



WORK-FAMILY DOMAIN CONFLICTS AND JOB STRESS OF NURSES

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Abstract:

Purpose: This paper intends to examine the impact of work-family conflict (WFC) and family-work conflict (FWC) on job stress among nurses.

Design / Methodology / Approach: With the quantitative approach, data was collected among 119 women nurses in north Karnataka. The constructs WFC, FWC, and job stress were measured through a structured questionnaire using Netemeyer (WFC and FWC) scale and job stress by HSE tools.

Findings: Results indicated the factors of WFC tend to contribute to creating job stress than FWC among women nurses. Further the results of ANOVA claims that among demographic profile, marital status exhibits significant difference about job stress.

Research Limitation/ Future Direction: Since the sources of job stress were found to have enormous unpredicted variables such as individual-related factors, this study is limited in its way of investigating only the impact of WFC and FWC on job stress among women nurses. Further, it would be beneficial to explore other job-related factors that contribute more towards stress.

Research Implication: The findings of the study will assist the management in framing the policies for effective management of work-family conflict which in turn reduces stress from the job.

Key Words: Work-Family Conflict, Family- Work Conflict, Job Stress

1. Introduction:

Work and family are considered the two most inseparable domains in human life. When attempting to equalize between family and work domain it often ended up in conflict, in terms of providing priority to both. In turn, these conflicts tend to create tremendous pressure among employees (Jamadin et al., 2015). "Work-family conflict (WFC) has been defined as a form of inter-role conflict in which the role pressure from work and family domains are mutually incompatible". This definition highlights a two-way association. Work-family conflict arises when work-based demand interferes with family-related demands and vice versa with family-work conflict (FWC). Both of these conflicts were associated with negative influences over employee satisfaction, performance, and commitment (Netemeyer et al., 1996).

The line of research based on the boundary of family and work becomes significant in psychological studies (Nart and Batur, 2014) about the dynamics of the workforce, particularly related to the higher contribution of women towards the working domain (Major and Germano, 2006; Sultana, 2012). In the present situation to manage the household and family responsibilities, married women entering the work force are seemed to be increased in its proportion. (Jackson et al., 2003). Research on work to family conflict and job stress and is widely found in healthcare and educational sectors but scarcely found among bottom-line workers in urban areas. Understanding the constructs that contribute to job-related stress is vital for managing work and family-related conflict and thereby reducing stress at the work place. Also, early studies on the sources of job stress resulted that there are enormous unpredicted variable can contribute to stress among employees (Jamadin et al., 2015). Therefore the present

study intends to examine the impact of work-family conflict among women nurses working in hospitals. The following section addresses a review of literature, hypothesis, methodology, results, discussion, and conclusion.

2. Work-Family Conflict (WFC), Family-Work Conflict (FWC):

The term WFC is referred to as work to family conflict which states “ a position of an individual occupies at work makes him to not fulfill his/her responsibilities in the family domain” (Beutell,1985). Similarly, the FWC is the term referred to family to work conflict which occurs when the time spent at the family responsibilities makes oneself to not spend effective time at his/her workplace” (Greenhaus and Beutell, 1985). Often in the work-family literature, this differentiation happens because of various factors contributing to it in both the roles as an employee and as the individual belongs to the family (Nart and Batur, 2015; Gutek 1991)

The major rationale behind the work-family conflict is found to belong and uneven work timings, overtime working, health-related and demographical factors (Frone and Cooper, 1992). Coping of work pressure with family responsibilities is a regular practice of the employees (Galinsky et al., 1998). Eventhough dealing with family and work roles together tend to reflect positive influence among individuals (Rothbard, 2001), but if they are not likely to balance these dual roles it results in conflict (Frone and Cooper, 1992; Netemeyer and Boles, 1996).

In a working environment, Rees (2003) proved that the stress level of women employees is found to be greater than that of men employees. The major reason behind this result is claimed as women possess more responsibilities in balancing their roles between work and family. Controversially, the study was done by Carnicer et al., (2004) claimed that gender does not show any discrimination towards work-family conflict. A prior study also signifies various impacts of work-family conflict. One such study done by Nart and Batur (2014) found that increasing work-family conflict leads to decreasing individual job performance and it may also lead to lower organizational commitment and professional commitment (Heraty et al., 2008). Further, it is suggested that promoting family-friendly related programs in organizations attempts to overcome work-family conflict (Boyer et al., 2008).

3. Work-Family Conflict (WFC), Family-Work Conflict (FWC), and Job Stress:

In the present situation, the working circumstances at every organization likely to be untidy, as they've found to be increasing nature of workloads. From the perspective of the worker, if stress is not addressed effectively may result in decreased productivity, satisfaction, and commitment towards the organization (Tooper, 2007). According to Bunge (1987), psychological stress is considered a prominent factor that originates within a person. Job stress is a term defined as “the inability of an individual to cope up with the pressure that arises in a job” (Rees, 2007). Prior studies have identified that the sources of job stress among employees as a combination of work-related factors such as type of job; work stressors; support from supervisor and family; coping mechanisms. Job-related stress implies both the management and individuals and hence it is no longer considered as an individual problem. Hence it is claimed that such prolonged stress leads to a negative effect on a person’s physical and psychological health (Frone et al., 1992)

The line of research in the field of job stress accounted for work-family conflict and family-work conflict as a major source of employee stress (Jamadin et al., 2015). The study done on work relates stressors of work-family conflict by Obradovic and Obradovic (2009) described that employees tend to experience a crossover effect while attempting to manage conflict at work and family which in turn affect their personal

lives. A study was done by Panatik et al., (2012) in Malaysia resulted in significant relation between work-family conflict and stress. Further, it empirically results that working women account for higher stress levels compared to that of non-working women (Sultana, 2012). Also, it is identified that women experience more WFC due to incapability to socialize with family because of work loads. In determining the relationship between job-related stress and WFC, it is accounted as a greater problem particularly among working mothers with children (Sultana, 2012). Similarly, it is insisted that individuals more fond of fulfilling their roles effectively in the family are likely to address with work to family conflict and stress in work settings (Obradovic and Obradovic, 2009).

Thus, based on the above literature review the hypothesis is proposed as follows
H1a: There exists a significant difference based on the marital status of women nurses with regard to job stress

H1b: There exists a significant difference based on the age group of women nurses with regard to job stress

H2: There exists a positive relationship between work-family conflict and job stress

H3: There exists a positive relationship between family-work conflict and job stress

4. Methodology:

- Sample of the study: This research was conducted in one of the hospitals in Karnataka. Structured questionnaires were employed to the women nurses. A total of 119 questionnaires were found to be appropriate for further analysis.
- Measures and Instruments: A quantitative method using a survey has been adopted for collecting data. To measure the respective constructs of this study, scales have been adopted. The Netemeyer and Boles WFC and FWC scale (1996) was used to measure work-family conflict and family-work conflict. And a tool developed by HSE executives (2000) was used to measure the level of job stress among employees.
- Data analysis: The data gathered were analyzed using Statistical Package of Social Science (SPSS). To determine the internal consistency, each item of work-family conflict; family-work conflict, and job stress was assessed by using Cronbach's Alphacoefficient. Using the statistical technique Analysis of Variance (ANOVA), the differences among means for marital status and age were analyzed. To determine the relationship of WFC and FWC with job stress correlation analyses were applied. Further to examine its impact regression analyses were used.

5. Results:

- Descriptive analysis of demographic profiles:

To determine the characteristics of the data gathered in this study, descriptive analyses were applied. Since the study is intentionally aimed to investigate the job stress among women, thus the results of the descriptive statistics show that 100 percent of respondents are women. Among the respondents, the higher participation falls between the age group of 21 years to 30 years representing 55%. and also married respondents are higher among the samples than unmarried respondents, contributing to about 51% of the samples. The internal consistency (Cronbach's alpha) is assessed to test the reliability of the scales used which results as reliable. The results of the reliability and descriptive statistics test are given in Table:1a and 1b as follows.

Table 1a: Reliability test

Variables	Cronbach's Alpha
Work-family conflict	0.80
Family-work conflict	0.78
Job stress	0.88

Table 1b: Descriptive analysis

Profile	Options	n	Percentage
Marital Status	Married	56	51%
	Unmarried	63	49%
Age	21- 30years	50	52%
	31- 40 years	57	33%
	Above 40 years	12	15%

The results of one way ANOVA is shown in table 2 as follows

Age based on job stress					
Age	n	mean	S.D	f-value	Sig (2-tailed)
21-30	35	3.48	0.87	0.885	0.042*
31-40	23	3.59	0.86		
Above 40	10	3.46	1.02		
Marital status based on job stress					
Marital status	n	mean	S.D	f-value	Sig (2-tailed)
Married	35	3.26	0.91	5.583	0.021*
Unmarried	33	3.75	0.78		

*p < 0.05, **p < 0.001

Results of one way ANOVA indicated there exist a significant difference based on demographics of women nurses with regard to job stress. The marital status of women nurses (f=5.583, p<0.05) shows a significant difference based on job stress. Also the result claimed that there has a significant effect on job stress with regard to age group (f= 0.885, p>0.05). Hence the hypothesis H1a and H1b are accepted

6. Correlation and Regression Analyses:

Table 3. Correlations among WFC, FWC and Job stress

	WFC	FWC	Job Stress
WFC	1		
FWC	0.848**	1	
Job stress	0.819**	0.672**	1

** Correlation at the 0.01 significant level(2-tailed)

A correlation analysis was applied in order to determine the relationship between work – family conflict (WFC), Family-work conflict (FWC) variable and job stress variable. The result insisted that there is a significant positive correlation (r=0.819, p<0.01) between work – family conflict and job stress and similarly there exhibits a positive correlation (r= .672, p<0.01) between family-work conflict and job stress.

Regression Analysis:

Variables	β value	p- value	R ²	F
Work-Family Conflict	0.887	0.000**	0.66	66.84
Family-Work Conflict	0.080	0.050*		

Note : **p<0.01 *p<0.05

Dependent variable: Job stress

The result of the multiple regression analysis depicts that, work-family conflict variable and has a meaningful effect ($R^2=0.66$, $p= 0.000 < 0.01$) on job stress. The greater the beta value ($\beta =0.887$) of Work-family conflict shows that WFC variable contributes more towards job stress among nurses. Hence H2a and H2b are accepted.

7. Discussion:

As the major objective of the study is to find the relationship between work-family conflict and job stress, correlation and regression analysis were employed. The results on correlation analysis indicate positive relationship between the construct WFC and job stress. This clearly shows that when the employees experience increased level of work-family conflict, the job stress will increased accordingly. The reason behind this result may be due to the incapability of balancing family responsibilities due to overtime work and huge workloads at work settings. Similarly higher the perception of family-work conflict results higher job stress. Also this outcomes are consistent with the related studies on job stress (Jamadin et al., 2015).

The result of regression analysis between the independent variable WFC and FWC towards the dependent shows significant variation on job stress ($R^2=0.66$, $p<0.01$) among the independent variable WFC contributes more towards job stress of nurses ($\beta =0.885$). This result may obtain due to unsteady working hours. This result is found to be line up with previous studies on sources of stress (Panatik et al., 2012).

In the perspective of demographical profile, marital status and age describes significant difference with regard to job stress as similar with the study result of Jung et al, (1999). This results indicated that unmarried women tend to possess more stress than that of married women. The reasons behind such result may be because unmarried women tend to manage many responsibilities than married women. Married women may share the duties and responsibilities their spouse while unmarried women's have to bear responsibilities alone in many circumstances.

8. Conclusion:

In conclusion, it is accounted that work – family conflict is a significant predictor towards job stress of working women's. The findings indicate that when the work family conflict level is high, the nurses will likely to experience higher job stress. It is recommended that future studies should be conducted to explore more vital sources of stress and coping mechanisms to balance work and family roles. Further providing Managers/ supervisor support and organizing other family-focused programs may positively impact work performance and that may reduce the job stress and conflict between work and family. Also, the findings of the study will assist the management in framing the policies for effective management of work-family conflict which in turn reduces stress from job of nursing.

9. References:

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