The effect of work-family and work-school conflict on turnover intention mediated by work stress

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ABSTRACT

The multiple roles individuals face, especially in modern families, often lead to role conflicts that can affect individual satisfaction and well-being. Role conflicts can arise between work, family, and school roles, resulting in high work stress. This study aims to analyze the effect of work-family conflict and work-school conflict on turnover intention and the role of work stress as a mediating variable in the relationship. Data was collected through questionnaires distributed to students who worked and had multiple roles as parents. The results showed that role conflict between work-family and work-school positively and significantly influenced the intention to change jobs. In addition, work stress was also found to be a mediating variable mediating the relationship between role conflict and the intention to switch jobs.

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Introduction

According to Rollins (2021), amid the current era of globalization, there is an increase in awareness of the importance of continuing education to the tertiary level. The research reveals several reasons driving the phenomenon, including meeting parental expectations, seeking personal development, gaining relevant work experience for employment after graduation, acquiring useful skills in current jobs, and preparing for future career development.

The existence of individuals with more than one role can result in role conflict when the two roles conflict at the same time. Every role requires time, energy, and commitment (Kremer, 2016). The opposition between roles will reduce the effectiveness of any roles involved. This is due to the requirements that must be met in each role's demands. For example, excessive workload with strict time limits in completing work. Meanwhile, demands from the family involve allocating time needed to fulfill roles in the family environment (Fridayanti, 2021). Demands emanating from schools are related to time to complete schoolwork, and individuals find it difficult to divide roles, resulting in work that interferes with family (Work-Family Conflict) and work that interferes with school (Work-School Conflict) (Rollins, 2021). The conflict between roles in the family and roles in work causes conflict to flow in both directions. The two-way study is associated with a high interest in one role and thus ignores the other role. This means that the demands of a career at work will interfere with his role in the family, and vice versa, so that satisfaction with one role is low.

Finthariasari (2020) explained that role conflicts can lead to high turnover intention. The reason behind the high employee turnover rate in companies is the inability of employees to balance their time and roles, which leads to role conflicts. This forces many people to look for other, more flexible jobs or even quit their jobs to focus on one role. Hom (2017) defines turnover intention as the desire to move or leave intentionally and consciously from an organization.

Rathakrishnan (2016) states that turnover intention is an unexplicit form and has a positive relationship with actual turnover. In this context, the higher the employee's intention to move, the greater the likelihood of employee turnover (AlBattat et al., 2013).
Therefore, companies must make policies related to role conflict issues, which can be realized in human resource management policies. So it is expected to be able to create a situation that benefits the owner of the company.

When the company owner does not incorporate the issue of role conflict into policies related to employees, the workers in the company will have difficulty balancing careers and families. This creates pressure on employees that affects performance, decreases productivity, and the desire to move or leave work, directly affecting the company's profitability (Nasurdin et al., 2018).

Aboobaker (2017), in his research, shows that work-family conflict, family-work conflict, and intention to leave the company (turnover intention) are related to each other. In his research, family-work conflict significantly affected turnover intention, while the work-family conflict strain dimension had a stronger impact on turnover intention than other conflicts.

This research is based on Aboobaker's (2017), suggesting future research to analyze work-family conflict and turnover intention using other mediating or moderation variables that can expand research on turnover itself. In addition to being based on the gap research, this study was also raised because research on conflicts between roles usually only talks about family-work conflict and work-family conflict but does not place school as a conflict between roles (Kremer, 2016). Therefore, this study tried to add school as a source of demands for conflict between roles. So in this study, there are two conflicts between roles, namely work-family conflict and work-school conflict, and work stress variables as mediation variables.

Kremer (2016) researchers stated that research on role conflict increased significantly yearly. This condition is partly caused by the increasing complexity of responsibilities both in work and family as a consequence of the increasing number of families with working partners. Then these responsibilities will be even more complex in the scope of work and family and responsibility for their status as students or students.

The demands of school have been ignored as a source of stress and tension in the existing literature or research on the conflict between roles. For example, research conducted by Rollins (2021) shows that conflicts that occur due to multiple roles will result in stress. Many married and working adults are enrolled in academic courses of study at colleges and universities and are forced to overcome the inevitable conflict that arises between the demands of their school's role and the demands of their particular job role. Studying school role conflict is now in its infancy, but it promises to broaden the view of research on inter-role conflict to include more than what many working families members experience on a daily basis.

The case study in this study is a group of students who are married and are undergoing roles as parents and workers in Yogyakarta D.I Province who are members of IKPMA (Ambon Student Family Association). As a student city, Yogyakarta Province is not spared from this phenomenon, where students are not only students but also parents and workers. After observing groups of students who perform multiple roles, it was found that there is a tendency for role conflicts to occur in students who perform multiple roles, in this case, several students at IKPMA Yogyakarta.

**Literature Review**

**Theoretical and Conceptual Background**

**Turnover Intention**

The problem often faced by companies is turnover intention, which is the tendency of someone to voluntarily choose to leave the organization. Tett & Meyer (1993) explain that turnover intention is a conscious and deliberate desire to leave an organization. In human resource management, the desire to change jobs (turnover intention) is a serious problem (Fah et al., 2010). According to Rusbadrol (2017), the intention to leave a job, plan a resignation, or feel the desire to leave is a cognitive thought process referred to as turnover intention. Resignation from experienced employees has a negative impact on organizational success, as it will incur costs for the organization to recruit and train new employees to replace those who leave the organization (Nawaz, 2016).

**Work Stress**

According to Kremer (2016), stress is an adaptive response to situations that are considered challenging or threatening to one's well-being. The stress response is a complex emotion that produces physiological changes to prepare for a state of "defend – fight or flight" from a threat. Role stress theory (Kremer, 2016) explains how individuals have difficulty dealing with many roles. Meanwhile, according to Satoto (2016), stress refers to a situation in which a person experiences pressure due to situations potentially threatening physical and mental health, with concerns over their ability to deal with these pressures. Organizational role theory states that each individual in an organization occupies a certain position that carries several duties, responsibilities, rules, regulations, obligations, and generally expected behavior patterns. It is common in the modern world to find people involved in various roles, such as family, school, and work. Each role demands different expectations and obligations and often does not fit.

**Work-Family Conflict**

According to Olson (2011), role conflict management can be illustrated by the following example: A person may face a deadline for a particular project at work and have to remain in the office longer than expected to complete the project. At the same time, individuals may also need to attend after-school activities to support their children. Therefore, an individual must negotiate his time to complete
projects at work and attend their child's school events all at once. Whatever choice is made, time spent in one activity will certainly limit the time spent in another. Furthermore, not engaging in one activity can lead to disappointment and stress.

Role conflict occurs when there are different perceptions of a role because of difficulty expressing specific expectations without neglecting others. According to Dodanwala (2021), defining role conflict is a conflict that arises due to pressures from work and family. Meanwhile, according to Cheng (2021), role conflicts arise due to several factors, including demands from work and family, difficulties in dividing time between work and family, and pressure from work which makes it difficult for someone to meet family needs and work obligations. This often results in a change of plans with the family.

**Work-School Conflict**

According to Markel and Frone (1998) as the first people to conceptualize work-school conflict. They found that job characteristics (workload, number of hours worked, and dissatisfaction) were positively associated with work-school conflict. Furthermore, work-school conflict was negatively related to school and class attendance and completion of schoolwork.

According to Kovisto (2021), currently, employees must update their knowledge, skills, and competencies to excel in the world of work. Therefore, the number of adult students has increased in all forms and levels of education, including tertiary education. Adult students bring non-traditional characteristics to campus, including part-time enrollment, full-time employment, and increased family obligations.

Wang (2021) revealed that in his research, the relationship between work stress measured through psychological symptoms and tension significantly affected the level of role conflict being experienced. However, the relationship of daily physical symptoms did not affect role conflict. Then as predicted, three core self-evaluations were associated with fatigue and physical symptoms, while all four were associated with higher psychological health. Finally, the relationship between work-school conflict and burnout is moderated by self-esteem and emotional stability.

Then another study conducted by Vokic (2021) states that the concept of working students meeting their three work, study, and personal life demands has not been sufficiently explained or empirically supported in the literature. However, combining work and study is not only necessary for many students but is a common phenomenon among them. His research found the main outcome of work conflict was significantly participating in students' emotional states regarding happiness, unhappiness, and relaxation.

In line with the research above, Wan (2021) found that work and school time pressure predicted higher work-school conflict through school-work boundary permeability. Later results also showed that dispositional attention moderated the indirect relationship between school time pressure, school-work boundary permeability, and school-work conflict.

**Empirical Review and Hypothesis Development**

**Work-Family Conflict and Turnover Intention**

Work-family conflict shows that conflict can occur due to an imbalance in the demands of work roles with roles in the family. Yang (2017) explains that work-family conflict occurs when there are differences between two or more roles that must be performed simultaneously. When such conflicts arise in an employee's life, and they feel they must sacrifice something, they will choose to leave the company or have a strong desire to leave.

Research conducted by Zhang (2020) shows the results that work-family conflict has a positive influence on nurse turnover intention in China. In line with these results, Rasheed's (2018) research also shows that work-family conflict has a positive effect on employee turnover intention in Pakistan. Likewise, research conducted by Arefin (2020) aimed to investigate how organizational and political perceptions (POPS) impact employee behavior, such as task performance, organizational citizenship, and intention to move, by affecting Work-Family Conflict. The results suggest that work-family conflict is mediating in the indirect effects of POPS on task performance, organizational member behavior (OCB), and move intention. The study's findings also showed that POPS had a positive relationship with work-family conflict and turnover intention and a negative relationship with task performance and OCB.

While Wang (2017), in his research, aimed to explore the impact of work-family conflict and family-work conflict on turnover intention (IT) and organizational member behavior (OCB) through literature review and empirical analysis. The research data was collected using a questionnaire survey of employees working in the hospitality industry in Taiwan. The results revealed that work-family conflict and family-work conflict were positively associated with turnover intention.

Rathnaweera (2018) examines the impact of work-life conflict on turnover intention among sewing machine operators in apparel manufacturing companies in the Koggala Export Processing Zone. The results showed a significant positive relationship between work-life conflict and movement intent. It further shows that family interference with work is the most influential dimension of turnover intention. Then finally, research conducted by Aboobaker (2020), in his research shows that work-family conflict, family-work conflict, and turnover intention are related to each other. In his research, family-work conflict had a significant effect on turnover intention. In contrast, the work-family conflict strain dimension had a stronger impact on turnover intention than other conflicts.

**H1**: Work-family conflict positively affects turnover intention.
Work-School Conflict and Turnover Intention

According to Markel and Frone (1998) as the first people to conceptualize work-school conflict. They found that job characteristics (workload, number of hours worked, and dissatisfaction) were positively associated with work-school conflict. Furthermore, work-school conflict was negatively related to school and class attendance and completion of schoolwork. Then according to Kovisto (2019), employees must update their knowledge, skills, and competencies to excel in the world of work. Therefore, the number of adult students has increased in all forms and levels of education, including tertiary education. Adult students bring non-traditional characteristics to campus, including part-time enrollment, full-time employment, and increased family obligations.

Laughman (2016) in his study aimed to examine the relationship between work-school conflict and three work-related outcomes: job satisfaction, intention to move, and burnout. Then the results of his research showed that where work-school conflict is positively related to the intention to move. Students who reported higher work-school conflict also reported higher intention turnover. Then another study was conducted by Rindi (2022) to test and analyze the influence of locus of control, perceptions of organizational support, and work-school conflict on turnover intention in improving the quality of student performance while studying while working. The results showed that the work-school conflict variable positively and significantly affected turnover intention.

H2: Work-school conflict positively affects turnover intention.

Work-Family Conflict and Work Stress

Work-family conflict shows that conflict can occur due to an imbalance in the demands of work roles with roles in the family. According to Wulansari's definition (2017), work-family conflict or conflict between work and family can be explained as a conflict that arises when pressure from work roles and family roles conflict or are not in line in some aspects. This makes participation in one role more difficult due to the demands of participating in the other. Work-family conflict can cause stress for most employees. Over time, this stress can weaken individuals and make them look at work from a negative perspective.

Elahi (2022) conducted research to investigate the impact of work-family conflict, family-work conflict, and stress spillover on five major industrial sectors (education, textiles, hospitals, banks, and retail stores) during the first wave of Covid-19. The results showed that Work-Family Conflict had an effect and significance on stress. Then another study by Rabenu (2017) aims to propose a broad theoretical framework that includes the relationship between organizational justice, organizational citizenship behavior (OCB), work stress, and Work-Family Conflict. The results showed that, as hypothesized, organizational justice was positively associated with OCB, and stress was positively associated with work-family conflict.


Work-School Conflict and Work Stress

According to Markel and Frone (1998) as the first people to conceptualize work-school conflict. They found that job characteristics (workload, number of hours worked, and dissatisfaction) were positively associated with work-school conflict. Furthermore, research conducted by Wang (2021) revealed that the relationship between work stress and tension is significant at the level of role conflict being experienced, except for the relationship between daily physical symptoms. Then as predicted, three core self-evaluations were associated with fatigue and physical symptoms, while all four were associated with higher psychological health. Finally, the relationship between work-school conflict and burnout is moderated by self-esteem and emotional stability.

Then another study conducted by Vokic (2021) states that the concept of working students meets three demands, namely their work, study, and personal. His research found that the main results of Work-School Conflict significantly affected students' emotional states regarding happiness, unhappiness, and relaxation. This can mean that role conflicts between school-work can affect students' stress levels. In line with these results, Kremer (2016) also found that work-school conflict positively affects work stress and tension.

H4: Work-school conflict positively affects work stress.

Work Stress and Turnover Intention

Khan (2020), in his research, investigated the relationship between Work Stress and Turnover Intention. Examined by taking Work-Family Conflict (WFC) and Family-Work Conflict (FWC) as mediators. The results showed that the positive impact was significant on Job Stress and Turnover Intentions. Another study by Sopiah (2020) also shows that work stress positively affects turnover intention. Then Novitasari's research (2020) also showed the same results: work stress has a positive effect on turnover intention. Another study that shows the same results was conducted by Putu (2019), his research aims to determine the effect of work stress and job satisfaction on turnover intention and also know the role of job satisfaction in mediating the influence between work stress and turnover intention. The results of the analysis showed that work stress had a positive and significant effect on turnover intention.

Riani (2017), in his research, aims to examine the direct influence of work stress variables, workload, and non-physical work environment on turnover intention. The results showed that the whole hypothesis was accepted: work stress positively affects turnover intention. Ji-Young (2019) Her research reviewed the relationship between work stress and employee turnover intention using a sample of employees in Korean public companies. The results showed a significant positive relationship between work stress and

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turnover intention, and these results were reinforced by research conducted by Manopo (2020). The results showed that work stress positively affects turnover intention.

**H5: Work stress positively affects turnover intention.**

### Stres Kerja Memediasi Pengaruh Work-Family Conflict dan Work-School Conflict Terhadap Turnover Intention

Brunel (2010), in his research, aimed to analyze the impact of stress coping strategies caused by work-school conflict and to measure its effect on a key aspect of employees' relationship with their workplace, namely the intention to move. His research shows the complex relationship between work-school conflict and intention to move through stress-mediating factors. In low-stress situations, work-school conflict is negatively correlated with turnover intention. While in high-stress states, work-school conflict is positively correlated with turnover intention.

The research conducted by Kusumanegara (2018) showed an influence of work-family conflict on turnover intention, with work stress as an intervening variable. Reinforced by the results of Muhdiyanto's (2017) research, role conflicts indirectly affect exit intentions through work stress. Furthermore, another study conducted by Munda (2018), in her research to define and comprehensively analyze the influence of working family conflicts and role ambiguity on the intention to stop doing work stress as interference variables. The results of his research, using the Sobel test, showed where work stress as an intervening variable was proven to mediate the influence of work-family conflict on turnover intention.

Liu's (2017) study aimed to investigate the relationship between job satisfaction, job stress, work-family conflict, and turnover intention and explored factors associated with displacement intentions among physicians in Guangdong Province, China. The results showed that work stress indirectly affects work-family conflict against turnover intention.

Furthermore, Putri (2021) research examined the positive impact of work-family-school conflict on turnover intention, with work stress acting as a mediating variable. The results of his research show that work stress fully mediates the positive impact of work-family-school conflict on turnover intention. In addition, work stress has also been shown to fully mediate the positive impact of the dimensions of work-family conflict, family-work conflict, work-school conflict, school-work conflict, family-school conflict, and school-family conflict on turnover intention.

**H6: Work stress mediates the effect of work-family conflict on turnover intention.**

**H7: Work stress mediates the effect of work-school conflict on turnover intention.**

### Research and Methodology

This research is associative research using a quantitative approach. This research was conducted to test hypotheses that had been formulated previously. The results of this study will reveal causal relationships between these variables through hypothesis testing. This study aimed to examine the effect of independent variables, namely work-family conflict and work-school conflict, on the dependent variable, namely turnover intention, with work stress as a mediating variable. The population of this study is all students who are members of IKPMA (Ambon Student Family Association) in the Yogyakarta D.I Province. The sampling method used in this study is the purposive sampling method. The sample criteria to be used in this study are as follows:

1. All students in the D.I Yogyakarta province who are members of IKPMA.
2. Students who are married (or have children) and workers.
3. Students who are conducting ongoing lecture studies.

The type of data used in this study is primary data. The way to collect data is done by surveying directly to respondents through direct interviews using a list of questions in the form of questionnaires. Target respondents are asked to choose and fill in the choice column provided according to the questionnaire based on Google Forms. This study uses a questionnaire with an interval scale based on a Likert scale of 5 (five) as a measurement scale to facilitate respondents in answering and during the data analysis process.

### Findings and Discussion

#### Descriptive Analysis

Table 1 displays descriptive statistics of the respondents' profiles. Respondents were dominated by 21-30 years old (89%) and dominated by men, as many as 117 (58.5%). In the background of Education, undergraduate students dominate at 183 (92%), and for the working period is dominated by 1-5 years of work, as many as 151 (75.50%).
From Table 1, Work-Family Conflict positively and significantly affects Turnover Intention. The analysis results of Path Coefficient and T-Statistics show a significant influence. The T-Statistics value is 0.045, greater than or equal to 1.96, and the p-value is 0.041, smaller or equal to 0.05. Using this statistical method, it can be concluded that the H1 hypothesis, which states that Work-Family Conflict has a positive and significant effect on Turnover Intention, is supported by the findings of this study.

The results of this study are reinforced by Zhang (2020), where his research shows that work-family conflict positively influences nurse turnover intention in China. In line with these results, Rasheed's research (2018) also shows that work-family conflict has a positive effect on employee turnover intention in Pakistan. Rathnaweera's (2018) research examines the impact of work-life conflict on turnover intention among sewing machine operators in apparel manufacturing companies in the Koggala Export Processing Zone. The results showed a significant positive relationship between work-life conflict and turnover intention. Then finally, research conducted by Aboobaker (2020), in his research shows that work-family conflict, family-work conflict, and turnover intention are related to each other. In his research, family-work conflict had a significant effect on turnover intention. In contrast, the work-family conflict strain dimension had a stronger impact on turnover intention than other conflicts.

Hypothesis 2 is seen from Table 1 that Work-School Conflict has a positive and significant effect on Turnover Intention. Evidence of significant influence can be found in the results of the Path Coefficient, where T-Statistics shows a value of 3.759 which is greater than 1.96, and the p-value is 0.000, less than 0.05. Based on these statistical calculations, it can be concluded that the H2 hypothesis that states the positive and significant influence of Work-School Conflict on Turnover Intention is supported by the findings of this study. The results of this study were reinforced by Laughman's (2016) study, which aimed to examine the relationship between work-school conflict and three work-related outcomes: job satisfaction, intention to move, and burnout. Then the results of his research showed that where work-school conflict is positively related to the intention to move. Students who reported
higher work-school conflict also reported higher intention turnover. Then another study was conducted by Rindi (2022) to test and analyze the influence of locus of control, perceptions of organizational support, and work-school conflict on turnover intention in improving the quality of student performance while studying while working. The results showed that the work-school conflict variable positively and significantly affected turnover intention.

Hypothesis 3 is seen from Table 1 that Work-Family Conflict positively and significantly affects Work Stress. Evidence of significant influence can be found in the results of the Path Coefficient, where T-Statistics shows a value of 2.831 which is greater than 1.96, and the p-value shows a value of 0.005 which is less than 0.05. Based on these statistical calculations, it can be concluded that the H3 hypothesis, which states the positive and significant influence of Work-Family Conflict on Work Stress, is supported by the findings of this study. The results of this study were reinforced by Elahi (2022) with the aim of research to investigate the impact of work-family conflict, family-work conflict, and stress spillover on five major industrial sectors (education, textiles, hospitals, banks, and retail stores), during the first wave of Covid-19. The results showed that Work-Family Conflict has a significant effect on stress. Then another study by Rabenu (2017) aims to propose a broad theoretical framework that includes the relationship between organizational justice, organizational citizenship behavior (OCB), work stress, and Work-Family Conflict. The results showed that, as hypothesized, organizational justice was positively associated with OCB, and stress was positively associated with work-family conflict. A study that showed similar results was conducted by Eric (2016). This exploratory study examined how different dimensions of work-family conflict are related to work stress among Indian police officers. The bivariate results revealed that an increase in one of the dimensions of Work-Family Conflict was associated with increased stress from work.

Hypothesis 4 is seen from Table 1 that Work-School Conflict positively and significantly affects Work Stress. Evidence of significant influence can be found in the results of the Path Coefficient, where T-Statistics shows a value of 5.123 which is greater than 1.96, and the p-value shows a value of 0.000 which is less than 0.05. Based on these statistical calculations, it can be concluded that the H4 hypothesis, which states the positive and significant influence of Work-School Conflict on Work Stress, is supported by the findings of this study. The results of this study are reinforced by Vokic (2021), stating that the concept of working students meets three demands: their work, school, and personal. His research found that the main results of Work-School Conflict significantly affected students' emotional states regarding happiness, unhappiness, and relaxation. This means that school-work role conflicts can affect students' stress levels. In line with these results, Kremer (2016) also found that work-school conflict positively affects work stress and tension. Nicklin's (2019) research found that in the perception of conflict, work-school roles have a positive influence on stress experienced by graduate students. In line with these results, Andrade (2017) found that the psychological condition of graduate students could mediate the influence between work-school conflict and workload. It can be indicated that the stress level measured through the psychological condition of students is very important for students who are also workers. Oviatt's (2017) research shows a pattern of outcomes consistent with the idea that subjective experiences of conflict between work and school create unpleasant psychological states such as stress and that these circumstances affect substance use and health.

Hypothesis 5 is seen from Table 1 that Work Stress has a positive and significant effect on Turnover Intention. Evidence of significant influence can be found in the results of the Path Coefficient, where T-Statistics shows a value of 9.689 which is greater than 1.96, and the p-value shows a value of 0.000 which is less than 0.05. Based on these statistical calculations, it can be concluded that the H5 hypothesis, which states the positive and significant influence of Work Stress on Turnover Intention, is supported by the findings of this study. The results of this study were reinforced by Khan (2020) in his research investigating the relationship between Work Stress and Turnover Intentions. Examined by taking Work-Family Conflict and Family Work Conflict as mediators. The results showed that the positive impact of Job Stress and Turnover Intentions is significant. The results of research conducted by Sopiah (2020) also show that work stress positively affects turnover intention. Then another study by Novitasari (2020) also showed the same result: work stress has a positive effect on turnover intention. In a similar study, Putu (2019) conducted a study to understand the impact of job stress and job satisfaction on turnover intention and the role of job satisfaction in mediating the relationship between job stress and turnover intention. The analysis findings showed that work stress positively and significantly influenced turnover intention. Riani (2017), in his research, aims to examine the direct influence of work stress variables, workload, and non-physical work environment on turnover intention. The results showed that the whole hypothesis was accepted: Work stress positively affects turnover intention. Ji-Young (2019) Her research reviewed the relationship between work stress and employee turnover intention using a sample of employees in Korean public companies. The results showed a significant positive relationship between work stress and turnover intention, and these results were reinforced by research conducted by Manopo (2020). The results showed that work stress positively affects turnover intention.

Hypothesis 6 is seen from Table 2 that Work Stress can significantly mediate the relationship between Work-Family Conflict and Turnover Intention. A significant effect can be observed from the path coefficient (Path Coefficient) results with T-Statistics of 2.773, which exceeds the critical limit of 1.96, and a p-value of 0.006, which is smaller than 0.05. Based on this statistical analysis, it can be concluded that the H6 hypothesis in this study has support. The findings of this study are supported by Kusumanegara's research (2018) which shows the influence of work-family conflict on turnover intention, with work stress acting as a mediator variable. This finding is also reinforced by the results of Muhdiyanto's research (2017) which states that role conflicts indirectly impact exit intentions through work stress. Furthermore, another study conducted by Munda (2018), in her research to define and comprehensively analyze the influence of work-family conflict and role ambiguity on the intention to stop doing work stress as an interference variable. Based on analysis using the Sobel test, the research findings show that work stress is a significant mediator...
variable in mediating the effect of work-family conflict on turnover intention. Liu (2017) conducted research to investigate the relationship between job satisfaction, job stress, work-family conflict, and turnover intention and explore factors associated with turnover intention among doctors in Guangdong Province, China. The results showed that work stress indirectly affects work-family conflict against turnover intention.

Hypothesis 7 is seen from Table 2 that Work Stress can significantly mediate the relationship between Work-School Conflict and Turnover Intention. A significant effect can be observed from the path coefficient (Path Coefficient) results with T-Statistics of 4.659, which exceeds the critical limit of 1.96, and a p-value of 0.000, which is smaller than 0.05. Based on this statistical analysis, it can be concluded that the H7 hypothesis in this study is supported. The results of this study were reinforced by Brunel (2010) in his research aimed to analyze the impact of stress coping strategies caused by work-school conflict and to measure its effect on a key aspect of employees’ relationships with their workplace, namely turnover intention. The results of his research show the complex nature of the relationship between work-school conflict and turnover intention through stress-mediating factors. In low-stress situations, work-school conflict is negatively correlated with turnover intention. While in high-stress states, work-school conflict is positively correlated with turnover intention. Furthermore, research findings by Putri (2021) indicate that work stress plays a major role in explaining the positive relationship between work-family-school conflict and turnover intention. Full job stress is associated with the positive impact of work-family conflict, family-work conflict, work-school conflict, family-school conflict, and school-family conflict on turnover intention. Thus, work stress strongly mediates such conflicts and turnover intention.

Conclusion

Based on this study, it can be concluded that work-family conflict and work-school conflict positively and significantly influence turnover intention. The results also showed that Work Stress is an intervening variable mediating the relationship between work-family conflict and work-school conflict with turnover intention. This finding is supported by previous research showing that work-family and work-school conflicts are associated with turnover intention and job stress. This shows the importance of attention to managing multiple role conflicts and work stress in the work environment and providing adequate support and facilities for employees facing such conflicts. Companies need to consider the impact of multiple role conflicts and job stress on employee productivity and overall organizational performance.

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