistically meaningful with a negative correlation (– 0.046, p=0.01) which means work stress is negatively correlated with job satisfaction through psychological well-being.

The indirect effect of family work conflict on job satisfaction through psychological well-being is statistically significant with a negative correlation (– 0.059, p = 0.001) which means family work conflict is negatively correlated with job satisfaction through psychological well-being.

There are several theories that can be used to understand job stress and job satisfaction, such as Psychological Well-Being Theory by Ryff & Keyes (1995), Person-Environment Fit Theory by Kristof-Brown et al. (2005), and Demands-Resources Theory by Bakker & Demerouti (2007). These theories address factors that influence job stress and job satisfaction, such as the fit between the employee and the work environment, resources and work demands, and psychological factors such as autonomy and competence (Ones et al., 2018).

CONCLUSION

The study reveals that stress and conflict significantly impact the psychological well-being and job satisfaction of married honorary women with work experience. Physical fatigue is the most significant factor, while psychological stress leads to boredom and job dissatisfaction. Family work conflicts negatively impact performance and relationships. Psychological well-being includes self-acceptance, positive relationships, autonomy, life goals, personal development, and mastery of the environment. Job satisfaction is high, with responsibility, recognition, and career development opportunities receiving the highest ratings. Nurses' psychological well-being is negatively impacted by work stress and family conflicts, reducing happiness, mental health, and life satisfaction. Improving nurses' psychological well-being can help reduce the negative impact of stress and conflict on job satisfaction.

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