Journal of Medical and Health Studies (JMHS)
ISSN: 2710-1452
DOI: 10.32996/jmhs
Journal Homepage: www.al-kindipublisher.com/index.php/jmhs

Work-Family Conflict, Role Ambiguity, and Nurse Performance: The Mediating Role of Job Stress among Married Female Nurses in Bangladesh: An Analytical Framework

Elaf Harun

Northern Consortium United Kingdom; Chattogram Bangladesh

Corresponding Author: Elaf Harun**, E-mail:** elafharun4@gmail.com

ABSTRACT

If married female nurses, they have to work in rotation shifts in the hospital and they are also the head of the families, which leads to a decline in their performance. From here, this methods paper suggests and demonstrates a path-analytic methodology to test the relationship between work-family conflict (WFC) and job stress, job stress and job performance, and whether job stress positively contributes to the relationship between WFC and job performance in a Bangladeshi hospital setting. This framework was then applied to a hypothetical sample of 150 respondents (Likert items for four constructs and a demographic profile) that closely resembled a published benchmark survey of respondents. The dataset was not actual field data but simulated, and the estimates were not the actual field data of Bangladeshi nurses. The reliability was satisfactory (Cronbach's α 0.77–0.86) and regression assumptions were confirmed using residual diagnostics. In the demonstration, WFC ($b = 0.27$, $p < 0.001$) and role ambiguity ($b = 0.31$, $p < 0.001$) increased job stress (adjusted $R2 = 0.21$). WFC ($b = -0.25$), role ambiguity ($b = -0.16$), and job stress ($b = -0.37$) were all significant negative predictors of performance in the performance model. Job stress partially mediated both paths: the indirect effects were -0.10 for WFC (95% bootstrap CI -0.17 to -0.04) and -0.12 for role ambiguity (95% CI -0.19 to -0.05). The procedure was designed to maintain these relationships, which appear in the results, and to record the appropriate manner in which the analysis should be presented; the paper concludes with a protocol to use the procedure with actual data.

KEYWORDS

Work-family conflict; Role ambiguity; Job stress; Employee performance; Nurses; Bangladesh; Path analysis.

ARTICLE INFORMATION

ACCEPTED: 17 October 2026 **PUBLISHED:** 17 November 2026 **DOI:** 10.32996/jmhs.2026.7.12.3

1. Introduction

HR performance is one of the most important factors affecting organizational results; in healthcare, it is directly felt by patients – quality of nursing performance is felt by the patient. In some situations, performance is satisfactory in an organisation, but there are conditions in the organisation that reduce the performance in particular jobs. Three of these are highlighted in this paper: work/family conflict, role ambiguity, and psychological strain.

Nurses face a set of stresses that are unique to their profession. Long hours and emotionally demanding care and shift work (morning, afternoon, night) reduce time available for families. Hospitals routinely assign additional responsibilities that are similar to the ones outlined in the job description. When there is no clear scope, authority, and/or priority of those duties, employees are uncertain about what is expected of them. These pressures are frequently overlapping and may exacerbate one another for married women nurses, who are generally double burdened as workers and parents.

Nursing is a work of the women in Bangladesh, most of the hospitals are government, private, and NGO hospitals, heavy workload of nurses, shortage of nurses, rotating shifts, and gendered norms in the household are common. Under these circumstances, work-family conflict, role ambiguity, and stress are significant concerns in relation to the quality of patient care. This methods paper presents a framework for the analysis of these issues in a Bangladesh context and demonstrates this with a clear nurse survey dataset that is similar to an existing published Indonesian survey. It asks:

- Is there a correlation between job stress and high WFC? Do job stress and role ambiguity go hand in hand?
- Do these variables have negative relationships with WFC, role ambiguity, job stress, and job performance?

Copyright: © 2026 the Author(s). This article is an open access article distributed under the terms and conditions of the Creative Commons Attribution (CC-BY) 4.0 license (https://creativecommons.org/licenses/by/4.0/). Published by Al-Kindi Centre for Research and Development, London, United Kingdom.

• What is the relationship between WFC and role ambiguity on performance, which can be considered as a middle link?

2. Theoretical Background and Hypotheses

2.1 Employee performance

Performance is the quantity and quality of the work produced by a person or group based on the requirements and methods of the organisation (Torang, 2012). According to Robbins (2015), it is the extent of the potential that an employee develops under supervision. There are three sets of measures, including task outcomes (quality, accuracy), behaviour (sincerity of attitude, ability to complete work well), and personal traits (breadth of experience).

2.2 Job stress

Job stress is a response to a (Ivancevich, 2007; Luthans, 2011; Robbins, 2015) job demand or pressure that is deemed overwhelming or threatening. If pressure is applied in the same direction over a period of time, discomfort will result, which will be reflected in the output. The stress sources used here include intimidation and pressure, demands-resource mismatch, poor person-job fit, dangerous situation at work, workload overload, and unrealistic targets and expectations (according to Saputra, 2014 from Igor, 1997).

2.3 Role ambiguity

Role ambiguity is a lack of clarity in role expectations and a lack of clarity about what should be done (Robbins, 2015; Gibson, 2002). According to Rizzo et al. (1970), it is the lack of information and direction about the job. Four dimensions were used: authority, responsibility, objectives, and scope of work (evaluation).

2.4 Work-family conflict

WFC refers to a type of inter-role conflict that arises when an individual cannot perform both roles (work and family) successfully (Greenhaus & Beutell, 1985). There are three forms identified: time based (when time spent working is incompatible with time spent at home), strain based (when characteristics, pressures, or stresses of one domain spill over to another), and behaviour based (when behaviours appropriate to one role spill over to another, such as being irritable under stress at work being the same at home). Heavy schedules are a clear example, as they take up less time at home.

2.5 Hypotheses

Based on the literature, role conflict and role ambiguity can be stressors (Yavas & Babakus, 2008; Schermerhorn et al., 2011), stress can cause work performance to decrease (Putri, 2013), and work performance can be influenced directly by WFC and role ambiguity (Natalia & Suharnomo, 2015; Celik, 2013). Hence:

Table 1. Research Hypotheses on the Relationships Among Work–Family Conflict, Role Ambiguity, Job Stress, and Employee Performance (H1–H7)

Code	Hypothesis
H1	WFC positively impacts job stress.
H2	The role ambiguity positively affects job stress.
H3	WFC hinders performance.
H4	Role ambiguity negatively affects performance.
H5	Job stress negatively affects work performance.
H6	Job stress mediates the effect of WFC on employee performance.
H7	Role ambiguity indirectly affects performance through job stress.

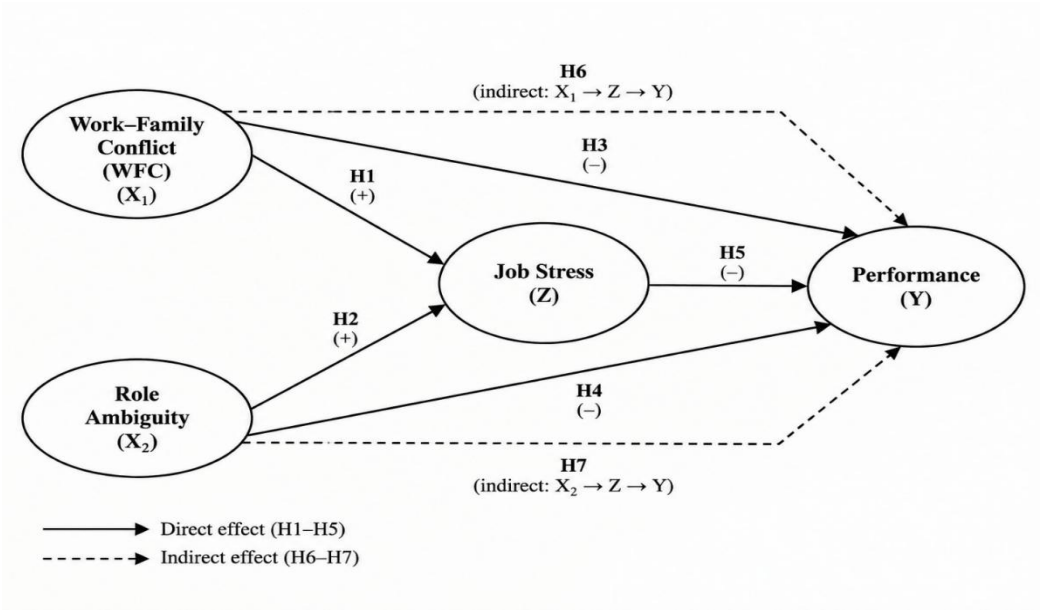


Figure 1: Framework showing the direct (H1–H5) and indirect effects through job stress (H6–H7).

3. Methodology

3.1 Setting, population and sample

A group of 150 married female nurses working in a hospital setting in Bangladesh was studied. The data were not real (not collected by nurses). A total of 72 respondents were randomly selected from the public hospital, and 78 respondents were randomly selected from the private hospital in five cities: Dhaka (60), Chattogram (33), Khulna (21), Rajshahi (19), and Sylhet (17). The mean age was 33.4 years (SD 6.2); 74% (111) of the nurses worked on rotating shifts, and 46% (69) lived in an extended family. The sample size was three predictors and four parameters, and had an equal number of observations and predictors, which was good. These were random samples and not representative of the Bangladeshi workforce.

3.2 Data generation and instrument

Responses were generated using Python and a random fixed seed (20261011). For the WFC latent scores were also correlated (r = 0.35) and rotated and nudged in the positive direction, as were number of children and public-sector employment. Then job stress and job performance were modelled as linear functions of the latent scores and error with population paths of 0.45 (WFC to stress), 0.25 (role ambiguity to stress), -0.25 (WFC to performance), -0.20 (role ambiguity to performance), and -0.30 (stress to performance). For each of these factors (WFC, role ambiguity, job stress and performance), the latent scores were transformed to 5-point Likert scale items, with loadings ranging from 0.72 to 0.75 and cut points set. The design values are chosen to simulate the direction of the benchmark survey and its scale, but are not necessarily estimates for Bangladesh.

3.3 Measures

Table 2. Operational Definitions, Measurement Dimensions, and Sources of the Study Constructs

Construct	Role	Dimensions / indicators	Source
Work-family conflict	Independent (X1)	Time-based, strain-based, behavior-based conflict	Greenhaus & Beutell (1985); Yang et al. (2000, in Wirakristama, 2011)
Role ambiguity	Independent (X2)	Authority, responsibility, goal clarity, scope of work	Rizzo et al. (1970)
Job stress	Mediator (Z)	Pressure, demand-resource gap, poor fit, hazard, overload, unrealistic targets	Igor (1997, in Saputra, 2014)
Performance	Dependent (Y)	Task outcomes, behavior, personal traits (experience)	Robbins (2015)

3.4 Analysis

Internal consistency was measured using Cronbach's alpha (Cronbach, 1951), which was set at a criterion of 0.70 or higher. Tolerance and VIF were used for multicollinearity (tolerance > 0.10 and VIF < 10), Glejser tests of absolute residuals were used for heteroscedasticity ($p > 0.05$), and normality of the residuals was tested using the Shapiro-Wilk and Kolmogorov-Smirnov tests ($p > 0.05$). The two structural equations estimated by ordinary least squares on mean-centred composite scores (item means) were used in the path analysis:

$Z = \rho(ZX1).X1 + \rho(ZX2).X2 + \varepsilon1$..... (i)

$Y = \rho(YX1).X1 + \rho(YX2).X2 + \rho(YZ).Z + \varepsilon2$ ..... (ii)

Path coefficients were multiplied to calculate indirect effects (a × b). They were tested using the Sobel z statistic (Sobel, 1982) and a percentile bootstrap with 5,000 resamples and a 95% confidence interval (Preacher & Hayes, 2008) as a primary test. If the bootstrap interval does not contain zero, it indicates mediation; if the direct effect is significant, it indicates partial mediation. A comparison of the size of the indirect and direct effects is not a valid test of mediation.

4. Results

All results below are from the dataset (n = 150) and demonstrate the procedure.

Table 3. Reliability, Descriptive Statistics, and Inter-Construct Correlations of the Study Variables4.1 Reliability and descriptive statistics

Construct	Items	α	Mean	SD	1	2	3
1. Work-family conflict	6	0.86	3.09	0.92	–		
2. Role ambiguity	4	0.77	3.04	0.90	0.30	–	
3. Job stress	6	0.86	3.04	0.93	0.37	0.39	–
4. Performance	5	0.82	3.39	0.90	−0.43	−0.37	−0.52

All four scales were reliable (α = 0.77–0.86). Composite means were near the scale midpoint, except for performance (3.39). Correlations were moderate and in the expected direction: stressors correlated positively with each other and with job stress and negatively with performance. No correlation exceeded 0.60, so the overlap between predictors was limited.

4.1 Classical assumption tests

Table 4. Results of Classical Regression Assumption Tests for Stage 1 and Stage 2 Models

Test	Model	Result	Conclusion
Multicollinearity	Stage 1	Tolerance 0.913, VIF 1.096 (both predictors)	Passed
Multicollinearity	Stage 2	Tolerance 0.778–0.839, VIF 1.191–1.286	Passed
Heteroskedasticity (Glejser)	Stage 1	p = 0.573 (WFC), 0.853 (role ambiguity)	Passed
Heteroskedasticity (Glejser)	Stage 2	p = 0.883 (WFC), 0.077 (role ambiguity), 0.812 (stress)	Passed
Normality (Shapiro–Wilk)	Stage 1	p = 0.067	Passed narrowly
Normality (Kolmogorov–Smirnov)	Stage 1	p = 0.306	Passed
Normality (Shapiro–Wilk)	Stage 2	p = 0.672	Passed
Normality (Kolmogorov–Smirnov)	Stage 2	p = 0.960	Passed

All assumptions hold. The closest calls are the stage 1 Shapiro–Wilk test and the role ambiguity term in the stage 2 heteroscedasticity test, both of which are still above 0.05.

4.2 Stage 1: determinants of job stress (H1, H2)

Table 5. Multiple Regression Analysis of the Determinants of Job Stress (H1 and H2)

Predictor	β	SE	t	p	Decision
Work-family conflict	0.273	0.076	3.584	< 0.001	Supported (H1)
Role ambiguity	0.312	0.076	4.099	< 0.001	Supported (H2)

Model fit: $F(2, 147) = 21.00$, $p < 0.001$; adjusted $R^2 = 0.212$.

Both stressors raised job stress, and together they accounted for 21.2% of its variance. The two coefficients were similar in size, with role ambiguity being slightly larger.

4.3 Stage 2: determinants of performance (H3, H4, H5)

Table 6. Multiple Regression Analysis of the Determinants of Job Performance (H3, H4, and H5)

Predictor	β	SE	t	p	Decision
Work-family conflict	−0.245	0.073	−3.378	0.001	Supported (H3)
Role ambiguity	−0.155	0.073	−2.106	0.037	Supported (H4)
Job stress	−0.370	0.075	−4.901	< 0.001	Supported (H5)

Model fit: $F(3, 146) = 26.70$, $p < 0.001$; adjusted $R^2 = 0.341$.

All three predictors showed lower performance. Job stress had the largest effect, and the model explained 34.1% of the variance in performance.

4.4 Indirect effects and mediation (H6, H7)

Table 7. Bootstrapped Indirect Effects and Mediation Analysis of Job Stress in the Relationships Between Work–Family Conflict, Role Ambiguity, and Job Performance (H6 and H7)

Path	a (X→Z)	b (Z→Y)	Indirect a×b	Sobel z	95% bootstrap CI	Direct c′	Total	Share via stress
WFC → stress → performance	0.273	−0.370	−0.101	−2.89	[−0.172, −0.041]	−0.245	−0.346	29%
Role ambiguity → stress → performance	0.312	−0.370	−0.115	−3.14	[−0.189, −0.051]	−0.155	−0.271	43%

The bootstrap intervals exclude zero for both paths, and the direct effects remain significant; thus, job stress partially mediates both relationships. Approximately 29% of the total effect of WFC and 43% of the total effect of role ambiguity passes through stress.

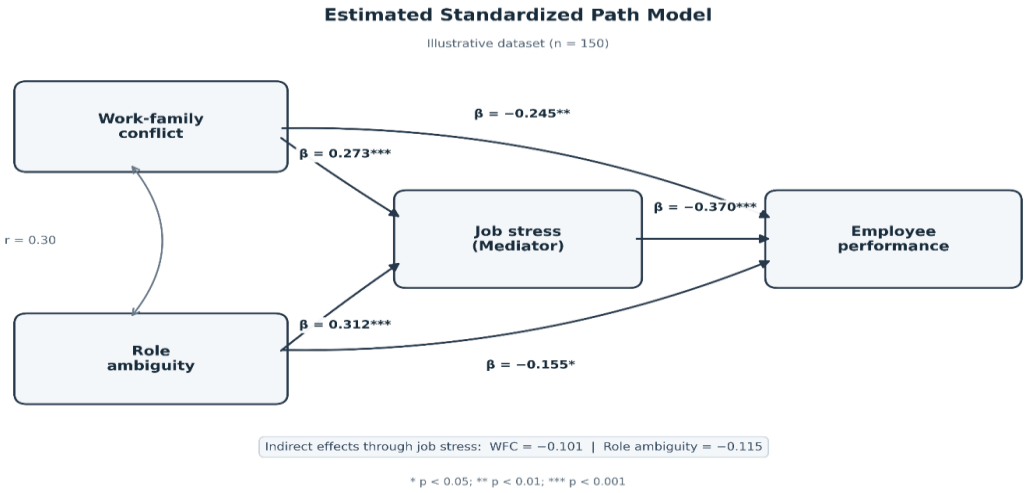


Figure 2. Standardised paths among the four variables

Standardised coefficients from the; *p < 0.05, **p < 0.01, ***p < 0.001. Indirect effects: −0.101 (WFC) and −0.115 (role ambiguity).

5. Discussion

The table presents the estimates alongside those reported by the Indonesian benchmark study (Faradina, n.d.; 70 nurses). Signs agree because the dataset was designed to follow the benchmark's direction, whereas magnitudes differ because they reflect different samples and design values.

Table 8. Comparison of Structural Path Coefficients and Mediation Effects Between the Indonesian Benchmark Study and the Bangladesh Scenario

Path	Benchmark (Indonesia, n = 70)	(Bangladesh scenario, n = 150)
WFC → stress	0.583	0.273
Role ambiguity → stress	0.199	0.312
WFC → performance (direct)	−0.279	−0.245
Role ambiguity → performance (direct)	−0.231	−0.155
Stress → performance	−0.274	−0.370
Indirect effect, WFC	−0.160 (approx. Sobel z = −1.99)	−0.101 (bootstrap CI excludes 0)

Path	Benchmark (Indonesia, n = 70)	(Bangladesh scenario, n = 150)
Indirect effect, role ambiguity	−0.055 (approx. Sobel z = −1.46, not significant)	−0.115 (bootstrap CI excludes 0)
Adjusted R^2, stress / performance	0.474 / 0.405	0.212 / 0.341

Due to the "larger" indirect effects rather than direct effects, the benchmark claimed mediation. This is not a fair test, and the indirect effects were indeed reduced. Mediation is not part of the significance-based reading but is part of the data for the benchmark of role ambiguity.

- **WFC and stress:** The data of WFC had a higher job stress (b = 0.27). This aligns with theory, which states that concurrent time, strain, and behaviour cause stress (Yavas & Babakus, 2008; Bazana & Dodd, 2013). Fatigue at home and hours lost in service go bad together; as do marriage and varying hours for nurses. The relationship is contained in the data and is therefore not verifiable but rather present in the data.
- **Ambiguity, stress:** According to the authors of the study, role ambiguity was significantly related to job stress (b = 0.31), in consistency with the study conducted by Schermerhorn et al. (2011), Ram et al. (2011), and Satrini et al. (2017). In wards with many tasks, where tasks are being added informally, there could be a problem of scope and authority of the tasks within the ward.
- **Performance effects (direct):** Role ambiguity (b = -0.16) and WFC (b = -0.25) had negative effects on performance after controlling for stress. Previous research has shown that fatigue and divided attention from WFC and ambiguity of direction can impact the accuracy and timeliness of work regardless of the level of stress experienced (Celik, 2013; Natalia & Suharnomo, 2015).
- **Stress and performance:** The most influential variable on performance was job stress (b = -0.37), which is in line with Putri (2013) findings. In general, job stress experienced over a long period has a negative effect on performance.
- **Mediation:** The overall impact of WFC was 29% due to stress, and the overall impact of role ambiguity was 43% due to stress. The majority of the WFC effect would remain if stress is reduced alone, and clarification of roles may have a little effect through reduced stress. Both statements are true; these are just for the pattern.
- **Relevance to Bangladesh:** This pattern appears to be viable for hospitals in Bangladesh, but has yet to be tried. It may be reinforced by some aspect of the working environment: long or rotated working hours when staffing is limited resulting in a longer time-based conflict; gendered role expectations for married nurses to be the main providers in the home that increase the strain-based conflict; and task shifting and ad hoc assignments in the busier wards that blur the role boundaries. The buffering or aggravation of these pressures by extended-family co-residence, which is common in Bangladesh, is an empirical question.
- **Hospital managers:** Schedule duty assignments in advance, allow for shift changes, and record any additional duty parameters and limits. Consider nurse staffing, not workload, when designing shifts and making decisions about performance and staffing in health policy.
- **Researchers:** Investigate whether there is a moderating effect of the sector (public, private, NGO) and family structure in the paths.

6. Implications

- These are pattern-based and conditional recommendations that should be considered in the context of field data before being taken up by policy makers.
- For hospital management
- Ensure that other tasks are set to avoid giving the nurse more than one new task at a time and define the scope, authority, and priority of a task.
- Make regular shift schedules, have substitute relief, and ensure sufficient breaks, especially for nurses with young children.
- Make a link between work and payment and provide incentives and rewards for on-time and high-quality work.
- Consider accommodations for families, such as shift swaps or support from the supervisor.

6.1 For nurses

Create work/life schedules and systems to prevent fatigue at work; inform supervisors when directions are unclear.

6.2 For researchers

Add other factors (social support, work engagement, job satisfaction, organizational commitment, and compensation) to explain more of the variance in performance.

7. Limitations and Future Research

- The relationships were included in the dataset, and significance tests revealed that, for the most part, the design was not recovered, not real nurses.

- Assumptions were made regarding population paths, loadings, correlation, and demographic mixes. These are not estimates of the Bangladeshi situation but rather based on one survey in Indonesia.
- No validation of items was carried out in Bangla, and factor analysis was not conducted in the generating structure. Self-reported performance may be influenced by social-desirability bias (which should be avoided if aiming for better performance in the future).
- There is no causal ordering possible in a cross-sectional survey, and there is less efficiency in two separate regressions than in conducting a simultaneous SEM.
- The success of the intervention in the hospital sector may require to be replicated in other parts of Bangladesh, and the findings made in terms of family structure and staffing/shift patterns may differ in other areas.

A study of the kind reported herein should be replicated in the field with a sample of at least the size reported herein and with scales that are validly constructed in Bangla and have a coefficient of reliability more similar to that reported herein. The actual answers can be entered in the columns of the shared workbook, and the analysis can be run again. Moderators should be tested (family structure, etc.), performance ratings should be given by supervisors, performance should be recorded, and mediation should also be tested using bootstrapped intervals or a structural equation model.

8. Conclusion

It was found that in the context of married female nurses working in a hospital scenario in Bangladesh, 150 respondents, work-family conflict and role ambiguity raised the level of job stress, and all the above factors (WF conflict, role ambiguity, stress) lowered the performance of the respondents. Including the overall impact of job stress, 29% of the overall impact of WFC was attributed to job stress, and 43% of the overall impact of role ambiguity was attributed to job stress. The patterns were built into the information, and in this way, it reflected the framework rather than proof regarding Bangladeshi nurses. The contribution includes a fully reproducible workflow, a shared dataset and codebook, and a replication protocol. If real data reflect, and even just a small part of, the pattern, there would be a requirement for a role design program, as well as a family support program, in addition to a stress management program.

Funding: This research received no external funding.

Conflicts of Interest: The authors declare no conflict of interest.

Publisher's Note: All claims expressed in this article are solely those of the authors and do not necessarily represent those of their affiliated organizations, or those of the publisher, the editors and the reviewers.

References

[1] Bazana, S., & Dodd, N. (2013). Conscientiousness, work family conflict and stress amongst police officers in Alice, South Africa. *Journal of Psychology*, *4*(1), 1–8.

[2] Celik, K. (2013). The effect of role ambiguity and role conflict on vice principals: The mediating role of burnout. *Eurasian Journal of Educational Research*, *51*, 195–214.

[3] Cronbach, L. J. (1951). Coefficient alpha and the internal structure of tests. *Psychometrika*, *16*(3), 297–334.

[4] Faradina, U. (n.d.). Pengaruh work family conflict dan ambiguitas peran terhadap kinerja karyawan dengan stres kerja sebagai variabel intervening (Studi pada perawat wanita RS PKU Muhammadiyah Temanggung). Unpublished manuscript, Universitas Muhammadiyah Yogyakarta.

[5] Ghozali, I. (2012). Aplikasi analisis multivariate dengan program IBM SPSS 20. Semarang: Badan Penerbit Universitas Diponegoro.

[6] Greenhaus, J. H., & Beutell, N. J. (1985). Sources of conflict between work and family roles. *Academy of Management Review*, *10*, 76–88.

[7] Hutasuhut, P., & Reskino. (2016). Pengaruh budaya organisasi, pelaksanaan tanggung jawab, otonomi kerja, dan ambiguitas peran terhadap kinerja auditor. *Jurnal Ilmu Akuntansi*, *9*(1).

[8] Ivancevich, J. M., et al. (2007). Perilaku & manajemen organisasi. Jakarta: Erlangga.

[9] Luthans, F. (2011). Perilaku organisasi. Jakarta: Andi.

[10] Natalia, P., & Suharnomo, S. (2015). Analisis pengaruh work family conflict dan ambiguitas peran terhadap kinerja karyawan dengan stres kerja sebagai variabel intervening (Doctoral dissertation). Fakultas Ekonomika dan Bisnis, Universitas Diponegoro.

[11] Progga, Z. S., & Ali, M. (2026). From Automation to Agentic Intelligence: A Framework for AI-Driven Digital Transformation, Innovation Capability, and Strategic Decision-Making in Contemporary Enterprises. *Journal of Business and Management Studies*, *8*(9), 01–11. https://doi.org/10.32996/jbms.2026.8.9.1

[12] Nurqamar, F., Haerani, & Riamardiana. (2014). Konflik peran dan ambiguitas peran implikasinya terhadap stres kerja dan kinerja pejabat struktural progdi. *Jurnal Analisis*, *3*(1), 24–31.

[13] Preacher, K. J., & Hayes, A. F. (2008). Asymptotic and resampling strategies for assessing and comparing indirect effects in multiple mediator models. *Behavior Research Methods*, *40*(3), 879–891.

[14] Putri, P. E. V. J. (2013). Lingkungan kerja, stres, konflik: Pengaruhnya terhadap motivasi dan kinerja karyawan kantor pusat PT Bank Sinar Harapan Bali. *E-Jurnal Ekonomi dan Bisnis Universitas Udayana*, *2*(7).

[15] Ram, N., Khoso, I., & Shah, A. A. (2011). Role conflict and role ambiguity as factors in work stress among managers: A case study of manufacturing sector in Pakistan. *Asian Social Science*, *7*(2).

[16] Retnaningrum, A. K., & Musadieq, M. A. (2016). Pengaruh work-family conflict terhadap kepuasan kerja dan kinerja. Jurnal Administrasi Bisnis.

[17] Progga, Z. S., Ali, M. (2026). Smart Agriculture and Environmental Monitoring: An Edge-AI, IoT, and Federated Learning Framework for Climate-Resilient Farming. *American Journal of Environmental Science and Engineering*, *10*(4), 112-123. https://doi.org/10.11648/j.ajese.20261004.11

[18] Rizzo, J. R., House, R. J., & Lirtzman, S. I. (1970). Role conflict and ambiguity in complex organizations. *Administrative Science Quarterly*, *15*(2), 150–163.

[19] Robbins, S. P. (2015). Perilaku organisasi. Jakarta: Salemba Empat.

[20] Satrini, I. D. A. K., Riana, I. G., & Subudi, I. M. (2017). Pengaruh work overload, ambiguitas peran dan budaya organisasi terhadap stres kerja. *E-Jurnal Ekonomi dan Bisnis Universitas Udayana*, *6*(3), 1177–1204.

[21] Schermerhorn, J. R., et al. (2011). Organizational behavior. (as cited in the source study).

[22] Sobel, M. E. (1982). Asymptotic confidence intervals for indirect effects in structural equation models. *Sociological Methodology*, *13*, 290–312.

[23] Sutanto, V., & Mogi, J. A. (2016). Analisa pengaruh work family conflict terhadap stres kerja dan kinerja karyawan di Restoran The Duck King Imperial Chef Galaxy Mall Surabaya. Jurnal Manajemen Perhotelan, Universitas Kristen Petra.

[24] Torang, S. (2012). Metode riset struktur dan perilaku organisasi. Bandung: Alfabeta.

[25] Wirakristama, R. C. (2011). Analisis pengaruh konflik peran ganda terhadap kinerja karyawan wanita pada PT Nyonya Meneer Semarang dengan stres kerja sebagai variabel intervening. Semarang.

[26] Yavas, U., & Babakus, E. (2008). Attitudinal and behavioral consequences of work-family conflict and family-work conflict: Does gender matter? *International Journal of Service Industry Management*, *19*(1).