WORK FAMILY CONFLICT, JOB STRESS AND EMPLOYEE ENGAGEMENT ON INNOVATION WORK BEHAVIOR: MEDIATING ROLES OF CAREER ADAPTABILITY

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ABSTRACT

Objective: The purpose of this article is to identify the effect of Work Family Conflict, Job stress and employee engagement on innovation work behavior mediating by career adaptability according to conservation of resources theory.

Theoretical framework: Women's emancipation in Indonesian is related to work regarding the multiple roles experienced by women at work. on the one hand women have a desire to work outside the home, but on the other hand they have responsibilities in managing the household. Work family conflict is interesting to study because of inconsistent findings on the effect of work family conflict on innovative work behavior. Research by Xu et al. (2022) said that work family conflict has a negative and significant effect on employee innovative behavior. However, research (Choi et al. 2018) found a direct positive effect of Work Family Conflict on innovative behavior. Then the mediating variable is needed to confirm a clearer relationship between work family conflict on work behavior innovation. Therefore, in this study is to expand career adaptability as a mediating variable to link the relationship.

Method: This study is a quantitative study that collected 426 valid samples from married female nurses from five hospitals in Indonesia, makes use of Smart PLS Software 3.0 is used to verify the proposed hypothesis.

Results and conclusion: The findings a practical perspective, career adaptability plays a mediating role between work family conflict, job stress on innovation work behavior but career adaptability not mediating role between employee engagement on innovation work behavior.

Implications of the research: This has implications for continuing (X. Wang, Zhang, and Chun 2021) research to focus on the development of work-family conflict, in order to enrich the research scale and relevant findings regarding work-family conflict and career adaptation using COR theory.

Keywords: work family conflict, job stress, employee engagement, innovation work behavior, career adaptability.

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CONFLITO FAMÍLIA NO TRABALHO, ESTRESSE NO TRABALHO E ENGAJAMENTO DOS FUNCIONÁRIOS NO COMPORTAMENTO NO TRABALHO INOVADOR: PAPÉIS MEDIADORES DA ADAPTABILIDADE DE CARREIRA

RESUMO

Objetivo: O objetivo deste artigo é identificar o efeito do conflito familiar no trabalho, do estresse no trabalho e do engajamento dos funcionários no comportamento de trabalho inovador mediado pela adaptabilidade da carreira de acordo com a teoria da conservação de recursos.

Referencial teórico: A emancipação da mulher em indonésio está relacionada ao trabalho em relação aos múltiplos papéis vivenciados pelas mulheres no trabalho. Por um lado, as mulheres têm o desejo de trabalhar fora de casa, mas, por outro lado, têm responsabilidades na gestão do lar. O conflito trabalho-família é interessante de estudar por causa das descobertas inconsistentes sobre o efeito do conflito trabalho-família no comportamento inovador do trabalho. A pesquisa de Xu et al. (2022) afirmaram que o conflito trabalho-família tem um efeito negativo e significativo no comportamento inovador dos funcionários. No entanto, a pesquisa (Choi et al. 2018) encontrou um efeito positivo direto do conflito entre trabalho e família no comportamento inovador. Em seguida, a variável mediadora é necessária para confirmar uma relação mais clara entre o conflito familiar no trabalho e a inovação do comportamento no trabalho. Portanto, neste estudo é expandir a adaptabilidade de carreira como uma variável mediadora para vincular o relacionamento.

Método: Este estudo é um estudo quantitativo que coletou 426 amostras válidas de enfermeiras casadas de cinco hospitais na Indonésia, faz uso do Smart PLS Software 3.0 para verificar a hipótese proposta.

Resultados e conclusão: Os resultados de uma perspectiva prática, a adaptabilidade da carreira desempenha um papel mediador entre o conflito familiar no trabalho, o estresse do trabalho no comportamento do trabalho inovador, mas a adaptabilidade da carreira não media o papel entre o envolvimento do funcionário no comportamento do trabalho inovador.

Implicações de pesquisa: Isso tem implicações para a continuação (Wang, Zhang e Chun 2021) da pesquisa para focar no desenvolvimento do conflito trabalho-família, a fim de enriquecer a escala de pesquisa e descobertas relevantes sobre conflito trabalho-família e adaptação de carreira usando a teoria COR.

Palavras-chave: conflito familiar no trabalho, estresse no trabalho, envolvimento dos funcionários, comportamento inovador no trabalho, adaptabilidade na carreira.

1 INTRODUCTION

Innovation is crucial for organizations’ resilience in keeping a competitive advantage (Janssen, van de Vliert, and West 2004). Given increasingly unstable environment and unpredictable changes in technology, innovation can fundamentally
contribute to an organization’s effectiveness and survival (Kanter, 1983; West and Farr, 1990). Women’s emancipation in Indonesian is related to work regarding the multiple roles experienced by women at work. on the one hand women have a desire to work outside the home, but on the other hand they have responsibilities in managing the household. Job stressors have been identified in the literature as a major hindrance to many positive organizational behaviors (Choi et al. 2018). Job stress play in boosting teachers’ performance (Kumar and Velmurugan n.d.). The results show that students are characterized by showing a moderate level of academic engagement and boredom (Estrada-Araoz et al. 2023).

Employee innovation behavior is influenced by individual factors employee engagement (Song et al., 2020), work domain-related factors organizational climate (Liu and Liu 2020), leadership style (Tian et al., 2017), and non-work domain-related factors work–family conflict (Choi et al. 2018).

Innovative work behavior is intentional individual behavior for the introduction and application, in a role, group or organization of ideas, processes, products or procedures, is something new for the unit concerned, designed to significantly benefit individuals, groups, organizations or society wider. The definition of innovative work behavior is the process of generating, introducing and implementing new ideas in order to benefit the organization or group. These new ideas can be in the form of technology updates, products, services, or work methods (Utomo et al. 2023).

In the context of innovative work behavior (IWB), several previous studies have confirmed the relationship between work family conflict (WFC) and innovative work behavior (IWB). Research by Wang, Zhang, and Chun (2022) says that work family conflict has a negative and significant effect on employee innovative behavior. However, research (Choi et al., 2018) found a direct positive effect of Work Family Conflict on innovative behavior. Furthermore, Choi et al., (2018) argued that work-family conflict has a negative influence on innovative behavior indirectly through the mediation of organizational commitment and job satisfaction. Based on the differences in the results of this study, it shows that testing Work Family Conflict on Innovative Work behavior is inconsistent.

Because there is still an inconsistency in the results of work family conflict (WFC) and work innovation behavior (IWB), it is possible to have another mechanism by considering career adaptation.
As an important construction of ability career adaptability was introduced into the vocational psychology literature for nearly 40 years. Through career awareness, individuals are prepared to fulfill their calling in a future career, and career control is a resource that allows individuals to feel that they can pursue their calling in shaping their future career (Yang and Chen 2020). Career adaptability (CA) is an internal resource that individuals adopt to cope with present and future developmental tasks, career transitions, and work needs (Savickas, 2005) and it may be an important inner strength that working parents need for career adaptation. Work-family conflict has a negative effect on career adaptation (Y.-C. Wang, Shelley Tien, and Wu 2018).

The effect of career adaptability on job satisfaction and work stress was accounted for by negative affect. Individuals higher on career adaptability experienced less negative affect, which led to lower levels of stress and higher levels of job satisfaction, beyond previous levels of job satisfaction and work stress (Fiori, Bollmann, and Rossier 2015).

Significant positive relationships were found between career adaptability and employee engagement. The results suggest that participants who have experienced higher employee engagement have better developed career adaptability skills (Tladinyane and Van Der Merwe 2016). Employee engagement can demonstrate innovative work behavior. Job-bound employees have a more positive state of mind at work and exhibit creative behaviors in their work such as solving problems in different ways, providing customer service in creative ways (Ali, Li, and Qiu 2022).

Development of innovative capabilities at a system’s level could be questioned, and the challenge in supporting the development of innovative capabilities is reconciling the development of particular sets of skills, knowledge, understanding and ways of thinking, being and doing, with developing dispositions which go beyond these particular developments in responding to new challenges: curiosity, resourcefulness (including learning from others), resilience, ability to support the learning of others, taking responsibility for self-development and reflexiveness (Brown 2015).

2 THEORETICAL FRAMEWORK

(Greenhaus and Beutell 1985) Work Family Conflict of inter-role conflict in which demands from one domain (work or family) do not match the demands of roles from another domain (family or work). Work family conflict is an internal role that arises because of pressure from work and family (Etemadinezhad et al. 2020). (Frone, Russell,
and Cooper n.d.) work-to-family conflict has a relationship with depression and somatic complaints. Prolonged conflict, not only can reduce performance, but can cause stress. Stress occurs because prolonged conflict causes physical and psychological imbalance, as a form of reaction to pressure whose intensity is too high. Work Family Conflict is form of interrole conflict in which the role pressures from the work and family domains are mutually incompatible in some respect. That is, participation in the work (family) role is made more difficult by virtue of participation in the family (work) role (Greenhaus and Beutell 1985).

(Netemeyer and Boles n.d.) work-family conflict as a form of conflict in which the general demands, time and tension that come from work interfere with the employee's responsibilities towards the family. Work Family Conflict is a conflict related to roles related to responsibilities, needs, expectations, assignments, and commitments. Participation in work (family) roles complicates participation in family (work) roles. Work Family Conflict is a conflict related to roles related to responsibilities, needs, expectations, assignments, and commitments.

Female lecturers who have young children are even under pressure to fulfill their dual role, namely being a good lecturer and meeting the needs of the children. Surprisingly, however, most of the female teachers reported that they felt better when they were teaching than they were caring for their own children.

(Bhui et al. 2016) Job stress is a dangerous reaction that individuals have against pressure and demands that are not supposed to be placed on them. Job stress theory Zafar, et.al (2015) said that stress is divided into two, namely Eustress (stress that can stimulate one's performance and can positively encourage employees to produce something better) and distress (stress that produces a negative effect on employee health and performance). (Leung, Shan Isabelle Chan, and Dongyu 2011) stress is a psychological attitude that may occur in everyday life. Someone who is in a stressful environment faces unfinished work demands. They experienced different reactions, such as experiencing headaches, dizziness, and back pain. Other symptoms are subjective feelings, such as dissatisfaction, unhappiness, sadness, and depression. (Jamadin et al. 2015) states work-family conflict is a major predictor of job stress and individual psychological difficulties. (Carlson, Kacmar, and Williams 2000) said when an individual experiences anxiety stemming from work role stress, then that person is more likely to be dissatisfied with the job role.
(Harter, Schmidt, and Hayes 2002) defines employee engagement as individual involvement and satisfaction and enthusiasm for work. Work engagement is defined as a state of positive fulfillment and work-related which is characterized by enthusiastic, dedicated and absorptive behavior (Schaufeli and Bakker 2004).

Conservation of Resources Theory (COR) by (Hobfoll 1989) which says how a person responds to stress to try to rebuild lost resources. (Bakker et al. 2008) used the Conservation of Resources (COR) theory to rebuild lost resources in the concept of employee engagement as a concept of responding to stress using positive circumstances. So in this study it is hoped that career adaptation can inhibit work stress and work-family conflicts, so that employees can work innovatively. Accordingly, we predicted:

H1. Work-family conflict has a significant negative effect on career adaptation
H2. Job stress has a significant negative effect on career adaptation
H3. Employee Engagement has a significant positive effect on career adaptation
H4. Career adaptation has a significant positive effect on innovative work behavior
H5. Career adaptability plays a mediating role between work family conflict, job stress on innovation work behavior but career adaptability not mediating role between employee engagement on innovation work behavior.

3 METHODOLOGY
The sample in this study was collected 426 valid samples from married female nurses from five hospitals in Indonesia. The Snowball sampling technique in which samples were obtained through a rolling process from one respondent to another (Djamba
and Neuman 2002) using SmartPLS version 3 software. PLS (Hair 2019a). Based on this technique, the samples in this study were 260 respondents (Hair 2019b). However, 250 respondents filled out the questionnaire via e-mail.

Work Family Conflict is measured using 3 question items developed by previous studies (Greenhaus and Beutell 1985) such as “time based conflict, Strain based conflict, and behavior-based conflict”. Job Stress is measured using 12 question items developed by previous studies (Cohen, Kamarck, and Mermelstein 1983) such as “How often have you been upset because of something that happened unexpected”. Employee Engagement is measured using 9 question items developed by previous studies (Ali, Li, and Qiu 2022), such as “I feel bursting with energy at work.”. Career adaptation is measured using 8 question items developed by previous studies (Duffy et al. 2014), such as “I have a calling to a particular kind of work” and innovation work behavior is measured using 6 question items developed by previous studies (Rafique et al. 2022) such as “At Work, I come up with innovative and creative notions”. All respondents' responses in this research were assessed using a five-point Likert scale with answers ranging from 1 = strongly disagree to 5 = strongly agree.

4 RESULT AND DISCUSSION

Partial Least Squares Structural Equation Modeling (PLS-SEM) utilizing Smart PLS 3.0 software is used in this study to verify the data and proposed hypotheses. Smart PLS tests measurement models and easily estimates structural model parameters (Sarstedt, Ringle, and Hair 2021).

<table>
<thead>
<tr>
<th>Variable</th>
<th>Composite Reliability</th>
<th>Cronbach’s Alpha</th>
<th>AVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Family Conflict</td>
<td>0.858</td>
<td>0.795</td>
<td>0.603</td>
</tr>
<tr>
<td>Job Stress</td>
<td>0.853</td>
<td>0.788</td>
<td>0.593</td>
</tr>
<tr>
<td>Employee Engagement</td>
<td>0.909</td>
<td>0.850</td>
<td>0.768</td>
</tr>
<tr>
<td>Career Adaptation</td>
<td>0.952</td>
<td>0.923</td>
<td>0.815</td>
</tr>
<tr>
<td>Innovation Work behavior</td>
<td>0.929</td>
<td>0.883</td>
<td>0.867</td>
</tr>
</tbody>
</table>

Source: Prepared By the Author (2023)

The table above shows satisfactory composite reliability results, namely Family Conflict has a Composite Reliability value of 0.858, Job Stress has a Composite Reliability value of 0.853, Employee engagement has a Composite Reliability value of 0.909, Career Adaptation has a Composite Reliability value of 0.952 and Innovation work behavior has a Composite Reliability value of 0.929.
behavior has Composite Reliability value of 0.929. This can be seen from the composite reliability value of all constructs greater than 0.60. These results indicate that each variable meets composite reliability so that it can be concluded that all variables have a high level of reliability.

The Cronbach alpha value of each research variable is > 0.7. These results can indicate that each research variable has met the requirements for the Cronbach alpha value, so it can be concluded that all variables have a high level of reliability.

Research variables have met the standard AVE value above 0.5 (AVE > 0.5). The Family Conflict variable has an AVE value of 0.603, the Job Stress variable has an AVE value of 0.593, the Employee Engagement has an AVE value of 0.768, career adaptation has an AVE of 0.815 and the innovation work behavior has an AVE value of 0.867. Based on the consideration of the AVE value owned by each variable, it can be concluded that all variables meet the Discriminant Validity value because they have an AVE value greater than 0.5. Thus it can be stated that each variable has good discriminant validity.

| Variabel | Original Sample (O) | T Statistics (|O/STDEV|) | P Values | Keterangan |
|----------|---------------------|-----------------|----------|------------|
| WFC -> AC | -0.152              | 2.693           | 0.007    | Significant Negative |
| Job Stress -> AC | -0.303 | 5.376 | 0.000    | Significant Negative |
| EE -> AC | 0.732               | 21.557          | 0.000    | Significant Positive |
| AC -> IWB | 0.690              | 4.267           | 0.000    | Significant Positive |

Source: Prepared By the Author (2023)

The path coefficient value is (-0.152) indicating the influence exerted by Work Family Conflict on career adaptation is negative. The results of hypothesis testing show that the effect of Work Family Conflict on Career adaption has a statistical T value of 2.693. The value of the T statistic is greater than the T table (2.693 > 1,996) indicating that there is a significant effect of Work Family Conflict on career adaption. Has a P-Value of 0.007. The P value of 0.007 or less than the standard alpha of 5% (0.007 <0.05) indicates that there is a significant effect of Work Family Conflict on Job Stress. Hypothesis 1 was supported.
The path coefficient value is (-0.303) indicating that the effect exerted by Job Stress on career adaption is negative. The results of hypothesis testing show that the effect of Job Stress on career adaption has a statistical T value of 5.376. The value of the T statistic is greater than the T table (5.376 > 1.984) indicating that there is a significant effect of Job Stress on Job Performance. Has a P-Value of 0.000. The P value of 0.000 or less than the standard alpha of 5% (0.000 <0.05) indicates that there is a significant effect of Job Stress on Job Performance. Hypothesis 2 was supported.

The path coefficient value is (0.732) indicating the influence exerted by employee engagement on career adaption is positive. The results of hypothesis testing show that the effect of employee engagement on Career adaption has a statistical T value of 21.557. The value of the T statistic is greater than the T table (21.557 > 1.996) indicating that there is a significant effect of Work Family Conflict on career adaption. Has a P-Value of 0.007. The P value of 0.007 or less than the standard alpha of 5% (0.007 <0.05) indicates that there is a significant effect of employee engagement on career adaption. Hypothesis 3 was supported.

The path coefficient value is (0.690) indicating the influence exerted by career adaption on innovation work behavior is positive. The results of hypothesis testing show that the effect of employee engagement on Career adaption has a statistical T value of 4.267. The value of the T statistic is greater than the T table (4.267 > 1.996) indicating that there is a significant effect of Work Family Conflict on career adaption. Has a P-Value of 0.000. The P value of 0.007 or less than the standard alpha of 5% (0.000 <0.05) indicates that there is a significant effect of career adaption on innovation work behavior. Hypothesis 4 was supported.

Career adaptation mediates work family conflict on work innovation behavior shows that the coefficient value is 0.422 > 0.000 with T-statistics > T-table (3.162 > 1.657) and P-value 0.002 <0.05. Career adaptation mediates job stress on work innovation behavior shows that the coefficient value is 0.246 > 0.000 with T-statistics > T-table (2.743 > 1.657) and P-value 0.006 < 0.05, Career adaptation mediates employee engagement on work innovation behavior shows that the coefficient value is 0.142 > 0.000 with T-statistics > T-table (2.034 > 1.657) and P-value 0.042 <0.05. Hypothesis 5 was supported.
5 CONCLUSION

Work Family Conflict on career adaptation is negative, supported by research (Y.-C. Wang, Shelley Tien, and Wu 2018) Work-family conflict has a negative effect on career adaptation. Job Stress on career adaptation is negative, supported by (Fiori, Bollmann, and Rossier 2015) The effect of career adaptability on job satisfaction and work stress was accounted for by negative affect. Individuals higher on career adaptability experienced less negative affect, which led to lower levels of stress and higher levels of job satisfaction, beyond previous levels of job satisfaction and work stress. Employee engagement on career adaptation is positive, supported by (Tladinyane and Van Der Merwe 2016) that participants who have experienced higher employee engagement have better developed career adaptability skills. Career adaptation on innovation work behavior is positive, supported by (Ali, Li, and Qiu 2022) that Job-bound employees have a more positive state of mind at work and exhibit creative behaviors in their work such as solving problems in different ways, providing customer service in creative ways. The findings a practical perspective, career adaptability plays a mediating role between work family conflict, job stress on innovation work behavior but career adaptability not mediating role between employee engagement on innovation work behavior, supported by Conservation of Resources Theory (COR) by (Hobfoll 1989) which says how a person responds to stress to try to rebuild lost resources, that career adaptation can inhibit work stress and work-family conflicts, so that employees can work innovatively.
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