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Full Length Research Paper

Impact of Work and Home Demands on Work Life Balance: Mediating Role of Work Family Conflicts

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Abstract

The objective of the research is to find out the mediating relationship of work family conflict with Work life balance on work demand and home Demand among female doctors in the hospitals of Sialkot and also to find out the reasons of these conflict and their solutions Previous Research shows that the most of the researchers conclude that the women professionals face more work family conflict because they have to do dual responsibilities of their work as well as for their home along with the job requirements. Quantitative technique is used for data collection. For this purpose the questionnaire is distributed to 300 female doctors in two districts of Sialkot. 179 questionnaires were received from female doctors of private hospitals and 121 from female doctors of government hospitals. Statistical package for social sciences (SPSS) is used for ANOVA, T test, correlation and regression analysis. Multiple regressions analysis is used for testing of simple hypothesis and Barron and Kenny (1986) model is used for mediation analysis. From the analysis of data it is find out that there is negative significant relationship of work family conflict with dependent variable (WD) and independent variable (WD,HD). Every professional woman has to face dual responsibilities which make cause of work family conflict. Age and marital status also mattered. Women who have kids and who has dependent care issues and who's doing full time job face more work family conflict.

Keywords: Work Life Balance, Work Demand, Home Demand, Work Family Conflict.

INTRODUCTION

Health care sector has become one of Pakistan's largest and important sectors in terms of revenue and employment. Health care industry is growing at a very high pace because of its best services. Now a day's people in general are very health conscious and this has created awareness in providing best services to

customers. In this regard doctors, both male and female play a important role in health care industry. But the problem we discussing is of female doctors,

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(Dawn Pakistan, 2016). A Pakistani newspaper "DAWN" reveal that there are fewer female doctors who continue their job after getting the degree of graduation. Almost 50% of the female doctors are never working after graduation. In Pakistan many females sacrifice their incoming classes due to domestic and cultural restrictions and this give benefit to male's seats in medical colleges.

(AMA, leave policies for maternity) Now a day the majority of men's report work family conflict and the women's report the stress, anxiety, and fatigue along with work-family conflict. This is due to their multiple roles in their work and life. A study conclude that many women's change their career for the benefit of their family and their wellbeing. The same study conducts a research and found that the thirty five percent males change their career and eighty five percent women's change their career for the responsibilities of the family. Men's percentage is less in this regard as they are not able to maintain their work life balance. But if there is a problem, solution is also there in the shape of changing in positions, reduction in working hours, part time work and making adjustment of time with family. If there is mutual understanding between families, spouse or partner the work life conflict can be reduced.

Gulzar & Khalid (2016) Healthcare workers perform their duties for the well-being of people in hospitals. Responsibilities are shared by both male and female doctors as the burden on healthcare setting is increasing. Maintenance of job and home responsibilities are becoming more challenging as women are growing in the labor force. Due to performing work and family task simultaneously, women face conflict in their dual roles. We define the work life balance as it means setting an equal time between your work and family life this surely helpful in maintaining work life balance. Now the main objective of the work life study is to enable the people to enjoy both the lives (personal & professional). Grzywacz & Carlson (2007) it is a very projecting topic now a day in society. This expression firstly used in the middle of 1970 that describe the balance between professional and personal life.

Allen *et al.*, (2000) in these days when everybody is revolving around a competitive environment the hospitals are also face a competition. Hospitals face more competition and there is lack of resources and the availability of resources is necessary for the achievement of goals and success in career. Female doctors are a crucial element in hospitals they are responsible for the quality of health and health care issues. Female doctors also have the ability to resolve

the big issues in hospitals. Female doctor's commitment with their family and hospitals put a great impact on the productivity of both domains. There is another research suggest that women's are juggling with their home responsibilities act as a mother, partner, homemaker along with the responsibilities of work demands (Breau of labor statistics, 2006; Grzywacz & Carlson, 2007). The research targets the women professionals working in hospitals of Sialkot like female doctors and analyze the mediating role of work family conflict. The objective of this research is to identify the relationship of dependent and independent variables with mediating variable. Whereas our independent variables are work demand and home demands and our mediating variable is work family conflict and our dependent variable is work-life balance.

LITERATURE REVIEW

David, (2012), an individual must have the ability to set their time in that order in which he is able to give equal time to work and family. It is called work life balance. This tells about values and preferences of female doctors that how she's balance their hospital activities and home activities. There are different types of variables we discussed in this literature.

The objective of this literature review is to highlight the concerned information like: the variables and its effect for female doctors. (Frone M.R., 2000) Work family conflict is a two way concept; work to family and family to work conflict. Work to family conflict arise when work interrupt the family domain and family to work conflict arise when family interfere work.

Work-Life Balance

(Anne & Juliet) "Extent to which an individual is equally engaged in and equally satisfied with his or her work role and family role" There are three mechanisms of work-life balance:

a). Time Balance

Time balance explains the equal hours of time given to both work and family and trying to reduce the work family conflict.

b). Psychological Involvement Balance

Emotional involvement tells us about the psychological involvement of an individual equally in their work and

family.

c). Satisfaction Balance

Suggest that an individual must have satisfied with their work and family roles then he/she will be able to maintain their work life balance. These components are discussed in the case study of Nigerian female doctors. Study abstract that performing of multiple roles is not easy for female doctors. When the female doctors face the stress and emergency situations in hospital or at her work place then she is not able to perform the duties of their home effectively as she is fatigued and does not able to perform their duties at the end of their shifts.

(Aminah Ahmad, 2008) Aminah Ahmad says, with the increasing interest in work family conflict in this era the development of an analytical model is necessary. She developed a model for the analysis of work-family conflict and for its developments three things are considered important like: analysis could be job related, individual related and family related. Work life balance problem is a very serious problem. It's impossible for an individual to maintain a balance between their work and home and its consequences create conflict (Delina & Parabakar, 2013; Steward & Jeffery, 2000).

Work-family conflict

JH, KM, & JD, (2003), this research study is on work family conflict. He concludes that how we minimize the work family conflict? A person can do this by investing equal hours to both domains; this will decrease the work family conflict and improve the life of an individual. This study discuss about the married women's that they get quality life only in the situation if they achieve work life balance. It's a very important issue which needs to be discussed.

Jacque L.King (2005) and Krishna, Vrandra, & Atiq (2010), research analysis of this study explains the work life misbalance of male as compared to females and the kind of problems which faced by women. The results shows that females are facing more conflict as compare to men's. And it is more difficult to manage if there is a kid at home. Women may mange the work life balance if their spouse is supportive. Jacque also defines Another problem for women is to take leaves from the job for taking care of their sick child as they have problem of dependent care issues(Anna, 2014;Akram & Hassan, 2013).

a). Time-Based Conflict

Pleck, Stain, & Lang, (1980) explains that time based conflict arise in that place where an individual perform their role in one domain and does not able to manage it for other domain. Like he gave his all time to work activities and not to home. It creates work family conflict.

b) Work Related Conflict

(Burke, Weir, & Duwors, 1980)Work family conflict has positive effect on the number of hours an individual work per week. (Pleck *et al.*, 1980) He explains the relationship of work family conflict with work overload and the extra shifts of work which an individual done.

Work Demand

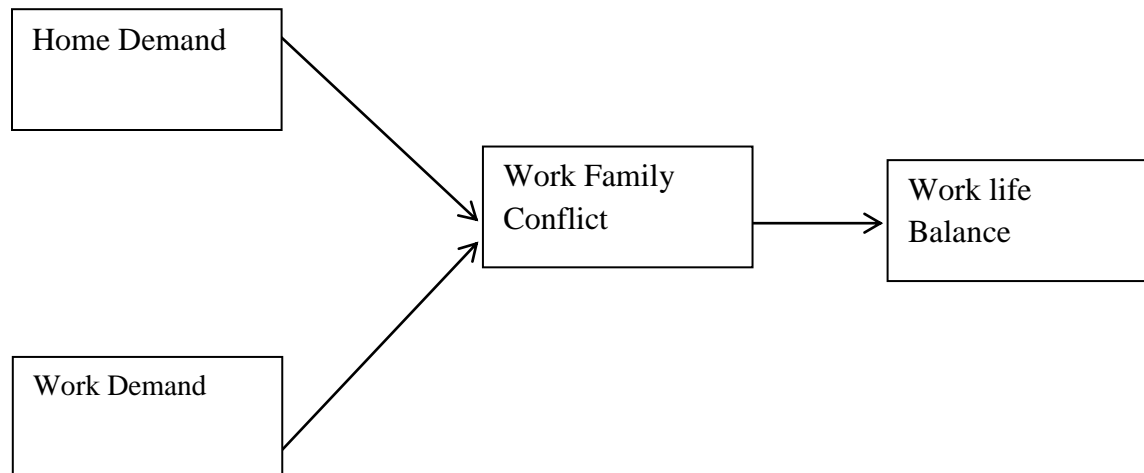
(Boyar & Mosley, 2008), these researchers explain the definition of work demand. He said that the work is the task and activities which an individual perform when he get a position in an organization and the demands are the duties which an individual have to perform at their work and home. (Dr, Ankita, 2015) research explains that the individual have fewer control on their work activities than the home activities. It also suggests that the work family conflict create stress and cause low performance of organization (Burke & Greenglass, 2001).

Work Involvement

Parbudyal, Dale, & Laurel (2004), recent studies of job involvement signifies that involvement in work enhances the individual satisfaction related to work, while at the same time increasing productivity for the organization but this may harmful for work-life balance. It's also suggests that man and women have different perceptions towards their job. (Youngeeta & Srilatha, 2016).

This Research has established a positive link of job involvement and work family conflict. If an individual gave more time and energy to their work then after that he is not able to participate further with their family activities. This generates work family conflict (Adams, King & King, 1996; Carlson & Frone, 2003). Results of the research explain the relationship of job involvement and work family conflict. it shows a positive connection of both variable.(Ahmad Zainal Abdin, 2011) This research also finds out the positive bond of variables, work involvement and work family conflict (Ahmad.A, 2008).

Theoretical Framework



Formation of Hypothesis

H1: Work Demand has no significant effect on work life balance.

H2: Home Demand has no significant effect on work life balance.

H3: Work Demand has no significant effect on work family conflict.

H4: Home Demand has no significant effect on work family conflict.

H5: work Family Conflict has no significant effect on work life Balance.

H6: Work Family Conflict has no significant mediating effects on the relationship between work demand, home demand and work- life balance.

Work Role Conflict

Whereas (Safaria, Ahmad, & Abdul, 2011) defined role struggle "Reflects incompatible demands on the person (either within a single role or between multiple roles) which can encourage negative emotional reactions due to the apparent incapability to be effective on the job". (Lamia, 2015)The empirical evidence of their research study shows that due to excessive roles psychological stress may occur.

Kura-tul-ain, Arif, & Nadeem (2011) interprets the meaning of role; he said that role is an activity which an individual perform while occupying a position in an organization and thinks that it's necessary for the organization performance. (Larson, 2004)He explains the role ambiguity it means that an individual does not

clearly know about their tasks and activities which also create side effects for their work productivity.

Work Overload

Moorie (2000), work overload has some consequences for the employee and also for the families of the employees.

the employees. If an individual work for the long hours it may affect the performance of that individual. Aminah Ahmad (2010), the research also identifies the work family conflict as mediator with the other two variables like emotional fatigue and work overload. The independent variable is work overload and the results of the study conclude that the work family conflict play the role of partial mediator among the variables. Some researchers discuss our religious duties with respect to work overload.

Home Demands

Rehma & Roomi (2012), for a woman the management of family and work at the same time is not an easy task especially in patriarchal society. The author gave the example of Nigerian females he says in Nigeria all the home duties are the responsibility of a women. This increase the home demands with work demands and a woman has to manage both of these demands. If we talk about Pakistan we know that there is no health care system available that care the disabled and old citizens. In European countries these types of health care centres are available. So in Pakistan women's have to

take care of their old parents, their kids along with their job. It's a very exhausting process for a female. This crafts some side effects on the performance and productivity of female doctors and nurses as they are not able to perform properly.

Family Conflict

Elizabeth, Rabika, & Carolina (2010), the employees who have dependent care problems are facing more conflict. And these issues are positively related to work family conflict. (Ahmad, 2008), the degree of family conflict depends on the number of Children, age of your youngest child, nature of family system, spouse career dissimilarity and spouse support or responsibility sharing.

Furthermore, (Rena, Reepeti & Taylor, 2002) the adverse impacts of family issues on employees' jobs and personal lives can be devastating. It can lead towards increased health issues/problems and lowers the job performances. Azhairi (2008), the research finds the impacts of work-life conflict on work-life misbalance. It shows that influence of personal life is more stronger/powerful on work-life conflict as compared to professional life (Kopelman, Greenhaus, & Connoli, 1983).

Population, Sampling Technique and Size

The population of study is the female doctors of all government and private hospitals at Sialkot. Convenient sampling technique is used for sample of this study. This study would generally depend upon quantitative research approach. The researcher will use the Barron and Kenny's (1986) model for analyzing Mediating variable (Work family conflict) and multiple liner regression for dependent variable (Work life Balance) and independent variables(work Demand and Home Demand). The study targeted female doctors which consisted of Five Hundred female doctors working in hospitals of Sialkot district. And the data tool which will be used is statistical package for social sciences (SPSS). My sample size consisted of 500 female doctors of private and public hospitals at Sialkot. 300 questionnaires were selected for distribution by using fluid survey formula. 121 Questionnaires re received from public hospitals and 179 were received from private hospitals.

RESULTS AND DISCUSIONS

Correlations Analysis

To view the relationship among factors, Pearson correlation coefficient was choosing. Correlation coefficient can range in value from -1 to +1. For the Pearson correlation an absolute value of 1 indicated a perfect linear relationship. As per following result of the correlation matrix, there is a negative correlation of -0.774 ($r = -0.774$, $p < 0.01$) between the work demand (WDW) and work life balance (WLB). And that the correlation coefficient is very highly significantly different from zero and a significant negative correlation of -.716 exists between home demands (HDW) and work life balance. The correlation of -.708 between work-family conflict (WFC) and work life balance explains the significant negative correlation among the variables. There is another correlation of 0.727 ($r = .727$, $p < 0.01$) between the work demand and work family conflict, it express the significant positive relationship between the variables. With respect to this correlation matrix the independent variables work demand and home demand shows the negative strong relationship with work-family conflict. And work family conflict and work life balance also shows a negative strong relationship.

Hypothesis Testing

In this research study to investigate the hypothesis SPSS is used. Mediating hypothesis was tested by determining the Barron, and Kenny (1986) model. Multiple regression analysis was run to check the simple hypothesis.

The value of R square (R^2) for dependent variable "work life balance" is .599 and the adjusted R^2 is .598 which indicates that the 59% variation in this variable is explained by the independent variable "Work Demand". Value of β is -.774 explains the change in work life balance due to work demands. The value of t -21.07 depicts negative significant effect of work demands on work life balance. Zero significance rejects the hypothesis. H_0 : so that we accept alternative hypothesis H_1 . H_1 : work Demand has negative significant effect on work life balance.

The value of R square (R^2) for dependent variable "Work Life Balance" is .513 and the adjusted R^2 is .511 which explains that the 51% deviation in this variable explained by dependent variable "Work life balance". The value of β is -.716 explains changes in work life balance due to home demands. The value of t -17.67 depicts negative significant impact of home demand on work life balance. Zero significant rejects the hypothesis H_0 , so that we accept alternative hypothesis H_2 .

Correlations

		WLB	WDW	HDW	WFC
WLB	Pearson Correlation Sig. (2-tailed)	1	-.774** .000	-.716** .000	-.708** .000
WDW	Pearson Correlation Sig. (2-tailed)	-.774** .000	1	.810** .000	.727** .000
HDW	Pearson Correlation Sig. (2-tailed)	-.716** .000	.810** .000	1	.686** .000
WFC	Pearson Correlation Sig. (2-tailed)	-.708** .000	.727** .000	.686** .000	1

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

Work demand and work life balance

Independent variable	Model summary		ANOVA		Coefficient			
	R Square	Adjusted R Square	F	Sig.	B	Beta	t	Sig.
WD	.599	.598	444.05	.000	-.777	-.774	-21.07	.000

Dependent Variable: work life balance

Home demand and work life balance

Independent variable	Model summary		ANOVA		Coefficient			
	R Square	Adjusted R Square	F	Sig.	B	Beta	t	Sig.
HD	.513	.511	312.49	.000	-.648	-.716	-17.67	.000

Dependent Variable: Work Life Balance

H2: Home Demands has negative significant effect on work life balance

Work Demand and work-family Conflict

Mediating Variable	Model summary		ANOVA		Coefficient			
	R Square	Adjusted R Square	F	Sig.	B	Beta	t	Sig.
WD	.528	.527	332.7	.000	.842	.727	18.24	.000

Mediating variable: Work-Family Conflict

The value of R square (R^2) for mediating variable "Work-Family Conflict" is .528 and the adjusted R^2 is .527 which explains that the 52% variation in this variable is caused by independent variable "work Demand". The value of β is .727 which explains the change in work family conflict due to work demands the value of t depicts the positive significant impact of work demand on work family conflict. If the work demands are increased the work family conflict is also increased and vice versa. Zero significance rejects the null hypothesis H_0 . H_3 : work Demand has positive significant effect on work-family conflict.

Home Demand and work-family conflict

Mediating Variable	Model summary		ANOVA		Coefficient			
	R Square	Adjusted R Square	F	Sig.	B	Beta	t	Sig.
HD	.471	.469	264.1	.000	.717	.686	16.25	.000

Mediating variable: Work- family conflict

The value of R square (R^2) for mediating variable "Work Family Conflict" is .471 and the adjusted R^2 is .469 which explains that the 46% variation in this variable is caused by Independent variable "Home Demand". The value of β is .686 which explains the change in work family conflict due to change in home demands. Zero significance rejects the null hypothesis H_04 and accepts the alternative hypothesis. H_4 : Home Demand has positive significant effect on work-family conflict

Work-Family conflict and Work Life Balance

Mediating Variable	Model summary		ANOVA		Coefficient			
	R Square	Adjusted R Square	F	Sig.	B	Beta	t	Sig.
WFC	.501	.499	298.16	.000	-.613	-.708	-17.2	.000

Dependent Variable: Work-Life Balance

The value of R square (R^2) for dependent variable "work life balance" is .501. And the adjusted R^2 is .499 it specifies that there is 50% deviation in this variable is caused by mediating variable "work family conflict". The value of β is -.708 indicates the change in work family conflict due to change in work life balance both show the negative relationship. And the significance is .000 so we reject the null hypothesis H_05 . H_5 : Work-Family Conflict has negative significant effect on work life balance.

Mediating effect of work family conflict on the relationship between Work Demand, Home Demand and Work Life Balance (Barron & Kenny 1986)

Steps		Model summary		ANOVA		Coefficient		
		R Square	Adjusted R Square	F	Sig.	B	t	Sig.
Step1	WD+HD→WLB	.623	.620	244.3	.000	WD→-.563		-9.29
						.000		
						HD→-.261		-4.29
						.000		
Step2	WD+HD→WFC	.556	.553	185.60	.000	WD→.497		7.55
						.000		
						HD→.284		4.32
						.000		
Step3	WFC→WLB	.501	.499	298.16	.000	-.708		-17.26
						.000		
Step4	WD&HD+wfc→WLB	.655	.651	186.61	.000	WD→-.430		-6.770
						.000		
						HD→-.184		-3.071
						.002		
						WFC→-.269		-5.244
						.000		

Dependent Variable: Work Life Balance

SUMMARY TABLE OF HYPOTHESIS RESULTS

	Hypothesis Statement	Summary of statistical Evidence	Results
H ₀₁	Work demand has no significant effect on work-life balance	WLB←WD: $p < 0.001$ level 2 tailed; $\beta = -.774$ $t = -21.07$ $t > 1.96$ on all factors; $R^2 = 59\%$	Reject
H ₀₂	Home demand has no significant effect on work-life balance	WLB←HD: $p < 0.001$ level 2 tailed; $\beta = -.716$ $t = -17.67$ $t > 1.96$ on all factors; $R^2 = 51\%$	Reject
H ₀₃	Work demand has no significant effect on work family conflict	WFC←WD: $p < 0.001$ level 2 tailed; $\beta = .727$ $t = -18.24$ $t > 1.96$ on all factors; $R^2 = 52\%$	Reject
H ₀₄	Home demand has no significant effect on work-family conflict	WFC←HD: $p < 0.001$ level 2 tailed; $\beta = .717$ $t = 16.25$ $t > 1.96$ on all factors; $R^2 = 40\%$	Reject
H ₀₅	Work family conflict has no significant effect on work life balance	WLB←WFC: $p < 0.001$ level 2 tailed; $\beta = -.708$ $t = -17.26$ $t > 1.96$ on all factors; $R^2 = 50\%$	Reject
H ₀₆	Work family conflict has no significant mediating effect on the relationship between work demand, home demand, and work life balance	WLB←WFC: $\beta = -.264$ WD←WFC: $\beta = -.430$ HD←WFC: $\beta = -.524$	Reject

Mediating role of work family conflict with the relationship of work demand, home demand and work life balance

The value of R square (R^2) for independent variable is .623 and which indicated that there is 62% variation in variable “work life balance” is caused by work demands and home demand. Whereas the value of beta of work demand is -.563 indicate the change in work life balance due to independent variables, the value of T is -9.29 depicts the influence of work demand on work life balance the value of beta for home demand is -.261 indicate the changes in work life balance due to home demands and the value of T is -4.29 shows the influence of home demands on work life balance. If we move forward then R square (R^2) for independent variable is .556 and the adjusted (R^2) is .553 which explains that there is 55% variation in work family conflict is caused by independent variables. The Beta of WD is .497 specify the change in work family conflict due to work demand and home demands, T values are 7.55 which depicts the influence of independent variables “work demand, Home Demand” on mediating variable “work family Conflict” and beta of HD is .284

and the value of T is 4.32.

The value of R^2 for mediating variable .501 and the adjusted R^2 is .499 which signifies that there is 49% deviation is made in work life balance caused by mediating variable. The beta value is -.708 indicates the change in work family conflict due to work life balance and T value is -17.26 depict the influence of work family conflict on work life balance. The value of R^2 is .655 and the adjusted R^2 is .651 the beta for work demand is -.430 and its T value is -6.77. The beta for home demand is -.184 and its T value are -3.07. The beta value of work family conflict is -.264 and T value is -5.244 and these all three betas indicate that the change in work life balance is due to change in work demand, home demand and work family conflict. All the three variables have negative effect on work life balance. (Antonio & Roman, 2013) The statistical significance between work demand, home demand and work life balance exists. The barron and Kenny proposal says that the data is compatible with the partial mediation when the relationship between dependent and independent variable must be reduced significantly when mediation control the effect but does not completely disappear. In this research study the

independent variable work demand reduced at -.430 from -.563 at the T value of -6.770 significantly whereas the second independent variable Home demand reduced at -.184 from -.261 at the T value of -3.071 significantly and mediating variable reduced at -.269 from -.708 at the T value of -5.244 significantly.

So it's stating that the data are compatible with the partial mediation and consequently the proposed model offers useful information of data. All the significance values are less than 0.05 so we reject the H_0 and accept the alternate hypothesis.

H6: Work Family Conflict has negative significant mediating effect on the relationship between work demand, home demand and work life balance.

CONCLUSION

There is no doubt that the work-family conflict has a mediating role with work demands, home demands and work life balance but attaining work life balance by removing work family conflict is not a problem. With effective strategies and making clear boundaries between work and home demands a female doctor achieve work life balance and reduced the work family conflict. As it's discussed above that the self-assessment is necessary. One should know about the surroundings and set their priorities which help them in work-life balance. However this study is an attempt to check the connection of work family conflict and the causes of conflict related to female doctors.

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