

When Conflict be a Trigger of Depression: between Job and Life Satisfaction

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Abstract

The objective of this study is to investigate the effect of work-family conflict and family-work conflict on depression behavior mediated by job satisfaction and life satisfaction. The respondents in this research were 133 female nurses in two public hospitals in Indonesia. Methods of data collection were by using observation, interviews, and questionnaires. The sampling technique used the technique of proportional random sampling. Methods of data analysis were by using factor analysis, regression analysis and path analysis. Data analysis were by using SPSS software version 21. The results show that all hypothesis in the research were supported. Work-family conflict has an effect on depression behavior either directly or mediated by job satisfaction and life satisfaction. Similarly, the work-family conflict has an impact on the behavior of depression either direct or mediated by job satisfaction and life satisfaction. Our findings bear out the notion that job satisfaction and life satisfaction mediates the influence of dual role conflict on depression, highlighting the effect of individual satisfaction within this area. The suggestions for nurses, they should improve job satisfaction and life satisfaction so that it can overcome the dual role conflict they suffered.

Ketika Konflik Menjadi Pemicu Depresi: antara Kepuasan Kerja dan Kepuasan Hidup

Abstrak

Tujuan dari penelitian ini untuk mengetahui pengaruh konflik pekerjaan-keluarga dan konflik keluarga-pekerjaan pada perilaku depresi yang dimediasi oleh kepuasan kerja dan kepuasan hidup. Responden dalam penelitian ini adalah 133 perawat wanita pada dua rumah sakit milik pemerintah di Indonesia. Metode pengumpulan data menggunakan observasi, wawancara dan kuesioner. Teknik pengambilan sampel menggunakan teknik *proportional random sampling*. Metode analisis data menggunakan analisis faktor, analisis regresi dan analisis jalur. Analisis data menggunakan perangkat lunak SPSS versi 21. Hasil penelitian menunjukkan bahwa semua hipotesis dalam penelitian didukung. Konflik pekerjaan-keluarga mempunyai pengaruh pada perilaku depresi baik secara langsung maupun dimediasi oleh kepuasan kerja dan kepuasan hidup. Begitu pula konflik keluarga-pekerjaan mempunyai pengaruh pada perilaku depresi baik secara langsung maupun dimediasi oleh kepuasan kerja dan kepuasan hidup. Temuan kami menunjukkan bahwa kepuasan kerja dan kepuasan hidup memediasi pengaruh konflik peran ganda pada depresi, menggaris bawahi pentingnya efek kepuasan individu dalam area ini. Saran bagi perawat yaitu sebaiknya meningkatkan kepuasan kerja serta kepuasan hidup. Jika terjadi peningkatan, mereka akan mampu untuk mengatasi konflik peran ganda yang dialaminya.

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INTRODUCTION

The mindset of the Indonesian family in the past was a husband working outside to meet the needs of the family and a wife take care of the child and take care of the household. In recent times there has been an increasing phenomenon about working mother. People believe that women are able to play a more important role than just taking care of the household (Eriyanti, 2017). Women can work and show their existence in the world of work. In Indonesia, the emancipation of women is growing rapidly. The role of women not only for domestic affairs but also outside the home, for example, in the workplace. In the workplace, women contribute not only at the technical level but also reach the strategic policy level (Ranihusna & Wulansari, 2015).

Under two roles at once, as a worker and also as a housewife is not easy. Female employees who have married and have children have more roles and responsibilities than unmarried women (Kusuma & Budiani, 2017). The double role experienced by the woman because besides they have to play a role in the family, they must also play a role in their working life. When women perform double roles, they must have a conflict within themselves. This conflict occurs because at the same time they must meet the demands of the house but interfered by the demands of work.

The dilemma experienced by women who work and already married for example when they have to take care of the household both husband and child, preparing meals, picking up school children, taking care of sick children but on the other hand they still have to work because of work demands from the company called Work to Family Conflict or work-family conflict (Hao et al., 2016). If this happens continuously, this perceived dilemma can lead to inner conflicts because they have to choose whichever is preferred. Several studies have identified work-family conflicts as the main reason of various psychological problems in career women (Sto-

ner et al., 2011; Koyuncu et al., 2012; Lee et al., 2014).

Work-family conflict as a form of conflict between roles where the conflict of work and family roles conflict with each other in some respects (Greenhaus and Beutell, 1985). A woman's dual role conflict is not only caused by the demands of the work but also the demands of the family (Netemeyer et al., 1996). Conflicts that occur as a woman strives to meet the demands of work but they are hindered by family demands referred to as a family to work conflict. An example of a work-family conflict is when a working and married woman must complete an office job but she is hindered by a family problem that eventually interferes with work.

Conflicts that often occur continuously. It is not handled properly. It will create more inner conflict so that one can experience mental health disorders, one of them is depression (Wang & Peng, 2017). Depression is a major mental health problem today. Depression is a major cause of disease and disability around the world.. The World Health Organization (WHO) estimates that depression will be the second leading cause of disability in the world by 2020 (Wulandari, 2014). Depression is a common mental illness, characterized by continuous sadness and loss of interest in activities that people enjoy, accompanied by an inability to perform daily activities. In the workplace, depression has an important influence on the quality of life of nurses, and may result in decreased productivity (Drageset et al., 2009) because depressive symptoms affect decision-making and the ability to associate with others (Leykin et al., 201).

The career woman who suffered a double role conflict whether caused by the family and the conflict caused by the work will be depressed if it is not handled properly and wisely. According to the World Health Organization (2011) several countries in Southeast Asia including Indonesia, it was found that nurses who work in hospitals experience an increase in workload and they still lack the number of nurses (Kalen-

desang et al., 2017; Ekici et al., 2017). The nursing profession is one of the service professions that required a high degree of emotional labor when nurses are expected to display emotions that convey caring, understanding, empathy, towards patients (Sabil et al., 2016).

The dual role conflict of female nurses is a form of work-family conflict. Working women are faced with many choices posed by role change. Nursing care is an important component of health services in hospitals. In their daily lives, the nurse becomes the ones who must be ready to serve the needs of the patient. This implication requires that nurses in a patient room work in shifts. Many demands on work and family responsibilities in the role of a father or husband and mother or wife make employees often experience work stress (Huffman et al., 2014) or the worse, they experience depression (Wang & Peng, 2017).

As a primary workforce in the hospital, nurses need to perform heavy physical and psychological work that can cause depressive symptoms. Continuous and serious depressive symptoms can affect the nursing professional's ability and quality of work, which in turn can compromise the patient's health and even the safety of life. Thus, exploring the negative and positive factors of nurse depression symptoms can not only help to find ways to improve the mental health of nurses, but also help hospitals provide high-quality health care services. Women who experience dual role conflicts will experience little depression if they feel good. The subject of one's well-being is measured in two indicators, it is when one feels satisfaction in work and satisfaction in his or her personal life (Wang & Peng, 2017).

The present study makes a number of novelties: (1) it explores the effect of women career conflict on nurses; (2) it finds that the relationship between work-family conflict and family-work conflict on depression behavior is best understood as being fully mediated by job satisfaction and life satisfaction; (3) it provides direction for organization by understanding

that the disserve influence of conflict may be alleviated individual satisfaction.

Hypothesis Development

Relationship of Work-Family Conflict, Job Satisfaction, Life Satisfaction and Depression Behavior

Employees who get job satisfaction in accordance with what is desired will certainly try as much as possible to complete the job task well. Job satisfaction is a pleasant emotional attitude and loves their job (Abraham, 2012). This attitude is reflected by work morale, discipline, and work performance. Job satisfaction is one of the factors that support the success of an organization. A person with a high level of job satisfaction has positive feelings about the job, while an unsatisfied person has a negative feeling about the job (Sartika, 2014). Basically, job satisfaction is an individual thing. Each individual will have different levels of satisfaction in accordance with the system of values that exist in the individual. This is due to the differences in each individual. The more aspects of the job that suits the individual's desire, the higher the level of satisfaction he or she feels (Wijono, 2010).

One of the factors that can affect employee job satisfaction is, dual role conflict (Lathifah & Rohman, 2014). Dual role conflict is a conflict caused by overlap work demands and family demands. According to Erkmen and Esen (2014) work and family conflicts occur when individuals have to perform multiple roles, as workers, spouses, and parents. Rabenu et al. (2017) state that dual role conflict occurs when the time spent on the demands of one role makes it difficult to meet demands in other roles, it is caused by long work hours, overtime and excessive workload.

Besides, job satisfaction, life satisfaction is also an important thing to notice. In modern organizational life, employee life satisfaction is a measure of the level of organizational maturity and a sign that the organization is well managed. Life satisfaction encompasses three

central parts in one's life, namely satisfaction in work, satisfaction with the family and satisfaction with the material he or she obtained (Wan et al., 2011).

An individual who has a positive attitude towards his or her family means he or she has satisfaction with a high family life, otherwise, someone who has a negative attitude toward his or her family, means he or she has a low level of satisfaction with family life (Hu et al., 2011Z; hang & Liu, 2011; Zabriskie & Ward, 2013), then it might be assumed that:

- H1: Work-family conflict has a positive effect on depression behavior.
- H2: Work-family conflict has a positive effect on depression behavior through job satisfaction.
- H3: Work-family conflicts has a positive effect on depression behavior through life satisfaction.

Relationship of Family-Work Conflict, Job Satisfaction, Life Satisfaction and Depression Behavior

Job satisfaction is an important aspect and it is a common attitude owned by employees (Judge & Klinger, 2008). Each individual has different levels of satisfaction in accordance with the value system on him or her. The higher the assessment of the perceived activity in accordance with the desires of the individual, the higher his or her satisfaction with the activity. Life satisfaction is a comprehensive assessment of the quality of one's life based on self-determined criteria (Diener et al., 1985). They state that one needs to see the satisfaction of his or her life cognitively and thoroughly. In modern organizational life, employee life satisfaction is a measure of the level of organizational maturity, and a sign that the organization is well managed.

Previous studies on conflicts in the work and family domains tend to be unidirectional, examining how work affects family, while today, these conflicts are reported to be bi-directional (Cho & Ryu, 2016). Work-family conflict and family-work conflict are different because they

have different antecedents and attitudes. Problems that occur at home can cause dilemmas at work. This often tends to conflict, which nurses sometimes do not realize.

In addition, Wolo et al. (2015) nurses have an important role as medical personnel, supervising or controlling the state and development of patients under treatment. Although nurses and teachers are professions, the risks for nurses are greater. The nurse is the person who cares for and cares for others who have health problems or illness (Riffani & Sulihandari, 2013). Besides, the nurses must have intellectual, interpersonal and technical abilities they must also have autonomy and be willing to assume risk, responsibility and accountability for all actions they take.

Under two roles at once, as a worker and also as a housewife is not easy. Female employees who are married and have children have more roles and responsibilities than unmarried women. The dual role experienced by the woman because besides they have to play a role in the family, they must also play a role in their working life. When women perform double roles, they must have a conflict within themselves. This conflict occurs because at the same time it must meet the demands of the house but interfere by the demands of work. Dual role conflict arises because of the conflict between the interests of the family and the interests of the work so that someone has difficulty in taking responsibility.

The conflicts that often occur continuously if it is not handled properly, it will cause more inner conflict, so that one can suffer mental health disorders, one of them is depression. Continuous and serious depressive symptoms can affect the nursing professional's ability and quality of work, which in turn can compromise the patient's health and even the safety of life (Cheung & Yip, 2008; Silva & Taures, 2015). Given the established links for three variables, we also test the following hypothesis:

- H4: Family-work conflict has a positive effect on depression behavior.

- H5: Family-work conflict have a positive effect on depression behavior through life satisfaction.
- H6: Family-work conflict has a positive effect on depression behavior through job satisfaction.

Research model regarding the hypothesis is presented in Figure 1.

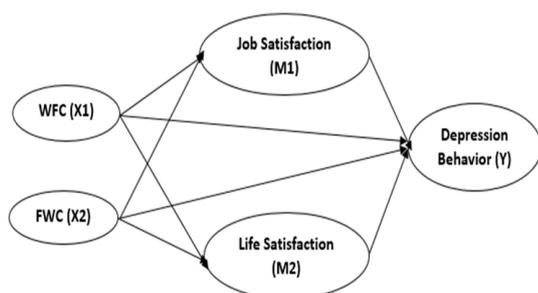


Figure 1. Research Model

METHOD

The present study was concentrated on the nurses of two public hospitals in Indonesia. For this purpose, a simple random sampling was applied. A total of 180 questionnaires were distributed among nurses, resulting in 133 responses (response rate of 73.8%). Design of this research was quantitative research, that was research method based on the philosophy of positivism, it was used to research on population or certain sample.

Respondents were also evaluated on the basis of certain demographic characteristics (i.e. age, educational level, job tenure). The responses revealed that most nurses have aged in thier 30s (53%), (78.9%) respondents held a three-year diplomma's degree, the length of time they had worked was majority less than 5 years (53%). This research wanted to find out how the influence of work-family conflict and family work conflict on depression behavior mediated by job satisfaction and life satisfaction.

Measurements

All the scales regarding the variables used in the study were developed in American count-

ries. Authors conducted a back-translation method for use in Indonesia. Questionnaires were measured on a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree).

Haroz (2014) developed a three major dimension to measure nurse's depression behavior. A sample item included "I often feel extreme fatigue when working". To measure job satisfaction Diener et al. (1999) three-item instrument was used. A sample item included "I feel satisfaction in my life now". Wright and Cropanzano (2000) built their five-items to measure job satisfaction index, one of sample item is "I feel satisfaction at my current job". Family-work conflict was measured using five-items by Colombo and Ghislieri (2008). A sample question is "...because of all the pressures at work, sometimes when I go home, I have difficulty doing things that I should enjoy". Work-family conflict was measured using five-items of Colombo and Ghislieri (2008), sample items included "Time I spend with my family often interfere with my career at work".

The Cronbach's Alpha were reported as work-family conflict (Cronbach's alpha = 0.80), family-work conflict (Cronbach's alpha = 0.82), Depression behavior (Cronbach's alpha = 0.80), job satisfaction (Cronbach's alpha = 0.72), life satisfaction (Cronbach's alpha = 0.84).

RESULT AND DISCUSSION

Frequency Distribution of Work-Family Conflict Variables

Work-family conflict variables in this study are measured by five indicators: work disturbs family activity, work disturbs family responsibilities, tension in work disrupts family and less effective behavior in the family. The average index of the work-family conflicts of nurses as a whole is 83.27%, which is categorized as high criteria. Thus, the highest indicator of family-work conflict is the work disturbs family responsibilities of 84.51% indicating that nurses experience conflicts because the work that interfere with nurses' responsibilities within the family.

Frequency Distribution of Family-Work Conflict Variables

Family-work conflict in this study are measured by five indicators: families interfere work activities, families interfere work responsibilities, tension in families interferes work and ineffective behavior at work. The average index of family-work conflict index-of nurses as a whole is 75.17, which is categorized as a high criterion. Thus, the highest indicator of family-work conflict based on ineffective behavior in work is 75.69 indicating that nurses experience conflict based on ineffective behavior in the workplace.

Frequency Distribution of Depression Behavior Variables

Depression behavior variable in this study is measured by three indicators, they are fatigue, difficulty concentrating, and hostile attitude. The average index of nurse depression behavior as a whole is 43.45 which categorized as a medium criterion. Thus, the highest indicator of depression behavior is the difficulty of concentrating which shows that nurses are difficult to concentrate in the workplace which is one indicator of depression behavior.

Frequency Distribution of Job Satisfaction Variables

Job satisfaction variable in this research is measured by five indicators, that is job satisfaction, coworker, supervision, salary and promoti-

on. The average index of nurses job satisfaction as a whole is 82.86 which is categorized as a high criterion. Thus, the highest indicator of job satisfaction is job satisfaction of 86.32 indicating that hospital nurses experience satisfaction on the type of work.

Frequency Distribution of Life Satisfaction Variables

Life satisfaction in this research is measured by five indicators, they are satisfied in the present life, past life, and future life. The average index of nurses life satisfaction as a whole is 70.73 which is classified as a medium criterion. Thus, the highest indicator of life satisfaction is the satisfaction of life today.

Hypothesis Test

The hypothesis testing in this research was conducted by using a partial test or t test. This test was conducted to determine whether the independent variable affects or not the dependent variable partially. According to Ghazali (2013), the statistical test t basically showed how far the influence of one independent variable individually in explaining the variation of the dependent variable. The decision-making was based on the comparative statistical of t value and the critical point with a significance level of 0.05.

Path analysis regarding the hypothesized model is presented in Figure 2.

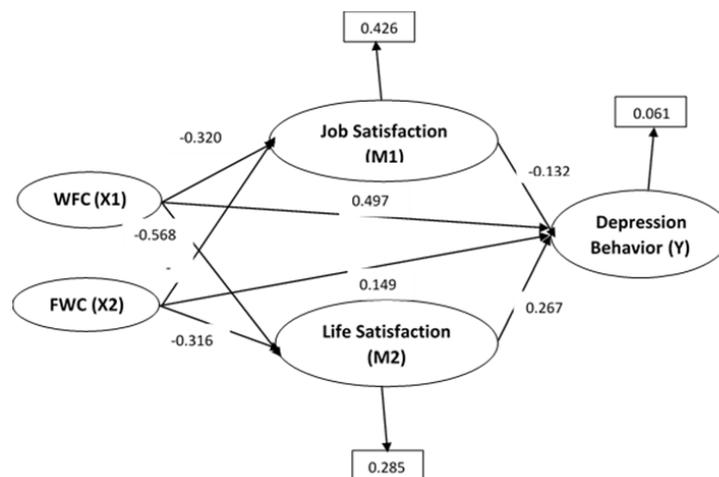


Figure 2. Path Analysis Model

Intervening variable testing can be used with path analysis method. According to Ghazali (2013) path analysis is an extension of multiple linear regression analysis, or path analysis is the use of regression analysis to estimate the causal relationships between variables (causal models) predetermined by the theory.

The path analysis will not determine causal relationships nor it cannot be used as a substitution for researchers to see the causality relationship between variables. The interpretation of the path analysis was as follows:

- 1) The effect of X1 (work-family conflict) and X2 (family-work conflict) on M1 (job satisfaction). Direct effect = b_1 and b_4 .
- 2) The effect of X1 (work-family conflict) and X2 (family-work conflict) on M2 (life satisfaction). Direct influence = b_2 and b_3 .
- 3) Influence of X1 (work-family conflicts), X2 (work-family conflict), M1 (job satisfaction), M2 (life satisfaction) on Y (depression behavior). The direct effects of b_5 and b_6 :
 - a) The indirect effect (via M1 and M2) = $b_1 \times b_7$, $b_2 \times b_7$, $b_1 \times b_8$, $b_2 \times b_8$.
 - b) The total effect of $b_5 + (b_1 \times b_7)$, $b_5 + (b_2 \times b_7)$, $b_5 + (b_1 \times b_8)$, $b_5 + (b_2 \times b_8)$.

To determine mediation or intervening effects in the model, it can be seen from the following criteria such as:

- 1) If the total effect of the path coefficient > the value of its direct effect, then there was an intervening/mediation relationship.
- 2) If the total influence value of the path coefficient < the value of its direct effect, there was no intervening/mediation relationship.
- 3) If the effect of X on M1 decreased, the value of e_1 and e_2 becomes zero by entering the variables Y and Y2, then there was perfect mediation, but if the effect of X to Y1 decreased, the value e_1 and e_2 was not

equal to zero by entering variable M, then it occurred partial mediation.

Discussion

Effect of Work-Family Conflict on Depression Behavior

Work-family conflict has a direct effect on depression behavior on female nurses. Based on the results of statistical tests that have been conducted, it is obtained the value of t calculation of independent variable of work-family conflict is 29.387 marked positive with a significant level of $0.000 < 0.05$. So it can be said that H1 in this study supported that work-family conflict has a positive and significant influence on depression behavior.

This study shows that female nurses, who experience work-family conflicts show a difficult attitude to concentrate in the workplace, which in this case is one indicator of depression behavior. The higher the work-family conflict experienced by the nurses, the higher the nurse will show depression behavior in the workplace. The results of this study are in line with previous studies that show family-work conflicts have a positive effect on depression behavior (Fujimoto et al., 2014; Prel & Peter, 2014; Hao et al., 2016; Kan & Yu, 2016; Wang & Peng, 2017).

Effect of Work-Family Conflict on Depression Behavior through Job Satisfaction.

In addition to direct influence, the effect of work-family conflict on the behavior of depression has an indirect effect on job satisfaction. Based on the calculation of regression analysis results shown, it is obtained the value of the direct influence of 0.783 is smaller than the indirect effect of 0.850. This means that work-family conflicts affect the behavior of depression through job satisfaction. So, it can be said that H2 is supported.

Female nurses shows high depression behavior caused by the work-families conflict. The depression behavior index is categorized as a medium category with difficulty concentrating

indicators is the highest factor in determining nurses' depression behavior. The nurses face difficulties in fulfilling their responsibilities to the family resulting from job demands. This can be seen from the highest index of work-family conflicts so that this becomes the determinant factor of the nurses is difficult in concentrating in the workplace. While the highest job satisfaction index is satisfaction based on job type. A nurse belongs to a nurse who is satisfied with her work, and this can decrease or increase the depression behavior shown in the workplace as a result of the work-family conflict she suffered.

Job satisfaction of female nurses is satisfaction on the type of work. This shows that a nurse is satisfied at the time of caring for the patient, giving the medicine, and the nurse is happy when she can help others. When a nurse is satisfied with her job, she is satisfied because she is able to care for the patient, giving the medicine so that the patient can get out of the hospital in good health, it is enough to reduce the depression experienced by the nurse due to work-family conflicts at work. The importance of maintaining job satisfaction in reducing depression experienced by female nurses due to family-work conflict is supported by the research of Calvo-Salguero (2010), Anafarta (2011) and Wang and Peng (2017).

Effect of Work-Family Conflict on Depression Behavior through Life Satisfaction

In addition to the direct effect, the influence of work-family conflict on the behavior of depression has an indirect effect on life satisfaction. Based on the calculation result of regression analysis shown, it is obtained a value of the direct effect of 0.783 is smaller than the indirect influence of 1.022. So, it can be said that H3 is supported.

Female nurses demonstrate high depression behavior caused by work-family conflicts. The depression behavior index is categorized in medium category categorized as a medium category with difficulty concentrating indicators is the highest factor in determining nurses' depression behavior. The nurses face difficulties

in fulfilling family responsibilities resulting from job demands. This can be seen from the highest index of work-family conflicts so that this becomes the determinant factor of the nurse is difficult in concentrating in the workplace. As for the highest life satisfaction index is the satisfaction on life today. A nurse belongs to a satisfied nurse in her present life, and this can decrease or increase the depression behavior shown in the workplace resulting from the work-family conflict she experienced.

The life satisfaction of female nurses is the satisfaction in his life at this time. This shows that a nurse is satisfied with the things that she has been achieved in her life, so that this is enough to reduce the depression experienced by the nurse due to work-family conflicts in the workplace. The importance of maintaining life satisfaction in reducing depression experienced due to family-work conflict is supported by research Namayandeh et al. (2012), Srivastava (2016) and Wang and Peng (2017).

Effect of Family-Work Conflict on Depression Behavior

Work-family conflict has a direct effect on depression behavior on female nurses. Based on the results of statistical tests that have been conducted, it is obtained the value of t calculation of independent variable of work-family conflict is 19.016, with the signified mark, with a significant level of $0.000 < 0.05$. So it can be said that H4 in this research is supported that the work-family conflict has a positive and significant effect on depression behavior.

This study shows that female nurses experience high-work family conflicts, it can be seen from ineffective behavior at work. The nurses who experience family-work conflicts demonstrate difficulty concentrating in the workplace which in this case is one indicator of depression behavior. The higher the family conflict-the work experienced by the nurse, the higher the nurse will show depression behavior in the workplace. The results of this study are consistent with previous studies that show the work-family conflicts positively affect the beha-

avior of depression (Hao et al., 2016; Wang & Peng, 2017).

Effect of Family-Work Conflict on Depression Behavior through Life Satisfaction

Besides the direct effect, the effect of work-family conflict on the depression behavior has an indirect effect, it is called life satisfaction. Based on the calculation result of regression analysis, it is obtained the value of direct influence is 0.141, it is smaller than an indirect influence of 0.221. This means that life satisfaction can mediate the effect of work-family conflict on depression behavior (H5 supported).

Female nurses demonstrate high depression behavior caused by family conflicts-work they experienced. The depression behavior index is categorized in medium category categorized as a medium category with difficulty concentrating indicators is the highest factor in determining nurses' depression behavior. The nurse has difficulties in balancing her behavior in the workplace, which in this case is the highest index of family-work conflict so that it becomes the determining factor that the nurse is difficult to concentrate in the workplace. As for the highest life satisfaction index is the satisfaction on life today. A nurse belongs to a satisfied nurse in her present life, and this can decrease the depression behavior arises in the workplace as a result of her family-work conflict.

Life satisfaction of the female nurses is the satisfaction on her life at this time. This shows that a nurse is satisfied with the things that she has been achieved in her life so that this is enough to reduce the depression experienced by the nurse due to work-family conflicts at work. The importance of maintaining life satisfaction in reducing depression experienced by female nurses due to family-work conflict, it is supported by research of Namayandeh et al. (2012), Srivastava (2016) and Wang and Peng (2017).

Effects of Family-Work Conflict on Depression Behavior through Job Satisfaction

Besides direct effect, the effect of family-work conflict on depression behavior has an

indirect effect of job satisfaction. Based on the calculation of regression analysis results, it is obtained the value of direct influence is 0.141, it is smaller than the indirect effect of 0.2. So, it can be said that H6 is supported.

Female nurses demonstrated high depression behavior caused by family-work conflicts they experienced. The depression behavior index is categorized in a medium category categorized as medium category with difficulty concentrating indicators is the highest factor in determining nurses' depression behavior. The nurse has difficulties in balancing behavior both within the family and at work which is the highest index of family-work conflict, so that this becomes the determinant of the nurse's difficulty in concentrating in the workplace. While the highest job satisfaction index is satisfaction based on job type. A nurse belongs to a nurse who is satisfied with her work, and this can decrease or increase the depression behavior arises in the workplace as a result of her family-work conflict.

Job satisfaction of female nurses is satisfaction on the type of work. This shows that a nurse is satisfied at the time of caring for the patient, giving the medicine, and the nurse is happy when it can help others. When a nurse is satisfied with her job, she is satisfied because she is able to care for the patient, giving the medicine so that the patient can get out of the hospital in good health, it is enough to reduce the depression experienced by the nurse due to work-family conflicts. The importance of maintaining job satisfaction in reducing depression experienced by female nurses due to work-family conflicts is supported by research Lee et al. (2009), Tang et al. (2010) and Wang and Peng (2017).

CONCLUSION AND RECOMMENDATION

The results of the research indicate that there is a positive relationship between work-family conflict and depression behavior, a positive relationship between family-work conflict and depression behavior. Similar to existing studies, this study demonstrates a strong con-

nection between work-family conflict and depression behavior with job satisfaction and life satisfaction as a mediating variable. This study also revealed that there were mediating roles in the relationship of family-work conflict on depression behavior.

Our findings provide guidance for work-family research and practitioners. Our result suggests that the hospital of management should provide opportunities for nurses to get promotions and reduce the activities that make the nurse becomes tired, experiencing fatigue, and under stress. Furthermore, the hospital should provide training regarding the basic nursing behaviors such as caring and empathy, assist nurses to work together to reduce work-family conflict.

However, in future research, the following factors should be considered to expand the sample so that the results of research can be more generalized and it still needs to do research on the same aspect to test the consistency of the results of this study. The results of this study can also be used as reference materials to strengthen the theoretical review of how the effect of work-family conflict and family-work conflict on depression behavior mediated by job satisfaction and life satisfaction.

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