



Effect of Work Family Conflict and Emotional Labor on Job Performance among Secondary School Teachers in Punjab

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Abstract- A sensible foundation of learning with enhanced stage of knowledge ability and concentration is compulsory to contest through necessary realistic move to get better command also provide problems of secondary school learning. Therefore, the main objective of this research was to investigate the effect of work family conflict and emotional labor on job performance. The research encompassed on quantitative and cross sectional research design. The secondary school teachers were the population whereas, 286 respondents were selected through random sampling technique from Sargodha District. For this study standardized questionnaires were administered to collect the data from the respondents through survey method. SPSS-25 was used to evaluate the descriptive and inferential statistics for this research. The findings of the study show that work family conflict and emotional labor play a vital role for the enhancement of job performance of teacher that leads to the uplift of secondary schools.

Keywords: Work Family Conflict; Emotional Labor; Job Performance; Secondary Level

I. INTRODUCTION

Secondary school education has its enormous involvement for the progress of the nation of the states. Education is measured critical to financial expansion and communal interests in emergent states. In brightness of convincing proof which connect extended learning structures as well as economically growth at the same time as emphasizing the significance of strategies to equalize dissimilarity within contact, administrations and contributor groups have spent substantial supporting in the direction of encourage learning inventiveness (Ahmad et al., 2008; Barro & Lee, 2010). Substantial in favor of proposals has carried through it an associated raise within responsibility furthermore plan creators desire to recognize but the finances they have place to this agendas are including affirmative collision. Parallel, here has as well been an increase inside collision assessments within the increasing globe, mostly during learning (Ashfaqet al., 2013), agreed the significance of learning, mainly toward results within the mainly cost-effectively take issues with populations, the quantity of interferences so as to have been executed to tackle learning in increasing people, in addition to the enhance within related supervised collision assessments, the require meant for a methodical analysis appear understandable (Basim et al., 2013).

Education is dangerous to financial expansion and communal interests in developing nations Boyatzis (2008). For instance, the trice happiness progress objective accepted by globe organizers during 2000 worldwide crucial learning in favor of all male and female, at the same time as the third identified for the removal of sex differences within learning. Brotheridge et al (2002) categorizing learning alike system has some reasons. Intended for single, investment in learning are understood toward defer revisits within deficiency decrease, enhanced power results, and financial increase. In calculation, enlarged entrance toward learning be able to guide to improved governmental involvement as well as additional impartial distributing of financial and governmental control (Birdsall, 1999). Learning for females is measured mainly serious, the same as developments here the child humanity ratio, kid nourishment, moreover institute employment are narrowly connected through senior learning amongst mother. Conversation of nation-wide achievement targets (ATS) is presently fashionable. Plan makers, taxpayers and big business organizers gradually more pressure the attractiveness of nationwide principles for most wanted educational productivities. The problem is recognized, assessed and encouraged in numerous states and, time and again, it is entrenched in discusses on the qualities, the drawbacks, and the facial appearance of a national center syllabus (Dean and Kelly, 2001). At the same time, secondary schools require to do improved job of get ready students for middle age making sure that they in fact learn even as they are in school and providing them with the soft talents they will

require becoming creative personnel and completing contributors in their cultures (Branson & Lam 2017). Moreover, vital require to get better results; the proof base is insufficiently sparse. Several researches have exposed that cash move programs can increase contributions in secondary education, but small is known about plans for overcomes nonfinancial hurdles to contributions (Baird et al, 2014). For young generation who do register, the literature recommends small direction on how to optimize situations for student knowledge. lastly, we establish no researches on comes up to ornamental the significance of secondary education, as well as curricular and educational developments that highlight skills young generation will require for employ or public contribution Baird et al. (2014) a number of researches have exposed that informational interferences that offer undergraduates and/or their parents with additional perfect information about the returns to education can guide to at least short-term enlarges in staffing but not unavoidably in learning results (Barrera-Osorio et al.,2011).

II. LITERATURE REVIEW

Work Family Conflict

The conflict happens among the role of the central individual as employee and his role as spouse and father (Kahn et al., 1964). Kahn et al (1964) explained a particular example of inter role conflict in this way. In additional universal sense, inter role conflict is practiced when stresses occurs in one role are mismatched with stresses happening in another role. Note once more that role pressure inappropriateness live when contribution in one role is made extra hard by asset of contribution in another role. Work-Family Conflict stranded on the work of Kahn et al (1964), the following meaning of work-family conflict is presented a form of inter role conflict in which the role stresses from the work and family areas are equally mismatched in some admiration (Bakker, Demerouti, & Dollard, 2008).

They recognized dissimilar kinds of conflict inside the work role: intra-sender; intra sender; and person-role conflict. In every form of conflict, one position of role stresses is in some intelligence mismatched with the other set of stresses. Inter role conflict is a shape of role conflict in which the sets of opposite pressures happens from contribution in dissimilar roles (Ahmad et al., 2008). In such issues of inter role conflict, the role stresses linked with relationship in one institute are in conflict with stresses stemming from relationship in other clusters. Stresses from role senders on the work for overtime or take-home job may conflict with stresses from individual's wife to give concentration to family dealings during late afternoon hours (Begenirbas & Yalcin, 2012). That is, contribution in the work (family) role is made additional hard by good value of involvement in the family (work) role. An assessment of the literature proposed three main shapes of work-family conflict (a) time-based conflict, (b) strain-based conflict, and (c) behavior-based conflict. form current a model of the sources of work-family conflict. The model suggested that any role traits that influence an individual's time participation, tension, or behavior within a role can create conflict flanked by that role and another role. The model also recommended that role stresses and therefore work-family conflict are making stronger when the work and family roles are most important or essential to the individual's self-concept and when there are physically powerful negative authorizes for disobedience with role commands Time-Based Conflict numerous roles may fight for an individual's time (Allen, 2012; Cowlshaw et al., 2010; Kinnunen et al., 2014).

Emotional Labor

Emotional labor is an appearances and feelings that competition the exacting emotional labor presumes emotions are run at work Paris and Winograd (2003) condition hence lining up their accurate feelings with the whereas, dissimilarity in meanings and operationalization preferred emotions probably by focusing on positive of the build have result in some misunderstanding, views or re-examining the condition . Second, administration inflicts codified feeling rules on emotional labourers in organize to make sure the delivery of the required quality of client service. Liu (2012) these set of laws say aloud the form, happy and suitability of emotional shows, in that way unraveling employees from the plan and control of the labour procedure. employees, as a result, are separated from their emotional produce and the procedure of emotion construction. (Kinman et al., 2011). Hochschild states that managers' feeling rules progressively more go further than difficult behavioral fulfillment, which she calls surface acting. This is because administration normally struggle for emotional personnel to internalise the feelings they are necessary to show, not only in order to improve the 'quality' of the emotional display, but also to reduce the probability of emotive disagreement (Jansz & Timmers, 2002), caused by the tension of incessantly bridging what is actually felt with what has to be artificial over long eras. Hochschild states that the reply of numerous emotional labourers is to

attempt to drag the two nearer together moreover by changing what we feel or by varying what we feign which she calls deep acting. Deep acting is the outcome of employee's looking for a more relaxed space for herself, free from the risks of emotive dissonance (Liu, 2009).

through the combination of her genuine and acted emotional labour. on the other hand, in spite of fusion's evident profits, there is a price to be paid since it is a situation that need a universal repression of the actual self, in that way get deeper the person's subordination to her commodification. Still, as opposing and unbalanced situation, it can change into a budding form of confrontation: Frequently the examination comes when a corporation accelerates makes individual service not possible to distribute because the person's private self is too thinly parcelled out to get together the stress made on it. At this spot, it turn out to be harder and harder to stay the communal and personal self-fused. The employee speculates whether her smile and the emotional labor that stays it honest are actually hers. Do they actually state element they intentionally worked up and distributed on behalf of the corporation. Hochschild's theories of emotion, as a result, attach together the psychological and the communal into an mutually dependent and lively unity that is similar to Marx's ontology of the dialectical unity of the brain and body (Marx, 1975). It does this by put together the ideas of emotion as a signal purpose – a organic sensory function – with communally created previous prospects as analytic of the given self. with no such a conceptualization, it would be disjointed to theories estranged emotional labour, for with no a theory of human nature, how is it likely to recognize an unfamiliar situation that infringed the individual (Lam et al., 2012).

Job Performance

Job performance is single of the most deliberated variables in industrial-organizational psychology. Work performance is clear as the extent to which an person is capable to fruitfully complete his or her work every day jobs under the regular limitations of the work with the use of obtainable resources (Sonnentag et al., 2008; Motowidlo et al., 2012). Teachers are the major sources of an instructive action. The achievement and breakdown of instructional actions extremely depend on their presentation. Their performance is straight connected to procedure and creation of education. for that reason, the performance of instructors is categorical for the development of learning. In Accordance with Okunola (1990) performance may be explained as an activity of achieving or performing a given job. It can also be expressed as the capability to unite competently the correct behavior towards the attainment of managerial aims and purposes (Follette., 2000). Argued that instructors job performance can be explain as the tasks achieved by a lecturers at a particular era in the school scheme in attaining managerial aims. Job performance is the overall predictable worth to the institute of the separate behavioral episodes that a person takes out over average per quality and quantity likely from each worker in exacting occupation, this explains that a person performance is the majority of the time strong-minded by incentive and the will and skill to do the work Motowildlo (2012), distinct work performance with all behaviors that workers connect to job. Cherniss (2006) declared that EI improve performance and efficiency of persons. Scullen, et al (2000) confirmed that job performance act as a significant idea in directorial perform and study. It too acts as the major role in mainly employee's choices such as merit-based payment, sponsorship and preservation of workers by facilitating community to look after positive relations at job, work efficiently in teams, and construct communal resources. job performance regularly depends on the sustain, recommendation, and other resources offered by others (Seibert, Kraimer & Liden, 2001).

Hypothesis of the Study

1. There is significance effect of work family conflict on job performance
2. There is significance effect of emotional labor on job performance

III. RESEARCH METHODOLOGY

In this study work family conflict and emotional labor were selected as independent variables whereas job performance was treated as dependent variable. The research comprised on quantitative and cross sectional research design. The secondary school teachers were the population whereas, 286 respondents were selected through random sampling technique from Sargodha District. For this study standardized questionnaires were administered to collect the data from the respondents through survey method. The Work family conflict questionnaire was adopted from (Netemeyer, 1996), while emotional labor questionnaire was adopted from (Rotheridge & Lee, 2003) and job performance questionnaire was adopted from (Goodman & Svyantak, 1999). Moreover, seven points 1. SDA to 7. SA Likert scale format was used for questionnaire. The reliability of the questionnaires was checked by assessing the Cronbach's Alpha Coefficient that was acceptable according to the

suggested value $>.07$ (Chin, 2010). The validity of the questionnaires were also ensured from some experts. Moreover, SPSS-25 was used to evaluate the descriptive and inferential statistics for this research.

IV. RESULTS AND FINDINGS

Table 1. *Descriptive Analysis*

Constructs	Mean	Std. Deviation
Work Conflict	4.69	.97
Family Conflict	5.23	.92
Work Family Conflict	4.96	.94
Deep Acting	5.87	.87
Surface Acting	5.39	.94
Genuine Acting	4.89	.96
Emotional Labor	5.38	.92
Contextual Performance	5.27	.89
Task Performance	5.14	.94
Job Performance	5.20	.91

As shown in the above table, mean values of all the two components of work family conflict are 4.69 and 5.23 and construct 4.96 whereas, three dimensions of emotional labor show the mean value 5.87, 5.39 and 4.89 and overall 5.38. Moreover, the factors related to job performance indicate 5.27, 5.14 and composite 5.20. It found that the secondary school teachers were moderately satisfied with work family conflict and emotional labor towards job performance.

Table 2. *Pearson Correlation*

Exogenous Variables	WFC	EL	JP
Work Family Conflict	1		
Emotional Labor	.443(**)	1	
Job Performance	.568(**)	..483(**)	1

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

The above table indicates that there was moderately correlation between the independent variable work family conflict with dependent variable job performance ($r = .568$). While emotional labor also moderately correlate with job performance ($r = .483$).

Table 3. *Multiple Regression Analysis*

Dependent Variable	Independent Variables	Std. Error	Beta	T	Sig
Job Performance	(Constant)				
	Work Family Conflict	.039	.409	9.89	.00*
	Emotional Labor	.044	.319	6.43	.00*

The above table shows that there was a significant effect of work family conflict and emotional labor on job performance with beta value of .409, .319 and $p = .00$ respectively.

V. CONCLUSION AND RECOMMENDATIONS

It was concluded that there was a positive significant correlation between work family conflict and emotional labor with job performance. Furthermore there was a significant effect of work family conflict and emotional labor on job performance. To recognize dangerous regions in which study is wanted to update policy improvements, agenda plan, and investments in secondary education developments. Filling these information gaps is very important to the predictions for recovering secondary education, but we also propose numerous additional cross-cutting kinds of researches that are wanted including long-standing follow-ups, cost-effectiveness investigation, and adaptation and replication researches as a precursor to the scale-up of established approaches Akresh et al(2013) According to a details by the World Bank secondary education is the entrance to a superior existence. It gives abundance of reimbursement to the humanity and financial

system (Crépon et al., 2011). Sufficient prolific chances could be offered during the secondary education. The youth organized through secondary education for a victorious entrance into the maturity Delor Report, Unesco(1996) The schooling that the undergraduate obtain through their youth is very important for their character building. Secondary education prepares the youth ones for the mature work. It should be designed in such a way that it makes certain a change into a superior mature and it ought to help in judgment the leaders (Cowell et al., 2010). Secondary education means schooling after the elementary levels. It is gives by a high school. It includes of class IX and X in most of the states and the kids at this period are generally 13 years of age Beaman et al (2012) For the reason of becoming an energetic part of the culture and the financial system youth of rising kingdoms require to center of attention on attainment and finishing the secondary level because it inculcates many skills necessary for a improved life style and job ability Andrabi et al (2015) As there is also greatly financial stress on the kids of fewer developed states to become an element of the work force at before age secondary education leads them to add in an significant way towards the culture and the financial system. A cluster of trained people is shaped through secondary education that enjoys better information and abilities moderately which donates towards financial growth and improved employments. asset in secondary education improves the export-led enlargement as evaluated to the primary education. The states' continued existence, enlargement and struggle in the era of globalization are likely through the people who have been element of secondary education. Therefore, it is recommended that the further studies should be conducted other regions of the country. Moreover, the job performance of the teacher must be assessed with other variables that can contribute foe the development of secondary education institutions.

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