

FAMILY-WORK CONFLICT AND PSYCHOLOGICAL DISTRESS AMONG MARRIED FEMALE BANKERS

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ABSTRACT

The study investigated the joint and independent relationship of work-family, family-work, and conflict with psychological distress among married female bankers in Port Harcourt metropolis. In the course of this study, null hypothesis was stated and tested with Analysis of variance associated with multiple regression statistics. The design for the study is correlational research design. The population for the study was 336 married female bankers from Port Harcourt metropolis. A standardized instrument tagged "Family-Work Conflict and Psychological Distress Questionnaire (FWCPDQ) was used to collect data for this study. The test re-test was used to determine reliability and the scores obtained were 0.82 for work-family conflict and 0.84 for psychological distress respectively. The data analysis showed that work family conflict and family work conflict jointly relate significantly with psychological distress among married female bankers in Port Harcourt metropolis. And based on the findings of this study, it was recommended that, Husband and relatives should support the married female bankers. This will help the stressors that are faced with in their day-to-day activities.

Keywords: Work-family conflict, family work conflict, psychological distress

INTRODUCTION

Work and family are very important aspects of a person's life. It is easy to view work place and home as separate domains but numerous imperial studies proved that roles at workplace and home are influenced by each other (Allen, Herst, Bruck and Sutton, 2000). Working full time in an organization, raising children, and keeping a household at the same time requires a lot of organization, hard work and concentration. To strike a balance between work roles and family life is a challenge for many employees and families (Hammer, Neal, Newsom, Brockwood and Colton, 2005). When family demands and work demands conflicts, and none can give way to the other, managing to strike a balance between home and work becomes more challenging (Johes, Burke, and Westman, 2006). Conflict between work and family may have a negative influence on the employee, resulting in distress and reduced effectiveness at work and family (Kofodimos, 1993). Some studies found consistent evidence that work family conflict is associated with psychological distress and other negative emotions (Parasuraman and Green haus, 2002). The provision of social support in the family and at work is important in reducing family and work conflicts (Daalen Van, Willasen, and Sanders, 2006). Studies showed women to experience higher work and family conflicts than men (Geertije, Willensen and Karin, 2006). It is expected of married women to cook, attend to their children, husband and relatives, and perform house chores after a day's hard work while their husband reads newspapers and watch televisions (include the personal experience). Pressure stemming from concurrent performance of work and family roles can lead to poor physical and psychological well-being of the married female employee. There is therefore need to investigate the type of conflict that occur from work and family domains

among married women especially in the banking industry which has witnessed large influx of women employees in recent years.

Work family conflict (WFC) is type of conflict that an individual experiences when the pressures from performing work roles are incompatible with family roles. This type of conflict can affect the employee, family members, the bank and its customers. It is considered as a potential source of distress to employees (Grzywacz and Marks, 2000). This condition occurs when time allocated to the requirement of work, the strain accumulated from performance of work, and other specific and nonspecific aspects of work makes it difficult to perform family roles. . Other work factors which affect family roles include work overload, extra work time, extensive travels, interpersonal conflict in the office, and unsupportive supervisor (Frone, Russell, and Copper, 1992). Feeling upset at home can make a person moody at work. When an employee is not able to balance family and work roles, it may lead to psychological distress such as worries, depression, anxiety, job dissatisfaction, family tension, absenteeism and even resignation from employment (Thomas and Ganster, 1995).

The challenges characterized in meeting the targets in most banking may cause the workers particularly the married female to feel overwhelmed and distressed due to their dual expectations of balancing family and work roles. These obstacles or challenges commonly called stressor is defined as a perceived physical, social, and or psychological event or stimulus (positive or negative) that causes one's body to react (Glanz and Schwartz, 2008). Female bank employees who maintain the habit of bringing work related problems back to their homes, and family related problems to work may be fueling inter-role conflict. Psychological distress has some symptoms like low interest, depression, sadness, tiredness, anxiety and despair (Mirowsky and Ross, 2002). The researcher can attest that banking job is extremely demanding and family work very tasking. Both roles conflict regularly and may produce significant stress. Work pressure can for example; make a working mother forget to pick her children from school. She can also attest that to give your best to each of these conflicting roles is indeed a difficult task. There is therefore need to find out the nature of conflicts at work and conflicts at home as it relate to psychological distress among married women engaged in banking industry particularly in this era of great influx of women employees in the banking industry.

OBJECTIVES OF THE STUDY

The major aim of the study was to find out how the two directions of the conflicts are related (i.e. how work roles interfere with family roles and how the roles in the family interfered with the roles at work) and psychological distress among married female bank employees in Port Harcourt Metropolis. Specifically, the study intends to:

1. Find out the extent by which family-work and work-family conflicts jointly relates with psychological distress.

HYPOTHESES

Family-work and work-family conflicts do not jointly relate significantly with psychological distress.

RESEARCH METHOD AND PROCEDURES

The sample size of this study comprises of three hundred and thirty-six (336) married female bankers in Port Harcourt metropolis. This represents the 60% of the total population drawn from each selected bank used for this study. In drawing the sample, each of the selected eight banks served as a cluster. The sampling technique named purposive sampling was used to

draw the participants (married female banker) from only 8 banks. The researcher intends to cover 60% of married female workers in the selected banks for this research. A total of 8 banks will be randomly selected through balloting for this study; sixty percent of the married female employees were drawn from each of the selected bank. Random method of sampling was used for the selection of married female bankers from each of the bank irrespective of their branch. The study adopted a simple random sampling without replacement for the selection of the respondents. All the selected respondents were given an equal chance of being selected for the study. A standardized instrument tagged “Family-Work Conflict and Psychological Distress Questionnaire (FWCPDQ) was used to collect data for this study. The test re-test was used to determine reliability and the scores obtained were 0.82 for work-family conflict and 0.84 for psychological distress respectively.

Data Analysis

H01: Family-work and work-family conflicts do not jointly relate significantly with psychological distress.

Table 1. Summary of Analysis of variance associated with multiple regression on the joint relationship of FWC and WFC with psychological distress

<i>Model</i>	<i>Source of variance</i>	<i>Sum of squares</i>	<i>Df</i>	<i>Mean square</i>	<i>F</i>	<i>P-value</i>
1	Regression	7744.12	2	3872.06	111.09	0.000
	Residual	11362.86	326	34.86		
	Total	19106.98	328			
2	Regression	7961.71	3	2653.90	77.39	0.000
	Residual	11145.27	326	34.29		
	Total	19106.98	328			
3	Regression	7744.36	3	2581.45	73.84	0.000
	Residual	11362.62	325	34.96		
	Total	19106.98	328			
4	Regression	7964.26	3	1991.07	57.90	0.000
	Residual	11142.72	325	34.391		
	Total	19106.98	328			

1. Predictors: (constant), WFC, FWC
2. Predictors: (constant), WFC, FWC, Family Support
3. Predictors: (constant), WFC, FWC, POS
4. Predictors: (constant), WFC, FWC, FS, POS

In table 1, it is shown that in model 1 the F-value 111.09 was obtained at the degrees of freedom of 2 and 326 at 0.000 level of significance (P<0.05). Thus the joint influence of work-family and family-work conflicts significantly relate with psychological distress among married female bankers.

In model 2, table 1 shows that the F-value of 77.39 was obtained at the degrees of freedom 3 and 325 at 0.000 level of significance (P< 0.05). Thus the joint influence of work-family and family-work conflicts significantly relate with psychological distress of married female bankers when only family supports was included as another predictor variable (or at the moderating effect of only family support).

Again in table 1, it is shown that in model 3, the F-value of 73.84 was obtained at the degrees of freedom of 3 and 325 at 0.000 level of significance (P<0.05). Thus at the moderating effect when only perceived organizational support, work-family and family-work conflicts jointly relate significantly with psychological distress among married female bankers.

Finally in table 1, it is shown that in model 4, the F-value of 57.90 was obtained at the degrees of freedom 4 and 324 at 0.000 level of significance ($P < 0.05$). Thus when both family and perceived organizational supports were added to the predictor's variables a significant joint relationship with psychological distress among married female bankers was obtained. That means work-family conflicts, family-work conflict family support and perceived organizational support jointly relate significantly with psychological distress.

RESEARCH FINDINGS AND DISCUSSIONS

The results in table 1 indicated that family work conflict (FWC) and work-family conflict (WFC) jointly related significantly with psychological distress. This finding is expected and not surprising because the unmet domestic duties may be a burden to the married female bankers while in the offices trying to meet up with their paid work. For instance a married female banker who is suppose to go for school-run but is still in the office trying to finish with her official duty may not be at rest. This is because she may be upset by thinking about the ill-feeling the children may have on the other hand she may end up not doing the official work well because of the divided attention. It is obvious that the prolong feeling of the upset and divided attention may lead to psychological distress.

This finding is not in line with that of Shimazu, Brakker, Demerouti and Peters (2010) who found that a positive significant relationship existed between family-work conflicts and psychological distress. This disparity between the present study and the previous one by Shimazu (2010) lies on the fact that the present one investigated the joint relationship of FWC and WFC with psychological distress while the Shimazu (2010) study considered only the independent relationship of FWC and WFC with psychological distress.

CONCLUSION

Work and family are very important aspects of a person's life. We need to work to express ourselves and to earn money to maintain our family. We also need a home to retire after a day's works and a set of people we can call our own. To strike a balance between work roles and family life is a challenge for many employees and families (Hammer, Neal, Newsom, Brockwood and Colton, 2005). When family demands and work demands conflicts, and none can give way to the other, managing to strike a balance between home and work becomes more challenging (Johes, Burke, and Westman, 2006). Conflict between work and family may have a negative influence on the employee, resulting in distress and reduced effectiveness at work and family (Kofodimos, 1993). The findings of this study revealed that, work family conflict (WFC) and Family work conflict (FWC) jointly relate significantly with psychological distress among married female bankers in Port Harcourt metropolis.

RECOMMENDATIONS

Based on the findings of this study, the following are recommended:

1. Husband and relatives may support the married female bankers. It may be achieved by disregarding the traditional family roles of wives.
2. Furthermore, Organizations where the married female bankers work may also consider them as people with dual career. This may be achieved by tolerating them sometimes in their minor mistakes.

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