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# Job Satisfaction and Marital Adjustment among Paramedical: Mediating Role of Work Family Conflict

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#### **ABSTRACT**

Purpose: An extensive pressure arose by work environment or by family environment resulted as work-family conflict. Occurrences of such conflicts are observed when employees experienced interference of work to family and family to work. Keeping the literature available on effects of workfamily conflict in relationship to job satisfaction and marital adjustment, this study was designed to investigate the mediating role played by work family conflict between the relationship of job satisfaction and marital adjustment among paramedical staff. Another aim of this study was to explore the relationship among three variables. Furthermore, it was aimed to find out if there are any differences on gender or other demographical variables. A sample of 100 employees was taken from Jhang and Faisalabad city. Instruments for measuring Work family developed by Netemeyer et al. (1996), job satisfaction developed by Paul E. Spector, (1994), and adapted and translated by Shazad, (2011) were used. Dyadic adjustment scale developed by Spanier, (1976) and adapted and translated into Urdu by Naseer (2000) were also used. Results revealed positive correlation between work to family and family to work conflict, while negative with marital adjustment and job satisfaction. The regression analysis showed Job satisfaction contributed 29% and family to work contributed 27% in predicting marital adjustment. Significant gender differences were found. The results of partial least square structural equation modeling (PLS-SEM) found significant mediating role of work to family conflict and family to work conflict.

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## 1. Introduction

Work and family are two most important aspects of life. The work-family conflict is a two-dimensional construct one is work-family conflict and the other is family-to-work conflict (Frone, et al 2000). Work to family conflicts considered higher as compared to family to work conflict. Three types of conflicts are reported for work family conflict. First is time based, second is Performance based and the third is Strain based. The time based conflict is that when the time spent for family effects the work and vice versa. The

time based conflict are due to the roles of one's responsibilities pressurize the person while he/she is trying to accomplish of the other's duty (Small & Riley, 1990). The performance based work and family conflicts occurs when the expectations of one's work performance enacted with one's family, and the expectation of one's performance towards the family is directed towards work" (Greenhaus et al, 1985).

#### 2. Literature Review

## 2.1 Work family conflict

According to Adams,McNally, & Dolan(1996) when conflicts happens between one's family and work duties it has to be explored that one suffers from family to work conflict and at the same time one has to suffers from work to family conflict, both are related to decrement in life satisfaction as well as both specific domain in which interference is experienced. Individuals who are careful about their families and work duties have complete control of their lives. These individuals manage their time and their responsibilities carefully. They are also more likely to proceed in the face of harsh conditions. Cognitions and Believes also play a vital role in work family conflict. The illogical believes about work family conflict that work makes restriction to the family life mostly effect the normal functioning in both environments. Within some working families, the boundaries between work and family are tough and workers have to do work-related duties, when they are central member of a family to fulfill their duties. In this way time, energy, and attention on family matters decreases so that the work family conflict and stress increased (Spector, 1997).

The percentage of dual-earner families where both parents work full time or part-time is increase another demographic shift that has led to an increasing number of individuals having multiple work and familial duties (Gerson, 2009). When workers tries to balance both family and work responsibilities, the worker face conflicts in both family and occupation. The duties of work interferes one's familial duties and these duties interfere with work duties (Schwartzberg &Dytell, 1996). Some general issues of gender also effects the life satisfaction like early career, full time and part time jobs for both male and female (Higgins, Duxbury, & Johnson, et., al, 2000). Previous literature regarding the work-family conflict depicts disproportionate amount of attention paid to the negative impact of simultaneously handling work and family duties. Bedeian.et al. (1988) anticipated that conflict within each role (family and workplace) would be openly related to satisfaction within that role. That is to say that occupational roles stress might be directly related to job satisfaction, while family-related role stress might be linked to marital satisfaction.

Work-life balance is a satisfactory level of participation or 'fit' between the multiple roles in a person's personal life and it is associated with the concept of equilibrium (Clarke, Koch & Hill, 2004). The term work-life balance has now changed to encompass not only what can be described as 'family-friendly strategies' but including those strategies which take into account the wide associations of family responsibilities. Nowadays, work-life balance relates to strategies such as flexible working arrangements that impart upon the employees working requirements that will be able to accomplish a balance in both responsibilities at home and at work (Redmond, Valiulis, & Drew, 2006).

#### 2.2 Job satisfaction

Job satisfaction can be referred as, the collection of positive and negative attitude of a person (employee) that he or she has towards his\her job (Robbins, 2005). Kim & Ling (2001) explained Job satisfaction as the state of one's pleasure related to occupation. Job performance and job satisfaction can be enhanced by positive response of family towards work and its satisfaction can be decrease by negative interference of family. Job satisfaction is employee's emotional reactions to an occupation or a job when he/she comprising the real outcomes and the outcomes that he/she desires (Cranny, Smith & Stone, 1992). Job satisfaction can be explained as the individual's subjective feelings of contentment or multifaceted attitudes which a worker has and reveals toward his work situation (Ajayi, 1983)

According to Spector (1997) job satisfaction is the behavior of an individual to like or dislike one's own

job. If the individual have positive feelings towards his/her job then the outcomes of job are better than an individual who dislikes his/her job. His/her behavior towards his/her job reduced. The work family conflict result in decreases the job performance and increases withdrawal behavior in both directions towards family and towards job (Hammer, Bauer&Grandey, 2003). Karimi, Jomehri, Asadzade, &Shorabi, (2012) stated that by reducing the interaction of work demands and family demands to each other or by reducing the work family conflict job satisfaction as well as life satisfaction will be attained. In family work conflict, job responsibilities are directly related to the psychological health, on the other hand family demands are directly or indirectly related to psychological distress in this way both acts as a source of stress contrary to each other (Shimazu, Bakker, Demerouti, &Peeters, 2010).

Work family conflict and job satisfaction are mutually incompatible to one and other. Work family conflicts cause stress to the mind of the individual that cause stress to him\ her- self. This stress may become the cause of increase in the conflict between work- family conflicts, as well as the individual becomes dissatisfied with the task that they perform in the respect of their family as well as their job, so, they dissatisfied with their jobs as well as with their life (Netemeyer, et, al. 2004).

According to Diaz & Cabral (2005), Job satisfaction is an emotional as well as overall feeling of an employee that can influence the decision that he/she express by taking a decision of staying with or leaving the job to get more satisfaction. According to Gazioglu&Tansel (2006), the employee shows more loyalty with their job and organization if they are satisfied with their job. They fulfill their commitments that are related to their job with their full potential. On the other hand the decision of leaving job is easier to them. Job satisfaction is the sentimental state or responses toward the job, how people behave positive about their jobs, rules and regulations of their jobs (Spector, 1997).

Satisfaction with occupation reveals employee attitude towards their job (Spector, 1997), indicate that what makes a job enjoyable and the source of satisfaction in the working environment (Dyck&Smither, 1994). Thus, job satisfaction is an indicator of employee affect well-being or psychological health accompanied with the indication of the behavior that could affect organizational functioning.

#### 2.3 Marital adjustment

Marital satisfaction is a common topic in studies of the family, probably because the concept is believed to be closely associated to the solidity of a given marriage. Well-adjusted marriages are expected to last for a long time, while poorly adjusted ones end in divorce. It is very difficult to define the marital relationships because it varies from religion to religion, culture to culture and person to person and (Abbas &Tanwani, 1997). According to Locke and Wallace (1959), "marital adjustment is an agreement between husband and wife to the point where there is companionship and agreement on different basic values of affection, intimacy, accommodation and on certain other unidentified factors". Wife and Husband both should be free of any conflict, regarding responsibility, submission, autonomy, dominance and have warmth and respect for each other (Sinha&Mukerjee, 1990).

Researchers have long been concerned in indulgent loyal relationships and have established that own dispositions extensively impact the relationships in many ways. Both interpersonal and intrapersonal factors can influence marital relationships. Well-known interpersonal factors are personality traits, the emotional relaxation, experiential, attitudinal and motivational styles that someone assumes to be firm over time (Costa & McCrae, 1992). Marriage is one of the revolving points in a person's life and is predisposed by an obscure combination of personal and social factors. Marriage is not simply the sum of the two individuals that make it up, but rather it is a unity of two interacting personalities neither one of which alone determines the success of the relationship "(Challberg&Kelly, 1979). Bradbury, &Fincham, (1990) said that a successful marriage is a sum of feelings and acts of husband and wife which is in union of the major issues regarding family management and finances. pointed out marriage involves two personalities. It may begin with merely physical attraction or sexual attraction but if it is to persists, it must involve the adjustment of two personalities.

Numerous researches explored that marital contentment varies according to the phase of the family life series which comprise different factors as such number of offspring and their ages, economical status of spouses considered significant. Factors that manipulate or add to marital happiness may be different across cultures. Husband's earnings were highly significant variable for marital contentment in Japan as compared to United States. In an additional example, marital happiness, life contentment, and self-esteem were firm by parents' and children opinions' of family working as reported by Shek (1998). It had been recommended that demographic characteristics over and above socioeconomic factors, as such level of education and earnings, could also influence marital contentment (Pimentel, 2000). Significant positive correlation was reported between marital adjustment and social adjustment. The people who are socially well adjusted will be more adjusted in their marital life. Grote and Clark (2001) emphasized on the fulfillment of needs of marital relationship. They focused that couples who fulfill needs of marital relations, are more satisfied with their marital life.

Marriages have usually been approved by parents, considered holy and enduring, and separation is socially dejected (Kurian, 1974). Marriage is more a social issue than an individual concern, it is seen as the relation of two families not just two persons and the marital relationship is not more significant than other family relations; they were both essential and the effort is to remain these simultaneous (Nath& Craig, 1999). Researches indicated that women which are Non-working and married have healthier marital adjustment than working married women. This suggests that working women are unable to pay full devotion to their family and also have inability to please their family members. The women which are not working and married have comparatively more time for the house hold tasks.

# 3. Rational of the Study

Work and family are two major areas of life and the satisfaction of either area may affect the other. The aim of this study is to explore these major facts that how work and family conflicts affect each other. The conflicts at work place may create problems at family level and marital adjustment while the marital satisfaction may have impact by work and work related attitude such as job satisfaction.

Work is necessary for life and family but roles of these factors intervene with each other and have a significant impact on each other and become the cause of work disturbance and family conflict which also disturb the marital adjustment and job satisfaction. According to Ivancevich, et., al. (1997), employees' expectation from their organization with a good feed-back regarding to their duty that they perform in an organization leads them to satisfy with their job performance.

This study will help to know how work family conflict, marital adjustment and job satisfaction are related. This study will be helpful in exploring the mediating role of work-family conflict on job satisfaction and marital adjustment. Therefore this study will add awareness to overcome the social and domestic problems which are only due to these factors.

The current study has practical worth because Work family conflict may be a cause for psychological disturbance and can affects the whole personality functioning. Stressed and unhealthy mind is not able to do work properly and may be a cause of accident at workplace. Children of the employees with occupational stress and work family conflict may also be disturbed. So in current study these factors will be addressed.

### 3.1 Objectives

- 1. To examine the relationship of work family conflict, marital adjustment and job satisfaction.
- 2. To find out the effect demographic characteristics, work family conflict and job satisfaction on marital adjustment
- 3. To examine gender differences in work family conflict, marital adjustment and job satisfaction.
- 4. To explore the mediating role of work-family conflict on job satisfaction and marital adjustment.

# 3.2 Null Hypothesis

- 1. Work family environment, job satisfaction and marital adjustment are not related.
- 2. Work family conflict, family to work conflict, job satisfaction and demographic characteristics are not likely to predict marital adjustment.
- 3. Male and female paramedics are not different on work family conflict, marital adjustment and job satisfaction
- 4. Work-family conflict has no significant mediating role in job satisfaction and marital adjustment.

#### 3.3 Method

# 3.3.1 Participant

The sample was taken though purposive sampling from different health institutes of Jhang and Faisalabad. Sample consists of 100 paramedical staff members, both male and females were included in the sample.

#### 3.3.2 Instruments

Following instruments have been used in this study.

# 3.3.3 Work family conflict scale

The Work family conflict scale was developed by Netemeyer, Boles, and McMurrian (1996). The scale has 10 items and two sub scales. One is work to family (WFC) conflict and the other is family to work conflict (FWC). The coefficient alpha of .88 for WFC and of .86 for FWC was reported by the author. The Urdu version of the scale was used in current study. The Urdu version was translated by Hussain and Bashir (2016).

#### 3.3.4 Job satisfaction scale

Job satisfaction survey JSS was developed by Paul (1994). This measure was adopted and translated by Shahzad and Begum (2011). The author has reported .82 Cronbach's alpha for this measure.

#### 3.3.5 Marital adjustment

Dyadic adjustment scale was used to measure marital adjustment. This scale was developed by Spanier, (1976). The scale is translated into Urdu by Naseer (2000). It consists of 27 items (Urdu). The translated version of scale has reliability of 0.89.

## **3.3.6 Result**

This study was conducted on the topic of work family conflict marital adjustment and job satisfaction in paramedic staff. To measure the relationship of work family conflict with martial adjustment and job satisfaction, correlation analysis was run. To explore the difference of work family conflict, marital adjustment and job satisfaction between male and female participants the independent sample t-test was used. To explore the difference of work family conflict, marital adjustment and job satisfaction in Govt. and Private Staff independent sample t-test is used. To check the contribution of demographic variables, work family conflict, job satisfaction and marital adjustment multiple regression analysis was run in which work family conflict and job satisfaction was taken as independent variable and marital adjustment was taken as dependent variable. The results are shown in following tables.

**Table 3.1:**Summary of Correlation Analysis: Relationship of Work Family Conflict, Occupational Stress and Job Satisfaction (N=100)

	Work to family	Family to work	Marital adjustment	Job satisfaction
Work to family	1	.43**	35**	22*
Family to work		1	45**	34**
Marital adjustment			1	.35**
J. S				1

Note: \*\*p<0.01, \*p<0.05

The results of correlation analysis indicate that work family conflict is positively related with family to work conflict and negatively related with marital adjustment job satisfaction. Similarly, family to work conflict has significantly negative relationship with job satisfaction and marital adjustment and significantly positively related with work to family conflict. Job satisfaction is significantly positively correlated with marital adjustment and negatively correlated with work to family and family to work conflict.

**Table3.2:**Model. 1
Summary of Standard Regression Analysis: Effect Demographic Variables on marital adjustment (N=100)

	В	SE	Beta	t-test	p-value
Constant	96.516	5.882		16.409	0.000
Qualification	001	1.709	.000	-0.001	0.9992
Income	2.163	1.311	.206	1.650	0.1021
Family member	3.021	1.862	.170	1.622	0.1080
Marital status	-3.077	6.413	174	-0.480	0.6323
Institute	1.970	2.146	.100	0.918	0.3609
Age	-1.173	1.005	123	-1.167	0.2460
Gender $R^2$	.639 .11	6.527	.036	0.098	0.9221
F	1.64				
$\Delta R^2$	.11				
R	.33				

Note: p<0.05

Table represents the results of multiple regressions in which age, qualification of the participants, gender of the participants, family member of the participants, monthly income of the participants marital status and working place were entered as predictor variables and work family conflict was entered as outcome variable. The results indicate that predictors collectively contributed a variance of 33% in outcome variable. Age, gender, working place, family member, monthly income and qualification explained a significant variance of 12%, 3%, 20%, 17% and 17and 10% respectively.

Table 3.3:

Model. 2

Summary of Standard Regression Analysis: Effect of Work Family Conflict, family to work conflict and Job satisfaction on marital adjustment (N=100)

				t-test	p-value
	В	SE	Beta		
Constant	90.927	8.841		10.285	0.000
Qualification	1.748	1.570	.126	1.113	0.2684
Income	.797	1.203	.076	0.663	0.5089
Family member	.043	1.760	.002	0.024	0.9809
Marital status	-7.811	5.654	441	-1.381	0.1704
Institute	2.184	1.886	.111	1.158	0.2497
Age	626	.943	066	-0.664	0.5082
Gender	4.291	5.745	.243	0.747	0.4569
J.s	.159	.058	.292	2.741	0.0073
Work to family	148	.116	139	-1.276	0.205
Family to work	335	.126	277	-2.659	0.0092
$R^2$	.34				
F	10.77				
$\Delta R^2$	.23				
R	.59				

Note: *p*<.05, *P*<.01

Model 2 suggest a significant contribution in outcome variable. As a whole 59% contribution has been made by the independent variable in predicting outcome variables. Family to work and job satisfaction has significant effects on dependent variable. Job satisfaction contributed 29% and family to work contributed 27% in predicting marital adjustment.

**Table 3.4:**Comparison of Male and Female Paramedic Staff on Work Family Conflict Occupational Stress and Job Satisfaction by Independent Samples t-test (N=100, male=50, female=50)

Variables									_
	Male		Female		<del></del> "		95% CL		
	n=50		n=50						
	M	SD	М	SD	T	P	LL	UL	Cohen's d
Work to family	20.24	9.19	24.66	6.85	-2.72	.00	-7.64	-1.18	.54
Family to work	19.72	7.32	21.82	7.30	-1.43	.15	-5.00	.80	.28
Job satisfaction	115.84	17.96	124.64	13.19	-2.79	.00	-15.06	-2.53	.5
Marital adjustment	103.24	8.21	100.44	9.37	1.58	.11	69	6.29	.31

Note: p<0.05

T-test for independent samples was run to compare male and female on work family conflict, marital adjustment and job satisfaction. The results of t-test revealed that male and female are significantly

different on work to family conflict and on job satisfaction, while male and female are non-significantly different on family to work conflict and marital adjustment. The analysis of mean suggests that female are higher on work family conflict, family to work and job satisfaction as compared to male. The value of Cohen's d indicates a significant effect of independent variable for family to work conflict, work place stress and job satisfaction.

**Table 3.5:**Comparison of govt. and private Paramedic Staff on Work Family Conflict Occupational Stress and Job Satisfaction by Independent Samples t-test (N=100, govt.=72, private= 28)

Variables	<u> </u>	Institute			, 0	· 1	,		
v arrables	Govt. N=72		Private N=28				95%CL		
	M	SD	М	SD	T	P	UL	LL	Cohen's d
Work to family	22.45	8.79	22.42	7.31	.01	.13	-3.68	3.74	.003
Family to work	21.01	7.45	20.14	7.16	.53	.74	-2.38	4.13	.11
Job satisfaction	119.19	16.13	122.92	16.68	-1.02	.71	-10.93	3.46	.22
Marital adjustment	101.33	8.70	103.14	9.37	94	.65	-5.73	2.12	.20

Note: *p*<0.05

T-test for independent samples was run to compare the Govt. and Private staff on work family conflict, marital adjustment and job satisfaction. The results of t-test revealed that Govt. and Private Workers are significantly different on work family conflict, marital adjustment and job satisfaction. The analysis of mean suggests that Govt. workers are higher on work family conflict, while private workers have higher mean on marital adjustment and job satisfaction as compared to Govt. staff. The value of Cohen's d indicates a significant effect of independent variable for family to work conflict, marital adjustment and job satisfaction.

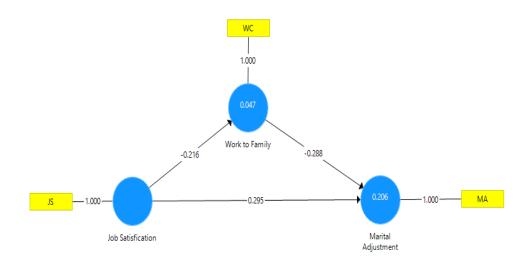


Figure 3.1: Model 1

**Table 3.6:** Path Coefficients for Model 1

Hypothesis	Coefficients	SD	T Statistic	P-Values	Result
JS -> MA	0.295	0.098	3.008	0.003	Supported
JS-> Work to Family	-0.216	0.109	1.981	0.048	Supported
Work to Family-> MA	-0.288	0.105	2.737	0.006	Supported

Note: JS= "Job Satisfactions", SD= "Standard deviation", MA= "Marital Adjustment"

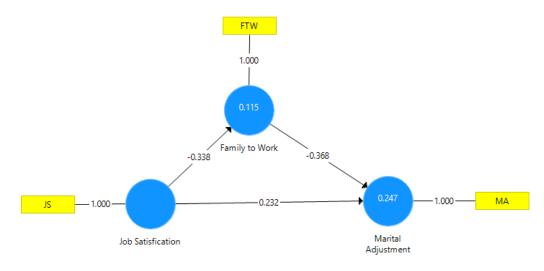


Figure 3.2: Model 2

**Table 3.7:** Path Coefficients for Model 2

Hypothesis	Coefficients	SD	T Statistic	P-Values	Result
Family to Work-> MA	-0.368	0.095	3.879	0.000	Supported
JS -> Family to Work	-0.338	0.077	4.392	0.000	Supported
JS-> MA	0.232	0.098	2.374	0.018	Supported

**Note:** JS= "Job Satisfactions", SD= "Standard deviation", MA= "Marital Adjustment"

The bootstrap re-sampling method (with 500 resamples) was used to determine the significance of the path coefficients and to test hypothesis. The partial least square structural equation modelling (PLS-SEM) results are shown in Figure 3.1 and Figure 3.2. Job satisfactions has shown negative impact on work to family as well as on marital adjustment and the direct positive impact of job satisfactions on marital adjustment as shown in Figure 3.1.

Moreover, work to family plays significant mediating role as display in Figure 3.1 and it also display through hypothesis testing given in Table 3.6. Furthermore, job satisfactions has shown negative impact on family to work as well as on marital adjustment and the direct positive impact of job satisfactions on marital adjustment shown in Figure 3.2. Moreover, family to work plays significant mediating role given in Figure 3.2 and it also display through hypothesis testing given in Table 2. The coefficient of determination( $R^2$ ) have significant in both model. Table 3.6display the hypothesis job satisfactions shown significant impact on marital adjustment is ( $\beta = 0.295$ , t = 3.008, p < 0.01), job satisfactions shown significant impact on work to family is ( $\beta = -0.216$ , t = 1.981, p < 0.05), work to family shown significant mediating impact on marital adjustment is ( $\beta = -0.288$ , t = 2.737, p < 0.01) and the results are supported to our study.

Table 3.7 display the hypothesis job satisfactions shown significant impact on marital adjustment is  $(\beta = 0.232, t = 2.374, p < 0.05)$ , job satisfactions shown significant impact on family to work is  $(\beta = -0.338, t = 4.392, p < 0.01)$ , family to work shown significant mediating impact on marital adjustment is  $(\beta = -0.368, t = 3.879, p < 0.01)$  and the results are supported to our study.

#### 3. Discussion

The aim of this study was to explore the relationship of work family conflict, marital adjustment and job satisfaction in paramedical staff. Firstly the null hypothesis was that work family conflict, job satisfaction and marital adjustment are not related. The result of the study shows that there is significant negative relationship in work family conflict and martial adjustment. Findings of current study are aligned as reported by Bradbury&Fincham, (1990) findings. Theyreported that "a successful marriage is a sum of feelings and acts of husband and wife which is in union of the major issues regarding familymanagement and finances".

The work family conflict and job satisfaction are negatively related. Logically it is natural; work family conflict creates stress to the job and also to the familial issues. The findings of the current study are similar with the findings of Karatepe&Kilic (2007) who also reported that work to family conflict (WFC) have negative but insignificant correlation with job satisfaction while the findings of current study are significant. The marital adjustment and job satisfaction are positively related. The result of the current study are same as reported by Rogers, & May, (2003).

The second null hypothesis was that Work family conflict, job satisfaction and demographic characteristics are not likely to predict marital adjustment. The results indicate that predictors collectively contributed in outcome variable. Age, gender, working place, family member, monthly income and qualification have significant contribution to the work family conflict and marital adjustment. These findings related with the findings of Sloane & Ward, (2001) who reported significant age and gender differences in job satisfaction.

It was found that the male and female paramedics are different on work family conflict, marital adjustment and job satisfaction. The results of the study show that male experienced low level of work family conflict as compare to female. There are similar findings of Duxbury & Higgins, (1991), they reported that women have higher levels of work-family conflict as compare to men. The findings of the study also lined with another finding which was that male have higher marital adjustment and job satisfaction as compare to female Martinengo, (2010).

The findings of current study are also related with the findings reported by Callister, (2006).

The mediation analysis shows a significant impact of work to family and family to work conflict between job satisfaction and marital adjustment. The results are quite natural as job satisfaction and marital adjustment are positively related and work to family and family to work have negative impact on both the job satisfaction and marital adjustment. If a person has work-family conflict naturally he/she have low level of job satisfaction and the vice versa. Work-family conflict also negatively related with marital adjustment. If someone has work-family conflict surely he/she will have low level of marital adjustment. The findings are logical and according to our culture.

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