

ABSTRACT

This study aims to analyze the effect of work-family conflict on employee performance with emotional intelligence as a mediating variable among nurses at RS Roemani Muhammadiyah Semarang. The study was motivated by the high work demands experienced by nurses, which may create conflicts between work and family responsibilities, as well as the inconsistent findings of previous studies regarding the effect of work-family conflict on employee performance. In addition, internal hospital data indicated fluctuations in nurses' performance, suggesting the presence of psychological factors that may influence performance.

This study employed a quantitative approach using a survey method through the distribution of questionnaires to 137 nurses at RS Roemani Muhammadiyah Semarang who met the research criteria. Data were analyzed using Partial Least Square-Structural Equation Modeling (PLS-SEM) with the assistance of SmartPLS software to examine both direct and indirect relationships among the research variables.

The results revealed that work-family conflict had a negative and significant effect on emotional intelligence, while emotional intelligence had a positive and significant effect on employee performance. However, work-family conflict did not have a significant direct effect on employee performance. Furthermore, emotional intelligence was found to fully mediate the relationship between work-family conflict and employee performance. These findings indicate that nurses' ability to manage emotions effectively plays an important role in maintaining and improving performance despite experiencing conflicts between work and family demands. This study is expected to provide both theoretical and practical contributions to human resource management in hospitals.

Keywords: *Work-family conflict, Emotional intelligence, Employee performance, Nurses.*



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