The Effect of Family on Service Industry Employee: A Vicious Cycle

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The Effect of Family on Service Industry Employee: A Vicious Cycle

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Abstract

Present study investigated the impact of family strain on work life and the impact of work strain on family life of service employees. A questionnaire was distributed containing the items that measured family and work related negative spillover, and demographic data items collected to measure the potential effect. Participants, regardless of their gender reported low scores of family-to-work spillover, and slightly higher scores for work-to-family spillover. Gender differences were noticed only for reports on impact of work on family life with women more prone to agreeing that they do not manage to fulfill family duties or do everything that is required of them at home. This research helps understand the difference between how genders perceive each conflict and how to manage them better.

Keywords: Family-to-work conflict (FWC), work-to-family conflict (WFC), spillover, role strain, work-life balance, mental health, family centrality, job satisfaction, nonattendance habits,

Effects of family issues on service employees

Mental health is a hot topic these days (World Health Organization, 2022). Cognitive, behavioral, and emotional well-being are all included in mental health. Covid-19 triggered a massive surge of mental health issues that afflicted people in unprecedented numbers. The 'new wave' is dominated by depression, tension, and anxiety. People are beginning to be more open about their problems, and they are realizing that taking care of one's mental health can improve one's life. The summary, which is based on a detailed review of the existing evidence about COVID-19's impact on mental health problems and mental health services and includes forecasts from one of the most recent research, demonstrates that the pandemic has had a negative impact on young people's mental health and that they are especially vulnerable to suicide attempt and self-harming behavioral patterns. It also implies that women have been struck harder than men, and that those who have pre-existing physical health problems like asthma, cancer, or heart disease are more likely to experience mental health symptoms. According to research, people with mental illnesses do not appear to be particularly prone to COVID-19 infection. When these people become infected, they are more likely to be hospitalized, develop a serious illness, and die than those who do not have mental problems. Serious mental diseases, such as psychiatric disorders, as well as younger persons with mental illnesses, are particularly vulnerable.

According to Nancy R. Lockwoods research (2003) work-life balance refers to the relationship that exists between your job and the other important aspects of your life. These could

include your social life, family life, or sporting activities. If you believe you have time for all of these activities, you have a work-life balance. However, if you believe you are working a lot, you may become exhausted. You will begin to feel estranged from your spouse and children, and your mental health may deteriorate. Shorter temper, poor health, poor sleep, and higher stress levels are some of the consequences of a poor work-life balance.

According to previous study, we must first comprehend the distinction between work-to-family conflict [WFC] and family-to-work conflict [FWC] in order to better understand work-family conflict (Frone, 1992; Gutek, 1991). WFC is about the expectations or strain that work places on individuals, making them unable to fulfill their family tasks appropriately, whereas FWC is about the pressure that family places on persons, making them unable to function at their work environment. FWC affects nearly every adult. For example, a worker is late for work because she needs to drop her children off at kindergarten. Similarly, an employee is unable to complete his project on time because he needs to care for his ill child. According to research, such instances of spillover have a variety of negative effects on human health and family connections, reduce work performance, cause a lot of stress, and cause people to desire to leave jobs (Frone, 1992.).

Employment satisfaction is described as pleasant sentiments and attitudes toward one's job; family satisfaction, on the other hand, is defined as positive feelings and attitudes toward one's family (Custom Insight,2021). Committed employees are the company's engine, as evidenced by their performance. The value of involvement cannot be understated. Employees who are more satisfied are pleased with their work and the status quo. This may entail doing as little work as possible for some. A survey of employee happiness will not identify critical aspects that can increase an organization's engagement and performance. The influence of FWC will be

felt at work, according to Frone and colleagues (1992). More precisely, family obligations may impair an individual's job performance and jeopardize their position as an employee. In that circumstance, the employee is unable to enjoy their work as much as they can when their personal and professional lives are in harmony. This implies that FWC is a crucial element in job satisfaction and that it must be adequately monitored, as well as procedures put in place to care for employees' FWC.

Work and family centralities may provide us with fresh insights into how employees cope with stress (Haque Talukder,2019). In response, Frone (1992) discovered that FWC was less associated to work satisfaction when individuals valued family at a greater level than when people valued family at a lower level. Similarly, Luchetta (1995) discovered that families with more clearly defined family responsibilities and the value of those roles might lower stress in FWC. According to these studies, having a greater level of family priority acts as a buffer. That is, the higher our family ranks on our priority list, the less we are impacted by FWC.

WFC and FWC are highly influenced by nonattendance habits who are another key behavior that can contribute to dysfunctionality and cost a lot of money (Iverson, R. D., & Deery, S. J. (2001). To understand these behaviors, managers seek to understand how FWC and WFC effect nonattendance. As researched by Frone (1992) conducted more studies and concluded that absenteeism and tardiness should be associated with FWC rather than WFC. In contrast, we argue that both should be associated with nonattendance, but that the nature of the association differs for FWC and WFC. Instead of FWC being seen as the direct reason of nonattendance, FWC may be perceived as the direct cause of nonattendance. Interfering with job due to increasing strain from family may be a reason of quitting early and the reason for absences (Frone,1996). As a result, there would be a positive relationship between FWC and nonattendance habits.

There are two sorts of spillover: positive and negative. Positive spillover occurs when changes in one behavior influence changes in subsequent behaviors, according to Ian Christie (2019). Meaning, once someone starts acting a certain manner, that behavior will govern their future actions. Detrimental spillover occurs when behavioral changes, such as depression or stress, have a negative impact on one's life. When a teacher's wife informs him that she is pregnant as he is driving to work, he begins to feel happy, and his happiness will rub off on his students when he arrives, making them feel happy as well. An employee is on his way to work when his wife phones to tell him their dog is sick, he will be upset, and his mood will rub off on other employees at work, making them feel the same way.

Family to work spillover occurs when family behaviors, moods, and stress are carried over to the workplace (Rubin and Brayfield,2005). Family incivility was linked to service sabotage and caused employees to behave un ways that were detrimental to the firm. Family has significant effects on the workplace that are frequently underestimated. Family influence can be both beneficial and harmful. It has been proven that having a positive influence at work can lead to decreased stress and, if a person is suffering from mental illness, it can aid in the healing process. According to Keyes and Simoes (2012), negative influence is more likely when respondents are under a lot of stress and despair because of their family's influence.

Work and mental health, according to Dr. Swapnajeet Sahoo (2020), have a complicated relationship. Work can have a positive impact on mental health by providing job security and social life, all of which can improve an individual's sense of well-being. However, work can also have a negative impact on mental health by causing stress and depression, which can lead to more negative mental health problems in the long run. Employees will get agitated and nervous in

work environments without suitable measures to reduce stress, mental health concerns, and strain, as well as physical difficulties and a decline in employee productivity, which will lead to organizational failure. To achieve high productivity and efficient deals, all firms should endeavor to maintain a mentally healthy workplace.

Potential solutions to family-work spillover could be as showcased in recent years many companies are increasingly adopting flexible work arrangements according to Alexandre Mas and Amanda Pallais (2017). Allowing more space for the employers to make a mistake and to understand them is becoming a necessity in companies around the world. Companies such as Google, Apple, Starbucks are understanding the need for leisure time and they provide their employees with many activities on the job for them to relax and reduce stress. Employers are trying to flatten the line between work and leisure time. Management get the potential to decrease stress whereas leaders have the ability to increase it. According to Michael Ford, an assistant professor of psychology at the University at Albany-State University of New York, managers who are harsh or generally not sympathetic enough can have a detrimental influence on employees' engagement and performance, which can subsequently affect their family members. According to Leslie Hammer, a psychology professor at Portland State University in Oregon, dismissing employees' personal needs can be exceedingly detrimental. She believes that supervisors should not set schedules or assign projects and responsibilities at the last minute since this compels people to reorganize their whole lives around work. Leaders can also set a good example by displaying that they are also taking care of their families whether that means attending a child's soccer game or being present for a spouse with a medical condition, according to Felstead (2002).

Method

This research investigated the relationship between gender, age and family size and work experience to family to work conflicts (FWC), as well as work to family conflict (WFC).

Instrument

Survey used in this paper was Work-Family-Conflict and Family-Working-Conflict as Correlates of Job Performance Among Working Mothers by Ajala E. Majekodunmi (2017.)
Number of items on questionnaire is 17. The questions were FWC and WFC questions using 5 point Likert items, asking the participants to rate their level of agreement on a scale from 'strongly disagree' (1) to 'strongly agree' (5).

First group of questions were about Family to work conflict (FWC) where questions were asked on how much family influences them at work. Second group were questions on Work to family conflict (WFC) where participants had to answer questions on how much does work influences them and their family.

Example question for 1st group: ***My home interferes with my responsibilities at work such as getting to work on time, accomplishing daily duties and working over-time***.

Example question for 2nd group: ***Things I want to do at home do not get done because of the demands my job puts on me.***

There were 7 demographic questions asking the participants about their gender, age, marital status, household size, number of kids and work experience.

Language used for questionnaire was English and the distribution method was online, and through phone groups.

Participants

 Participants were selected through different channels such as online social media groups, WhatsApp and Viber work groups, as well as alumni channels. Most of the answers were reached by snowballing when people shared the questionnaire between them.

The number of participants is 55, the goal was to reach different age and gender groups in order to achieve more diverse responses.

Out of 55 participants 58% were women and 42% men, additionally the dominant age group was people older than 40 with 55.8% with 26.9% were 31-40 years of age, group with the least percentage was 20-30 years of age with 17.3%.

Dominant household size is 4 people which accounted for more than 33% of total relevant percentage, followed by household size of 3 with 20%.

Work experience is also important with more than 67.9% of participants having more than 10years of work experience in their respective industries, while 17% and 15% were 6-10 years and 1-5 years of experience.

Everyone that decided to take the questionnaire was properly informed about the information about the researcher and his mentor, as well they were informed how the answers will be used and that their confidentiality will be kept at upmost level. Participants were not required to put in any personal information that could indicate on who they are.

Family to Work Conflict (FWC)

Research was based on relationship between gender and 2 conflicts (FWC, WFC). Results for

FWC showed that neither men or women choose strongly agree (5) for any of the questions that

asked them if their family is conflicting their work. As shown in tables bellow overall,

respondents disagreed with the questions regarding the FWC conflict and it was met with

disagreement and neutral positions from both genders and nothing to separate the two. Similar

to researches before the results seem to not vary when tested in service industry as you can see

from the means and St. Deviations bellow.

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
The demands of my family or spouse / partner interfere with work related activities.	53	1	4	2,62	,945
My home interferes with my responsibilities at work such as getting to work on time, accomplishing daily duties and working over-time.	53	1	4	2,42	,989
Family related strain interferes with my ability to perform job related duties.	53	1	4	2,28	,968
I have to put off doing things at work to be at home on time.	53	1	4	2,28	1,045
Things I want to do at work don't get done because of the demands of family or spouse /partner.	53	1	4	2,04	,898
Valid N (listwise)	53				

Highest agreement for FWC was present in question: *The demands of family or spouse /*

partner interfere with work related activites. Where 20.8% of participants agreed to FWC

(Table 1) However, no one chose the fifth grade representing Strongly Agree (5) meaning the 78.2% of participants disagreed or stayed neutral.

The lowest amount of agreement for FWC questions was when participants were asked about: *Things I want to do at work don't get done because of the demands of family or spouse / partner.* Where only 9.4% of participants agreed and no one again answered with fifth option, meaning that 90.6% of participants disagreed or stayed neutral with the notion.(Table 2)

Work to Family Conflict (WFC)

Results for WFC showed high level of agreement from female side, that their work is conflicting with their family and that they are unable to fulfill their family duties. Women agreed or strongly agreed. On the contrary men disagreed or stayed neutral on WFC questions as if they felt less strain or pressure from their family. It was proven by researches before that women always seemed to feel more work strain and to agree to WFC more than men, and as we can see our results are similar if not the same with researches before. Men seem to feel less pressure when it comes to WFC but the difference between men and women is starting to thin as we can see from means and St. Deviations in table below.

Question with highest percentage of agreement for WFC was: *Due to work-related duties, I have to make changes to my plans for family activities.* With a whopping percentage of 69,2% of participants agreeing or strongly agreeing with the question. (Table 3)

On the contrary the question with highest percentage of disagreement was: *My job producecs strain that makes it difficult to fulfill my family duties.* Where 59.9% of participants disagreed with the notion (Table 4)
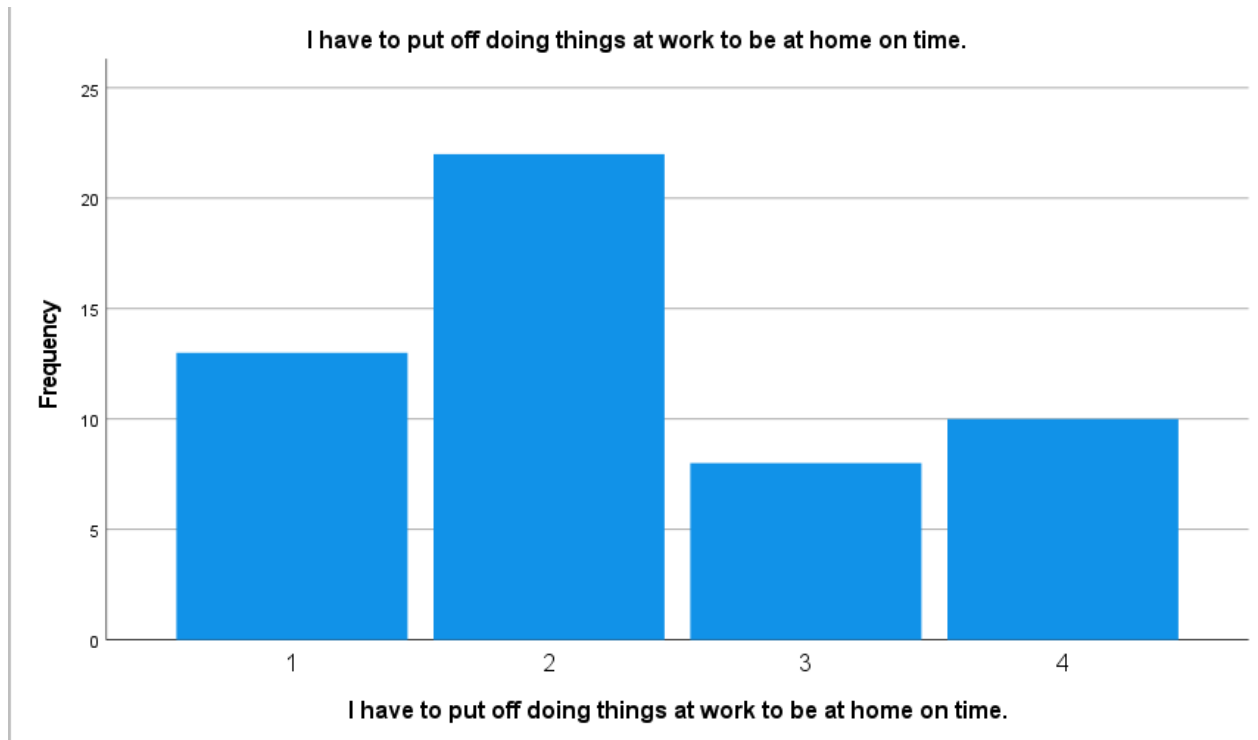
Group Statistics	Gender	N	Mean	Std. Deviation	Std. Error Mean
The demands of my work interfere with my home and family.	Male	22	2,91	1,019	,217
	Female	30	3,23	,971	,177
The amount of time my jobs takes up makes it difficult to fulfill my family responsibilities.	Male	22	3,00	1,113	,237
	Female	30	3,30	,794	,145
Things I want to do at home do not get done because of the demands my job puts on me.	Male	22	3,00	,816	,174
	Female	30	3,47	,900	,164
My job produces strain that makes it difficult to fulfill my family duties.	Male	22	2,82	,907	,193
	Female	30	3,27	1,015	,185
Due to work-related duties, I have to make changes to my plans for family activities.	Male	22	3,50	1,012	,216
	Female	30	3,70	,794	,145

The results indicate that when it comes to gender both males and females were equal when it came to FWC. The results didn't vary and there weren't any significant percentages worth pointing out. The results were surprising as I expected there to be a clear line between men and women, however when it came to family to work conflict both genders were disagreeing with the notion that their family is interfering with their work. So much that not a single participant answered that the strongly agrees that there is a conflict.


The results strongly imply that family to work conflict is not significant when it comes to gender and its relationship to FWC. Is it the result of people not realizing root of their problems or is it their pride is something that needs to researched more into detail.

I have to put off doing things at work to be at home on time.

I have to put off doing things at work to be at home on time.

The present research, therefore, contributes to the growing body of evidence suggesting that people are not aware of how family influences their life and when the negative occurrences are happening. As researched before people tend to forget about negative sides or duties they have to do in order to keep family order, that is why many forget or do not realize their family is playing a part in their WFC.

It is interesting that when it comes to WFC and how genders are related to it, a clear result that came out was that females are experiencing a lot more work to family pressure than male counterparts. As shown in the graph bellow female's level of agreement on how much their job demands from them was sky high, while men were mostly neutral.

Another huge difference in results was present when participants were asked about work strain or pressure interfering with their family, and by a huge margin females agreed or strongly agreed a lot more, while males on the contrary disagreed or strongly disagreed. I believe that is because of the cultural implications on females and how much it is expected from them, to do all the chores, take care of kids and work full-time while juggling all the responsibilities while men have it easier because women are doing most of the work for them. That is why I believe that results have a huge difference here and why men disagreed about work strain on family. As shown in the graph bellow.

Bar Chart
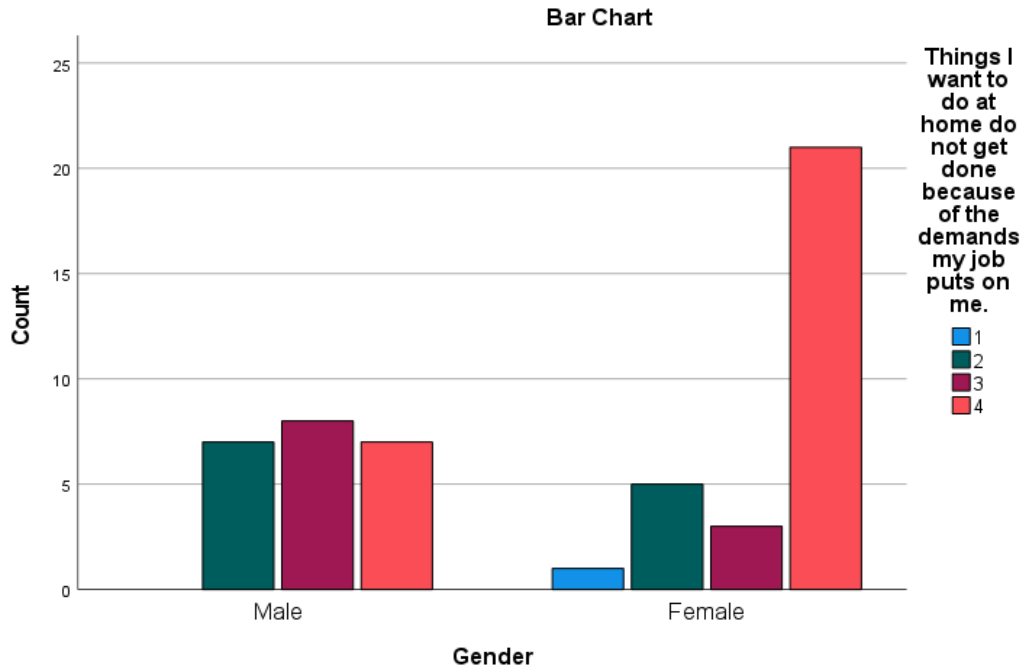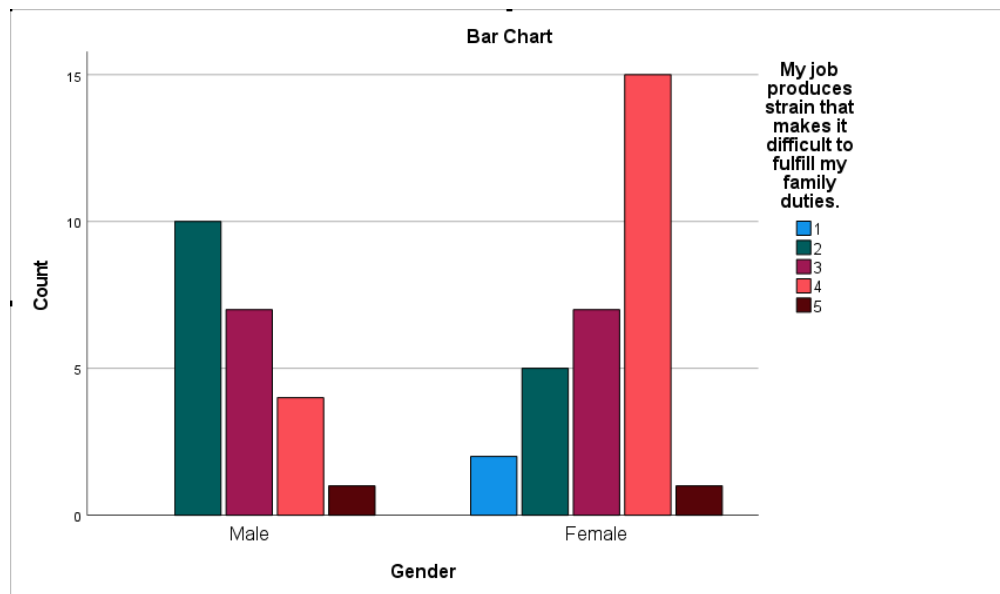
In order to understand why people participating in survey had little to no agreement that family is influencing their work we have to go back to beginning when we talked about truly understanding both conflicts (FWC and WFC). Today we are witness to many people quitting their jobs due to pressure or no leisure time, but do they know that maybe work pressure is not the root but a result of something that happened before to than spill over and blame work environment. I think people should start educating themselves about what is truly taking their time of important things in their life, and sometimes the answer won't be what they expect. It is proven by research that cultures with high family centrality tend to have less FWC, and it is because of huge role and impact family has on their daily life. However, it is important to understand that in these 2 conflicts a big role is played by companies where people work. The achievement of company goals is highly dependent on employee performance, so it is critical to create pleasant working conditions that encourage people to improve their job performance. Organizations, on the other hand, frequently fail to comprehend the fundamental causes of employee effectiveness and job success. Understanding the causes of work-family conflict allows firms to establish favorable settings and nurture positive mental states among employees.

Employees in businesses with a strong organizational culture have fewer work-family problems and are more productive (Bakker and Schaufeli 2008). The possibility of work-family conflict is reduced in such organizational cultures, and the company may gain from employee job engagement. Based on the research, we conclude that individual well-being initiates feedback to their work environment, further impacting their expectations and resources; this influence should be noticed by organizational leaders, and modifications should be implemented as necessary. As a result, businesses should concentrate on developing a secure and stable culture. Psychological well-being and psychological safety influence job performance. As a result, managers should focus more on improving those two states, particularly by avoiding work-family conflicts. Employee productivity can be improved by reducing the likelihood of work-family conflict and managing its effects. Organizations should develop and implement measures to prevent the occurrence of work-family conflict and improve work-life balance. Flexible scheduling and reduced workload intensity are two possible possibilities that businesses should investigate. Furthermore, adopting unique communication tools based on cutting-edge technologies may have a substantial impact on reducing employee stress (Cascio and Montealegre, 2016). Organizations must consider not only the employees' professional responsibilities, but also their family responsibilities. Only a small percentage of companies today take the required steps to retain and grow their employees. Organizations could provide a variety of training and educational courses in this regard, allowing employees to develop both personally and professionally. It's also important to consider the various approaches to resolving work-family conflicts. Work-family problems, according to the literature, can be resolved by focusing on the problem or on emotions while coping with the dispute. Another benefit of the study is that it was conducted among personnel from Croatia, where family centrality is high, while majority of research before was done in countries with moderate family centrality.

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TABLE 1: *Percentage of agreement (high) for FWC*

The demands of my family or spouse / partner interfere with work related activities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	11.1	11.3	11.3
	2	19	35.2	35.8	47.2
	3	17	31.5	32.1	79.2
	4	11	20.4	20.8	100.0
	Total	53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

TABLE 2: *Percentage of disagreement (high) for FWC*

Things I want to do at work don't get done because of the demands of family or spouse /partner.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	15	27.8	28.3	28.3
	2	26	48.1	49.1	77.4
	3	7	13.0	13.2	90.6
	4	5	9.3	9.4	100.0
	Total	53	98.1	100.0	
Missing	System	1	1.9		
Total		54	100.0		

TABLE 3: Percentage of agreement (high) for WFC

Due to work-related duties, I have to make changes to my plans for family activities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	16.7	17.3	17.3
	3	7	13.0	13.5	30.8
	4	31	57.4	59.6	90.4
	5	5	9.3	9.6	100.0
	Total	52	96.3	100.0	

TABLE 4: Percentage of disagreement (high) for WFC

My job produces strain that makes it difficult to fulfill my family duties.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	3.7	3.8	3.8
	2	15	27.8	28.8	32.7
	3	14	25.9	26.9	59.6
	4	19	35.2	36.5	96.2
	5	2	3.7	3.8	100.0