



The Conceptualization of Work Family Role conflict and job outcomes: A systematic Review

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Abstract- This study aimed at comprehending the concept of work family role conflict, its consequences along with contribution how organizations can somehow balance the clash between work family conflicts which arises as a result of interference of work domain with family or family interference with work. However, in either way it can contribute to negative outcomes which can be unhealthy for organization.

Study of available literature suggests that imbalance created due to work and family can lead to some serious outcomes as lack of organizational commitment, job satisfaction and employees perceived performance, psychological distress, interpersonal conflict, sickness and absence from work, emotional exhaustion and employee retention problems.

However, literature also suggests that outcomes related to work family conflict could be balanced by few variables like workplace flexibility, Islamic work ethics and organizational intervention.

Key Words: Work family conflict, organizational commitment, employee performance, job satisfaction, psychological distress.

I. INTRODUCTION

Work family conflict can result from creation of imbalance between household responsibilities. and work at job which in turn can be costly to organizations and people working in them as highlighted by Posig and Kickul, (2004). The responsibilities confronted to both males and females have changed over the passage of time and this change is contributed to increase in dual career couples having responsibility of young adults along with changes in nature of responsibilities to both gender (Allen, Herst, Bruck, and Sutton, 2000).

Various outcomes are related with work family conflict. Amongst those organizational commitment is one which according to Akintayo (2010), if a worker at work is confronted to enriched responsibilities at work and family, they will experienced high level of work family role conflict due to which if they are more committed to their family responsibilities and put high effort for them, it will interfere with the responsibilities at work, time and energy needed for their work and therefore will be more likely to less committed with their organizations.

psychological distress is another negative outcome associated with work family conflict which is an emotional suffering state followed by the depressive mind set in form of hopeless state and loss of interest along with feeling of sadness (Mirowsky & Ross, 2002), While interpersonal conflict is unhealthy interaction between individuals including exchange of feelings of opposition and unfriendly expressions between members of organization (Keenan & Newton, 1985).

The low employee performance associated is said to having high rank of performance by employee's comparative to their fellow in an organization on similar level (Babin & Boles, 1996) while job satisfaction is defined as job and work context analysis by person and it is job perceived characteristic evaluation along with evaluation of working environment and also experiences faced by them at work. It is an indicator of employee's wellbeing and it reflects their job tendency and low degree of withdrawal and counterproductive work behavior as explained by Fransman (2015) and supported by Grandey, Cordeiro & Crouter (2005).

Emotional exhaustion is state of depletion of one's emotional resources and state of emotionally being overextended (Shauffelli et al., 2009). Some studies reported relations between WFC and sickness absence. People coping with high level of work family conflict may viewed as withdrawal working behavior that is only adaptive mechanism to cope up with consequences of conflict (Hammer et al., 2003).

Employee retention is very critical issue facing today's by many organizations which is characterized by shortage of skilled labor, increased turnover rate resultant in economic growth fluctuations. Replacing any effective manager in organization can result in huge cost to any organization which can place negative impacts on any organization (Mitchel, 1981).

Consequences negative in nature resulted from work family conflict can be overcome by inducing work place flexibility, Islamic work ethics and organizational intervention.

Work place flexibility is an element which can be added to overcome the conflict between work and family role demands. As according to research, timing is very important element contributing to work family conflict issue because in half of families one parent works on weekend and in a third of families one of parent works in late shift. Ease in fulfilling responsibilities regarding children schooling, higher incentives at work are some of reasons of it. However according to research two thirds of worker are unable to reap such benefits and they are forced to fulfill responsibilities in a way that interfere with their normal or routine responsibilities because of inability to find some other work (Stress & Work, 2004).

Hetch & McCarthy (2010) realized that conflict of roles at work and home both are having dispositional capacity and therefore organizational intervention needed to play the role to positively affect it. Intervention in the form of implementing spiritual interventions which needed to be person focused, easy to comprehend, less costly and need no time to implement and also non-religious in nature.

Beekun (1997) delineated Islamic work ethics (IWE) as principles helping to differentiate between right and wrong, what person perceives as a need to do and say. As far as Islamic work ethics orientation towards work is concerned, Islamic work ethics refers to the ethical behavior at work as studied by Rizk (2008). These are the values which ALLAH say and these moral values were transferred to humans through teachings of Hazrat Muhammad (PBUH). These values help humans in every conduct of their lives.

Hence, this study attempts significant contribution to the literature on identifying various work-family conflict outcomes, their impact on organizations setting and how that impact can be moderated and managed.

II. CONCEPT OF WORK FAMILY ROLE CONFLICT

Family and work are essential features of a person's maturity, according to various researchers (Frone et al., 1992; Greenhaus & Beutell, 1985; Gutek, Searle, & Klepa, 1991; Wang et al., 2014) in current time, where everyone is busy in their own life which makes both of these areas mismatched, because of role expectations of these areas, conflict becomes unpreventable. According to (Ahmad et al., 2010) these type of conflicts lead to numerous destructive consequences like ; burnout , job dissatisfaction , employees turnover along with interpersonal conflict and work aggression.

Haward (2008) sum up definition's put forth by previous scholar like (Greenhaus & Beutell, 1985; Boyar, Maertz, Pearson, & Keough, 2003) work-family conflict is a sort of inter-role conflict. Which is to be generated in a situation where both family and work apply a pressure on individuals, constructing a conflict where consent with particular set of pressure that is family matters increasing the trouble of conforming with some other set of pressure that is work matters.

(Greenhaus et al, 2004) studies have shown that family-work conflict is related to negative work outcomes like job dissatisfaction, job burnout and turnover. According to Kinnunen & Mauno (1998) and Aryee et al., (1999), results of work- family conflict are to be generated by psychological distress and life and marital dissatisfaction.

At present, work-family conflict is definition is depicted as bi-directional: interference with family (WIF) and family interference with work (FIW) each sort of work-family struggle has its personal unique area-precise antecedent. According to Fu & Shaffer, (2001) the specific antecedents of the work interference with family conflict (WIF) relate the work domain while the domain specific antecedents of the family interference with work conflict (FIW) relate to family domain.

Akintayo (2010) pronounced work family conflict is that, Work family struggle is to be happen when the worker stretches out their activities to fulfill their work desires and that is harmful of their family desires. Conflict can be occurred from work interfering with the family life, like working intensely to meet desires

of the job rather than family difficulties when there is sickness with a family member. According to Ajiboye (2008), A lot of investigates have determined that work-family struggle and family work conflict are connected but they both are separate concepts. According to Adebola (2005) Work-family strife is fundamentally brought about by uncontrolled work desires and forecasts negative family results, while family-work struggle is essentially by the family requests and forecasts negative work result.

In 1997, Kanter explained that in modern society, work family balance has been identified as a vital problem and work-family conflict has become a key area of individual. According to Greenhaus and Beutell (1985), work-family conflict is to be considered as a form of inter-role conflict between competing desires of work and family roles partially three major types of conflicts were suggested that is time, strain and behavior-based conflicts. Each one of these types of conflicts is arising bi-directional from work to family and from family to work.

III. CONSEQUENCES OF WORK FAMILY ROLE CONFLICT

1: Organizational commitment

Akintayo (2010) described Organizational commitment as one of the most popular work attitudes as defined by most of researchers and practitioners (Allen and Meyer, 2000). Reason behind its popularity is that in order to be competitive organizations needed to have committed teams working for them. Meyer et al. (2000) reported that committed employees are most likely to put high level of effort towards accomplishment of organizational goals and objectives and commitment towards organization means to what an extent employee feels devoted towards their organization (Spector, 2000).

Akintayo (2010) conduct research in order to investigate either imbalance created because of work and family responsibilities can impact employee's commitment towards their organizations in Nigeria. The result of study leads to conclusion that work family role conflict is associated negatively and significantly with organizational commitment of samples and it is important predictor of respondent's organizational commitment in Nigeria. The results of study were unique and helpful in determining the contribution of work family imbalance in establishing organizational commitment amongst workers.

2: Psychological distress

Some people are always mentally ready to face certain situations in comparison to others but according to personality literature it is personality trait of very few ones. One of the causes that may be behind stress, tension and clashes can be work family conflict. Work family conflict give rise to many types of outcomes which can be broadly classified into work related, family related and type of domain which is unspecified (Bellavia & Frone, 2005). Aminah (2008) study revealed that work family conflict can negatively impact on the execution level of employees. If employees are confronted to stress and frustration from family side, it can negatively impact his creative thinking, state of anger and mood swings and most probably to state of isolation. Similar results were reported by Lim, Cortina and Magley (2008).

Important contribution in this regard is of stress theory, originally named as conservation of resource theory. According to this theory, to peruse future resources and maintaining current resources needs motivation (Hobfoll, 1989). In context of paper, in certain situation where people are confronted to situation of work family imbalance, their performance level affected badly and they get worried about their work. Along with that they will be having fear of loss of valuable

Another contribution in this regard is spill over theory which narrates the conditions where spillover among family and work could be negative or positive. According to this theory if when work and family will be rigidly pattern, the spillover will be negative and positive spillover will be expected in case of flexibility between work and family life (Hill, Ferris & Martinson, 2003). Overall whenever employee will carry the in completed task of home to workplace, he will be in state of continuous tension, which will lead to lack of attention at work and therefore negligence at workplace. This situation is known as procrastination (Pearson, Andersson & Wegner, 2001).

3: Interpersonal Conflict

Historical findings advocate that work family conflict is definitely associated with conflict at workplace (Netemeyer & Boles, 1996). Wang at el. (2014) while accompanying an overview on the connection between work personal conflict and its consequences, found that existence of conflict in workplace and

family did affect violent performance at work place. Similar result was reported by Qayyum et al. (2018). In a mutual practice, interpersonal clash which occurs at work is a kind of depression which follows inconsequential arguments, untruthful rumors and conversing (Spector & Jex, 1998). Additionally, the interpersonal conflict is stated by the academics as “a structural stressor that resides of transformations among folks in the workplace”. Conflicts which occurs at the workplace may be a reason to generate an insensitive atmosphere that may lead a way for the supplementary loads on workforces. The employees who face interpersonal conflict frequently desire to use the sentimental drive and balanced thinking to avoid the feelings of frustration and hatred; the uninterrupted ending of the conflict. These approaches possibly will leave them feeling devastated and unable to allow them to do the extra loads at work or home; in some situations, workplace bullying can also be seen (Agotnes, et al., 2018).

4: Employee perceived Performance

Job disturbs individual life of staff and vice versa. It was noticed that when it comes the assurance that work-life conflict disturbs it and eventually the efficacy of worker is condensed (Jackson and Schuler 1985). Behavior is linked to job-parent clash but not to job-spouse conflict according to Aryee (1992). Organizational obligation is harmfully connected to personal life of the workers which paths to little performance so elevated work-life conflict (Blackhurst, Brandt & Kalinowski, 1998). The similar was explored by Allen and Meyer (1990). According to Lee and Hui (1999), work to family conflict has bad impression on presentation of folks when work disturbs the family the enactment declines however it is a decent meter of calculating devotion of worker. Work-family conflict is severely related with structural commitment, and if a worker misses his words then eventually the performance is abridged (Ali and Baloch, 1999). Connection between work-family conflict and efficacy evaluations provided to folks had been studied. The poorer performance was seen in men who practiced work-family conflict than those men who did not practice that, but no modification in general performance evaluations were specified to women who practiced the work-life conflict to the women who did not (Butler and Skattebo, 2004).

Clients and managers, originate direct and secondary possessions between work-family conflict and worker's work where the performances are valued by administrator as explained by Netemeyer, Maxham and Pullig (2005). Anwar (2011) re-counted in his work that Frone et al. (1997) observed the influence of work-life conflict on enactment and stated an important connection, he used an own built balance to measure job recital. Undesirable relationship can be seen between work family role conflict and workers (Siddiqui, Gulf, Limited, & Designation, 2013).

5: Job Satisfaction

A diversity of establishments can conclude that poor home-work and work-home collaboration is connected with thoughtful results for worker (counting unfortunate self-rated, bad feelings and unhappiness, little drive to work and hopefulness, tiredness, sleep complaints – pressure, stress-related disease, family conflict, forcefulness, separation, less life pleasure and substance exploitation, amplified stress and tension) and the institute (performance withdrawal, including less interests ,in-genuine sick absenteeism, and health expenses, condensed efficiency, employee pleasure, promise and faithfulness to the organization), summing all damagingly influence the executive enactment and, thus, administrative earnings (Allen et al. 2000; Anderson, Coffey & Byerly 2002; Hämmig & Bauer 2009; Hughes & Bozionelos 2007; Thomas & Ganster 1995). Not being partial lone by the workers and their relatives, work-family clash clues to numerous other structural costs, such as work disappointment, low enactment, administrative obligation, uneven turnout rate (Willis et al., 2008; Kim et al., 2005). Experimental lessons clinch that there is helpful relationship between work-family conflict and the influences on folks, like consumption of liquors, tiredness, work unhappiness, work nervousness and bodily complications (Warner & Hausdorf, 2009; Ballout, 2008). Work-family clash generates bad results together on the folks and the establishments (Anafarta 2011). Green and Heywood (2011) proposed that flexibility in work has an over-all helpful effect of job pleasure as studied by Fransman (2015). Moreover the AWA-job gratification, connection appears to be inclined to an optimistic, although very small to medium results (Jackson & Fransman, 2018).

6: Emotional Exhaustion

One of the consequences of work-family conflict is expressive tiredness. On nursing workforce throughout the hospital rearrangement gave us a conclusion that amplified job exhaustion is a significant concern of work-family conflict as studied by Burke and Greenglass (2001) and Sweeney and Summers (2002). Lingard and Francis (2006) and Ray and Miller (1994) stated comparable investigation in their study

(Sciences & Publications, 2010). A detailed work of folks from eight work-related sets counting doctors exposed that amplified intensities of work-family conflict upshots in advanced levels of exhaustion counting emotional tiredness (Baron and Kenny, 1986a; Bergman et al., 2008).

7: Sickness and Absence from work

The subject of work family role conflict is connected to an extensive series of opposing results. Protracted research has captivated the parameters of over-all, intellectual, and corporal health. Links also came with exhaustion, job and life pleasure, and health performances. In conclusion, likened with these consequences of over-all condition and well-being.

Others stated that relationship between work family role conflict and condition absence. (Clays, Kittel, Godin, De Bacquer, & De Backer, 2009). A rare revisions originated that relations between procedures of work family role conflict and reflective data of self-reported sickness absenteeism.

8: Employee Retention

Employee retention the vital subject the current administrations are fronting these days like, accomplished labor scarcity, high worker income, and the changing financial progress. Substituting an old administrator was quite noticeable, but, swapping a supervisor, predominantly a slightly operative one, had constructive effects overshadowing the cost (Mitchel, 1981). Investigators have tried the influence of work and family welfares which include the elastic calendars, day-care help, maternal and paternal leaves, day-care material and parental leave on association promise shown that there is more administrative commitment if workers have admittance to work life strategies (Grover & Crooker, 1995). Most of preceding studies conclude that now employees pursue an occupation with worth and reputation for work-life assistances (McCroory, 1999).

Numerous features were measured significant and have a straight move to the good performance of employee's withholding as studied by Cappelli (2000). They were job openings, work atmosphere and work-life equilibrium (Shoib et al., 2009). Many works stated the consequence of non-work features like job pressure and tiredness on employees makes them to change from the union and such parts that make job pressure, work-family conflicts and path the worker to leave the association. The individual qualities of the worker, the smooth funding, worker collects at job, the trade standards and the organization of these workings in the workroom will done its impression on work-family conflicts that can result job gladness and administrative words and eventually lead to employee revenue (Rowley & Purcell, 2001; Mulvaney et al., 2006; Namasivayam & Zhao, 2007). So, work-life balance is necessary to retain employees (Aslam, Shumaila, Azhar, & Sadaqat, 2011).

IV. WORK FAMILY ROLE CONFLICT CONTEXTUAL VARIABLES

1: Islamic work Ethics

Beekun (1997) outlined Islamic ethics of work as a collection guiding principles that distinguish right and wrong. Putting otherwise, it is what an individual thinks of as acceptable to try to or say. Similarly, Islamic work ethics consult with direction towards work. Also, it is virtuous in Islam to have good moral behaviors at work place (Rizk, 2008). By and large Islamic work ethics entirely depend upon the teachings of Islam; what Supreme Being said and has been educated through the Prophet Hazrat Muhammad (S.A.W)

Conferring to IWE, work is quite a noble endeavor because it accomplishes the requirements for existence and contains stability in individual and work life. Work is linked to provide the person a way of independence, self-regard satisfaction, fulfillment and pleasure of the aim of life. IWE tend to scale back the issues of society to inspire commitment. If every individual is loyal to job and avoid immoral strategies of money accumulation, it might cause the healthy operating surroundings and lesser social conflicts that alternatively lead to a good and stress-free life. This additionally brings sensible balance of labor and life (Ahmad, 2011).

A number of writers that examined the connection between ethics of work or protestant ethic and structure commitment (Yousef, 2000)

In the Islamic work ethics perspective, life while not has no work that means associated engagement in the activities of economy is an obligation. In IWE, work is taken into account as a supply of satisfaction,

accomplishment and self-realization (Nasr 1985). Previous analysis has found it to be completely related to satisfaction of job and structure commitment. For instance, Yousef (2001) conducted a research on Muslim staff in many organization in UAE and located that Islamic work ethics had a positive effect on employees' job satisfaction and structure commitment (Khan, Abbas, Gul, & Raja, 2013)

2: Organizational Support

Big contribution in tempering the role of labor family role conflict is completed by Rasool, H. and Zafar M (2012). Four different aspects are thought about for the events of associate degree intervention have an effect on family-work interaction. It ought to have sensible theoretical support, application generalized; easy use and integration theory of color & on the far side (Azeemi, 1995) with resource of conversation theory (Hobfoll 1989; hobfoll & freedy, 1993), psychological feature activation theory (Meurs, & perrew, Ursin & Eriksen) role of growth theory (Marks, 1977).

Furthermore, religious interventions are susceptible to lesser rules (Cash, Gray & rood, 2000) compared to alternative structure interventions that may be used as a general application. Thirdly, Hetch & McCarthy (2010) stressed that conflict of role and facilitation of role has inclinations of dispositional. So, Associate in nursing intervention impact should have an effect on the tendency of disposition of people. This needs a private centered straightforward to use intervention. It's better for organization to incorporate religious interventions for the fact that these are individual centered, non-spiritual, simply comprehensible, value effective and less time intense. Fourthly, a good intervention should absolutely have an effect on the relationships across the work and domains of family.

The support of manager is very important in coping with problems of work-family. The disposition of managers to regulate the tasks of jobs, schedules work, and supply help will facilitate staff to manage their works and demands of family higher (Nasurdin & Hsia, 2007)

The expectation that there's a important impact of support on each stress and outputs, such people with the bigger level of expertise of support fewer negative outcomes. Specially, because of raised positive interactions. Social support is useful no matter whether or not a personal is trying high level of stress. It's hypothesized that the support might facilitate thriving cope throughout nerve-wracking things, such it buffers the consequences of stress (Fisher, 1985). Within the buffering model, it's projected that social support interacts with stressors such a nerve-wracking state of affairs has a little of a negative effect for people who got high levels of support (Grant-Vallone & Ensher, 2001).

3: Work Place Flexibility

The direction and located methods to achieve success, as an example , JetBlue, PNC, Kraft food, Wachovia, JCPenny, HEB grocery company, and Sodexo have sited the advantages of providing a mixture of standard and compressed schedules, overstaffing by 15% combined offers of voluntary day off, programming with a lot of interval, creating voluntary "relief pools" of employees that are cross-trained and sometimes trying to choose up extra hour, providing a lot of part time shifts and voluntary pick-ups, shift trades, and higher technology to form programming a lot of versatile, adjustable and attentive to employee and leader wants .

Proof from a broad vary indicates studies that whilst parents is also managing to fulfill their family and work time commitments, families are coming back under improving stress means that have a seriously damaging impact on the health of each oldsters and youngsters.

As oldsters attempt to satisfy these improving work obligations whereas conjointly making an attempt to fulfill their responsibilities of Families, Half or additional struggle with the conflict of family-work (Stress & Work, 2004)

Different researchers found that the rise in family work conflict and therefore the negative uses if this conflict for families aren't merely operate of accelerating.

The stress families face seems to result from the mismatch between the requirements of families and therefore the structure of American work. Through voluntary leader actions and incentive public policy, steps to produce operating oldsters with short-run time without work, versatile operating arrangements, extended time without work, episodic day of, reducing hours, and career exit and again entering choices that may facilitate scale back the stress on families. The next work for makers of policy is to require the strong impact of labor and stress of family seriously and to appear artistic solutions that increase the flexibleness of the work of American (Stress & Work, 2004)

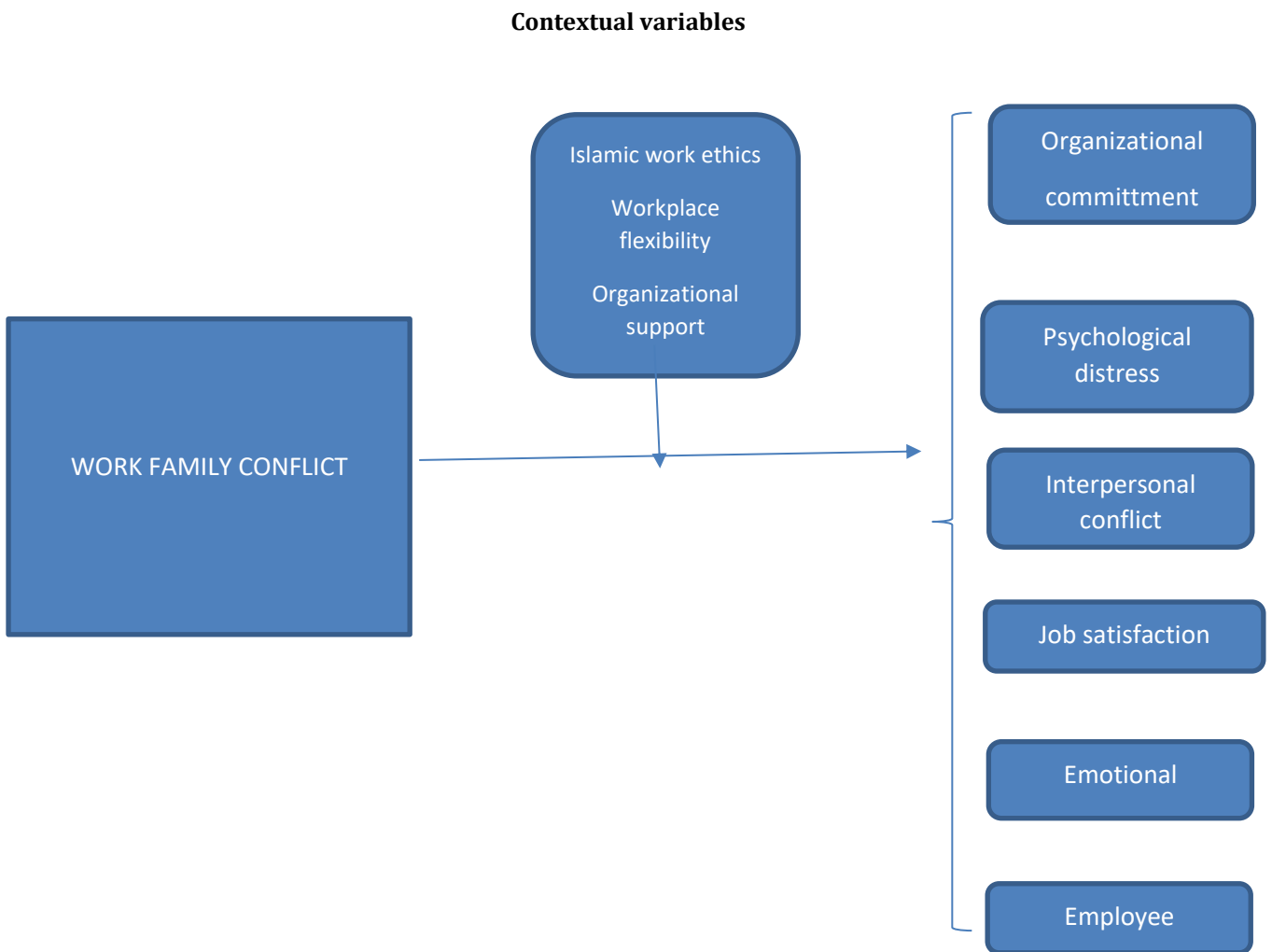
4: Work Family Enrichment

Work Family enrichment theory provides a transparent image of positive outcomes of mixing family and work roles. Whereas there is also different doable clarification for work-family enrichment, the research focuses on the effect of social capital resources. According to Greenhaus & Powel (2006), social capital resources that are generated from one role will improve the standard of life within the different role or the same. During this research, it's planned that the resources of social capital are accomplished once a nurse received social support at his family or at work.

For example, if Maria have the support, she desires from her partner following a dramatic event in her life, she is also ready to manage an unpleasant scenario at the work place. This helps her to take care of an honest relationship along with her colleagues. From this example it is evident that the support from the private role will facilitate to boost the standard of life within the work role (Rashid, Nordin, Omar, & Ismail, 2013).

V. CONCLUSION

Diagram: Showing consequences of work family role conflict with contextual variables



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