

ABSTRACT

This research was based with many complains from Kardinah Public Hospital Tegal toward its services to patients. The purpose of this study is to develop and test a conceptual model to examine the effects of work to family conflict, family to work conflict, and emotional exhaustion on job performance. A Sample of this study are nurse (female) and midwife with public servant's status in Public Hospital at RSUD Kardinah Tegal. A total of 106 usable responses were obtained. Several analytical techniques were used to evaluate the relationships among the variables under investigation such as SEM AMOS 18.0 and SPSS 16.0. Sobel test was used to evaluate the mediating role.

The finding of this study have shown that : (1) the positive effect of work to family conflict to emotional exhaustion (2) the positive effect of family to work conflict to emotional exhaustion (not supported) (3) the negative effect of emotional exhaustion to job performance (4) the negative effect of work to family conflict to job performance (not supported) and (5) the negative effect of family to work conflict to job performance.

The finding of this study also shown that emotional exhaustion have shown significance contribution as a moderator from family to work conflict toward job performance but not as significance moderator from work to family conflict toward job performance.

Keyword : work to family conflict, family to work conflict, emotional exhaustion, job performance and Public Hospital