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RESEARCH ARTICLE

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WORK FAMILY CONFLICT AND JOB SATISFACTION: UNDERSTANDING CARE GIVERS PERSPECTIVE WITHIN HEALTHCARE SECTOR

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ABSTRACT

This study examines the correlation between Work-Family Conflict (WFC) and Job Satisfaction (JS) for a sample of 100 nurses in the States of Madhya Pradesh and Chhattisgarh, India. The study results revealed that nurses provided ratings ranging from moderate to high levels of job satisfaction, and there was a notable inverse relationship between Work-Family Conflict (WFC) and Job Satisfaction (JS). WFC was shown to be a robust predictor of JS, accounting for 26% of the variance in Job Satisfaction. The results emphasize the significance of Work-Family Conflict (WFC) in influencing the Job Satisfaction (JS) among nurses and indicates the necessity for focused measures towards reducing WFC for increased Job Satisfaction enhancing general well-being within care givers.

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INTRODUCTION

The problem of work-family conflict (WFC) has been identified as a specific concern for contemporary enterprises (Bond, Galinsky, & Swanberg, 1997). When examining the connection between work-family conflict (WFC) and work results, job satisfaction has been extensively researched as a significant factor (Allen, Herst, Bruck, & Sutton, 2000; Kossek & Ozeki, 1998). Job satisfaction is an indicator of employee well-being and can predict how long they will stay in a job, as well as their tendency to engage in counterproductive behaviours and withdraw from their work (Hackett & Guion, 1985; Spector, 1997). The correlation between work-family conflict (WFC) and job satisfaction allows professionals to facilitate interventions aimed at reducing WFC. It is crucial to note that the research supporting the direct correlation between work-family conflict (WFC) and significant outcomes such as job performance and withdrawal behaviours is lacking (Goff et al., 1990; Hammer, Bauer, & Grandey, 2003; Thomas & Ganster, 1995). While it is widely acknowledged that work-family conflict (WFC) is connected to job satisfaction, various elements create disagreement over this relationship. The contemporary discourse is around the impact of work-to-family conflict (work-to-family) and family-to-work on job satisfaction. Furthermore, the influence of gender on this association is a subject of contention.

The evidence in WFC-job satisfaction research is weakened by various methodological constraints, including the absence of important factors, the use of cross-sectional designs, and the reliance on single-source reporting. Several established factors, such as job features and employee temperament, can be used to predict job satisfaction and how does the general understanding of inter-role conflict affect this work attitude? In the influential model of job satisfaction proposed by March and Simon (1958), they argued that job happiness is determined by how well the work needs align with other responsibilities. Considering that job and family roles are the primary and significant aspects of most individuals' lives (Mortimer, Lorence, & Kumka, 1986), any conflict or incongruity between these responsibilities is likely to result in stress and unfavourable emotions, which may be manifested in counter-productive work behaviours. Given that attitudes are significant, the inquiry arises as to why and under what circumstances lack of compatibility result in unfavourable views towards the job. The level of job satisfaction or dissatisfaction may be influenced by the degree to which the job is perceived as posing a threat to other jobs that are personally significant. When roles that are relevant to our sense of self (i.e. roles that determine our identity) are put at risk, we evaluate the source of the danger in a negative manner (Carlson & Kacmar, 2000; Greenhaus & Beutell, 1985; Lazarus, 1991). This research indicates that the orientation of WFC plays a crucial role in forecasting its impact on job-related results. While both directions of work-family conflict (WFC) can lead

to stress in both work and family domains, if one role is perceived as interfering with the other, it is likely to result in a negative evaluation of the source of the stress. If an individual values their family role as part of their identity, perceiving that work is depleting the time and energy required for their family role (work-family interference) can create a feeling of self-threat. According to Weiner (1985), the concept of work interference with family (WIF) implies that work is identified as the cause of this disruption, leading the employee to acquire a pessimistic attitude towards their employment.

Objectives

- To measure the overall job satisfaction level of nurses in the selected districts of Madhya Pradesh and Chhattisgarh
- To investigate the correlation between work-family conflict and job satisfaction in nursing profession.

Review of Literature

Work-family conflict: Job-Family Conflict (WFC) refers to the conflict that arises between the job and family aspects of a person's life. Kahn, Wolfe, Quinn, Snoek, and Rosenthal (1964) defined work-family conflict (WFC) as a form of inter-role conflict when the demands of the job role clash with the needs of the family role. Renshaw (1976) posited that work-family conflict (WFC) arises from the interplay between stress experienced in both the household and work domains. According to Greenhaus and Beutell (1985), work-family conflict (WFC) is a type of conflict that arises when the demands and expectations of one's work and family roles are incompatible with each other in some way. The researchers discovered three distinct characteristics of work-family conflict (WFC). Time-based conflict refers to a situation where the time dedicated to activities in one function hinders the ability to complete commitments in another role. Behaviour-based conflict arises when the actions and conduct associated with one position cannot be modified to align with the behaviour patterns expected in another one. Strain-based conflict is the 3rd form of WFC as recognised by Greenhaus and Beutell. The role of conflict arises when the demands of one role hinder the ability to meet the obligations of another role. The descriptions of the three variants of WFC highlight the bi-directional nature of WFC. Multiple studies have shown empirical evidence for a mutually beneficial link between work interference with family (WIF) and family interference with work (FIW) (Aryee et al., 1999; Frone, Russell, & Cooper, 1992). Kossek and Ozeki (1998) conducted a meta-analytic analysis and discovered that bi-directional work-family conflict (WFC) scales had a somewhat stronger correlation with job satisfaction compared to unidirectional scales. To fully comprehend WFC, it is necessary to examine both directions comprehensively. WFC can be defined as disputes that occur in the workplace, specifically related to time, behaviour, and strain. Furthermore, it is distinguished by bidirectional conflicts, encompassing both work impinging with family (WIF) and family impeding work (FIW).

Job satisfaction: According to Locke (1969), job satisfaction is the degree to which an individual's expectations for a job align with what they receive from the employment. Job satisfaction is a subjective evaluation of the degree to which individuals have a positive or negative perception of their occupations (Spector, 1997). There exist two commonly used approaches for assessing job satisfaction. The global approach assesses job happiness by considering an individual's aggregate emotional reaction to their occupation. In contrast, the composite approach analyses an individual's views towards different aspects of their workplace, including coworkers, fringe benefits, job conditions, the nature of the work, policies and procedures, remuneration, and supervision (Spector, 1997). People frequently vary in their level of contentment across different aspects (for example, one person may feel highly satisfied with their supervision, but unsatisfied with their income). The differentiation between the two measuring methodologies is significant, as studies have demonstrated that there are only limited associations between global

and composite indicators of job satisfaction (Scarpello & Campbell, 1983).

The association between work-family conflict (WFC) and job satisfaction: According to role theory, there is an anticipated correlation between work-family conflict (WFC) and job satisfaction (JS). Specifically, as WFC grows, job satisfaction tends to decrease (Kahn et al., 1964). Various recent research has examined the correlation between these two variables. Allen et al. (2000) conducted a meta-analytic review that largely focused on work interference with family (WIF). They found a weighted mean association between WIF and job satisfaction. Nevertheless, both assessments unveiled incongruous outcomes among individual investigations. The authors proposed that the inconsistencies observed in the literature may be attributed to the various ways in which both work-family conflict (WFC) and job satisfaction have been defined and measured.

RESEARCH METHODOLOGY

The present study utilises an exploratory research methodology to examine the associations between the constructs. The sample consists of 100 participants from select districts in Madhya Pradesh and Chhattisgarh, India. The methodology employed in this study integrates both quantitative and qualitative approaches, utilising rigorous statistical analysis techniques to get meaningful insights from the gathered data. Although the size of the sample yields interesting insights, it is important to understand the limitations in terms of generalisability. The research is conducted in accordance with ethical principles, which include safeguarding participant confidentiality and obtaining informed permission. The objective of this study is to provide valuable contributions to the healthcare sector by striking a balance between conducting thorough investigations and considering the practical limitations imposed by the study's scope and available resource.

Hypotheses

- H₁:** Nurses in the selected districts of Madhya Pradesh and Chhattisgarh report a moderate to high level of overall job satisfaction.
- H₂:** There is a significant negative correlation between work-family conflict and job satisfaction among nurses.
- H₃:** Work-family conflict significantly predicts job satisfaction levels among nurses, with higher levels of conflict leading to lower job satisfaction.

Data analysis

Analysis of Level of Job Satisfaction

Table 1. Descriptive Statistics

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std
JS1	100	1	5	3.63	1.261
JS2	100	1	5	3.58	1.319
JS3	100	1	5	3.59	1.240
JS4	100	1	5	3.70	1.259
Overall (Satisfaction)	100	1	5	3.63	1.205

Source: SPSS output.

The overall satisfaction score (M = 3.63, SD = 1.205, N = 100) provides a comprehensive view of job satisfaction among the surveyed nurses. The mean of 3.63 on a 5-point scale indicates that, on an average, nurses report satisfaction levels above the midpoint (3). This suggests a generally positive sentiment towards their jobs. The standard deviation of 1.205 indicates a moderate spread of responses. This means that while the average is positive, there's considerable variation in individual satisfaction levels. The minimum score of 1 and maximum of 5 show that the full range of the scale was utilized, indicating diverse experiences among the nurses. This result supports

Hypothesis 1, which predicted moderate to high levels of job satisfaction. However, the variability suggests that not all nurses are equally satisfied, warranting further investigation into factors contributing to these differences.

Descriptive Statistics for Individual Job Satisfaction Items:

Item-wise analysis provides a nuanced view of different aspects of job satisfaction:

JS1:M = 3.63, SD = 1.261
 JS2:M = 3.58, SD = 1.319
 JS3:M = 3.59, SD = 1.240
 JS4:M = 3.70, SD = 1.259

- All items show mean scores above the midpoint (3), indicating positive satisfaction across different job aspects.
- JS4 has the highest mean (3.70), suggesting this aspect of the job contributes most positively to overall satisfaction.
- JS2 has the lowest mean (3.58), though still positive, indicating a potential area for improvement.
- The standard deviations are relatively consistent across items (ranging from 1.240 to 1.319), indicating similar variability in responses for each aspect of job satisfaction.
- The consistent above-midpoint scores across all items reinforce the overall finding of moderate to high job satisfaction, providing robust support for Hypothesis 1.

Table 2. T-Test Results

One Sample T-test						
Test Value = 0						
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Overall Satisfaction	30.090	99	.000	3.625	3.39	3.86

One-Sample T-Test:

This test compares the overall satisfaction score against a test value of 0.

- The extremely high t-value (30.090) and very low p-value ($p < .001$) indicate that the satisfaction scores are significantly different from 0.
- The mean difference of 3.625 represents the average amount by which satisfaction scores exceed 0.
- The 95% confidence interval [3.39, 3.86] suggests that we can be 95% confident that the true population mean satisfaction score falls between these values.
- This result statistically confirms that nurses' job satisfaction is significantly positive, providing strong support for Hypothesis 1.
- The narrow confidence interval indicates precision in the estimate of average satisfaction.
- Based upon the results obtained in the Table 1&2 it is concluded that our hypothesis H_1 : *Nurses in the selected districts of Madhya Pradesh and Chhattisgarh report a moderate to high level of overall job satisfaction is Approved.*

Reliability Analysis

Table 3. Reliability Analysis

Variables	Cronbach's Alpha	N of Item
Job Satisfaction	.963	4
Work-Family Conflict	.959	7

Source: SPSS output.

Cronbach's Alpha = 0.959 for 7 items. This indicates excellent internal consistency reliability for the WFC scale. The items are measuring the same underlying construct very consistently. The high

Cronbach's Alpha (0.959) for the WFC scale indicates that we have a very reliable measure of work-family conflict. Cronbach's Alpha value of Job Satisfaction is 0.963 for 4 items. The extremely high Cronbach's Alpha (0.963) indicates excellent internal consistency reliability for the job satisfaction scale. This suggests that all four items are measuring the same underlying construct (job satisfaction) very consistently. The high reliability increases confidence in the validity of the satisfaction measure and the study's overall findings.

Correlation Analysis

Table 4. Correlation Analysis

		WFC Score	Overall satisfaction
WFC Score	Pearson Correlation	1	-.341**
	Sig. (2-tailed)		.001
	Sig. (2-tailed)	.000	.000
overall_satisfaction	Pearson Correlation	-.341**	1
	Sig. (2-tailed)	.001	
	N	100	100

Source: SPSS output.

Work-Family Conflict and Job Satisfaction: WFC_Score is negatively correlated with overall job satisfaction. All correlations are statistically significant at $p < .01$. Correlation coefficient is -.341 shows the strongest negative correlation between WFC and overall satisfaction. The correlation with overall satisfaction is $r = -.341$. The negative correlation between WFC and overall job satisfaction measures confirms that as work-family conflict increases, job satisfaction decreases across all dimensions this approves our hypothesis H_2 : *There is a significant negative correlation between work-family conflict and job satisfaction among nurses.*

This suggests that while WFC is an important factor in job satisfaction, it is not the only determinant. This correlation analysis provides strong support for the importance of addressing work-family conflict in efforts to improve job satisfaction among nurses. It also highlights the interconnected nature of different aspects of job satisfaction and the need for a nuanced, multi-faceted approach to enhancing nurses' work experiences.

Regression Analysis: The relationship between work-family conflict and job satisfaction among nurses, considering the demographic variables were tested by utilizing regression analysis.

Table 5. Model Summary

Model Summary					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.510	.260	.220	1.064	.878
a. Predictors: (Constant), Age_45plus, Age_35to44, Age_25to34, WFC_Score, MS_Married					
b. Dependent Variable: overall_satisfaction					

Source: SPSS output.

Table 5 above depicts the R Square Value= 0.260 that means the model explains about 26% of the variance in overall job satisfaction among nurses. While the value of Adjusted R Square = 0.220 accounts for the number of predictors in the model. The obtained values in Table 6 shows model is statistically significant ($F = 6.600, p < .001$), indicating that the predictors, as a set, reliably predict job satisfaction among nursing professionals. As per Table 7 the Coefficient Score for WFC is found as $B = -0.500, \beta = -0.424, p < .001$, suggesting WFC as strongest predictor and for every 1-point increase in work-family conflict there will be a decrease by 0.5 points in job satisfaction of the nurses.

Based upon the results obtained in the Table 5, 6 & 7 it is concluded that our hypothesis H_3 : *Work-family conflict significantly predicts job satisfaction levels among nurses, with higher levels of conflict leading to lower job satisfaction is approved.*

Table 6. ANOVA

ANOVA ^a						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	37.337	5	7.467	6.600	.000 ^b
	Residual	106.351	94	1.131		
	Total	143.688	99			

a. Dependent Variable: Overall Satisfaction
b. Predictors: (Constant), Age 45plus, Age 35to44, Age 25to34, WFC Score, MS Married

Source: SPSS output.

Table 7. Coefficients

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	4.930	.511		9.648	.000		
	WFC Score	-.500	.111	-.424	-4.525	.000	.899	1.113

a. Dependent Variable: overall satisfaction

Source: SPSS output.

CONCLUSION

A comprehensive examination of the impact of work-family conflict (WFC) on job satisfaction among nurses in certain districts of Madhya Pradesh and Chhattisgarh is presented in this study. The findings confirm that work-family conflict significantly and negatively affects job satisfaction in many categories, emphasising the importance of targeted interventions to reduce these conflicts. Although the participants generally reported moderate to high levels of job satisfaction, the study highlights the significant impact of work-family conflict (WFC) on these outcomes. This study's regression analysis demonstrates the significant predictive power of WFC in relation to job satisfaction. Nevertheless, the analysis also reveals that other factors, such as marital status and age, although being considered, did not demonstrate statistical significance as predictors. The reliability evaluations carried out in the study give additional evidence for the robustness and precision of the measures used, therefore bolstering the trustworthiness of the findings. The results underscore the significance of addressing work-family conflict in the nursing profession to enhance job satisfaction, thereby leading to higher rates of nurse retention, productivity, and overall well-being. Future researchers may explore various other constructs that may moderate or mediate the relationship between WFC & JS and apply these findings to other contexts to enhance the scope of the research.

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