

## DUAL ROLE CONFLICT WITH BURNOUT SYNDROME IN NURSES

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### ABSTRACT

*Background: Burnout syndrome in nurses who are too busy tall can influence ability individual in face environment work, so that arise various consequence Good both mentally and physically physical which can seriously disrupt the service process. Research This aiming for know connection conflict role double with burnout syndrome in nurses at RSNU Tuban. Method: Research This is non- experimental research with design analytic correlational and the approach used is cross sectional. Respondents in study This totaling 40 respondents with use total sampling technique. Variables free is conflict role double and variable tied up is burnout syndrome. The instrument used is questionnaire. Research results show conflict role double burden and burnout syndrome in nurses at RSNU Tuban is in the category moderate. Result: The statistical test used is the Spearman rho test with  $\alpha = 0.05$  and obtained value of  $p = 0.000$  ( $p = <0.05$ ) then  $H_1$  is accepted. Conclusion: Research conclusion This is there is significant relationship between conflict role double with burnout syndrome in nurses at RSNU Tuban . Therefore that, the more tall conflict role double so the more the level of burnout syndrome is also high.*

## 1. INTRODUCTION

Form from source Power human (HR) at home sick one of them that is nurse. Nurse own not quite enough high responsibility Because work they nature human service (service) society). They must capable balancing time, energy, and mind between family and work (Yudhaningsih, 2021) overwork Lots make nurse prone to experience stress work. stress work left unfinished continuously will become fatigue work (burnout syndrome).

A phenomenon work that happens Because stress chronic in place Work that is burnout . According to (Muir et al., 2021) explains that individuals who work in the field service society, for example doctor,

nurse, lecturer or worker social other prone to experience burnout.

Burnout has be one of risk very dangerous job, thing this is what causes burnout as one of the problem work that needs to be done overcome.

Based on survey the beginning of what was done researchers on October 20 , 2023 on 5 nurses who had married at RSNU Tuban , 3 nurses were found experience burnout low and 2 nurses experience burnout being marked with fatigue emotional . Overview of 5 nurses with an average age of <30 years , experience work <5 years with amount child  $\pm 1$  person. For profession nursing divided into 3 shifts, namely the morning

shift start 07.00 – 14.00 WIB, afternoon shift starts 14.00 – 21.00 WIB, and night shift start 21.00 - 07.00 WIB.

Of the 5 nurses, among them many people entrust his son to his family. Some nurses also feel overwhelmed if his son currently sick and not want to eat, so that they required come work late, asking shift change, or even until request leave. In the aspect of work home, some nurse sigh because often do it alone after go home working, but sometimes get help from her husband.

An initial study conducted by Dita AA, et al on 10 workers Cipto National Hospital health The Mangunkusumo 2021 got as many as 70% experienced *burnout* high, 30% experienced *burnout* low. Reviewed from age 60 % are aged old ( $\geq 40$  years), reviewed from work period as much as 70% of the energy health have a service period of  $\geq 5$  years, and be reviewed from type 60% gender consists of from women. Meanwhile, in his research which involved 63 workers health obtained results *burnout* tall that is by 57.1% and 42.9% experienced *burnout* low.

Research result from Cindy et al., (2022) show prevalence *burnout* in nurses in East Java province in 485 nurses found 34.8% experienced fatigue emotional, 24.3%, experienced depersonalization, and 24.5% experienced decline achievement personal. The World Health Organization (WHO) reports that globally, 70% of the workforce work health and social is woman compared to with 41% in all sector jobs. In the sector health, nurse own portion the biggest in amount power health, 90% nurses is women and around 43% of nurses in Indonesia experience *burnout* (Nabizadeh-Gharghozar et al., 2020).

*Burnout* happen because existence mismatch between work with workers. When there is a huge difference between working individual with his job will

influence performance work (Gördesli, 2022). *Burnout* that occurs in the workforce health specifically nurses are very important. For done regular evaluation periodic, thing this because of nurse hold very important role in the process of home service sick. Health workers who experience excessive *burnout* tall can influence ability individual in face environment work, so that develop various consequence both mentally and very physical disrupt the service process (Ruiz-Fernández et al., 2020a).

The more tall trend *burnout* then the more low quality service and vice versa the more low trend *burnout* then the more tall quality service (Ruiz-Fernández et al., 2020b). Nurses who work at home sick not only nurse single, but also nurses who have married and have a home stairs. Nurses who have marry naturally own role double, namely deep role family and roles in house sick. Some nurse who has marry feel overwhelmed share it's time for family and work so that feel all the tasks given are very difficult and tend to be develop a sense of not capable.

*Burnout* if no quick overcome will cause a number of impact that is worker will difficult sleep and guard distance with environment, desire work will also the more decrease from time to time, and can lower trust self in workers not only that. to individual, but also has an impact on agency related.

As a power health specifically nurse, indeed must own method alone for minimize the occurrence *burnout* on himself. For overcome it required existence cooperation, communication, and concurrently task. In the aspect parenting child, nurse can share task house ladder with husband or member family others, and can entrust child in place mother. If necessary, nurse can to communicate shift schedule with nurse other for change shifts. In addition, nurses also have to

capable to form values personal and identifying what is it source from fatigue Work so that nurse capable act quick in accordance with ability self.

There is planning that can done for avoid incident *burnout* among officer health and non- health that is with modify customized working hours settings with burden Work staff, the existence of time rest, time eating and drinking, and the existence of guarantor responsible person For overcome possible problems happen (Georges et al., 2022).

## 2. RESEARCH METHODS

The research design used in study This is quantitative analytic correlation with use approach *cross sectional* . Population study This is all over nurse women who have married and have child and also not yet at RSNU Tuban a total of 40 nurses . Research This use technique *total sampling* with thus amount sample in study This is 40 respondents . The instrument used in study This that is questionnaire conflict role double and *burnout syndrome* . For questionnaire conflict role double criteria the measurement is when Respondent can answer with value 37-48 high ; 25-36 medium ; 12-24 low . While questionnaire *burnout syndrome* criteria the measurement is when Respondent can answer with value 106-126 high ; 64-105 medium ; 21-63 low . Analysis study use SPSS software includes : distribution frequency , percentage , *Spearman Rho* test with level significance 0.05.

## 3. RESULTS

### 1. Characteristics Respondents based on Dual Role Conflict

Table 1 Distribution Frequency Dual Role Conflict in Female Nurses in RSNU Tuban April 2024

No.	Dual Role Conflict	f	Percentage
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1.	Low	15	37.5%
2.	Currently	20	50%
3.	Tall	5	12.5%
Total		40	100%

Source : Researcher's Primary Data Year 2024

Based on Table 1 above shows that from 40 (100%) respondents half of it own conflict role double currently with number of 20 (50%) respondents and some small own conflict role double tall with total 5 (12.5%) respondents .

### 2. Characteristics Respondents based on *Burnout Syndrome*

Table 2 Distribution Frequency *Burnout Syndrome* in Female Nurses at RSNU Tuban April 2024

No.	<i>Burnout Syndrome</i>	f	Percentage
1.	Low	13	32.5%
2.	Currently	23	57.5%
3.	Tall	4	10%
Total		40	100%

Source : Researcher's Primary Data Year 2024

Based on Table 2 above shows that from 40 (100%) respondents part big own *burnout syndrome* currently with total 23 (57.5%) respondents and some small own *burnout syndrome* tall with number of 4 (10%) respondents .

### 3. Analysis Connection Dual Role Conflict with *Burnout Syndrome* in Nurses at RSNU Tuban

Table 3 Cross Tabulation of Relationships Dual Role Conflict with *Burnout Syndrome* in Nurses at RSNU Tuban April 2024

Dual Role Conflict	<i>Burnout Syndrome</i>			Total
	Low	Low	Low	
Low	13 (87%)	2 (13%)	0 (0%)	15 (100%)
Currently	0 (0%)	20 (100%)	0 (0%)	20 (100%)
Tall	0 (0%)	1 (20%)	4 (80%)	5 (100%)
Total	13 (0%)	23 (0%)	4 (0%)	40 (100%)

Source : Researcher's Primary Data Year 2024

Based on Table 3 above shows that of 40 (100%) respondents , half of them own conflict role double currently as many as 20 respondents with number of 20 (50%) respondents with *burnout syndrome* currently as many as 23 (57.5%) respondents .

## DISCUSSION

### Identification Dual Role Conflict in Female Nurses

Based on results research that has been conducted by researchers that from half of it own conflict role double currently .

This matter in line with study Yudhaningsih (2021) known that conflict role double nurse woman in category moderate . The results show that as many as 5 (11.9%) nurses own conflict role double low , 27 (64.3%) nurses own conflict role double moderate , and 10 (23.8%) nurses own conflict role double high . Other research conducted by Lestari & Prasjo also shows that part big conflict role double nurse women in the category currently that is as many as 35 (55.4%) respondents .

Mansur & Khalikussabir (2020) disclose that conflict role double cause individual No can functioning normally and hindering the implementation process a job . If not handled with Good so conflict role double experienced nurse women who have Marry will cause impact negative for individuals , families , and its environment .

Based on results research conducted by researchers obtained characteristics Respondent almost half of it aged 26-35 years . This is in accordance with research conducted by Setiawan (2020) which shows that conflict role double happened to the nurse women aged < 30 years . Mariati & Rambing (2019) expressed that conflict role double more high in the race

Mother young , thing This because of usually Mother young own children who are still little one in need role more big from a mother . Notoadmodjo (2013) in Huda et al., (2019) disclose that age mature beginning is period adjustment patterns life new . At this time is age productive , troubled times , tension emotions , periods of dependency and periods of change value. Hurlock in Irbayuni & Rahmawati (2020) also explains that mature beginning is a reproductive period in which especially woman must responsible answer as a mother , plays a role as a parent , and is a full period with tension emotional . This is in line with research by Sari, et al. (2019) which revealed that age mature the beginning , namely age 20-40 years tend face conflict with look for a quick solution , but No close possibly in working women will avoid conflict as well as interesting self from conflict For temporary time . This is positioning individual in a safe position Because avoid from dangerous conflict , reducing stress , and save time (Thomas & Kilmann, 2008 in Sari, et al. 2019).

In the research This obtained part big Respondent have a working period of 1-5 years . The research conducted Rimbun (2021) shows results that the working period can influence welfare psychology and conflict role double . The length of time a person in Work capable develop potential and ability within himself , more understand himself and able accept himself What existence as well as own objective life .

In the research This obtained part big Respondent have 1 child with age almost all 0-5 years old . Meanwhile , some small other Not yet own child . This is in accordance with research conducted Anggraini , et al. (2023) who showed that conflict role double more high in nurses women aged < 3 years . Lu

( in Majekodunmi, 2017 in Anggraini et, al. 2023) also revealed that conflict role



double will more Lots experienced by mothers who have child with age that is still small compared to Mother with child who has adult . Age children also become other factors that occur conflict role double . According to Rini (2002) in Hermayanti (2014) revealed that the more small age child so the more big level the conflict . This is because of the more small age child so need role more mother high , covering time breastfeeding and time play with child . Working mother will meet constraint about arrangement time between breast-feed baby and work . So in this case This is very much needed Work The same between member family others (Tanjung, 2022). Herman & Gyllstrom (1985) in (Sari, 2022) found that women who have not married and have child experience conflict role double more low compared to with women who have married and have child .

Other results from study This obtained that , some small Respondent have  $\geq 2$  children with age child the oldest part big 6-10 years and age child youngest half of them are 0-5 years and half of them are again 6-8 years . Korabik (2017) in (Mariati & Rambing , 2019) stated that *family size* can influence conflict role double where the more Lots amount child or amount member family owned so the more tall conflict role double , vice versa the more A little amount child or amount member family owned so the more low level conflict role double . Anggraini et, al. (2023) also revealed that level conflict role double on nurses woman can decrease when age child Already more big .

Based on results study obtained that part big Respondent stay same house with husband only . Now in (Thania et, al. 2021) explains There is a number of things that can cause the occurrence conflict role double covering parenting children and help work House stairs , communication and interaction with family , time For

family , determination priority as wife , and pressure career and family . Sulistiawan & Amuninggar in ( Saviera & Juniarly , 2020) also revealed that someone who uses service custody child become helped in carry out work so that somebody No feel that work House can hinder the work that is in the office . This is it would be very helpful , if women who have married and working stay same house with parents / in - laws Because will more Lots get Work The same with member family others . However , on the other hand it will also cause conflict . In the research of Utomo & Syafaruddin (2020) it was shown that source conflicts that generally occur happen is too follow mix in problem affected families misunderstanding between daughter-in-law and parents-in-law .

Study This obtained results that part big Respondent own other work / tasks additional . Workload owned nurse Alone of course Already height where the nurse will more Lots interact with many people. Greenhaus, et al (2000) in ( Irmadiani , 2022) explain conflict role double can happen Because somebody carry out more from One mutual roles contradictory and one of the from role the demand more or need more Lots attention . In the research conducted Wiseno (2021) revealed that nurse in his activities often finish administration finance patient , thing the is burden additional outside his role so that nurse feel difficulty Because No own background behind knowledge administration finance so that must Can share time with his role .

Based on description existing theories and facts , some big conflict role double nurse woman in category in progress . Researcher assume that matter the because of part big nurse capable share it's time between family and work . Most of nurses also only have 1 child , but age children are very influential . Where

increasingly small age child so conflict role double will the more height . In addition , age a mother also influences level conflict role double . Young mother will prone to experience conflict role double because at the age mature beginning they Not yet own maturity thinking . This is also reinforced in information stay house , where some Respondent only stay with husband only . In the aspect parenting child , if husband and wife You're welcome Work so required Work same as high between to both of them . If not , things This will cause a working mother overwhelmed in look after child and do work House stairs . It can be seen from questionnaire that Respondent dominant answer question number 8 with strongly agree option namely "When I and my partner I You're welcome work , i often entrust child to others" which means respondents also use service custody child For to care for child them . On the other hand , couples who live same house with parents / in - laws also vulnerable experience conflict misunderstanding . Some factor the influence conflict role double nurse women at RSNU Tuban in category currently .

### **Identification *Burnout Syndrome* in Female Nurses**

Based on results research that has been conducted by researchers that from 40 (100%) respondents part big own *burnout syndrome* currently with total 23 (57.5%) respondents and some small own *burnout syndrome* tall with number of 4 (10%) respondents . This is in line with study Indriawati , et al. (2022) is known that *burnout syndrome* in category moderate . The results show that as many as 74 (71.1%) nurses own *burnout syndrome* moderate and 30 (28.9%) nurses own *burnout syndrome* tall .

Maslach & Leiter reveal that *burnout* is syndrome psychological in the form of fatigue , cynicism , and inefficiency

in place work experienced in respond stress Work chronic . According to Dall'Ora (2020) in ( Kawalod & Mandias , 2023) nurses who experience *burnout syndrome* will impact on satisfaction and safety patient , because performance and quality service nurse will down so that more prone to happen error giving drug as well as risk infection and falls in patients will the more high . Indriawati , et al. (2022) revealed that when run her job , nurse No only face to face with patients , but also with doctor , fellow nurse , family patients , and other parts in House sick . Interaction level with other people who are tall will become pressure alone for home nurse Sick .

In the research This obtained results almost all in all Respondent aged 26-35 years . This is in line with study Indriawati (2022) obtained results that part big respondents who experienced *burnout syndrome* aged 20-30 years . Putriana , et al. (2018) in ( Hariyanto , et al. 2022) explained worker aged young will more tall experience *burnout* from workers aged more old . This is due to workers at the age of young more filled will a hope that sometimes No in a way realistic , different with workers who have age more old . The more old age somebody so management *burnout* will the more good . Indriawati (2022) revealed that more nurses old usually more control the work they do do and desire to achieve performance more Good than nurses who are older more young . High *burnout syndrome* more Lots happens to the people Mother young , thing This because of Mother young prone to experience conflict role high double . Usually Mother young own child small still Lots need role Mother ,.

In the research This obtained part big Respondent have a working period of 1-5 years . Pusparini , et al. (2016) in ( Pujiarti & Idealistiana , 2023) revealed that the working period give influence positive on performance when with the more length

of service somebody the more experienced in carry out his duties , as well as give influence negative if with the more length of service will arise disturbance health of workers as well as arise boredom caused by monotonous work . Munster (2018) in ( Kawalod , 2023) stated that the longer the nurse work , usually nurse start feel ongoing boredom and boredom in long time will leading to *burnout* . However , this This different with research that reveals that somebody with working period new must adapt with his work and the lack of experience work owned will cause fatigue work . Research by Putri, et al. (2019) also revealed that the working period be one of factor the emergence *burnout syndrome* . So , you can concluded that No There is significant relationship between work periods with *burnout syndrome* .

In the research This obtained results that part big have 1 child with age 0-5 years . Swasti, et al. (2018) revealed that whatever amount children owned , equally potential experience *burnout* . However , research conducted by Rahmani & Nashori (2024) revealed that mother who has child age preschool proven own more stress tall compared to Mother with child educated school base to above . Stress that is left the longer and not completed can develop become *burnout syndrome* . This is can concluded that amount child No influence level *burnout syndrome* . However , age child influential to level *burnout syndrome* .

In the research This obtained results that part big Respondent stay same house with husband only . In theoretical No There is research that discusses about matter said . Hurlock (2017) in ( Rizka & Emelia, 2023) stated that mature wife his emotions own control good self , capable express his emotions with appropriate so that capable adapt Because can accept diverse people and situations . High level of

adaptability can lower trend *burnout* from someone . This is means stay same house with husband just or stay with parents / in - laws No influential in a way significant to level *burnout syndrome* .

Based on results research , found that part big Respondent own other work / tasks addition . In other words, having addition burden work , such as nurse in charge as head room at once . This is in line with results study Lingga (2023) obtained the more heavy burden Work nurse so will the more increase trend nurse For experience *burnout syndrome* . Umansky & Rantanen (2016) in ( Pujiarti & Idealistiana , 2023) stated that burden Work can interpreted as overall arrangement work experienced somebody from work in the day That including organization , environment personal ( physical , psychological , and psychological ), as well as factor situational . Accepted workload somebody must be in accordance or balanced Good to ability physical , ability cognitive and also limitations human being who receives burden ( Liana , 2020).

Based on distribution respondents , *burnout syndrome* more Lots occurred in the ICU . Research conducted by Guntupalli (2014) found that nurses working in the Nursing Unit Intensive /ICU estimated own level more fatigue tall Because demands work those who are full pressure related with nurse sick patient critical . This is because of ICU room is room with level strict supervision .

According to Alligood (2013) in ( Setyohariyati , et al. 2019) *burnout* is experienced can decrease because of the rapid adaptation process that can done in accordance with theory nursing Adaptation of Sister Callista Roy. According to Roy, humans is system holistic adaptive and focused on nursing . Internal and external environment happen from all phenomena surrounding system

adaptive human and influence development and behavior human . Assumption base Callista Roy's theory is that everyone always use coping that is positive and also negative .

Based on description existing theories and facts , some big Respondent own *burnout syndrome* in category in progress . Researcher assume that matter the because of burden Work tall nurse as well as nurse sued For capable become power professional health . Many nurses experience *burnout syndrome* is nurse young . This is can happen Because there is difference method management stress between nurse aged mature beginning with nurse aged mature middle . Someone aged mature beginning own less emotional stable . In addition , nurses who are mature beginning is new nurse Work so that requires an adaptation process to environment his work . Adaptation process this is what causes nurse aged young experience *burnout syndrome*. However , they capable adapt with well , that's it This because of existence atmosphere conducive work at RSNU Tuban is one of them depicted like existence close relationship between seniors and juniors.

### **Analysis Connection Dual Role Conflict with *Burnout Syndrome* in Nurses**

Nurse woman with *burnout syndrome* level low Lots found in nurses woman with conflict role double low as many as 13 (32.5%) respondents , nurses woman with *burnout syndrome* level currently Lots found in nurses woman with conflict role double currently as many as 20 (50%) respondents , nurses woman with level *burnout syndrome* tall Lots found in nurses woman with conflict role double tall as many as 4 (10%) respondents .

So that can taken conclusion that *burnout syndrome* in

nurses women at RSNU Tuban more Lots found in category currently as many as 23 (57.5%) respondents with conflict role double currently as many as 20 (50%) respondents .

Study This using the *Spearman rho* test show that there is correlation or connection worth positive meaning the more tall conflict role double so the more high level too *burnout syndrome* . This is proven with results *Spearman rho* test calculation with use *SPSS 25 for Windows software* which shows sig. value (2- tailed ) is 0.000, because sig. value (2- tailed ) < 0.05 then  $H_1$  is accepted so that there is connection conflict role double with *burnout syndrome* in nurses at RSNU Tuban . From the *SPSS output* , it was obtained number coefficient correlation of 0.746 means level strength connection strong between conflict role double with *burnout syndrome* in nurses at RSNU Tuban .

Research result This supported by research by Putri & Mulayana (2019) in the space take care Pamekasan Regional Hospital inpatient , analysis of data obtained shows  $\rho = 0.000$  ( $\rho = <0.05$ ) which means hypothesis accepted , there is connection between conflict role double with trend *burnout* .

According to Greenhous & Beutell (1985) the occurrence of conflict role double caused by the resulting pressure from work and family . Bustan (2016) stated that the more tall conflict role double experienced nurse so the more nurses are also tall experience trend *burnout* .

On the contrary , the more low conflict role double experienced someone , then will the more weak in experience fatigue Work or *burnout* so it really affects the quality service health . *Burnout* happen because of the ongoing adaptation process to disturbances that arise Because imbalance term long (Jalil et al., 2020a). According to



Sister Calista Roy's Adaptation Theory , humans Certain have potential For can adapt to both internal and external stimuli external , and capabilities adaptation This can seen from various levels age .

Maslach ( in Putri, et al. 2019) stated that *burnout syndrome* caused by factors situational and factors individual . Situational factors relate with conflict the role that results in mutual demands contradictory in place Work or at home . While factor individual relate with demographics , personality , marital status and education . Causes the occurrence *burnout* No off from role a woman as Mother role double Because imbalance between family and work can cause problem in operate role double (Jalil et al., 2020b)also revealed that when somebody experience frustrated and not capable manage emotions and stress , will tend more easy experience *burnout* moment operate role the double .

From the description the facts and theories above , researchers assume that nurses who experience conflict role double feel difficulty in divide the two roles that are played . The roles that are played No Can done in One time , so that nurse required choose one role . Nurse own high load at home Sick Because must face to face with man every the day . The longer the time spent home nurse Sick so the more A little time spent home nurse For family .

Moreover Again If nurse No get support from husband / family in aspect parenting children and help work house . That thing will result in a nurse experience stress . stress the in a way No aware will carried in the environment House sick . If a person nurse let stress the in a way continuously and not overcome it , then nurse the will experience level high *burnout syndrome* . *Burnout syndrome* If No overcome quick it would be very dangerous nurse That themselves and their environment .

#### 4. CONCLUSION

Based on the data obtained by the researcher, the data analyzed using the *Spearman Rho* test with level significance  $\alpha = 0.05$  with use SPSS software version 25 for Windows obtained results mark *Asymp sig (2- tailed )* = 0.000 which means the more small mark  $\rho$  -value then the more significant results from research, so that  $\rho = 0.000 < 0.05$  then  $H_1$  is accepted . This is show that There is connection conflict role double with *burnout syndrome* in nurses .

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