

The Influence of Work Family Conflict and Emotional Intelligence on Employee Performance Through Job Satisfaction as Intervening Variable

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ABSTRACT

This study aims to determine the effect of Work Family Conflict and Emotional Intelligence on Employee Performance with Job Satisfaction as an Intervening Variable. This research is important because of the research gap in previous studies. This study uses nonprobability sampling technique with purposive sampling method. The data collection technique used a questionnaire distributed to respondents with a 5-point Likert scale answer. Sample in this study amounted to 102 respondents with data analysis using the SEM-PLS method SmartPLS4 software. according to Table 4. The following findings: work family conflict has a positive and significant impact on job satisfaction; emotional intelligence has a positive and significant impact on job satisfaction; work family conflict has a negative and significant impact on employee performance; emotional intelligence has a positive and significant impact on employee performance; work family conflict has a positive and significant impact on employee performance through job satisfaction; and work family conflict has a positive and significant impact on employee performance through job satisfaction

Keywords:

Work family conflict, emotional intelligence, employee performance, job satisfaction

INTRODUCTION

Economic development and the growth of the business world have created different concepts and understandings of human resource management (HRM). One of the factors that can affect the success of a company is the performance of its employees (Sesiana et al., 2018). Therefore, it is necessary that several things are considered as a guarantee of optimal employee performance to obtain great benefits. So, institutions need to improve employee performance and are expected to contribute to improving agency performance (Riyanto et al., 2017).

Employee performance can be said to be one of the factors that determine the success of an organization (Karem et al., 2019). Certain parties must know and confirm the performance of an organization to assess its level of achievement in relation to the agency's vision (Setiawan, 2021). Employee performance is traditionally considered by scholars as a component of work that contributes to the creation of organizational products (Santos et al., 2018). This shows the importance of workers' well-being and mental health and expands the framework of health and safety in the workplace (Muller et al., 2020). In a hospital environment, one of the missions included in improving performance is to improve emotional intelligence and job satisfaction in nurses. In the context of nursing, researchers agree that nurses are fully engaged in contextual tasks and performance to ensure they provide good care to patients.

In this case, nurses have a greater role in the work. The overall level of mental health of nurses is worse because they have a heavy burden (Salsabila Mulatta et al., 2024) that other medical workers cannot bear (Fang, 2017; Kaya et al., 2022). Nurse performance is closely related to service quality. The better the performance of nurses,

the better the nursing care. The event proves that there are still many complaints from patients who are not satisfied with the performance of nurses.

The nursing profession is required to have good provision and provide optimal performance (Salsabila Mulatta et al., 2024). This is supported by (Smith et al., 2020) which suggests that nurses always play an important role in protecting public health, containment, infection control and infection prevention. Emotionally, nurses have greater sensitivity than other medical personnel (Casu & Giaquinto, 2018). The main factor that causes many nurses to worry at work is excessive workload, resulting in dual role conflict or work family conflict (Sajim et al., 2024). Indirectly, the time together between employees and their families is decreasing. Research conducted by (Salsabila Mulatta et al., 2024) shows that work family conflict has an influence on nurse performance. Because nurses are very vulnerable and play an important role in hospital health services, it is necessary to balance the management of emotional intelligence to anticipate nurses' fatigue conditions so that they can maintain their performance well (Haria, 2020).

The JD-R Theory (Demands Resources Model) and AET Theory (Affective Event Theory) form the basis of this research. The JD-R model argues that employees face several work factors that can be divided into 2 (two) broad categories. Namely job demands and resources. Job demands and job resources affect employee outcomes such as job satisfaction, burnout and turnover intention. The JD-R model explains how two components of the work environment, namely demands and resources contribute to worker burnout and engagement (Dixit & Upadhyay, 2021) such as high work pressure, an unsupportive physical environment, and irregular working hours. Therefore, it has been used in many fields including academia (Wang et al., 2022). Such as a survey conducted by (Messman-Moore & Bhuptani, 2017) which argues that job resources help overcome high job demands and are able to improve organizational outcomes.

The second theory is the AET (Affective Event Theory) theory, which is that the work environment can influence workplace events, which in turn affect employees' affective and behavioral responses (Deng et al., 2023). The basic principles of this theory have been empirically supported by (Junça-Silva et al., 2017) showing that both positive and negative emotional energy affect the relationship between work events, performance, and satisfaction at work. Therefore, AET theory asserts that employees' daily events affect their daily lives especially on emotional, performance and job satisfaction (Castellacci & Viñas-Bardolet, 2021).

One of the first factors affecting employee performance is work family conflict, which occurs when the demands of work and home roles collide. Theory (Greenhaus & Beutell, 1985) explains that conflict often arises when a person tries to fulfill work duties. (Greenhaus & Beutell, 1985) illustrates the types of conflicts related to women's dichotomy between home and work. First, time-based conflict. It is a conflict that occurs because time is used to do one job and cannot be used to do another job. This includes the allocation of time, energy and opportunities between work and personal roles (Allen et al., 2019). Second, conflicts related to stress. Specifically the occurrence of problems or emotional conditions caused by one job making it difficult for nurses to fulfill other jobs. Third, behavior-based conflict. Is a conflict that occurs when expectations of certain behaviors differ from expectations of other role behaviors.

The second factor that can affect employee performance is emotional intelligence. Emotional intelligence is a person's ability to control the feelings of oneself

and others, to distinguish between these emotions and feelings and to use information to guide one's thoughts and actions (Ivan Vratskikh¹, Ra'ed (Moh'dTaisir) Masa'deh¹, 2016). Good emotional intelligence allows a person to make healthy and correct decisions. Nurses with good emotional intelligence are able to think clearly, act ethically, and take action under pressure (Sembiring et al., 2020). Emotional Intelligence is one of the factors that can be used to increase job satisfaction. Job satisfaction is an expression of a person's feelings towards their job (Windi et al., 2022). In other words, job satisfaction is a person's perception of the results of evaluating aspects of their work. In essence, job satisfaction, especially in health workers, is directly related to emotional intelligence. So that the amount of work faced by nurses can cause emotional instability so that it causes nurses' worries while working (Insani & Sundari, 2018).

This study is expected to be able to describe the condition of nurse performance at the Muhammadiyah Babat Lamongan Hospital. The purpose of this study was to analyze the effect of Work Family Conflict and Emotional Intelligence on Employee Performance with Job Satisfaction as an Intervening Variable (Study on Nurses of Muhammadiyah Babat Lamongan Hospital).

Based on the explanation that has been given, researchers are interested in examining the effect of WLB variables and reward systems on turnover intention with employee engagement as an intervening variable. This study focuses on millennial and Gen Z employees at Malang digital startups. The hypothesis is built as follows:

- H1: There is a significant negative effect of Work family conflict on Job satisfaction
- H2: There is a significant positive effect of the emotional intelligence on job satisfaction
- H3: There is a significant negative effect of work family conflict on employee performance
- H4: There is a significant positive effect of emotional intelligence on employee performance
- H5: There is a significant positive effect of the job satisfaction on employee performance
- H6: work family cofnflct has an indirect effect on employee performance with job satisfaction as an intervening variable
- H7: emotional intelligence has an indirect effect on employee performance with job satisfaction as an intervening variable

METHODS

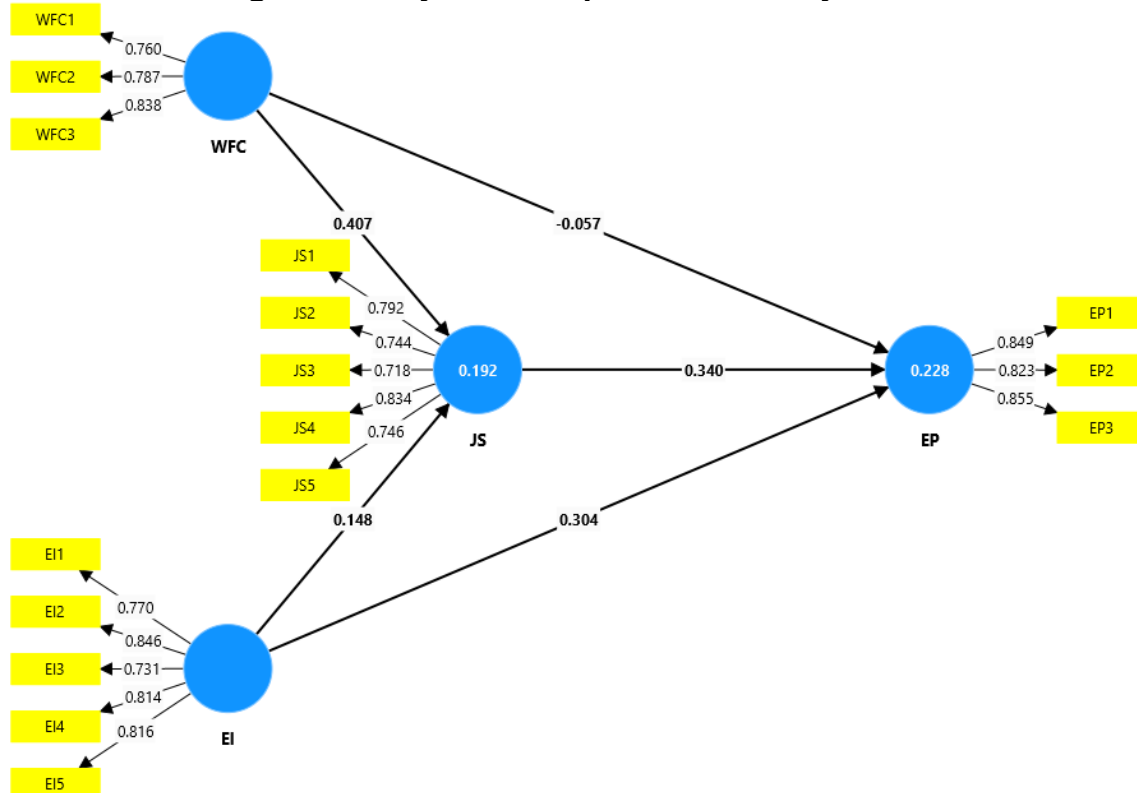
This research method uses descriptive and explanatory research with a quantitative approach. Data were obtained through distributing questionnaires to nurses at the Muhammadiyah Babat Lamongan Hospital. The study population was employees of the Muhammadiyah Babat Lamongan Hospital totaling 137 nurses with a research sample of 102 respondents calculated using a sampling calculator. This study used a non a purposive sampling method. A 5-point Likert scale questionnaire was distributed during the study. Partial Least Square (PLS) with SmartPLS4.0 software, is a data analysis technique. In PLS-SEM has two measurements. It is intended to assess both the measurement model (outer model) and the structural model (inner model). Data validity (convergent validity and discriminant validity) and internal consistency (Cronbach's Alpha and Composite Reliability) are discussed in the outer model evaluation. In the internal evaluation (inner model), the regression coefficients and t-values (significance) and R-Square.

RESULT AND DISCUSSION

Respondents in this studyThis study is a nurse at the Muhamamdiyah Babat Lamongan Hospital with the majority of respondents being male. The majority of respondents are men who are nurses at the Muhammadiyah Hospital Babat aged 31-40 years with married status.

1. (Outer Model)

Results of Convergent Validity and Composite Reliability



Source: SmartPLS 4.0 output (2023)

Figure 1. Measurement Model

Based on figure 1 shows that PLS-SEM data processing produces two measurements: outer model and inner model (Ghozali et al., 2006). The research model is used to evaluate the validity and reliability of the instrument. The factor loading value of each indicator is more than 0.6 and the average value (AVE) is more than 0.5. As a result, the convergent validity is very good. To test reliability, Composite Reliability (CR) and Cronbach's Alpha (CA) values were used. The test results show that each variable has CR and CA values greater than 0.7, which indicates that the indicators have a high level of consistency. Indicators are considered valid if the loading factor has a value ≤ 0.6 (Ghozali, 2006).

The test results show that each variable has a CR and CA value greater than 0.7, which indicates that the metrics have a high level of consistency.

Table 1. Convergent validity (loading factor)

Variable	Indicator	Outer Loading	Description
Work Family Conflict	WFC1	0.760	Valid
	WFC2	0.787	Valid
	WFC3	0.838	Valid
Emotional Intelligence	EI1	0.770	Valid
	EI2	0.846	Valid
	EI3	0.731	Valid
	EI4	0.814	Valid
	EI5	0.816	Valid
Employee performance	EP1	0.849	Valid
	EP2	0.823	Valid
	EP3	0.855	Valid
Job Satisfaction	JS1	0.792	Valid
	JS2	0.744	Valid
	JS3	0.718	Valid
	JS4	0.834	Valid
	JS5	0.746	Valid

2. Discriminant Validity

Table 2. Discriminant validity

Variable	Emotional Intelligence	Employee Performance	Job Satisfaction	Work Family Conflict
<i>Emotional Intelligence</i>	0.796			
<i>Employee Performance</i>	0.357	0.842		
<i>Job Satisfaction</i>	0.164	0.367	0.768	
<i>Work Family Conflict</i>	0.040	0.096	0.412	0.796

All variable, according to the discriminant validity test. Because the correlation between constructs is less than 0.9.

3. Inner Model

Table 3. Model R Square

Variable	R-Square
Employee Performance	0.548
Job Satisfaction	0.751

In Table 3 it can be seen that the R-squares value of the Employee Performance variable is 0.548 or 54.8%, which is predicated on moderate. This shows that the diversity of the Employee Performance variable can be explained by the Work family conflict, emotional intelligence and Job Satisfaction variables by 54.8%. Meanwhile, the remaining 45.2% is explained by other variables not discussed in this study.

Then the R-square value of the Job Satisfaction variable is 0.751 or 75.1%. That is predicated strong. This shows that the diversity of job satisfaction variables can be explained by the variables Work family conflict, emotional intelligence and employee performance by 75.1%. Meanwhile, the remaining 24.9% is explained by other variables not discussed in this study.

Goodness of Fit Index (GoF Index)

Table 4. Goodness of Fit Index (GoF Index)

AVE Average	R-Squared Average	Gof Index	Description
0.641	0.649	0.645	

Base on Table 4, it can be seen that the calculation of the GoF value results in a GoF value of 0.645, including the high GoF category because it is > 0.36 (Hair et al., 2019). This means that the empirical data is able to explain the measurement model and structural model with a high level of fit / good (fit).

4. Hypothesis Test

PLS was used as a data processing tool in this study because it has many advantages, such as path analysis, verifying theories, finding relationships between variables, identifying outliers, and showing the results of the validity of research instruments. Furthermore, hypothesis testing can be done by comparing the p-value or probability of an error rate of 5% or 0.05. The results of the research hypothesis testing have been published in table 5 Below:

Table 5. Hypothesis Test

Variable	Intervening Variable	Dependen Variable	Path Coefficient	P Value	Description
Work family conflict		Job satisfaction	0.407	0.000	Rejected
Emotional intelligence		Job satisfaction	0.148	0.004	Accepted
Work family conflict		Employee performance	-0.057	0.005	Accepted
Emotional intelligence		Employee performance	0.304	0.001	Accepted
Job satisfaction		Employee performance	0.340	0.000	Accepted
Work family conflict	Job satisfaction	Employee performance	0.138	0.005	Accepted
Emotional intelligence	Job satisfaction	Employee performance	0.150	0.003	Accepted

5. H1: The Effect of Work Family Conflict on Job Satisfaction in nurse at The Muhammadiyah Babat Hospital

There is a significant positive influence between work family conflict on job satisfaction in nurses at the Muhammadiyah Babat Lamongan Hospital. Based on table 4.17 above, it can be interpreted that the path coefficient is 0.407 with a P value of 0.000. Thus, H1 is rejected. This contradicts the research hypothesis in Chapter 1 which states that work family conflict has a negative and significant effect on job satisfaction.

In this study, the positive direction of the relationship can be explained from the answers of respondents (nurses) of the Muhammadiyah Babat Lamongan Hospital that low work family conflict does not increase job satisfaction. RSMB nurses explained that even though there is a low level of work family conflict, it will not affect their job satisfaction in doing work because they feel that they can prioritize and allocate time effectively between work and family.

These research results are in accordance with research conducted by (Sajim et al., 2024) which found that work family conflict has a significant positive effect on job satisfaction. this indicates good time management at work by dividing time with family

so as not to cause adverse effects. In another study conducted by (Razaq et al., 2024) explained that work family conflict has a positive effect on job satisfaction.

6. H2: The Effect of Emotional Intelligence on Job Satisfaction in nurse at The Muhammadiyah Babat Hospital

Based on the results of the analysis in the previous chapter IV, which shows that emotional intelligence has a positive and significant effect on job satisfaction in nurses at the Muhammadiyah Babat Lamongan Hospital with a path coefficient value of 0.148 and Pvalue 0.004 which indicates that the results of this test are accepted. This shows the same results as theory and previous research which explains that emotional intelligence has a positive and significant effect on job satisfaction.

It can be concluded that nurses who have good emotional intelligence tend to increase job satisfaction. Based on the previous chapter, it is found that RSMB nurses have emotional intelligence in a very high category. Nurses with high emotional intelligence are better able to manage stress and negative emotions related to work. In addition, good emotional intelligence can also help nurses in maintaining positive relationships with coworkers, superiors and others so as to improve the work atmosphere and job satisfaction.

The results of this study are in accordance with research conducted by (Sembiring et al., 2020) which found that emotional intelligence has a positive effect on job satisfaction. this indicates that emotional intelligence plays an important role in building constructive communication with other nurses. Therefore, nurses are required to have adequate emotional intelligence to carry out their duties at the Muhammadiyah Babat Lamongan Hospital. In another study conducted by (Xu & Fan, 2023) explained that emotional intelligence has a significant positive effect on job satisfaction.

7. H3: The Effect Of Work Family Conflict On Employee Performance in nurse at The Muhammadiyah Babat Hospital

Based on the results of the analysis in the previous chapter IV, which shows that work family conflict has a negative and significant effect on employee performance in nurses at the Muhammadiyah Babat Lamongan Hospital with a path coefficient value of -0.057 and Pvalue 0.005 which indicates that the results of this test are accepted. This shows the same results as theory and previous research which explains that work family conflict has a negative and significant effect on employee performance.

From the explanation above, the work family conflict that occurs in nurses at the Muhammadiyah Babat Lamongan Hospital is constructive. Because the conflict in RSMB nurses is low and not a barrier to work. the conflict experienced by nurses of the Muhammadiyah Babat Lamongan Hospital is used as motivation to work optimally so that it is not an obstacle to work. despite experiencing conflict, RSMB nurses will still provide the best possible performance so that the organizational goals of the Muhammadiyah Babat Lamongan Hospital can be achieved properly.

The results of this study are in accordance with research conducted by (Tewal et al., 2018) which found that work family conflict has a significant negative effect on employee performance. this indicates that work and family conflict or work family conflict can have a not so bad impact on employee performance. In other research conducted by An et al, (2020) by explaining that work family conflict has a negative and significant effect on employee performance.

8. H4: The Effect Of Emotional Intelligence On Employee Performance in nurse at The Muhammadiyah Babat Hospital

Based on the results of the analysis in the previous chapter IV, which shows that emotional intelligence has a positive and significant effect on employee performance in nurses at the Muhammadiyah Babat Lamongan Hospital with a path coefficient value of 0.304 and Pvalue 0.001 which indicates that the results of this test are accepted. This shows the same results as theory and previous research which explains that emotional intelligence has a positive and significant effect on employee performance.

From the explanation above, emotional intelligence that occurs in nurses at Muhammadiyah Babat Lamongan Hospital is important for the sustainability of their performance. This is because emotional intelligence in RSM nurses can help increase their psychological capital. High psychological capital will lead to positive job performance and reduce job burnout. In line with that, RSMB nurses are also capable and responsible for the work given. This is good emotional intelligence can improve performance.

The results of this study are in accordance with research conducted by (Rauf et al., 2019) which found that emotional intelligence has a positive and significant effect on employee performance. this indicates that employees with high emotional intelligence are better at managing stress and staying calm under pressure. This research is supported by research conducted by (Karimi et al., 2021) which states that emotional intelligence has a positive influence on employee performance.

9. H5: The Effect Of Job Satisfaction On Employee Performance in nurse at The Muhammadiyah Babat Hospital

Based on the results of the analysis in the previous chapter IV, which shows that job satisfaction has a positive and significant effect on employee performance in nurses at the Muhammadiyah Babat Lamongan Hospital with a path coefficient value of 0.340 and Pvalue 0.000 which indicates that the results of this test are accepted. This shows the same results as theory and previous research which explains that job satisfaction has a positive and significant effect on employee performance.

From the explanation above, job satisfaction has a high influence on employee performance that occurs in nurses at Muhammadiyah Babat Lamongan Hospital. This is important for the sustainability of nurses' performance because nurses' contribution to patients is needed. In this context, RSMB nurses feel they have high job satisfaction so that they can provide better and more thorough care.

The results of this study are in accordance with research conducted by (Hendri, 2019) which found that job satisfaction has a positive and significant effect on employee performance. this indicates that job satisfaction plays an important role in building communication and a constructive work environment for other employees. This research is supported and reinforced by research conducted by (lin & Huang) Diamantidis & Chatzoglou, 2019) which found that job satisfaction has a positive and significant effect on job satisfaction.

10.H6: The Effect of Work Family Conflict on Employee Performance through Job Satisfaction in in nurse at The Muhammadiyah Babat Hospital

Based on the results of the analysis in the previous chapter IV, which shows that work family conflict has a positive and significant effect on employee performance through job satisfaction in nurses at the Muhammadiyah Babat Lamongan Hospital with a path coefficient value of 0.138 and Pvalue 0.004 which indicates that the results of this test are accepted. This shows the same results as theory and previous research

which explains that work family conflict on employee performance through job satisfaction has a positive and significant effect.

From the explanation above that work family conflict on employee performance through job satisfaction has a positive and significant influence. Which means that nurses at the Muhamamdiyah Babat Hospital tend to focus more on what makes them excited even though they have low category work family conflict conditions. The reason why work family conflict in RSMB nurses has a positive influence on performance is because of the mediation of job satisfaction to nurses. Job satisfaction can mediate work family conflict on employee performance because job satisfaction reflects how RSMB nurses view the job as a whole. Therefore, even though nurses have work family conflict conditions, it will not reduce performance.

The results of this study are in line with research conducted by (Mujahidin & Irmawati, 2024) which found that work family conflict on employee performance with job satisfaction has a positive and significant effect on employee performance. This means that job satisfaction can mediate the influence between work family conflict on employee performance. In another study conducted by (Sulistyowati & Hadi, 2021) that work family conflict on employee performance with job satisfaction has a significant positive effect on employee performance.

11.H7: The Effect of Emotional Intelligence on Employee Performance through Job Satisfaction in in nurse at The Muhammadiyah Babat Hospital

Based on the results of the analysis in the previous chapter IV, which shows that emotional intelligence has a positive and significant effect on employee performance through job satisfaction in nurses at the Muhammadiyah Babat Lamongan Hospital with a path coefficient value of 0.150 and Pvalue 0.003 which indicates that the results of this test are accepted. This shows the same results as theory and previous research which explains that emotional intelligence on employee performance through job satisfaction has a positive and significant effect.

From the explanation above that emotional intelligence on employee performance through job satisfaction has a positive and significant effect. Which means that nurses at the Muhamamdiyah Babat Hospital have a high level of emotional intelligence. With this, RSMB nurses are easier to work with teams, understand and respond to other people's emotions, and build mutually supportive relationships besides that, RSMB nurses have the ability to see situations in a more positive and realistic way.

The results of this study are in line with research conducted by (Sugiono & Nurhasanah, 2022) which found that emotional intelligence on employee performance with job satisfaction mediation has a positive and significant effect. This means that job satisfaction can fully mediate between emotional intelligence on employee performance. This research is supported by research conducted by (Ivan Vratskikh1, Ra'ed (Moh'dTaisir) Masa'deh1, 2016) which states that emotional intelligence has a positive and significant effect on employee performance through job satisfaction.

Discussion

This study shows the finding that work family conflict has a positive effect on job satisfaction in nurses at the Muhammadiyah Babat Lamongan Hospital. So it is concluded that the high condition of work family conflict in nurses tends to still increase job satisfaction. Although work family conflict is usually considered to have a negative impact on job satisfaction, there are several explanations why work family conflict can have a positive effect on job satisfaction in certain contexts such as getting awards and

recognition, which means that employees are able to overcome the work family conflict experienced and get awards and recognition from their superiors or coworkers for their ability to manage multiple responsibilities. The findings of this study are supported by (Asbari et al., 2020; Razaq et al., 2024; Sajim et al., 2024) which suggest that work family conflict has a significant positive effect on job satisfaction. this indicates good time management at work by dividing time with family so as not to cause adverse effects. That way, employees can feel more competent and satisfied with their achievements both at home and at work.

Emotional intelligence has a positive and significant effect on job satisfaction in nurses at the Muhammadiyah Babat Lamongan Hospital, it can be concluded that nurses with good emotional intelligence will further increase job satisfaction. in line with research conducted by (Sembiring et al., 2020) which found that emotional intelligence has a positive effect on job satisfaction. this indicates that emotional intelligence plays an important role in building constructive communication with other nurses. Therefore, nurses are required to have adequate emotional intelligence to carry out their duties at Muhamamdiyah Babat Lamongan Hospital. In another study conducted by (Xu & Fan, 2023) explained that emotional intelligence has a significant positive effect on job satisfaction. which means that nurses with good emotional intelligence are able to manage their emotions well. This ability can help them deal with stress at work so that it can increase job satisfaction.

Work family conflict has a significant negative effect on employee performance in nurses at the Muhammadiyah Babat Hospital. It can be explained that nurses who have work family conflict tend to have excessive pressure and stress. This pressure can come from work that demands a lot of time, energy and responsibilities to families that are not fulfilled. Work family conflict has a negative impact on employee performance due to the imbalance of roles experienced by individuals at work and in the family, so that it can cause problems and result in decreased nurse performance. In addition, another negative influence is a decrease in mental and physical health which results in reduced job satisfaction and lower employee performance. The results of this study are in accordance with research conducted by (Tewal et al., 2018) which found that work family conflict has a significant negative effect on employee performance. Research conducted by (Ribeiro et al., 2023; Zainal et al., 2020) suggests that there is a negative relationship between work family conflict and employee performance. In this case, work and family are important domains for human life, but their roles are not always compatible. . This dual role can take up a lot of time and thoughts so that it makes obstacles in the development of work productivity carried out.

Emotional intelligence has a positive and significant effect on employee performance in nurses at Baabat Lamongan Mhammadiyah Hospital. It is explained that nurses who have good emotional intelligence so that it affects the nurse's employee performance. Thus, this shows that those with higher levels of EI have higher levels of stress tolerance. Someone who has a higher level of EI also has the ability to point out better things about themselves. RSMB nurses manage emotional intelligence well so that it can affect employee well-being. the results of the above influence, the level of emotional intelligence has a good influence on employee performance in RSMB nurses, because with a good level of emotional intelligence it can increase job satisfaction. This research is in accordance with what was done by (Karimi et al., 2021; Rauf et al., 2019; Supramaniam & Singaravelloo, 2021) that emotional intelligence has

a positive influence on employee performance. This means that the higher the level of emotional intelligence an employee has, the higher the level of performance.

Job satisfaction has a positive and significant effect on employee performance in nurses at Baabat Lamongan Mhammadiyah Hospital. It is concluded that nurses who have good job satisfaction will affect the level of performance of nurses so as to increase their job satisfaction. In addition, a positive and satisfying work environment also encourages teamwork and collaboration to achieve good performance. With higher job satisfaction, it will result in higher employee performance and will ultimately improve higher organizational performance. The results of this study are in accordance with research conducted by (Hendri, 2019) which found that job satisfaction has a positive and significant effect on employee performance. In other research conducted by (Diamantidis & Chatzoglou, 2019; Rinny et al., 2022) stated that job satisfaction has a significant positive effect on job satisfaction. this indicates that job satisfaction plays an important role in building communication and a constructive work environment for other employees. Therefore, a good relationship with coworkers or superiors can increase job satisfaction.

Work family conflict has a significant positive effect on employee performance through job satisfaction in nurses at the Muhammadiyah Babat Lamongan Hospital, it is concluded that nurses who have work family conflict tend to increase employee performance. Nurses with work family conflict conditions can also reduce performance, but if the effect of work family conflict on employee performance is mediated by job satisfaction, it can produce good performance for employees, especially for nurses at the Muhamamdiyah Babat Lamongan Hospital so that job satisfaction can improve performance. When employees feel satisfied with their jobs, they tend to be more motivated and committed to doing their best work. High job satisfaction can reduce the negative impact of work family conflict because employees can stay focused and productive despite the pressure of work family conflict. The results of this study are in line with research conducted by (Mujahidin & Irmawati, 2024) which found that work family conflict affects employee performance with job satisfaction having a positive and significant effect on employee performance. This means that job satisfaction can mediate the influence between work family conflict on employee performance. In another study conducted by (Sulistyowati & Hadi, 2021) that work family conflict on employee performance with job satisfaction has a significant positive effect on employee performance. This research is corroborated by (Soomro et al., 2018) and (Asbari et al., 2020) which suggest that job satisfaction is able to fully mediate the work family conflict variable on employee performance so as to produce a significant value. Employees who have a high level of job satisfaction, high work family conflict, can improve employee performance.

Emotional Intelligence has a significant positive effect on employee performance through job satisfaction in nurses at the Muhammadiyah Babat Lamongan Hospital. It is concluded that nurses who have good emotional intelligence tend to be able to improve employee performance. Employees with adequate emotional intelligence, they will be satisfied with their work and tend to be more motivated and committed to doing a good job. The results of this study are in line with research conducted by (Sugiono & Nurhasanah, 2022) which found that emotional intelligence on employee performance with job satisfaction mediation has a positive and significant effect. This means that job satisfaction can fully mediate between emotional intelligence on employee performance. This research is supported by research conducted by (Ivan

Vratskikh¹, Ra'ed (Moh'dTaisir) Masa'deh¹, 2016) which states that emotional intelligence has a positive and significant effect on employee performance through job satisfaction. If the job satisfaction felt by employees is high, the application of emotional intelligence in nurses at the Muhammadiyah Babat Lamongan Hospital will have a major impact on employee performance. In another study conducted by (Alwali & Alwali, 2022) that emotional intelligence on employee performance can be mediated by job satisfaction so that it has a positive and significant effect. The research is corroborated by (Lestari & Wibawa, 2019) which suggests that emotional intelligence on employee performance with job satisfaction mediation has a positive and significant effect, which means that mediation from job satisfaction has a direct influence on employee performance.

CONCLUSIONS

Based on the results of descriptive analysis, the description of the condition of the work family conflict variable is low. Then the state of emotional intelligence is categorized as very high. Furthermore, the employee performance variable is categorized as high and job satisfaction is categorized as high for nurses at the Muhammadiyah Babat Lamongan Hospital. The description of the characteristics of respondents obtained in this study is more dominated by men with the majority aged 31-40 years. Then based on work experience of at least 1 year with all respondents who are married. Based on the results of this study, it shows that there is a positive and significant influence between work family conflict on job satisfaction. It means that the higher the work family conflict will increase job satisfaction. Based on the results of this study, it shows that there is a positive and significant influence between emotional intelligence on job satisfaction. It means that the higher the emotional intelligence will increase job satisfaction. Based on the results of this study, it shows that there is a negative and significant influence between work family conflict on employee performance. It means that low work family conflict will result in increased employee performance. Based on the results of this study indicate that there is a positive and significant influence between emotional intelligence on employee performance. It means that the higher the emotional intelligence will increase employee performance. Based on the results of this study indicate that there is a positive and significant influence between job satisfaction on employee performance. It means that higher job satisfaction will increase employee performance. Based on the results of this study, it shows that there is a positive and significant influence between work family conflict on employee performance through job satisfaction. It means that the high level of work family conflict that affects job satisfaction tends to increase employee performance because it is mediated by job satisfaction. Based on the results of this study, it shows that there is a positive and significant influence between emotional intelligence on employee performance through job satisfaction. It means that the high level of emotional intelligence that affects job satisfaction tends to increase employee performance mediated by job satisfaction.

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