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RESEARCH ARTICLE

WORK FAMILY CONFLICT AND JOB SATISFACTION AMONG
PROFESSIONALS: A COMPARATIVE STUDY

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ABSTRACT

In today's era, the business success is based on the employee abilities and capabilities. Work-family conflicts is becoming more common now a day due to work pressure and family responsibilities. This research focuses on the comparison of work-family conflict and job satisfaction among different groups. The Sample size selected for this research is 120 participants, 30 each from the 4 groups i.e. nurses, doctors, clerks, teachers. After the study, it is identified that there was a negative correlation between work family conflict and job satisfaction among the professionals in different groups. This research is limited towards the sample size and in the future, the researcher can expand the sample size in order to explore new factors or dimension related to work-family conflicts and employee job satisfaction. This research plays a significant role for managers because it can help in identifying strategies through which managers can increase employee job satisfaction.

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INTRODUCTION

Since the 1960's, there have been dramatic changes in the family and the workforce, including an increase in the number of women working in the paid labor force and more dual-career couples. People working at different places often face pressures from their families and at work because these two areas are incomparable in various aspects. Such type of conflicts are known as work family conflicts that are the form of one of the inter role conflicts. These two conflicts are inseparable because an individual is influenced from these both ends. However, Pevney (2004) stated that there seems to be a two dimensional relationship between family and work life. Hence, this can be distinguished based on two major types i.e. Work Meddling with the family life, which is (WFC) and the second is Family Meddling, which is (FWC). However, both types of conflicts affect individual performances, but conflict that arises between work and family creates serious concerns for individuals because this negatively influences their performances and may results in turnover most of the time. This had become one of the rising issues in various organizations all over the world where individuals fail to handle their work life with their family life (Dasgupta and Mukherjee, 2011).

Conflicts that arise based on work-family create various adverse effects on individuals' performance and their life, specifically towards their health and wellness. They fail to create a balance, which also start affecting the well-being of their working environment. This also affects the social acceptance level of individual where they fail to mingle within social gatherings. Hence, an individual becomes the victim of stress and anxiety (Pevney, 2004). However, the matter to understand by employees is to find reasons that lead towards work family conflicts. Crane and Hill (2009) identified that the factors that increased WFC include competition, challenging demands, change in technology, economic change, and globalization. This factors along with some undiscovered factors resulted in employee dissatisfaction towards their jobs. This also made difficult for employees to create balance between their quality of work and family life and responsibility. Work-family conflict refers to conflicting role pressures between job and family that are incompatible so that participation in one role is made more difficult by virtue of participation in the other

According to Goris, (2007), Job satisfaction refers as the degree to which employees working in an organization are positive towards their work. It shows that how many employees are committed towards their job and they feel motivated towards work. The positive attitude of employee

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result in job satisfaction and the employees are then emotionally attached with their company. Batt and Valcour (2001)⁵, as a pleasurable emotional state in which the employees show affective reaction towards the job is called job satisfaction. The author also believes that the employees working at high level are more satisfied towards their job as compared to low rank people. Furthermore, he also explained that the job satisfaction increases with the level of employee occupation and experience because it results in monetary and non-monetary rewards. Hennessy (2005), explain that there is link between benefits, job satisfaction, allocation, and wages of older workers. However, if the abilities and capabilities of employees are mismatched with job description, then it may also result in job dissatisfaction. According to Goris, (2007), people at the highest level are more complex and autonomous because of high level of job and satisfaction. He also noticed that different person's level has different level of job complexity and job importance, which determines the level of satisfaction. Goris, (2007), believes that working condition is directly linked to job satisfaction. The personality and attitude of employees also influence on job satisfaction because the psychological condition is directly linked with the employee performance. According to Batt and Valcour (2001), it is identified that there is unconstructive relationship between union members and satisfaction towards job. In today's competitive era, the employee job satisfaction plays important role in business success. The satisfied employees maintain long-term relationship with company, which helps, in enhancing organizational performance. According to Aminah Ahmad (1996), job satisfaction, also result in organizational citizenship behavior because when employees are satisfied then they feel positive towards their job and they get satisfaction from their life as well. According to Wong, Hui and Law (2008), work, family conflict plays important role in job satisfaction because it investigates the link between satisfaction towards job and WFC. According to Major and Burke (2013) there is negative relationship between job life of an employee and WFC. He also explains that in women the relation between job satisfaction and work family is more than men. Furthermore, job perception is another crucial factor, which plays an important role in determining job satisfaction.

It is denoted by three theories, which includes job characteristic model, informational processing theory, and cognitive and social learning theory. According to Clutterbuck (2003), workforce turnover is considered as an expense for organization because it wastes all the investment done on employees through training and development. Hence, it is essential for companies to keep the employees satisfied, so that they can remain in the company.

Objectives

1. To assess the work family conflict and job satisfaction among the professionals.
2. To assess the relationship between work family conflict and job satisfaction.

MATERIALS AND METHODS

This research helped to explain the impact of WFC in an organization, which leads towards job satisfaction. Data was collected through utilizing the personal survey technique and administrated questionnaire was prepared which includes three sections. The first section includes those questions, which were related to socio demographic data. The question from second section was based on work family conflict and the third section includes a question related to job satisfaction. The question was based on a five-point Likert scaling and the participants were selected from two different settings conveniently. Doctors, nurses and clerks of Guru Gobind Singh Medical Hospital and teachers of M.G.M public school, Faridkot. This study was conducted 120 participants were taken for the study, i.e 30 in each group. Only female participants who were willing to participate in the study were selected for the study after getting the informed consent. The scale includes 5 options which are 1 strongly disagree, 2 disagree, 3 neither agree nor disagree, 4 agree, 5 strongly disagree. The question related to job satisfaction and work, family conflict is designed through studying (Netemeyer, Boles and Mc Murrain, 1996) .The researcher performed pilot testing in order to check that do the questionnaire is reliable or not. A sample of 30 participants was selected for pilot testing. The Cronbach's Alpha was performed, which shows that the range of the test was within 0.779 to 0.901.

Table 1. Frequency and percentage of socio demographic variables

Variables under study	Group 1 f(%)	Group2 f(%)	Group3 f(%)	Group4 f(%)	Total N=120	χ^2	df	p-value
Age (in years)								
25-30	8(26.6)	0(0)	1(3.3)	2(6.6)	11(9.2)	26.467	4	0.002*
31-35	17(56.6)	15(50)	10(33.3)	11(36.6)	53(44.2)			
36-40	3(10)	13(43.3)	14(36.6)	12(40)	42(35)			
40-45	2(6.6)	2(6.6)	5(16.6)	5(16.6)	14(11.7)			
45 and above	0(0)	0(0)	0(0)	0(0)	0			
Marital status						11.577	2	0.009*
a) Unmarried	4(13.3)	15(50)	15(50)	13(43.3)	47(39.2)			
b) Married	26(86.6)	15(50)	15(50)	17(56.6)	73(60.8)			
Experience						11.286	4	0.257 (NS)
a) 0-5 yrs	6(20)	5(16.6)	3(10)	4(13.3)	18(15)			
b)5.1-10 yrs	8(26.6)	10(33.3)	13(43.3)	15(50)	56(46.7)			
c)10.1-15 yrs	16(53.3)	8(26.6)	9(30)	8(26.6)	31(25.8)			
d)15.1-20yrs	0	7(23.3)	5(16.6)	3(10)	15(12.5)			
e)20 and above	0	0	0	0	0			
Work family conflict						71.840	3	0.000*
0-10	0	14(36.6)	0	0	14(11.6)			
11-20	7(23.3)	16(53.3)	14(36.6)	13(43.3)	50(41.6)			
21-30	22(73.3)	0	15(50)	13(43.3)	50(41.6)			
31-40	1(3.3)	0	1(3.3)	4(13.3)	6(5)			
Job satisfaction						39.797	2	0.000*
0-100	0	0	0	0	0			
101-200	29(96.6)	10(33.3)	22(73.3)	28(93.3)	89(74.16)			
201-300	1(3.3)	20(66.6)	8(26.6)	2(6.6)	31(25.83)			

NS- non significant

*- significant at p value 0.05

RESULTS

The results show that maximum number of participants belong to the age group 31-35 yrs, more than half of the participants were married and near about half of the participants had the experience between 5.1yrs to 10yrs.

Table 2. Mean and standard deviation of work family conflict and job satisfaction among the different groups

Variable	Group	Mean± standard deviation	f value	p value
Work family conflict	Group 1	23.33±4.211	43.308	0.000***
	Group 2	10.47±1.943		
	Group 3	20.83±6.075		
	Group 4	22.93±6.75		
Job satisfaction	Group 1	182.67±8.922	29.166	0.000***
	Group 2	215.07±19.853		
	Group 3	197.83±14.690		
	Group 4	190.53±9.850		

***- highly significant at p value 0.05

The results showed that the work family conflict was highest among the nurses i.e 23.33±4.211 followed by clerks i.e 22.93±6.75 followed by teachers 20.83±6.085 with least among the doctors i.e 10.47±1.943. at the same time the job satisfaction was highest among the doctors i.e 215.07±19.853, followed by teachers i.e 197.83±9.850, followed by clerks with 190±9.850 and the least in nurses i.e 182.67±8.922. also it can be concluded that there is a negative correlation between work family conflict and job satisfaction.

DISCUSSION

According to Schneider and Wite (2005), WFC creates a negative association with job satisfaction because job satisfaction is based on individual abilities to gain opportunities for future career development. Work family conflict leads the individual towards low satisfaction because when the employees are facing trouble in working, then it is difficult to maintain interest towards work. Furthermore, when the employees are satisfied toward their job, then they receive promotions, which lead towards career development. Julien (2007), studies the WFC on job satisfaction, which results in labor turnover. According to the study done by Julien (2007), it is investigated that females shows lower jobs satisfaction than men. Studies shared by Schneider and Wite (2005), explain that there is negative association between job satisfaction and WFC. Hence, it is the duty of managers to adopt strategies through which they can result the work-family conflict and retain employees for future business success. Carlson and Kacmar (2000) confirm the existence of a negative correlation between work-family conflict and job satisfaction, identifying in values and personal characteristics (involvement in business and / or family) factors of possible mediation. Parasuraman and Simmers (2001), in a comparative study of work-family conflict, type of employment and employees' welfare, have confirmed that work-family conflict is negatively related to job satisfaction. Nonetheless, they argued that the specific work characteristics (eg, autonomy, flexibility) affect this correlation and provide the most reliable prediction of job satisfaction. Netemeyer, Boles and McMurrian (1996) suggested that there

is also a negative relationship between family-work conflict and job satisfaction.

Conclusion

By conducting this study, it was identified that Work Family Life is a mediating factor in employee performance. Job satisfaction plays an equal role. as, the economic condition of India is not favorable; hence, people are discreet towards their jobs, whereas in developed nations, WFC is considered as the serious issues, which can leads towards bad reputation of organizations. Hence, by concluding this research, it can be stated that there is a negative correlation between work family conflict and job satisfaction. Out of the four groups, nurses have the highest work family conflict with least job satisfaction followed by clerks, teachers and doctors respectively.

Limitations and Future recommendations

The study is limited to 2 settings only. Further studies on the causes of work family conflict and job satisfaction can be done in different settings and on much larger population size.

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