



IMPACT OF WORK FAMILY SUPPORT AND WORK FAMILY NEGATIVE INTERACTION ON WORK FAMILY ROLE SATISFACTION

Dr. Prajisha K* Dr. B. Vijayachandran Pillai**

*Guest Lecturer, Department of Commerce, Government College, Kerala.

**Professor, Department of Commerce and Management Studies, University of Calicut, Kerala.

Abstract

The present paper examines the effect of the work family support and work family negative interaction on work family role satisfaction. Cross sectional design has employed for the investigation. The Structural equation modeling has been employed to analyze the data collected from four hundred bank managers in Kerala. The Study found that the work family support of bank managers has significant negative impact on work to family negative interaction. The Study also reported that family to work negative interaction has significant negative effect on work family role satisfaction. But work family support of bank managers has no significant effect on family to work negative interaction.

Keywords: Work Family Support, Work Family Negative Interaction, Work Family Role Satisfaction.

1. Introduction

Work and careers are beyond financial needs. It can satisfy one's social and emotional needs. But it will force to divert time and energy from other equally important parts of life. They are struggling to take care of family and friends and themselves. It may adversely affect individual and societal well-being. The situation is more crucial when women started to participate in paid works. Then men and women experience and negotiate their roles, identities and relationships with each other. Still, majority of the unpaid domestic activities are supposed to be done by women. Nowadays in India, employment in certain cadre cause damage to relationships in families and communities. Difficulties which men and women experience while balancing work and life should be considered as national concern.

2. Literature Review

Greenhaus and Beutell (1985) found that time based, behaviour based and strain based conflict are the three types of work family conflict. Frone et al. (1992) examined the work family conflict among employed adults and found conflict via increased parental overload. Greenhaus & Parasuraman (1999); Haas (1999) focused on the negative effect of work family interface. Lockwood (2003) found a positive impact among the bottom line personals of the companies.

Byron (2005) found that work variables had a greater impact on work-to-family conflict than on family-to-work conflict. Haar and Bardoel (2008) found that work family positive spillover was negatively associated with psychological distress and turnover intentions.

Emmerik (2009) investigated the crossover specificity of team-level stressors to individual-level work-family conflict. The team-level WFC was positively associated with employee's WFC. Saltmarsh (2015) examined the work life balance policies in Australian academic workers. Study found that flexible work arrangements, family-friendly hours and campus facilities, physical well-being and mental health programs are the major work life balance policies.

Studies in the field of work life balance have increased in the past two decades. Many of the empirical studies focused on assessing work life balance and the direction of its spillover among employees. In this scenario, the Present paper attempts to examine the impact of work family support, work family negative interaction on work family role satisfaction.

3. Objectives of the Study

The present paper intends to examine the work family support, work family negative interaction and work family role satisfaction of bank managers in Kerala. Paper also analyse the impact of work family support and work family negative interaction on work family role satisfaction.

4. Methodology and Database

The methodology followed to carry out the research work has been stated below.

4.1. Research Design

The present research work is descriptive and analytical in nature. Cross sectional design has been employed in the present study. Survey has been used for collecting the required data. Data has been collected from the respondents at single point of time.

4.2. Primary Data

The present study is based on primary data collected from the bank managers working in public and private sector in the state of Kerala.

4.3. Sampling Design

The Sample required for the study has been selected using convenient sampling technique. The sample of 400 bank managers in the State of Kerala consisting of 225 managers from public sector banks and 175 managers from private sector bank were selected.

4.4. Tool for Data Collection

The primary data required for the study have been collected with the help of specially designed work family support scale, work family negative interaction scale and work family role satisfaction scale.

- i. **Work Family Support Scale:** The work family support scale measures the support which received from family and work place. The scale includes five questions measuring the level of support from family and work. Respondents are required to indicate their level of agreement on the five point scale range from 5 to 1. The scale rate as 5 (Strongly agree), 4 (Agree), 3 (Neutral), 2 (Disagree) and 1(Strongly disagree). Higher scores indicate higher work family support. Internal consistency of the scale is adequate with a higher Cronbach alpha of 0.82.
- ii. **Work Family Negative Interaction Scale:** This scale measures work to family negative interaction and family to work negative interaction. It includes the components of time based conflict, behaviour based conflict, and strain based conflict. The work family negative interaction scale consist of ten items. First five item measures work to family negative interaction and next five item measures family to work negative interaction. Respondents are required to indicate their level of agreement on the five point scale range from 5 to 1. The scale rate as 5 (Strongly agree), 4 (Agree), 3 (Neutral), 2 (Disagree) and 1 (Strongly disagree). Higher scores indicate higher work to family negative interaction and family to work negative interaction. Internal consistencies of both the subscales are adequate with a higher Cronbach alpha of 0.88 and 0.86 respectively.
- iii. **Work-Family Role Satisfaction Scale:** The role quality of bank managers was measured by using a Work Family Role Satisfaction Scale. Participants were asked to rate their role satisfaction in each role as husband/wife, caregiver of parents/in-law, mother/father, employee and house keeper in five point scale ranging from one to five. They are: 1(Highly dissatisfied), 2 (Dissatisfied), 3 (Undecided), 4 (Satisfied) and 5 (Highly satisfied). This subscale has five items. The reliability of this scale is estimated as 0.79 using Cronbach alpha.

4.5. Statistical Tools Used for the Analysis

Partial least square based structural equation modeling is used to estimate the relationships. Bootstrapping procedure with 5000 resample has been used to test the significance of path analysis and hypotheses.

5. Results and Discussion

The analysis of the primary data yielded following results.

The impact of work family support and work family negative interaction on work family role satisfaction is analysed through a model. The variables and constructs in the model are depicted in figure 1.

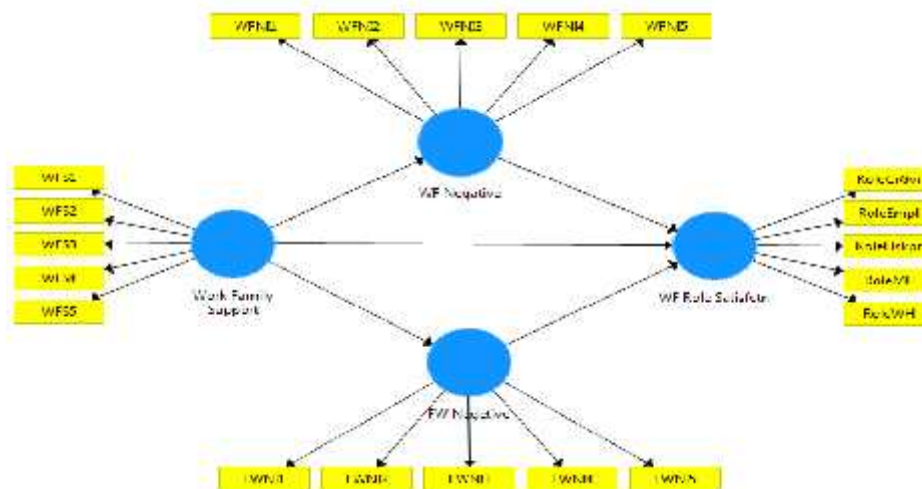


Fig.1: Impact of Work Family Support and Work Family Negative Interaction on Work Family Role Satisfaction

The impact of work family support and work family negative interaction on work family role satisfaction is shown in figure. Following hypotheses are formulated on the basis of the model.

- H_{0.1}:** Work family support has no significant impact on work to family negative interaction.
- H_{0.2}:** Work family support has no significant impact on family to work negative interaction.
- H_{0.3}:** Work family support has no significant impact on work family role satisfaction.
- H_{0.4}:** Work to family negative interaction has no significant impact on work family role satisfaction.
- H_{0.5}:** Family to work negative interaction has no significant impact on work family role satisfaction.

5.1. Assessment of the Outer Model

Analysis of reliability and validity are the base for outer model assessment. Hence this section considers the reliability and validity of the model. Reliability of the model is assessed through Cronbach alpha and composite reliability.

I. Cronbach Alpha and Composite Reliability

Internal consistency of the model is assessed through examining the Cronbach alpha. The model's Cronbach alpha has been shown in table 1.

Table 1: Cronbach Alpha of the Model Work Family Support and Work Family Negative Interaction on Work Family Role Satisfaction

Variables	Cronbach Alpha
Family to Work Negative Interaction	0.86
Work to Family Negative Interaction	0.88
Work to Family Role Satisfaction	0.79
Work Family Support	0.82

Source: Primary Data

Table 1 shows the Cronbach alpha values of each variables. Cronbach alpha for family to work negative interaction is 0.86, work to family negative interaction is 0.88, work to family role satisfaction is 0.79 and the work family support is 0.82. Higher reliability is normally attested with Cronbach alpha values above 0.6 (Henseler, Ringle, & Sinkovics, 2009). Hence the internal consistency of the model is high.

Table 2: Composite Reliability of the Model Work Family Support and Work Family Negative Interaction on Work Family Role Satisfaction

Variables	Composite Reliability
Family to Work Negative Interaction	0.813
Work to Family Negative Interaction	0.826
Work to Family Role Satisfaction	0.767
Work Family Support	0.805

Source: Primary Data

Table 2 shows the composite reliability of variables in the model. Composite reliability of family to work negative interaction is 0.813, work to family negative interaction is 0.826, work to family role satisfaction is 0.767 and work family support is 0.805. The high value of the composite reliability indicates that the items intend to measure the construct are reliable.

II. Validity

Convergent validity is used to assess validity of the PLS path modeling. Average Variance Extracted (AVE) is used to examine the percentage of variance. Table 3 shows the convergent validity of the variables.

Table 3: Average Variance Extracted of the Model Work Family Support and Work Family Negative Interaction on Work Family Role Satisfaction

Variables	Average Variance Extracted (AVE)
Family to Work Negative Interaction	0.613
Work to Family Negative Interaction	0.596
Work to Family Role Satisfaction	0.567
Work Family Support	0.605

Source: Primary Data

Table 3 shows the average variance extracted for each variable. Average variance extracted for family to work negative interaction is 0.613. It indicates family to work negative interaction is able to explain 61.3% of its indicator's variance on average. Whereas the average variance extracted for work to family negative interaction is 0.596. It shows that average variance extracted for work to family negative interaction is able to explain 59.6% of its indicator's variance on average. Average variance extracted for work family role satisfaction is 0.567. It indicates that work family role satisfaction is able to explain 56.7% of its indicator's variance on average. Average variance extracted for work family support is 0.605. It indicates work family support is able to explain 60.5% of its indicator's variance on average. An AVE scores above 0.5 indicates that it is sufficient for convergent validity (Henseler, Ringle & Sinkovics, 2009). Table 3 shows that the AVE scores of all variables lay above 0.5. Hence the convergent validity is good.

5.2. Assessment of the Inner Model

Inner model assessment is to be done after assessing the outer model fitness. Hence this section considers the inner model assessment. The coefficient of determination (R^2) is the best criteria to estimate the structural model. The coefficient of determination tells to what extent a variable is explained by the model. Table 4 shows the overview of coefficient of determination of variables in the model.

Table 4: Overview of Coefficient of Determination of the Model Work Family Support and Work Family Negative Interaction on Work Family Role Satisfaction

Variables	R Square
Family to Work Negative Interaction	0.078
Work to Family Negative Interaction	0.298
Work Family Role Satisfaction	0.495

Source: Primary Data

Table 4 shows the coefficient of determination of variables. The R square value of work family role satisfaction is 0.495. It shows that family to work negative interaction, work to family negative interaction and work family support has collectively impacts on work family role satisfaction. According to Chin (1998), this R square value is moderate. It shows that 49.5 percent of the total variance is explained by the variables like work to family negative interaction and family to work negative interaction. As the coefficient of determination of work to family negative interaction is 0.298. It indicates that 29.8% of variance in work to family negative interaction is explained by the variable work family support. The variable can moderately explain the model. Accordingly to the coefficient of determination (R square) of family to work negative interaction is 0.078. It shows that 7.8 percent is explaining the variable. However, the low value of R Square shows that work family support predicting the family to work negative interaction in a weaker level.

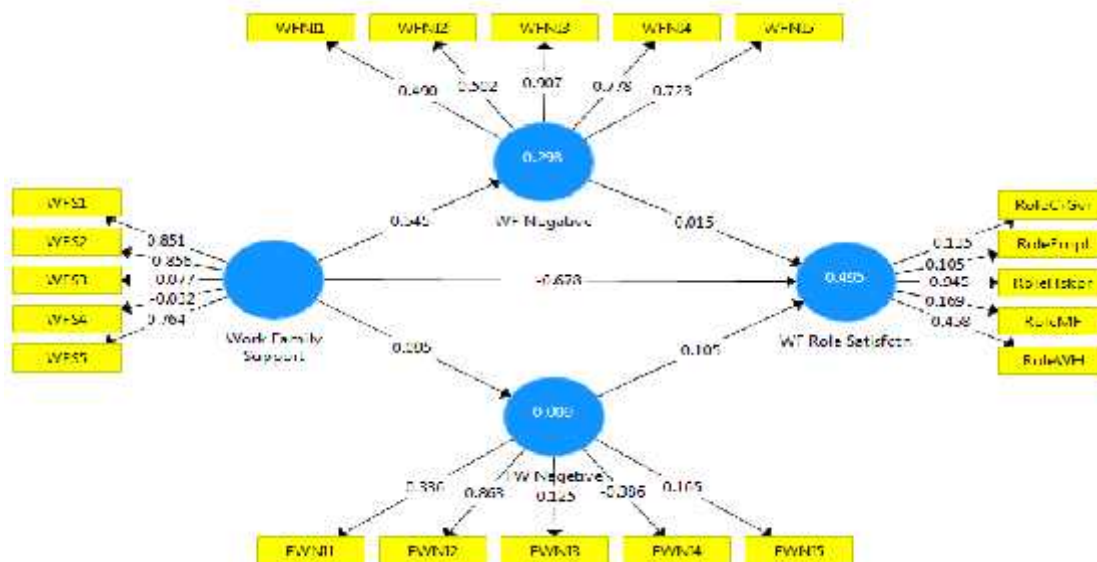


Fig.2: SEM for Impact of Work Family Support and Work Family Negative Interaction on Work Family Role Satisfaction

Figure 2 presents the results of the analysis of the model work family support and work family negative interaction on work family role satisfaction. Model proposed that the work family support is determining work to family negative interaction and family to work negative interaction. The R square value of 0.298 and 0.009 indicates the percentages of extraction of work to family negative interaction and family to work negative interaction. Path between work family support and work to family negative interaction is negative with high coefficient of -0.545 and the path between work family support and family to work negative interaction is positive with low coefficient of 0.095. Work family support, work to family negative interaction and family to work negative interaction determines the work family role satisfaction with a high R square value of 0.495. The strength of the paths between work family role satisfaction and work family support, work to family negative interaction and family to work negative interaction are -0.678, 0.015 and -0.105. It shows a strong relationship between work family support and work family negative interaction and work family role satisfaction.

5.3. Testing of Hypotheses Using Bootstrapping

The bootstrapping analysis is used to determine the confidence intervals of the path coefficients and statistical inference. It helps to perform statistical testing of hypotheses that is to accept or reject the hypotheses. The researcher has adopted 5000 bootstrap samples. Table 5 shows the path model (hypothesis) with its respective t-values for each and every path.

Table 5: Hypotheses Testing Using Bootstrapping of the Model Work Family Support and Work Family Negative Interaction on Work Family Role Satisfaction

Path/Hypothesis	Path Coefficient	t-value	P value
H _{0.1} : Work Family Support => Work to Family Negative Interaction	-0.545	3.682	0.006**
H _{0.2} : Work Family Support => Family to Work Negative Interaction	0.095	1.429	0.064
H _{0.3} : Work Family Support => Work Family Role Satisfaction	-0.678	3.893	0.001**
H _{0.4} : Work to Family Negative Interaction => Work Family Role Satisfaction	0.015	1.073	0.184
H _{0.5} : Family to Work Negative Interaction => Work Family Role Satisfaction	-0.105	2.288	0.023*

** Significant at 0.01 level; * Significant at 0.05 level; Source: Primary Data

Table 5 shows every path of the model. The details of the tested hypotheses have been described below.

H_{0.1}: Work family support has no significant impact on work to family negative interaction.

The path coefficient between work family support and work to family negative interaction is -0.545. This coefficient is statistically significant (t = 3.682, p < 0.01, significant at 0.01 level). As the path coefficient is negative, it can be inferred that the work family support negatively influence the work to family negative interaction. Hence, the work family support reduces the work to family negative interaction of bank managers. So, the hypothesis that work family support has no significant impact on work to family negative interaction is rejected.

H_{0.2}: Work family support has no significant impact on family to work negative interaction

The model shows that the coefficient value of the path between work family support and family to work negative interaction is -0.095. Since the t value of this path is 1.429 with a P value of 0.064, this path is statistically not significant. It means that the work family support is not contributing to the family to work negative interaction. Hence, the hypothesis that work family support has no significant impact on family to work negative interaction is accepted.

H_{0.3}: Work family support has no significant impact on work family role satisfaction

The path analysis shows that the beta coefficient between work family support and work family role satisfaction is -0.678. From the table 5 it clear that this coefficient is statistically significant (= -0.678, t = 3.893, p < 0.01, significant at 0.01 level). Hence the hypothesis that work family support has no significant impact on work family role satisfaction is rejected.

H_{0.4}: Work to family negative interaction has no significant impact on work family role satisfaction

The model reveals that the path coefficient between work to family negative interaction and work family role satisfaction is -0.015. This coefficient is statistically not significant (= 0.015, t = 1.073, not significant). Hence, the hypothesis that the work to family negative interaction has no significant impact on the work family role satisfaction is accepted.

H_{0.5}: Family to work negative interaction has no significant impact on work family role satisfaction

The analysis shows that the path coefficient between family to work negative interaction and work family role satisfaction is -0.105 as per the model. This coefficient is statistically significant (= -0.105, t = 2.288, p < 0.05, significant at 0.05 level).



Hence the hypothesis that the family to work negative interaction has no significant impact on work family role satisfaction is rejected.

6. Conclusion

The paper shows that the work family support of bank managers has significant negative impact on work to family negative interaction. In line with these results family to work negative interaction has significant negative effect on work family role satisfaction. And work family support has significant negative effect on work family role satisfaction. However the work family support of bank managers has no significant effect on family to work negative interaction. And the work to family negative interaction of bank managers in Kerala has no significant effect on work family role satisfaction.

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