PREDICTORS OF WORK-FAMILY CONFLICT AMONG WOMEN EMPLOYEES

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ABSTRACT

This paper describes a study on work-family conflict among women personnel in the insurance plan sector. This learns about of work-family hostilities is a part of an individual's everyday existence or organizational combat which has a vast effect on employee behavior, performance, and satisfaction. This examination of the capacity to simultaneously manipulate existence with multi-field behaviors additionally affects the effectiveness of the organization. This chapter is committed to a distinctive dialogue of the nature of the conflict, the level of conflict, and the decision strategies. Towards the top of the chapter, we refer to the managerial implications of the conflict.

Keywords: *Social Support, Personal Factors, Work-Family Conflict, Work-Life Balance, Intent to Quit.*

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Introduction

Conflict can be understood as a collision or disagreement. Conflict can be within an individual when his goals or events are incompatible It can be between two individuals when one does not see another's eye and in that process, tries to block or frustrate the attempts of the other or in between two groups of an organization. Chug and Megginson define conflict as the struggle between incompatible or opposite sages, ideas, interests, or people. Conflict arises when individuals or groups achieve goals that both sides cannot achieve satisfactorily. Although intra-personal conflict is not made explicitly in the definition, the first sentence also implies intra-individual conflict.

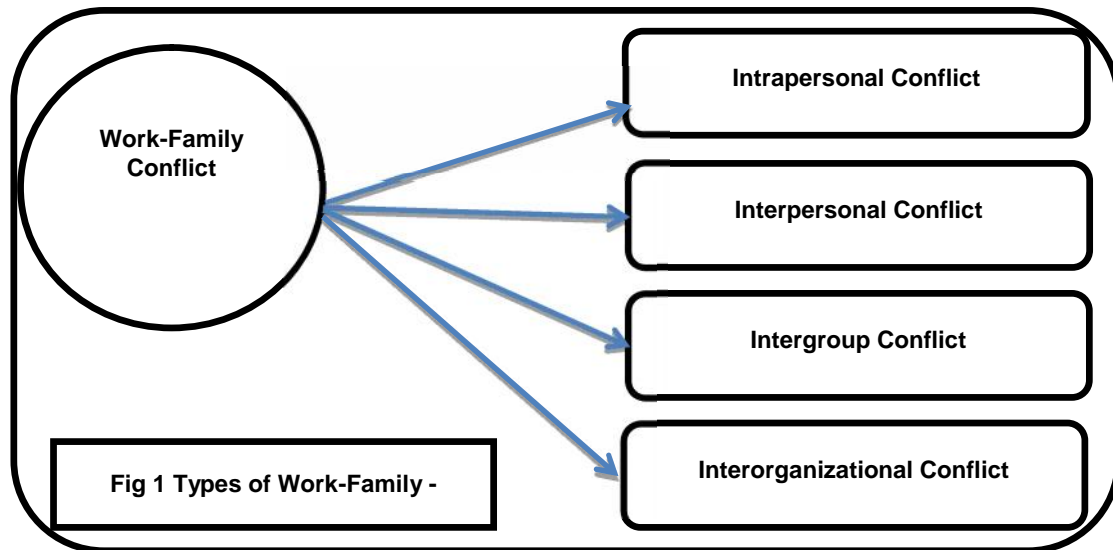## Definitions of Work-Family Conflict

According to Ford, Heinen, & Langkamer, et al.,(2007). Cross-domain effects refer to the extent to which the boundaries separating work and family are permeable. In other words, positive and/or negative experiences in one domain affect how a person experiences the other domain. This notion has led to extensive research, examining how family-level variables affect the occupational role and vice versa, and so far, the research has supported a cross-domain effects model.

According to VanHooff, Geurts, Kompier & Taris, (2006). The effects of work-family conflict on women, children, and families have not been fully explored, but most of the researches has indicated that the effects on women are negative. Investigators found that work-family conflict is positively associated with depression, physical ailments, fatigue, stress, and lower level of satisfaction in family life among women.

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Types of Work-Family Conflict

Fig 1 Types of Work-Family -

Factors of Work-Family Conflict

- Longer working hours
- Work schedule
- High work demand
- Family demand
- Commitment to their family
- Individual participation
- Traditional general role experience
- Unsupportive family members
- Demand for leisure time
- Personal problem

Review of Literature

- **Social Support**

Aydın, A., Kahraman, N., &Hiçdurmaz, D. (2017) studied that addressing perceived social support from the gender variable showed that perceived social support was significantly high among men, while others concluded that it was significantly higher among girls. Some studies conclude that perceived social support does not differ significantly as can be seen from the research results. Social support plays a prominent role in the life of individuals.

Oktan, V. (2015) studied the research studies on perceived social support that have been found in the literature, perceived social support and its subscales be positive significantly related to psychological well-being and psychological resilience, self-forgiveness and situations, self-esteem, and perceived negative social support significantly correlated with loneliness, problematic internet use, parental recognition-rejection, and constant anger.

- **Work-Family Conflict**

Ahmad (2018) studied the influence of life orientation on work-family conflict using a sample of 350 bankers in Qatar; the results showed that the employees with good role values in life showed low work-family conflict when compared to the employees with negative role values. In another study by Livingston and Judge, the effects of life orientation and work-family conflict were tested using a sample of 196 employees. The results showed that work-family conflict was significantly negatively correlated with orientation. Consequently, Livingston and Judge have suggested that in the life of employees, there is a gap in research on predictors of work-family conflicts in the non-banking professions. Hence, further studies can be extended to this conflict.

Ogundele, Ayobami, Ayodeji, and Shittu (2017) conducted a study to examine psychosocial predictors of life orientation among the randomly selected doctors in the state of Kwara, Nigeria. Using the sample of 212 physicians in the state of Kwara, the results showed that the physicians with a high life orientation reported less work-family conflict while the physicians with a low life orientation reported high work-family conflict between their work and the demands of families. Therefore, further studies are needed in this area to cross broader contexts to improve the generalizability effects of the results and increase our understanding of the link between psychosocial variables and the work-family conflict between the employees of various professions in the workplace.

- **Work-Life Balance**

Jodie Raffi, BA, Megha K. Trivedi, BS, BA, Lucile White, et.al (2020) studied that doctors generally face challenges in balancing their work and life. Nowadays, modern technology results in advancements in the medical field. Electronic medical record management and maintaining automated ways of working can reduce your workload. 25% of respondents reported that those who are sleeping for less than six hours are struggling to manage their stress level.

Kristy S. Chunta, (2020) studied that the consumption of positions can affect work-life balance. Plan and prepare one night before. Social visits should be avoided by colleagues. Learn to say "NO" if it matters. Self-care and time management are important for work-life balance.

- **Intent to Quit**

Ahmad, Bashir, et al., (2012) studied and concluded that job satisfaction is significantly and negatively correlated with the intention of turnover. Work stress also has a significant negative relationship with the intention of turnover. Employees who have experienced more stress at work are more likely to quit.

Khadija Al Arkoubiet al., (2011) studied and explored some determinants of turnover intent. They proposed a model that assumes the existence of relationships between fairness recognition and job satisfaction. The latter together with commitment is perceived in this model as negatively correlated to quit. Not only do these two factors lead to turnover intentions, but many other factors too can lead to turnover intentions.

Research Methodology

Fig 2 Conceptual Framework of the Study
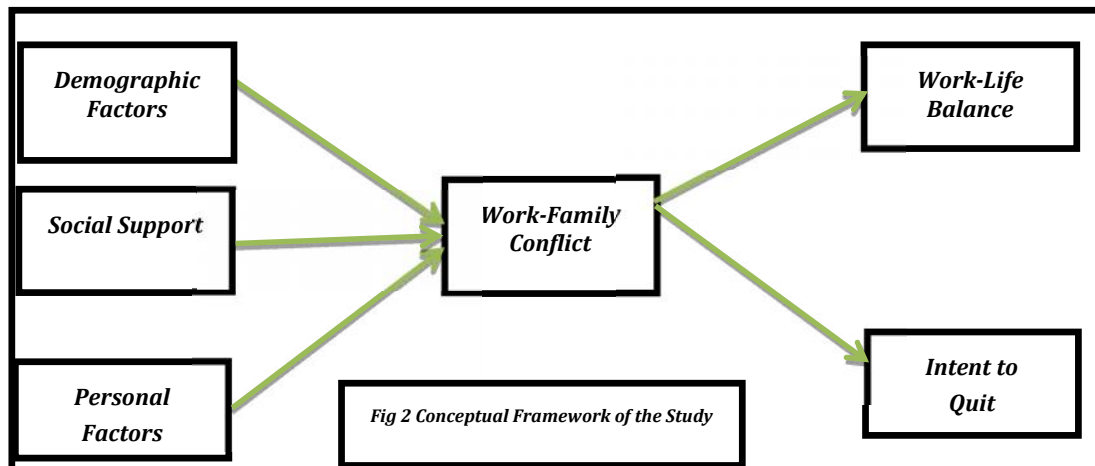
The study to examine the work-family conflict and to explore the preparedness among employees towards social support, personal factor, the intention of work-life balance, was released in the insurance sector of female employees in Cuddalore district, an organization of the private sector. The work-family conflict between female worker's social support and work-life balance is described according to the characteristics of personal factors. The study also aims to identify the relationship between demographic variables and study variables such as social support, personal factor, work-life conflict, work-life balance, and the intention to quit. Therefore, the method adopted for this research is descriptive which explains this relationship between the factors. Total papulation -1200, Confidence levels =95%, Margin of Values = 2.5% ,Select Sample Size=674 Convenient sampling.

Conclusion

The work-family conflict is understood as a struggle between incompatible or opposing needs, desires, ideas, interests, or people. Conflicting family work is different from the competition. In competition one side does not try to frustrate another's attempts but happens in a conflict. Attitudes toward family work conflict have changed over time. Previously, conflict was considered unnecessary and harmful whereas, now the conflict is considered unstable and desirable.

The conflict between work and family has both functional and dysfunctional consequences. Energizing the conflicting parties, promoting change and increasing organizational effectiveness are some of the positive consequences of the conflict. Dysfunctional conflict hinders and prevents the achievement of organizational goals.

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