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RESEARCH PAPER

Work-Family Role Conflicts and Its Relationship with Job Performance of Female Nurses Working in Public Hospitals of Lahore

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PAPER INFO	ABSTRACT
 Corresponding Author Nayab.javed@lcwu.edu.pk	Work family conflict impacts representative execution at workplace and furthermore the lives of individuals. Women have progressively participated in labor and expanded goals for their professions, and budgetary autonomy. The study explored the relationship of job performance with the work family struggle of nurses working in public hospitals of Lahore. The quantitative research method was used to find out the relationship of job performance with the work family conflict with respect to time, strain and behavior. In this research study, cross sectional research design was used and sample was selected with the help of multistage random sampling technique. The sample of 352 respondents was selected randomly from four hospitals of Lahore Two tools; i) Work Family Conflict Scale (WFCS), ii) Individual Work Performance Questionnaire (IWPQ) were used for the purpose of data collection to measure the conflict between family and work and job performance of nurses. The data analysis based on descriptive and inferential statistics, in descriptive. Results depict a positive strong relationship (r =.642, n =327, p < 0.01) between job performance of nurses and their work family role conflict. The study findings helped to develop understanding towards time, strain and behavior as the basic causes of conflict among the family and work.

Introduction

In the course of modern decades, the subject of work-family conflict (WFC) has gotten far reaching attention and has been liable to growing the research (Eby Casper, Lockwood, Bordeaux & Brinley, 2005; Pitt Catsouphes, Kossek& Sweet, 2006). It is a result of sensational changes in the economic, political and social

atmosphere which propose that the incorporation between the work and family space will turn out to be progressively troublesome and that work-family issues will turn out to be more significant. There are now progressively dual-income families, working heads of single-parent families, working ladies everything being equal, working moms, men with direct obligation regarding family care, workers thinking about old family members and workers in the sandwich age with duty regarding both childcare and eldercare (Duxbury & Higgins, 2006). Simultaneously, an escalation of work can be notice now and more male and female are working with long hours and are announcing more prominent requests in their working environments. More pressure is put on employees as they battle with expanded worldwide challenge and all the more requesting clients in a domain, in which momentum of work and cost have gotten more significance (Lewis & Cooper, 2005).

Since work and family are the two vital and significant area of research interest of people, a developing assortment of empirical research has dissected the work-family interface in recent years. Edwards and Rothbard, (2000) recommended that the progression of attitudes, feelings, and practices set up in one area may overflow into the other, as an interfacing segment among work and family. Conflicts happen when individuals extend out their energies to accomplish the prerequisites of work demands by sacrificing and surrendering the demands of family and the other way around (Carlson et al., 1995). Work-family role conflicts are shaped of the role fiction structure work and family spaces that are commonly contradictory in certain areas (Friedman, Johnson & Rimsky, 1996).

An assessment of the literature proposes that there are basically three significant contributor of work family conflicts i. e. a) strain based, b) behavior based and c) time based. These three basic sources become significant patrons among work and family. This rising interest in the nexus among work and family isn't amazing in light of the fact that family and work have various requirement and individual need to fulfill the requirement of both work and family role (Kahn et al. 1964). It can be expected that more the individual occupied with one role, more other roles will be dismissed or neglected and conflict rise among work and family (Bruck Allen & Spector, 2002; Kahn et al 1964).

Greenhaus and Beutell, (1985) used the definition of Kahn et al. (1964) and decided the various sources of conflicts among work and family role conflict. They also talked about three fundamental sources of conflicts among work and family role conflict and contended that contention among family and work depend on behavior, time and strain. They contended that the conflict based on time can be taken into two forms. Firstly, time pressure which associated with the fulfillment of one role may make it tough to accomplish the expectation for other role. Secondly pressure may deliver a distraction with one role in any event, when one is physically at-enticing to fulfill requirements of the other role. Greenhaus and Beutell (1985) additionally talked about the concept of behavior based conflict, and said that the conflict based on behavior arose when explicit kind of behavior of one role makes it hard to fulfill

the demands for other role. The third source of work family conflict includes the strain produce by the roles. Tension, weariness, depression and anxiety made by work role can influence the family role of person. Further, the ongoing decade has additionally observed a sensational change in the development innovation, dual roles of people, work force participation and changing job expectations for both the worker and the organization that have obscured the boundaries among work and family role (Allen, Bruck, Herst& Sutton, 2000).

In a conventional family the spouse consistently goes to work or to deal with his business and the wife remains at home to deal with the children yet such a family setting is dying with the progression of time (Greenhaus & Powell, 2006). Women have progressively entered in the workforce and expanded their aspirations for careers, and economic freedom all around the globe (Davidson & Burke, 2012), which has changed the role of women in the society. Outcome of harmony and balance among work and family roles has converted in to a challenge (Fleetwood, 2007). The concept of conflict of work with family has been thoroughly anticipated in the previous literature; however the concept of work family conflict in the profession of nurses is completely neglected (Burks & Greenglas, 2001)

Nursing is a female-subjugated profession with testing work circumstance that is the reason analyzing work–family strife in the nursing viewpoint is significant for its hypothetical and viable ramifications. Workplaces for medical attendants are simpler in numerous first and second world nations, yet in creating nations because of certain taboos and qualities workplace gets troublesome. This welcomes on to pressure, low occupation fulfillment, low representative employment execution and thought for mental prosperity (Elfer & Dearnley, 2007). Long and harsh work hours just as trying work conditions and employment stress intensifies work–family struggle for nurses in developing nations. Pakistan is with low sexual orientation libertarianism. Because of expanding inclusion of ladies in the workforce (Winefield, Boyd &Winefield, 2014), social morals and standards about gender roles have been going through a quick change.

There are several reasons of family-work conflicts and work-family conflicts faced by working women that affects them psychological, physical and mental health and resultantly it affects their job performance. As, the family obligations of the two people vary, especially in male centric culture like Pakistan, where working ladies face more family to work and work to family strife when contrasted as compare to men. Likewise, the work necessity of ladies particularly nurture is expanding step by step.The present study examined both family to work role conflict and work to family role conflict. The term work-family conflict means conflict emerged from work disturb the family role and family role disturb working roles and vice versa. The current study examined behavior, time and strain as a forms of conflict amongfamily and working roles of hospital nurses and how differently time and strain based conflicts individually effect the job performance of nurses of public sector hospitals in Lahore.

Literature review

Greenhaus and beutell (1985) explain the term work family conflict as "A type of conflict which entomb job where the burdens from the family and work spaces are usually conflicting in certain regards". Carlson et al., (2000) in additional developed stage show three types of work/family struggle: strain based, behavior based and time based conflict. The work family strife writing mirrors that it influences the intellectual emotional of representatives, mental prosperity and social, part of their lives (Allen et al., 2000; Greenhaus, Collins, & Shaw, 2003).

Additionally, work family struggle is fundamentally related with turnout and burnout (Burke, 1988; Frone et al, 2000) and low degrees of occupation fulfillment (Kossek&Ozeki 1998; Allen et al., 2000), absence of hierarchical responsibility (Lyness& Thompson 1997), truancy (Gignac, Kelloway& Gottlieb 1996), sorrow, conjugal fulfillment and life fulfillment, profession fulfillment, work fulfillment, family fulfillment (Higgins & Duxbury, 1992), and overflow mind-sets (Williams &Alliger, 1994). Though the Source of contention rely upon the availability of different emotionally supportive network inside and outside the family just as the association where she works. Overflow hypothesis, encourages us to clarify the unevenness between expanding work hours and family life. This hypothesis characterizes the work viewpoints that can mentally impact a specialist to encounter work-family strife (Grzywacz& Marks, 2000).

Strazdins et al. (2013) concentrated on work-family conflict and its impeding relationship to the children's emotional wellness. Cinamon, Weisel and Tzuk (2007) called attention to that work family conflict of one family member has a positive with the Family Work Conflict of the other life partner, whereas the two elements of contention (Family to work and work to family) negatively affect the nature of parent-youngster connection and parental self-viability. The research study conducted by Cho and Allen's (2012) showed that work-to-family struggle meddles with parent-kid intuitive conduct.

In the course of the most recent thirty years, extensive literature has analyzed the association between strain and work-family struggle (Amstad, Meire, Fasel, Elfering & Semmer 2001; Allen, Herst, Bruck& Sutton, 2000). Strains are the behavioral and physiological responses to ecological requests, difficulties, dangers (i.e., stressors) and reactions, for example, cerebral pain, sorrow, and burnout, (Ganster& Rosen, 2013). Different writer suggested that the work family struggle is consider as potential stressor which prompt different types of strain. Thomas and Ganster (1995) created and tried a model connecting with family steady working environment strategies to for work family conflict and strain results. They found that family steady projects, for example, adaptable timetables and strong managers were legitimately and in a roundabout way (through saw control) identified with WFC.

On the other side time sensitive conflict is characterized as that contention happened when the women(nurses) invested energy in one job while ignoring the

other function simultaneously. Researcher also recognized that time based conflict may happen because of the contradictory time plan. It prompts job over-burden in two structures one is that women (medical attendants) are related with various duties and commitments at both work and family. Time based clash happen when ladies (nurses) need to keep up associations with family, companions, and kids. Also, simultaneously they need to manage their positions which is a weighty weight obligation at times is a 24 hours' obligation.

Whereas behavior is another form of conflict among family to work and work to family roles conflict. When behavior required in one particular job is become a source of conflict for the other required role if that behavior exercise in the other role as well, then the conflict consider to be behavior based conflict (Greenhaus & Beutell, 1985). For example, an assertive and confrontational behavior need to resolve the problems at work place, it might be inappropriate in the house as there is no need for aggressive behavior to resolve the family issues, as family roles demand caring, nurturing, warm and collaborative approach to resolve the issues (Edwards & Rothbard, 2000; Greenhaus & Beutall, 1985).

Greenhaus and Beutell (1985), examine behavior based clash and it produce when an individual is relied upon to complete broadened practices, at some point a conduct in one space make it hard to meet the prerequisite of other area. In this research study the researcher will be focused at time, strain and stress based conflict.

The phenomena of work family role conflict and job performance are relatively new in Pakistani context. In this area there is limited literature available to discuss this phenomenon thoroughly. Bashir and Ramay (2010); Chaudhry, and Ahmad, (2011); Mansoor, Fida, Nasir, and Ahmad, (2011); Nadeem, and Abbas, (2009); Rehman, and Waheed, (2012), described the phenomena of work family role conflict in different dimensions but majority of above mention researcher only discussed stress as main source of conflict among work family role conflict and job performance of employees working in other institution. But the current research study filled this gap by studies the basic source of conflict within work family role conflict and then measure the consequences of these conflict on the job performance of nurses.

Hypotheses

Based on the above contentions and hypothetical methodology of the work family conflict the following hypotheses are purposed.

H_1   There is a noteworthy relationship of work family roles conflicts with job performance of female nurses.

H_2 Time based work family roles has a significant relationship with job performance of female nurses.

H₃   Strain based work family roles conflicts have significant relationship with the job performance of female nurses.

H₄   Behavior based work family roles conflicts have significant relationship with the job performance of female nurses.

Material and Methods

In this research study cross-sectional research design was applied to achieve the purpose of this study. In cross-sectional design the data was collected from more than one case at a single point of time. Which was solitary point in time, after which the information are inspected to recognize examples of affiliation (Bryman & Bell, 2003). Sample of the study was based on the female nurses working in four public sector hospital of Lahore and sample was selected with the help of sample random sampling technique.

The data was collected with the help of self-administrated (demographic profile) and adaptive (work family conflict scale & Individual work performance) tools. The questionnaire was distributed among nurses of four public hospitals of Lahore. The information was gathered through personal visit. Around 350 polls were circulated among the various hospitals of Lahore. Very nearly 345 polls were gotten back, out of which 18 surveys were disposed of because of inadequate reactions. 327 polls were utilized. The general reaction rate was 98%. A demographic profile was intended to record the demographic profile of the nurses working in public hospitals of Lahore.

The **Work-Family Conflict Scale** was applied to estimate behavior, strain and time based conflict within work and family roles. The Work-Family Conflict Scale was developed by Carlson, (2000). With the help of Work-Family Conflict Scale researcher measured the interference of time, strain and behavior within the work to family and family to roles and create conflict. The distribution of items is as follows with the internal consistency of each dimension:

Sr. #	Dimension	Internal Consistency
1	Time based work interference within family	.87
2	Time based family interference within work	.79
3	Strain based work interference within family	.85
4	Strain based family interference within work	.87
5	Behavior based family interference within work	.78
6	Behavior based work interference with in family	.85

The job performance of employees was assessed with the help of **Individual Work Performance Questionnaire** (IWPQ) developed by Linda Koopmans (2014). Individual Work Performance Questionnaire (IWPQ) has 18 items on 5 point Likert scale (1=Seldom, 2=Sometime, 3=regularly, 4=Often, 5=Always).The internal consistency of each dimension is follow:

Sr. #	Dimension	Internal Consistency
1	Task performance of an individual	.79
2	Contextual performance of an individual	.83
3	Counterproductive work behavior of an individual	.89

Results and Discussion

The data analysis based on descriptive and inferential statistics. Descriptive analysis showed that larger part of the respondents was confronting the work family struggle issue. Whereas inferential Correlation is estimated through measurement called correlation coefficient, which told researcher with respect to the quality of straight relationship between researcher variables. The largest group of the respondent is around about 305 (93.3%) is among the age of 21-30 years, 21 (6.4%) among the ages group of 31-40, 1(0.3%) among the age group of 41-45. There were majority of respondents who were single (52.6%). On the other side 41.3% of respondents were married while the 2.1% of the respondents were separated and 4.0% of the respondents were divorced.

Correlation between Work-family Conflict and Individual Job Performance

	Mean	St. Dev	Work Family Conflict	Individual work performance
Work Family Conflict	55.91	9.347	1	.642**
Individual work performance	55.60	11.59	.642**	1

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

The relation between work family roles conflicts and job performance of nurses were inspected by utilizing Pearson product-moment correlation coefficient. Starting examinations were performed to affirm no infringement of the speculation of ordinariness, homoscedasticity and linearity. Results in the above table portray that there is a solid positive relationship (r = .642, n =327, p < 0.01) between work family roles conflict and job performance of nurses.

Correlation between Time, Strain and behavior Based Conflict with Individual Work Performance

	Individual Work performance	Time Based Work Interference	Time Based Family Interference	Strain Based Work Interference	Strain Based Family Interference	Behavior Based Work Interference	Behavior Based Family Interference
Individual Work performance	1						
Time Based Work Interference	.528**	1					
Time Based Family Interference	.543**	.319**	1				
Strain Based Work Interference	.621**	.544**	.278**	1			
Strain Based Family Interference	.713**	.369**	.508**	.390**	1		
Behavior Based Work Interference	.482**	.465**	.398**	.470**	.328**	1	
Behavior Based Family Interference	.532**	.541**	.391**	.552**	.324**	.524**	1

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

Work family roles conflict is an emerging field in Pakistan, the reason is the number of working women are increasing on daily bases. Due to play a role in paid work and improving the financial status of the women, now women have an opportunity negotiate about their dual role with mother. The table illustrates the relationship of time based interference in work with job performance of nurses. There was a strong positive relationship (r =.528, n =327, p < 0.01) between time based work interference and job performance of nurses. There was also a strong positive relation of time based family interference (r =.543, n =327, p < 0.01), strain based work interference (r =.621, n =327, p < 0.01), strain based family interference (r =.713, n =327, p < 0.01), behavior based work interference (r =.532, n =327, p < 0.01) within the job performance of nurses. The behavior based work interference had a medium level of relationship (r =.482, n =327, p < 0.01) with the job performance of nurses.

Conclusion

The present research study uncovered that, the conflicts between the work and family obligations have inside clash among them as job of a nurse is testing. In this manner, strife emerges and it has critical backwards relationship with the job performance of nurses. Pakistani society is male centric culture, although some changes can be noticed with the progression of time and women participation within other field of lives, however the customary functions of women as mother, as a care taker within family and natively constructed are also joined to women.

In present study the tested relationship is positive and significant among the work family roles conflict and job performance and time, strain and behavior based interference with job performance of nurses. However, the relation between the variables was very high despite of the fact that there are other factors also facilitating the women like support from the family, institution perform their role in mitigating the conflicts of their workers with the both domains and coworker also play an important role to help the individual to mitigate the family and work role conflict. Past examinations upheld the discoveries of the exploration that when individuals were associated with different jobs and obligations while having brief period and energy it causes over-burden and cause mental and mental pain and face strife in work and family. These variables sway on the obligations they should perform (Carlson, Kacmar& William, 2000)

Since, as indicated by Greenhuas and Beutall (1985), family and work domain strife can have an effect and a connection with the working environment of employees, if strain from the work place is low than the family role conflict may not emerged. For the current research, the facts previously demonstrated that with higher outstanding burdens when contrasted with family demands coming about into negative relationship work-family struggle with the job performance of nurses.

In the current research, it was theorized that there was linkage between times sensitive, behavior-based and strain-based work family conflict and working

exercises of nurses. In any case, the discoveries were huge. The connection between work family roles strife and job performance of nurses were analyzed by utilizing Pearson item second relationship coefficient. Beginning investigations were performed to affirm no infringement of the speculation of ordinariness, homoscedasticity and linearity. Results in the above table depict that there is a strong positive relationship (r =.642, n =327, p < 0.01) between work family role conflict and job performance of nurses.

The relationship of time based interference in work with job performance of nurses. There was a strong positive relationship (r =.528, n =327, p < 0.01) between time based work interference and job performance of nurses. There was also a strong positive relation of time based family interference (r =.543, n =327, p < 0.01), strain based work interference (r =.621, n =327, p < 0.01), behavior based family interference (r =.713, n =327, p < 0.01 within the job performance of nurses.

The present study confirmed that work family roles conflict has a significant relationship with the job performance of nurses working in public sector hospitals. The research was especially led for nurses so as to underscore on the people who are conforming to various jobs. The outcomes have indicated that struggle between work and family spaces frustrates in the exhibition of occupation jobs.

The present study also explored the relationship of time based work family conflict with job performance of the nurses. The results revealed that the time-based conflict had a clear relationship with the job performance, yet, a change was not extremely significant on the grounds that obligation hours of the medical caretakers were adaptable in the public division hospitals. It was also concluded that all the strain-based conflicts have a strong relationship with the job performance of nurses. Conflict based on strain has also a significantly associated with the job performance of the nurses. It also shows that nurses face more strain strife between family unit obligations and performing job duties. Strain based is more as contrast with time based on the grounds that the job request from medical attendants from the two circles is requesting. They need extensive consideration so when family and work meddle with one another it impacts hands on execution of nurses.

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