

Effects of Work-Demands on Work – Family Conflict and Satisfaction among Female Married Nurses in Chennai City

***S.Saranya**

**** Dr. K. Latha**

*Research Scholar in Management, Bharathiar University, Coimbatore, Tamilnadu.

**Research Supervisor Bharathiar University, Coimbatore, Tamilnadu.

ABSTRACT

I am a woman in process. I'm just trying like everybody else. I try to take every conflict, every experience, and learn from it. Life is never dull.

Oprah Winfrey

The role pressures from the work and family domains are incompatible which cause work-family conflict. The study examined the work-demands such as long working hours, workload, shift work and their relation to work-to-family conflict. Data were obtained from 112 female married nurses through questionnaire. The variables were measured under four categories like work-demands, work-to-family conflict, life satisfaction and job satisfaction.

Nurses' psychological well-being and organizational attitudes could be enhanced by rearranging work conditions to reduce excessive workload and irregular work schedule. Also, leadership development programs should be implemented to increase the instrumental and emotional support of the supervisors.

Keywords: *Work demands; Work-family Conflict; job satisfaction; life satisfaction; Women.*

Introduction

Women's assistance in the workplace has been increasing all around the world (Adler and Izraeli, 1994; Davidson and Burke, 2004), which has persuaded to difference in the roles of women and men in today's community. Work-family conflict is a pattern of inter-role conflict in which the demands of work and family roles are inconsistent in some respect so that co-operation in one role is more difficult because of presence in the other role (Greenhaus & Beutell, 1985). Work-to family conflict is related with family absences, poor family-role performance, and family dissatisfaction and distress. Family-to-work conflict showed identical relationships with absenteeism from work, delay, poor job performance, and job dissatisfaction and distress (Frone, 2003). Several studies regarding work-family conflict has been largely studied but still how women cope with their life and job are uninvestigated, particularly women in Asia. This study is constructed to examine the existence of work-family conflict in a sample of nurses in Chennai and the component that are associated with it. More absolutely, the aim of the study is to analyze the extent to which work demands of nurses (i.e., work overload, irregular working hours, shift work and overtime work schedule) are related to their work-family conflict, which, in turn, impact their job and life satisfaction. Work and family issues are associated to cultural beliefs, rule and conduct, especially with respect to gender-roles (Aryee, 1992; Rosenbaum and Cohen, 1999; Treas and Wildmer, 2000; Williams and Best, 1990).

Work setting of nurses are demanding in many countries in the world, but this is particularly so in economically developing countries. Yıldırım, 2006; Yıldırım and Oktay, 2005 organized that around 30–40 patients per nurse in day shifts and 60–80 patients per nurse in night shifts. Due to safety issues in metropolitan cities such as theft, rape, kidnap nurses are not granted to come to work or leave work after certain hours. Yıldırım and Oktay, 2005 explored that women can work for 12 hours (8 a.m. to 8 p.m.), 16 hours (8 a.m. to 4 p.m./4 p.m. to 8 a.m.) or 24 hours a day which causes physical fatigue and work related performance problems. In several cases, nurses are often subject to trouble by the patients and their relatives or face the risk of infection due to poor hygienic conditions. Several studies showed that shortage of staff, excessive workload, day and night shifts and at times over 40 hours of work per week (Aksayan et al., 2001; Alcelik et al., 2005; Yesildal, 2005; Yıldırım, 2006). Prolonged and casual work hours as well as demanding work conditions and job stress make nurses experience work-family conflict.

Literature review

Work-life conflict

Burke and Greenglass (1999) and Voydanoff (1988) reviewed that job stressors and work demands are the firm predictors of work-to-family conflict. Role demands acts as an important role in provoking work-family conflict. Work role characteristics related with work demands attribute primarily to tensions proceeding from extra workload and time pressures. A extensive number of various research studies showed that work demands such as working hours, workload and flexibility in shift work were positively and strongly related with work family conflict (Burke, 2002; Higgins et al., 2000; Higgins and Duxbury, 1992; Saltzstein et al., 2001; Voydanoff, 1988).

Eby et al (2002) highlighted that work-family conflict is correlated to negative psychological and organizational result, such as increase in threatening syndrome, increase in the use of alcohol and substance abuse, decrease in life satisfaction, job satisfaction, and marital satisfaction, and increase in the tendency of intention to quit. Work-family conflict has steadily showed that there is a decrease in one of the key index of psychological well-being, namely life satisfaction, especially for women (e.g., Clark, 2002; Greenhaus et al., 2003; Frone et al., 1997; Kossek and Ozeki, 1998; Netemeyer et al., 1996; Thomas and Ganster, 1995).

Nurses whose enormous work demands intrude with their family responsibilities are likely to feel divided apart between the two spheres and inadequate to satisfy both without adjustment. This is conventional to result in their dissatisfaction with life. Additionally, nurses experiencing work-to family conflict are expected to criticise their work and working conditions and feel dissatisfied with their jobs.

Spector (1997) defined job satisfaction as an individual's emotional, affective and assessment feeling towards his or her job. Cranny et al (1992) also defined job satisfaction is a sequence of emotional and affective opinion to the rack perceptions of what an employee wants to obtain compared to what he or she actually receives. According to Boles, Howard and Donofrio (2001) identified that when work-family conflict raises it establish negative relation with employee job satisfaction. These results explain that responsibilities of home and workplace are not commonly exclusive for employees. (Martins et al., 2002) revealed that work-family conflict had a lot of improvement in negative relation with job satisfaction.

Life satisfaction was conceptualized as obtaining from satisfaction through having a good job and family life (Sekaran 1983). "Diener et al., (1985) viewed satisfaction of life as individuals assessment of his/her complete life span positively, according to the criteria he/she resolved. Satisfaction of life is the cognitive fundamental of subjective well-being and

comprised comparisons between individual's perception of principle and living conditions, thus assessment about life. (Cecen, 2007).

Objective of study

- ❖ To examine the relationship among work demands on work – family conflict and satisfaction of nurses in Chennai City.
- ❖ The role of stressors in the relationship among work demands, work-to-family conflict and satisfaction.

Limitations of study

- ❖ The study was focussed on nurses living in Chennai city.
- ❖ The comparisons between nurses working shifts are obscured by different age of the groups.
- ❖ The sample size of the groups compared is small which shows the interpretation of the results is less reliable and is not applicable in general.

Data collection

Instrument Measures

Work overload was measured using a scale developed by Duxbury and Higgins (1994). Work hours was measured using "How many hours are you working in a week?" Work schedule was assessed using a question "Is your work schedule regular?" Overtime work was assessed using "Do you have to work overtime?" Work-to-family conflict was assessed using seven-item scale developed by Netemeyer et al. (1996). Minnesota Job satisfaction scale developed by Weiss et al. (1967). The scale consisted of 20 items. Life Satisfaction scale developed by Diener et al. (1985) was used in the present study.

Statistical analysis

Table 1: Descriptive statistic

Variables	Mean	S.D
Hours of work	44.73	5.10
Work scheduled	6.09	0.88
Overtime work	3.65	1.37
Work overload	4.22	0.36
Work-to-family conflict	3.32	2.10
Life satisfaction	4.38	0.62
Job satisfaction	3.02	0.65

The above table presents the descriptive statistics and shows the Mean and Standard deviation among all study variables. Mean for hours of work was (44.73) which is higher than job satisfaction (3.02) which indicates that nurses experience difficulties in hours of work. Standard deviation ranges from 5.10 for hours of work and 0.36 for work overload.

Table 2: Regression analysis testing the relationship between work demands and work-family conflict

Null Hypothesis H₀: There is a no negative relationship between work-family conflict work demands .

Alternative Hypothesis H₁: There is a negative relationship between work demands and work-family conflict.

Variables	Standardized coefficient	R2	F
Work-demands	Work-family conflict		
Work- overload	0.18**	0.06	7.14***
Work schedule	0.24***	0.08	10.21***
Overtime work	0.23**	0.06	6.52**
Work hours	-0.07	0.04	3.42*

Note: Significant level: * $p < 0.05$; ** $p < 0.01$; *** $p < 0.001$; $n = 112$

Regression analysis showed that overall of work-family conflict was significantly related to work demands (work-overload, work schedule, overtime work and work hours). Thus there is a negative relationship between work-family conflict and work demands.

Table 3: Regression analysis testing the relationship between work-to family conflict and satisfaction with job and life

Null Hypothesis H₀. There is a no negative relationship between work-family conflict and satisfaction with job and life.

Alternative Hypothesis H₁. There is a negative relationship between work-family conflict and satisfaction with job and life.

Variables	Standardized coefficient	R2	F
Satisfaction	Work-family conflict		
Job satisfaction	0.04	0.06	12.49***
Life satisfaction	0.11	0.04	6.73***

Note: Significant level: * $p < 0.05$; ** $p < 0.01$; *** $p < 0.001$; $n = 112$

Regression analysis showed that overall of work-family conflict was significantly related to satisfaction with job and life. Thus there is a negative relationship between work-family conflict and satisfaction with job and life.

Discussion and Conclusion

The present study designed at inspecting the intensity to which work demands (work-overload, work schedule, overtime work and work hours) of nurses were related to their job and life satisfaction through existence of work-to-family conflict. From the analysis it is clear that nurses' work overload, overtime work, working hours and shift work would be negatively related with their job and life satisfaction, and this relationship is moderated by work to- family conflict extreme workload and uncertain work schedules were associated with greater work-to-family conflict. Though, contrary to our, hope work hours and overtime work were not related to work's interference to family. Work-to-family conflict was associated with reduced life and job satisfaction, agreeing our hypotheses. It was clear from the analysis that weaving work schedules and work overload had the steady relationship with nurses' work-to-family conflict. But negative to our expectations, hours of work and overtime work were not related with work-to-family conflict. Conflicting between Overtime work and work-to family conflict can be by the arrangement of nurses work schedule. Weekly work schedule is one in which the nurses have to do overtime work at least once in a week as a duty of their shift. Work stressors lead to greater interference of work with family, and result in increased family distress or dissatisfaction. Similarly, family stressors interfering with work may lead to decreased job satisfaction. The results support to redesign the work conditions of nurses to reduce work overload and schedule irregularity. Thus increase in work

Load and inflexibility in work schedule increases stress in the form of work-family conflict thus lead to poor psychological health and negative attitudes towards work. Several training

Programs should be offered to supervisors to enhance their empathy and assistance in handling work-family problems of nurses. The nature of health institutions itself offers rotational shift work but the

organisations should at least aim at minimizing irregularity in shift work. Working time schedule must be properly framed which enables the individuals to know the schedule in advance and flexibility should be offered to make the employees needs are met. By maintaining a healthy lifestyle, such as healthy diet, exercise, and avoiding cigarettes and alcohol the employees could reduce adverse effects of shift work.

REFERENCES

Adler, N.J., Izraeli, D.N. (Eds.), 1994. *Competitive Frontiers: Women Managers in a Global Economy*. Blackwell, Massachusetts. Greenhaus, J.H., Beutell, N.J., 1985. Sources of conflict between work and family roles. *Academic Management Review* 10, 78–88.

Aksayan, S., Oktay, S., Ulker, S., Kocaman, G., Atalay, M., Pektekin, C., Buldukoglu, K., 2001. Nursing resource in Turkey: the challenge of planning, education and allocation. *Journal New Turkey* 7 (39), 370–389.

Alcelik, A., Deniz, F., Yesildal, N., Mayda, A.S., Serefi, B.A., 2005. Evaluation of health problems and life habits of nurses working in a hospital. *TSK Protective Med. Bull. (in Turkish)* 4 (2), 55–66.

Aryee, S., 1992. Antecedents and outcomes of work-family conflict among married professional women: evidence from Singapore. *Human Relation* 45 (8), 813–837.

Boles, James S. & Barry J.Babin. (1996). Stress, Conflict and the Customer Service Provider. *Journal of Business Research* 37,41-50

Burke, R.J., Greenglass, E.R., 1999. Work-family conflict, spouse support, and nursing staff well-being during organizational restructuring. *Journal Occupational Health Psychology* 4, 327–336.

Burke, R.J., 2002. Work, work stress and women's health: occupational status effects. *Journal Business Ethics* 37, 91–102.

Çeçen AR (2007). An Investigation Social and Emotional Loneliness Level of University Students with Respect to Gender and Life Satisfaction. *Mersin Univ. J. Fac. Educ.*, 3(2), 180-190.

Clark, S.C., 2002. Communicating across the work/home border. *Community Work Family*. 5, 23–48.

Cranny, C.J., Smith, P.C. and Stone, E.F. (1992), *Job Satisfaction: How People Feel about their Jobs and How it Affects Their Performance*, Lexington, New York, NY.

Diener E, Emmons RA, Larsen RJ, Griffin S (1985). The Satisfaction with Life Scale. *J. Personality Assess*, 49: 71-75.

Eby, L.T., Casper, W.J., Lockwood, A., Bordeaux, C., Brinley, A., 2002. Work and family research in IO/OB: content analysis and review of the literature (1980-2002). *Journal Vocational. Behavioural* 60, 354– 373.

Frone, M.R., Yardley, J.K., Markle, K.S., 1997. Developing and testing an integrative model of work-family interface. *Journal Vocational Behavioural* 50, 145–167.

Frone, M.R., Yardley, J.K., Markle, K.S., 1997. Developing and testing an integrative model of work-family interface. *Journal Vocational Behavioural* 50, 145–167.

Greenhaus, J.H., Collins, K.M., Shaw, J.D., 2003. The relation between work–family balance and quality of life. *Journal Vocational Behavioural* 63, 510–531.

Higgins, C., Duxbury, L., Johnson, K.L., 2000. Part-time work for women: does it really help balance work and family? *Human Resource Management* 39, 17–32.

Kossek, E.E., Ozeki, C., 1998. Work-family conflict, policies, and the job-life satisfaction relationship: a review and directions for organizational behavior human resources research. *Journal Applied Psychology* 83, 139–149.

Martins, Eddleston, & Veiga (2002). Moderators of the relationship between work-family conflict and career satisfaction. *Academy of Management Journal*, 45, 399-409.

Netemeyer, R.G., Boles, J.S., McMurrian, R., 1996. Development and validation of work-family conflict and family-work conflict scales. *Journal Applied Psychology* 81, 400–410.

Rosenbaum, M., Cohen, E., 1999. Equalitarian marriages, spousal support, resourcefulness, and psychological distress among Israeli working women. *Journal Vocational Behaviour* 54, 102–113.

Saltzstein, A.L., Ting, Y., Saltzstein, G.H., 2001. Work-family balance and job satisfaction: the impact of family-friendly policies on attitudes of federal government employees. *Public*

Admin. Rev. 61, 452–464.

Spector, P.E. (1997), *Job Satisfaction: Application, Assessment, Causes and Consequences: Advanced Topics in Organizational Behavior*, Sage, London.

Thomas, L.T., Ganster, D.C., 1995. Impact of family-supportive work variables on work–family conflict and strain: a control perspective. *Journal. Applied. Psychology.* 80, 6–15.

Treas, J., Wildmer, E.D., 2000. Married women’s employment over the life course: attitudes in cross-cultural perspective. *Soc. Forces* 78, 1409–1437.

Voydanoff, P., 1988. Work role characteristics, family structure demands and work/family conflict. *Journal Marriage Family* 50, 749– 761.

Voydanoff, P., 1988. Work role characteristics, family structure demands and work/family conflict. *Journal Marriage Family* 50, 749– 761.

Williams, J.E., Best, D.L., 1990. *Measuring Sex Stereotypes: A Multi-Nation Study*. Sage, California.

Yıldırım, D., 2006. Hemsirelerin Servislerde Hastalarla İlgili ve Diğer İşlere Ayırdıkları Sürenin Belirlenmesi, *Hemsirelik Bulteni* (Nurses staff allocation related to patient and other interventions in the wards). *Nurse. J.* 56, 1–16