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Work Life Conflicts and Job Satisfaction

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Abstract: Due to changes in society, family and organization, it has become difficult for an employee to manage work life and personal life. An employee performs multiple roles in both domains of life, creating hurdles in balancing personal and professional life. Expectations of family, social commitments, increased workload and organisational practices of work-life balance create disharmony in life. This paper aims to explore the link between Work Life Conflicts and Job Satisfaction. This study has been applied to employees of Banking Sector, Education Sector and Corporate Sector and data is collected through a self-developed questionnaire. It was found that conflicts significantly impact job satisfaction in those workers with a high conformity to family life.

Keywords: Work-life Conflict, Family-Work Conflict, Job Satisfaction, Banking Sector.

I. INTRODUCTION

Work-Life Conflict is described as a form of inter-role conflict in which work and family life demands are mutually irreconcilable, so fulfilling needs in work life makes it challenging to fulfill the needs of family life or vice-versa.

Conflict is a two-way construct in which work life can influence family life and family life can influence work life. Individual life is divided into two domains: workplace and family life, in which the employee has to perform multiple tasks and responsibilities that require a lot of time and energy.

Conflict Theory

According to Conflict Theory, conflict occurs when an employee confronts difficulties in fulfilling the requirement of one field as in consequence of fulfilling the requirement of another domain. This theory pivots the problems that frequently appear from competing for attentiveness of different domains. It proposes that these competing attentiveness generate role conflicts for individuals, affecting individual's work and family life. For Example, a late meeting schedule may clash with family function, thereby generating role conflict between work and family life.

Job Satisfaction Model

According to the Job satisfaction model (Nikkah, 2013), job satisfaction is interlinked with work-life balance of employees, and there is also a positive link between personal factors and organisational factors with job satisfaction. This model suggests that a healthy work life balance has a significant positive relation with job satisfaction and organisational factors have a direct effect on work-life balance.

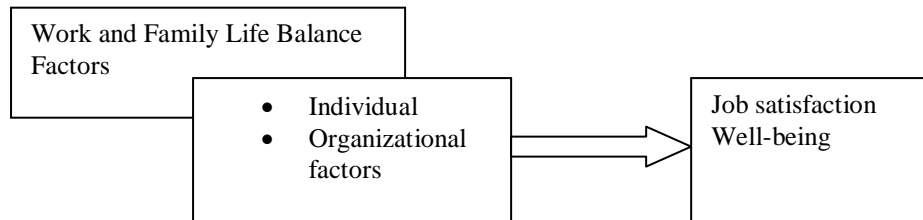


Figure: Job Satisfaction Model

II. REVIEW OF LITERATURE

Author	Year	Description
Diana, Anis Eliyana, Inanta Indra	2020	This study examined the effect of Work-Life conflicts on Job satisfaction. In this study, organisational commitment was taken as a moderating variable. It was concluded that Work Family Conflict has a significant direct impact on job satisfaction and organisational commitment helps to moderate the impact of Work Family Conflict on Job Satisfaction. It was suggested that management should provide opportunity to employees to inbuilt a feeling of ownership
C.Madhavi		Researcher evaluated the influence of Work Family Conflict on Job Satisfaction. This study was conducted on public sector employees in India to explore the relationship between Work-family Conflict and Job Satisfaction in both domains. As a result, family interference with work life has no impact on job satisfaction. There is a significant relation between Work Family Conflict, social support and life satisfaction whereas no significant relation was found between Work Family Conflict and job satisfaction.
Mohamud Mizanur Rahman, Noor Azman Ali, Zuraina Data, Amer Hamzan Jantan	2018	This study is about to examine the moderating effect of organisational support on connection between Work Family Conflict and Job Satisfaction. This study was conducted on academicians of private universities in Bangladesh. Convenience sampling was used to collect data and Multigroup Analysis with Covariance Based Structured Equating Model was used to analyse data. It was found that WFC has a negative relationship with Job satisfaction and organisational support does not moderate the connection between work family conflict and job satisfaction.
Aqueel Ahmad Soomro, Robert J. Breitenecker, Syed Afzal Moshadi Shah	2018	Researcher explored the relationship between work life balance, work-family conflict, family-work conflict and employee's performance. This study was applied to university teaching faculty in Islamabad, Pakistan. It was found that work-family conflict has a positive effect on employee performance and Job Satisfaction has a moderating impact on WLB and WFC with employee performance.
Nahid Dehghan Nayeri, Zahra Sadat Bibaji forooshani and Jalal Arabloo	2015	This study was conducted among the nurses working in state hospitals in Tehran city to measure the impact of Work Family Conflict on Job Satisfaction. Descriptive methods, correlation, coefficient, t-test, regression and ANOVA were applied to analyse the data. It was found that their Job Satisfaction level is at a medium level. There is no difference between a general ward and special ward nurses based on work family conflicts.
Yondong Gao, Junqi Shi, Qikun Niu Lei Wang	2013	Researcher studied the moderating effect of Emotional Intelligence on the relationship between Work family Conflict and Job Satisfaction. This study was applied to school teachers and found that Work-family Conflict is negatively related to Job Satisfaction and Emotional Intelligence does not moderate the effect.

Sampling Design

In this paper, data is collected from 58 respondents from banking sector, education sector and corporate sector through a self- structured questionnaire. This questionnaire contains 15 statements related to work interference with family life, family life interference with work life and job satisfaction of employees.

Objectives of study

1. To study the level of work interference with family life.
2. To study the level of family life interference with work life.
3. To study the level of job satisfaction of employees.

Research Methods

Cronbach alpha test is used to check the reliability of statements and simple percentage analysis to check level of agreement. Descriptive statistics like mean and standard deviation are used.

Reliability analysis

Reliability of 15 statements was checked by using the Cronbach alpha method and the result of Cronbach alpha is 0.848, which is good.

III. DATA ANALYSIS AND INTERPRETATION

Descriptive Statistics

Table 1 Work Interference with Family Life

Statements	No.	Minimum	Maximum	Mean	Std. Deviation
1. Demands of my work interfere with my home and family life.	58	1	5	3.66	1.069
2. My family dislikes how often i am preoccupied with my work while at home.	58	1	5	3.14	1.161
3. The amount of time my job takes up makes it difficult to fulfill family responsibilities.	58	1	5	3.52	1.232
4. My work takes up time that i would like to spend with my family	58	1	5	3.60	1.123
5. I often have to miss important family activities because of my job.	58	1	5	3.47	1.188
Work Family Conflicts	58	1	5	3.478	1.41

From above table 1, it was analyzed that respondents with mean 3.478 are somewhat disagree that work life interfere with family responsibilities. Respondents with mean of 3.66 and 3.60 are neutral to 1st and 3rd statements and somewhat disagree with 2nd, 4th and 5th statements.

Table 2 Family Interference with Work Life

Statements	N	Minimum	Maximum	Mean	Std. Deviation
1. The demands of my family or spouse interfere with work related activities	58	1	5	2.95	.981
2. My home life interfere with my responsibilities at work	58	1	5	2.98	1.116
3. Family related strain interferes with my ability to perform job related duties.	58	1	5	2.91	1.081
4. I cannot focus and invest in work tasks due to disturbance of family issues.	58	1	5	2.76	1.129

5. I cannot succeed in my role at work due to the difficulties in my family life.	58	1	5	2.76	1.144
Family work conflict	58	1	5	2.872	1.21

From above table 2, it was analyzed that respondents with mean 2.872 are somewhat disagree that family life interfere with work responsibilities. Respondents with mean of 2.95, 2.98, 2.91, 2.76 and 2.76 are somewhat disagree with all statements.

Table 3 Job Satisfaction

Statements	N	Minimum	Maximum	Mean	Std. Deviation
1. I feel that I am being paid a fair amount for the work I do.	58	1	5	3.21	1.104
2. My supervisor is unfair to me	58	1	5	2.74	.965
3. There is too much arguing and fighting at work	58	1	5	2.81	1.162
4. There are benefits we do not have which we should have	58	1	5	3.43	.975
5. My job is enjoyable	58	1	5	3.41	1.170
Job Satisfaction	58	1	5	3.12	1.24

From above table 1, it was analyzed that respondents with mean 3.12 are somewhat disagree that they are satisfied with their job. Respondents with mean of 3.21, 2.74, 2.81, 3.43 and 3.41 are somewhat disagree to all statements.

Simple Percentage Analysis

Table 1 Demands of my work interfere with my home and family life.

Level of Agreement	Frequency	%	Valid	Commulative
Strongly Agree	12	20.69	20.69	20.69
Agree	26	44.83	44.83	65.52
Neutral	10	17.24	17.24	82.76
Disagree	08	13.79	13.79	96.55
Strongly Disagree	02	03.45	03.45	100

Table 2 My family dislikes how often i am preoccupied with my work while at home.

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	06	10.34	10.34	10.34
Agree	20	34.48	34.48	44.82
Neutral	13	22.42	22.42	67.24
Disagree	14	24.13	24.13	91.37
Strongly Disagree	05	08.63	08.63	100

Table 3 The amount of time at work makes it difficult to fulfill family responsibilities

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	17	29.32	29.32	29.32
Agree	13	22.41	22.41	51.73
Neutral	13	22.41	22.41	74.14
Disagree	13	22.41	22.41	96.55
Strongly Disagree	02	03.45	03.45	100

Table 4 My work takes up time that i would like to spend with my family.

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	12	20.69	20.69	20.69
Agree	25	43.10	43.10	63.79

Neutral	10	17.24	17.24	81.03
Disagree	08	13.79	13.79	94.82
Strongly Disagree	03	05.18	05.18	100

Table 5 I often have to miss important family activities because of my job.

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	13	22.41	22.41	22.41
Agree	18	31.03	31.03	53.44
Neutral	13	22.41	22.41	75.85
Disagree	11	18.97	18.97	94.82
Strongly Disagree	03	05.18	05.18	100

Table 6 The demands of my family or spouse interfere with work related activities

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	02	03.45	03.45	03.45
Agree	16	27.59	27.59	31.04
Neutral	21	36.20	36.20	67.24
Disagree	15	25.87	25.87	93.11
Strongly Disagree	04	06.89	06.89	100

Table 7 My home life interfere with my responsibilities at work

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	05	08.63	08.63	08.63
Agree	16	27.59	27.59	36.22
Neutral	14	24.13	24.13	60.35
Disagree	19	32.76	32.76	93.11
Strongly Disagree	04	06.89	06.89	100

Table 8 Family related strain interferes with my ability to perform job related duties

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	02	03.45	03.45	03.45
Agree	19	32.76	32.76	36.21
Neutral	15	25.86	25.86	62.07
Disagree	16	27.59	27.59	89.66
Strongly Disagree	06	10.34	10.34	100

Table 9 I cannot focus and invest in work tasks due to disturbance of family issues.

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	02	03.45	03.45	03.45
Agree	16	27.59	27.59	31.04
Neutral	15	25.86	25.86	56.90
Disagree	16	27.59	27.59	84.49
Strongly Disagree	09	15.51	15.51	100

Table 10 I cannot succeed in my role at work due to the difficulties in my family life.

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	03	05.18	05.18	05.18
Agree	13	22.41	22.41	27.59
Neutral	19	32.76	32.76	60.35
Disagree	13	22.41	22.41	82.76
Strongly Disagree	10	17.24	17.24	100

Table 11 I feel that I am being paid a fair amount for the work I do.

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	07	12.06	12.06	12.06
Agree	17	29.32	29.32	41.38
Neutral	19	32.76	32.76	74.14
Disagree	11	18.97	18.97	93.11
Strongly Disagree	04	06.89	06.89	100

Table 12 My supervisor is unfair to me.

Level of Agreement	Frequency	%	valid	Commulative
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Strongly Agree	03	05.18	05.18	05.18
Agree	08	13.79	13.79	18.97
Neutral	22	37.94	37.94	56.91
Disagree	21	36.20	36.20	93.11
Strongly Disagree	04	06.89	06.89	100

Table 13 There is too much arguing and fighting at work

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	06	10.35	10.35	10.35
Agree	11	18.96	18.96	29.31
Neutral	12	20.68	20.68	49.99
Disagree	24	41.38	41.38	91.37
Strongly Disagree	05	08.63	08.63	100

Table 14 There are benefits we do not have which we should have.

Level of Agreement	Frequency	%	valid	Commulative
Strongly Agree	07	12.07	12.07	12.07
Agree	22	37.94	37.94	50.01
Neutral	20	34.49	34.49	84.50
Disagree	07	12.06	12.06	96.56
Strongly Disagree	02	03.44	03.44	100

Table 15 My job is enjoyable.

Level of Agreement	Frequency	%	Valid	Commulative
Strongly Agree	10	17.25	17.25	17.25
Agree	20	34.48	34.48	51.73
Neutral	18	31.03	31.03	82.76
Disagree	04	06.89	06.89	89.65
Strongly Disagree	06	10.35	10.35	100

IV. FINDINGS

1. Maximum respondents 44.83% agree that demands of my work interfere with my home and family life.
2. 34.48 % respondents agree that there job is enjoyable.
3. 37.94 % respondents agree that they do not get benefits that they should be getting.
4. 41.38% disagree with statement that there is too much arguing and fighting at work.
5. 37.94% are neutral to statement that there supervisor is unfair to them.
6. 32.76 % are neutral to statement that they are being paid a fair amount for the work they do
7. 32.76 % are neutral to statement that they cannot succeed in their role at work due to the difficulties in my family life.
8. 27.59% agree that they cannot focus and invest in work tasks due to disturbance of family issues.
9. 32.76 % agree to statement that family related strain interferes with my ability to perform job related duties.
10. 27.59 % agree to statement that their home life interfere with my responsibilities at work.
11. 36.20 % are neutral to statement that the demands of their family or spouse interfere with work related activities.
12. 31.03 % agree to statement that they often have to miss important family activities because of their job.
13. 41.30 % agree to statement that their work takes up time that they would like to spend with their family.
14. 29.32 % strongly agree to statement that the amount of time their job takes up makes it difficult to fulfill family responsibilities.
15. 34.41 % agree to statement that family dislikes how often they are preoccupied with their work while at home.

V. SUGGESTIONS

The following suggestions were made based on findings of above study:

Employees should improve their time management skills to manage work and family responsibilities, work adjustment and flexible work schedule facility should be provided by organisation to perform family duties in case of emergencies. Superior should support their employees if they have any problem.

VI. CONCLUSION

This study explored the level of conflicts and job satisfaction among employees and it was found that respondents are somewhat disagree that work life interfere with family responsibilities, family life interfere with work responsibilities and they are satisfied with their job. In view of above findings, it was concluded that when WFC and FWC are minimized, employee's efficiency will be improved and it will help them to achieve job satisfaction.

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