

Moderating Role of Acculturation in a Mediation Model of Work-Family Conflict among Chinese Immigrants in New Zealand

and Health
15-0100.R2
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mily conflict, Chinese immigrants in New Zealand, Acculturation, on, Moderation
dy examined the antecedents of work-family conflict (WFC), and liation effects of WFC on well-being consequences among Chinese ants to New Zealand, along with the moderating role of ration. Four types of WFC were explored: time-based and strain- vork interference with family, and time-based and strain-based interference with work. Data were collected from 577 Chinese ants in New Zealand, who had full-time or part-time work and lived nily members in New Zealand. The four types of WFC were tially related to the antecedents and well-being consequences, g some evidence that both Chinese and New Zealand cultures may fluences on Chinese immigrants' experiences of work-family Both directions of WFC (work interference with family, and family ence with work) were related to job satisfaction and family tion, and strain-based WFC influenced their well-being more than sed WFC. Most importantly, we found immigrants who were nt in English perceived greater WFC and psychological strain.

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Global mobility is promoting the ethnic diversity of the workforce worldwide (Grzywacz et al., 2007), and is becoming increasingly frequent (United Nations, 2013). Furthermore, immigrants who were born in one country and subsequently moved to another country are influenced by both home and host cultures. Immigrants will experience a complex process of adapting to a new culture and society, which is called *acculturation* (Berry, 2002). However, the effects of acculturation have not been addressed by work-family researchers. While workfamily conflict (WFC) has been widely researched over the past three decades, it has been conducted largely among individuals who function in their own cultures. Grzywacz et al. (2007) suggested that acculturation may play a central role in the work-family life and mental health (Suárez-Orozco & Suárez-Orozco, 2010). Nevertheless, few studies have explored the potential role of acculturation and none have examined its relevance for WFC. Attention to this construct would broaden perspectives on WFC among immigrants (Grzywacz et al., 2007).

The Chinese workforce is becoming a critical part of the current and future labour market in New Zealand (Badkar & Tuya, 2010), where the present study was conducted. In 2013, Chinese accounted for 4.3% of the total population of New Zealand, with 73.4% of these born overseas (New Zealand Census Statistics, 2013). While Chinese immigrants seek a better lifestyle in New Zealand, the harsh reality for many is that they end up working extremely hard to make ends meet, and, therefore, have less time for leisure and family (Ho, Meares, Peace, & Spoonley, 2010). A consequence is that work for many immigrants may conflict with family life.

This study had two aims. First, we explored whether previous findings on the antecedents, well-being consequences, and mediation effects of WFC could be generalized to Chinese immigrants in New Zealand. The second objective was to provide an initial test of the

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potential moderating (buffering) effects of acculturation between antecedents and WFC, and between WFC and well-being. The rationale behind this is that low acculturated individuals may be unable to interact effectively with the new culture, which will generate considerable pressure on their work, family and well-being, while this will be less likely for highly acculturated individuals (Neuliep, 2014). Thus, given the growing volume of Chinese immigrants and the crucial role of acculturation, the current study represents an important contribution to establishing a WFC model for immigrant populations, and to broadening our understanding of work-family conflict experienced by immigrants. Our theoretical model is depicted in Figure 1.

INSERT FIGURE 1 ABOUT HERE

Work-Family Conflict

Greenhaus and Beutell (1985) defined *work-family conflict* as "a form of inter-role conflict in which the role pressures from the work and family domains are mutually incompatible in some respect. That is, participation in the family (work) role is made more difficult by virtue of participation in the work (family) role" (p.77). WFC is recognized as consisting of two distinct concepts: work interference with family (WIF) and family interference with work (FIW; O'Driscoll, Brough, & Kalliath, 2004).

WFC has been classified into three forms: time-based, strain-based, and behaviour-based conflict (Greenhaus & Beutell, 1985). However, only time-based and strain-based conflict were included in the present study, as behaviour-based conflict usually happens among people with very unique work demands (Lambert, Hogan, Camp, & Ventura, 2006). For example, a prison officer at work may be required to behave in ways that are not necessarily appropriate in social and family life, such as questioning family members or barking orders (Lambert et al., 2006). Except for these unique occupations, appropriate behaviours at work (home) may not greatly conflict with appropriate behaviours at home (work). Hence, four types of WFC were included in the present study: time-based and strain-based work

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interference with family (TWIF and SWIF), and time-based and strain-based family interference with work (TFIW and SFIW).

Antecedents and Consequences of WFC

When immigrants move to a new country, they deliberately or accidentally lose some of their home cultural features, and simultaneously acquire some host cultural features (Berry, 2002). Therefore, cultural norms and expectations prescribed by both Chinese and New Zealand cultures may exert an influence on Chinese immigrants. For instance, Chinese immigrants usually maintain their Chinese culture in family life (Li, Hodgetts, & Sonn, 2014), while at work they may conform to the norms and values of the host culture (Berry, 2002). Previous cross-cultural research suggested that different values and beliefs result in differences in the relationships among antecedents, consequences and WFC (Korabik, Lero, & Ayman, 2003). Hence, the antecedents and consequences of WFC for Chinese immigrants may be more complex, and be different to those for non-immigrants. Since we know very little about the experiences of WFC among immigrants, some potential antecedents and consequences of WFC are outlined from previous research findings below.

Antecedents of WFC. One of the major causes of WFC is that work and family are competing for an individual's finite resources, such as time, attention, and energy (physical and psychological) (Michel, Kotrba, Mitchelson, Clark, & Baltes, 2011). Work-related antecedents tend to have an influence on WIF rather than on FIW, whereas family-related antecedents normally have an effect on FIW rather than on WIF (Michel et al., 2011).

In the work domain, the number of working hours and workload are positively related to WIF (Michel et al., 2011). The more hours spent at the workplace or the greater workload; the less resourced individuals are for their family life, which could lead to WIF. In addition, interpersonal conflict at work (ICW) has been regarded as negative interpersonal encounters ranging from minor disagreements to physical assaults among co-workers (Spector & Jex, 1998). ICW is a common phenomenon in workplaces, and can have a negative effect on

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employees' organizational life (e.g., Spector & Jex, 1998). Although ICW has been widely investigated, little attention has been paid to the predictor role of ICW in work-family conflict. Ling and Powell (2001) noted that interpersonal harmony is highly salient in Chinese culture, since maintaining harmonious interpersonal relationships at work is as important as other work demands. That may be because workplace interpersonal conflict can lead to exhaustion of one's personal resources (Dierdorff & Ellington, 2008). For instance, an individual who is experiencing interpersonal conflict will not only suffer from it, but will also try to handle this conflict, which may cost additional energy and time. Hence, interpersonal conflict at work is expected to be positively associated with WIF.

Hypothesis 1: (a) Number of working hours, (b) workload and (c) interpersonal conflict at work will be positively related to work interference with family (WIF).

In the family domain, family responsibilities and family conflict are associated with high levels of FIW (Michel et al., 2011). Fulfilling family responsibilities (e.g., caring for dependants) and keeping harmonious relationships among family members requires more time, and greater psychological and physical expenditure, resulting in fewer personal resources for work commitment (Michel et al., 2011). In addition, family support is negatively related to FIW (Ling & Powell, 2001), because social support may directly reduce family role pressure (Greenhaus & Beutell, 1985).

Hypothesis 2: (a) Family responsibility and (b) family conflict will be positively related to family interference with work (FIW), but (c) family support will be negatively related to FIW.

Consequences of WFC. Research evidence consistently shows that WFC is negatively associated with job satisfaction, family satisfaction and psychological health (O'Driscoll et al., 2004). However, inconsistent relationships have been found between the two directions of WFC (WIF and FIW) and job satisfaction and family satisfaction (Amstad, Meier, Fasel, Elfering, & Semmer, 2011). Frone, Russell, and Cooper (1992) suggested that WIF and FIW

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were negatively related with family satisfaction and job satisfaction, respectively. They explained those results from a *cross-domain perspective*. When one role (e.g., work) interferes with another role (e.g., family), it will be hard for individuals to meet demands in the receiving role (e.g., family). In contrast, Amstad et al. (2011) argued that WIF is negatively related to job satisfaction, and FIW is negatively related to family satisfaction. They interpreted those results from a *source attribution perspective*. That is, when WFC occurs, individuals may experience decreased performance in the receiving domain (e.g., family), but they attribute blame to the domain (e.g., work) which is the source of the conflict. Both perspectives were examined in the current research. In addition, both WIF and FIW are also positively associated with psychological strain (or, conversely, psychological health) (O'Driscoll et al., 2004).

Hypothesis 3: Work interference with family (WIF) will be negatively associated with (a) job satisfaction and (b) family satisfaction, and positively associated with (c) psychological strain.

Hypothesis 4: Family interference with work (FIW) will be negatively associated with (a) job satisfaction and (b) family satisfaction, and positively associated with (c) psychological strain.

Mediation Role of WFC

Previous research suggests that WFC may mediate the relationships between antecedents and consequences of the conflict, but almost all of the research on the mediation role of WFC has been conducted in Western countries (Blanch & Aluja, 2012). The present research extends the understanding of the role of WFC as a mediator in an immigrant population. Assessing whether the mediation role of WFC exists for immigrants is important, as this allows for greater generalization of the mediation effects of this variable.

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Hypothesis 5: Work interference with family (WIF) will mediate the relationships of (a) working hours, (b) workload and (c) interpersonal conflict at work with (i) job satisfaction, (ii) family satisfaction, and (iii) psychological strain.
Hypothesis 6: Family interference with work (FIW) will mediate the relationships of (a) family responsibility, (b) family conflict and (c) family support with (i) job satisfaction,

(ii) family satisfaction, and (iii) psychological strain.

Moderation Role of Acculturation

Acculturation is a complex process of adapting to a new culture (Berry, 2002), with three main factors: language proficiency, cultural identity and cultural knowledge (Gim Chung, Kim, & Abreu, 2004). While it can play an important role in the workplace and family life of immigrants (Suárez-Orozco & Suárez-Orozco, 2010), work-family research has yet to pay indepth attention to this construct. Indeed, it is not clear whether there are significant interactions between the antecedents of WFC and the three factors of acculturation in predicting WFC, nor whether there are significant interactions between WFC and the three factors of acculturation in predicting well-being outcomes. In some cross-cultural research on WFC, cultural dimensions (e.g., individualism/collectivism) were examined as moderators of relationships between WFC and its antecedents and consequences (Spector et al., 2004). However, cultural dimensions are not the same as acculturation. Cultural dimensions do not recognise that immigrants are influenced by *both* their home and host cultures. Therefore, cultural dimensions per se are insufficient to explain the levels of WFC experienced by immigrants.

During the process of acculturation, individuals may experience acculturative stress, such as confusion, frustration, or anxiety, when they are unable to fit into their new cultural environment (Suárez-Orozco & Suárez-Orozco, 2010). New immigrants cannot avoid a certain degree of such stress, which will be intensified when there is a large cultural distance, that is, when the two cultures are dissimilar in language, norms, and values (Taras, Rowney,

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& Steel, 2013), which is the case for China and New Zealand. In order to adapt to the new cultural environment, individuals must learn the host language to communicate with the host people effectively, adjust their identities (e.g., Am I Chinese or New Zealander?), and understand the host cultural knowledge to gain an insight into the new culture and avoid cultural taboos (Suárez-Orozco & Suárez-Orozco, 2010). This adaptation process may require greater psychological and physical resources, which will limit the resources available for the work and family roles. Therefore, the immigration experience may have an adverse effect on both their family and work, as well as on their well-being (Berry, 2002).

In the workplace, immigrants have to conform to the work roles and norms of the host society, which may be different from their home society (Hofstede, Hofstede, & Minkov, 2010). Highly acculturated immigrants can more quickly process their work with improved language proficiency, and better understand and manage the role demands in the host culture with sufficient host cultural knowledge than less acculturated immigrants (Pooyan, 1984). Therefore, facing the same amount of workload and working hours, less acculturated immigrants may feel more strain and time pressure than highly acculturated immigrants. In addition, improved language proficiency, adjusted identity and cultural knowledge may help them avoid interpersonal conflict and sort out the conflict effectively. In sum, working hours, workload and interpersonal conflict at work may require a greater psychological and physical expenditure of resources to meet the expectations of the new work role for less acculturated immigrants than highly acculturated immigrants. As a result, the available resources for family are likely to be threatened. Thus, less acculturated immigrants may perceive greater WIF from work demands than highly acculturated immigrants.

Hypothesis 7: Acculturation will moderate the positive relationships of (a) working hours, (b) workload and (c) interpersonal conflict at work with work interference with family (WIF), with the relationships being weaker for highly acculturated immigrants than for less acculturated immigrants.

In family life, Chinese immigrants often maintain their Chinese culture, such as speaking in Chinese, and accessing Chinese news and knowledge (Li, 2011). Therefore, they do not usually follow the family roles prescribed by the host culture. Chinese immigrants tend to continue to engage with traditional values and behaviours, and perform family responsibilities as required by their home culture. They may also get family support from elderly parents, partner or extended family members, following these Chinese cultural expectations. Hence, acculturation may not impact on the relationships of family responsibilities and family support with family interference with work (FIW).

However, acculturation may moderate the relationship between interpersonal conflict within the family and FIW, since cultural conflict often happens in immigrant families in the process of acculturation (Suárez-Orozco & Suárez-Orozco, 2010). For example, Cleland (2004) noted that parent-adolescent conflict is a normal phenomenon in Chinese immigrant families in New Zealand. Adolescents tend to fit into the host culture quicker and more strongly than their parents (Cheung, Chudek, & Heine, 2010). Therefore, a mismatch in language, identities and cultural knowledge between children and parents can generate great parent-adolescent conflict. However, as people become more acculturated, parents may understand the change in their children, which may result in lower family conflict.

Therefore, to resolve family conflicts, less acculturated immigrants may expend more personal resources than highly acculturated immigrants, which will possibly result in a decrease in available resources for their work. Consequently, we predict that highly acculturated immigrants will suffer less FIW from family conflict than will less acculturated immigrants.

Hypothesis 8: Acculturation will moderate the positive relationships of family conflict with family interference with work (FIW), with the relationships being weaker for highly acculturated immigrants than for less acculturated immigrants.

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Through a person's life, stressful events such as family changes or a job transfer to an unfamiliar environment might affect the person psychologically, and influence the person's family and job satisfaction (Bellavia & Frone, 2005; Leong, 2001). As immigrants interact with their new cultural environment, the host culture begins to make more sense, such as communicating with the host people confidently and fluently, understanding the host cultural knowledge, and getting used to their new cultural identity, which will help them build up new social networks and developing new problem-solving tools. These could assist their work and family life, and enable them to invest more available personal resources into their work and family roles, which in turn may increase satisfaction with their work and family, and may even be beneficial to immigrants' mental health. Given the above, acculturation may attenuate the impact of work-family conflict on job satisfaction, family satisfaction and psychological health.

Hypothesis 9: Acculturation will moderate the negative relationships of work-family conflict (WIF and FIW) with (a) job satisfaction and (b) family satisfaction, with the relationships being stronger for highly acculturated immigrants than for less acculturated immigrants.

Hypothesis 9(c): Acculturation will moderate the positive relationships of work-family conflict (WIF and FIW) with psychological strain, with the relationships being weaker for highly acculturated immigrants than for less acculturated immigrants.

In sum, our study makes several important contributions to the work-family literature. First, if our results support the model proposed, this research would give greater confidence in extending the generalizability of existing WFC theories to immigrant populations. However, if our results fail to support this model, our research would help future research further explore the experiences of WFC among immigrants. Second, to the best of our knowledge, this study was the first to empirically test the predictor role of interpersonal conflict at work. Third, we investigated the relationships of WIF and FIW with job

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satisfaction and family satisfaction, to examine the debate over the cross-domain perspective versus the resource attribution perspective. Fourth, the most unique contribution of our study was to explore the moderation role of acculturation in relation to work-family conflict.

METHOD

Sample and Procedures

A sample of 577 Chinese immigrants, who had full-time or part-time work and lived with family members in New Zealand, completed a survey assessing the variables listed in Figure 1. Participants were born in Mainland China, Hong Kong, Taiwan, Singapore or Malaysia. The sample was obtained from universities, Chinese companies, Chinese associations and Chinese churches around New Zealand. 82.1% completed the hard copy questionnaire, while 17.9% did the survey online. Participants represented an array of industries, including agriculture, education, and financial. The sample was 49.7% male (n = 287) and 49.3% female (n = 284), with an average age of 38.42 (SD = 10.18, ranging from 19 to 65 years), an average resident length of 133.15 months (SD = 75.46) and an average job tenure in New Zealand of 64.55 months (SD = 58.50). Most respondents (73.3%) had dependents. 76.6% of the participants had a university Bachelor degree, with a further 32.4% also having a higher tertiary qualification.

Measures

Following Brislin (1970), all survey items were translated into Chinese and back translated into English to verify semantic equivalence. Initially, linguistics Ph.D. students helped to translate an English version of the questionnaire into Chinese, and then the questionnaire was translated back into English by three teachers with English qualifications. Another three university level lecturers whose native language is English checked the equivalence of wording in the original and back-translated versions.

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Work-family conflict (WFC). Each type of WFC (time-based WIF, strain-based WIF, time-based FIW and strain-based FIW) was measured by three items from the Work-Family Conflict Scale (Carlson, Kacmar, & Williams, 2000). A sample item is "My work keeps me from my family activities more than I would like (TWIF)." Respondents indicated how strongly they agreed with each item, on a 5-point scale from 1 (Strongly disagree) to 5 (Strongly agree), with a higher score representing more conflict. The Cronbach's alpha coefficients were .84, .83, .74 and .89 for TWIF, SWIF, TFIW and SFIW respectively.

Working hours. Respondents were asked how many hours in total they usually worked per week.

Workload. Workload was assessed using the five-item scale designed by Spector and Jex (1998). A sample item is "My job requires me to work very fast." Respondents were asked to indicate how often each sample item occurred, on a 5-point scale from 1 (Less than once per month or never) to 5 (Several times per day), with a higher score representing a higher level of workload. The Cronbach's alpha was .88.

Interpersonal conflict at work. Interpersonal conflict at work was measured by Cox's (1998) five-item Organizational Conflict Scale. A sample item is "The atmosphere here is often charged with hostility." Respondents indicated how much they agreed with each item, on a 6-point scale ranging from 1 (Strongly disagree) to 6 (Strongly agree), with higher scores indicating more conflict. The Cronbach's alpha was .90.

Family responsibility. Three items adapted by L. Lu, Kao, Chang, Wu, and Cooper (2011) were used to assess family responsibility. A sample item is "I feel that our family makes too many demands on me." Respondents indicated how often each experience happened to them, on a 5-point scale from 1 (Never) to 5 (Very often), with higher scores representing more family responsibility. The Cronbach's alpha was .84.

Family support. Four items developed by Zimet, Dahlem, Zimet, and Farley (1988) were used to measure family support. A sample item is "My family really tries to help me."

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Respondents indicated how much they agree with each item, on a 7-point scale from 1 (Very strongly disagree) to 7 (Very strongly agree), with higher scores representing greater support. The Cronbach's alpha was .90.

Family conflict. Five items revised by Jaycox and Repetti (1993) were employed to assess family conflict. A sample item is "We fight a lot in our family." Respondents indicated to what extent they thought each item was true, on a 4-point scale from 1 (Mostly true) to 4 (False). A higher score indicates more perceived conflict among family members. The Cronbach's alpha was .72.

Job satisfaction. Global job satisfaction was assessed by three items from Seashore, Lawler, Mirvis, and Cammann (1982). A sample item is "All in all, I am satisfied with my job." Respondents indicated how much they agreed with each item, on a 7-point scale from 1 (Very strongly disagree) to 7 (Very strongly agree). A higher score indicates greater job satisfaction. The Cronbach's alpha was .81.

Family satisfaction. Family satisfaction was measured with three items from Edwards and Rothbard (1999). A sample item is "All in all, the family life I have is great." Respondents indicated how much they agreed with each item, on a 7-point response scale from 1 (Strongly disagree) to 7 (Strongly agree), with a higher score indicating family satisfaction. The Cronbach's alpha was .95.

Psychological strain. Two types of psychological strain (social dysfunction and anxiety/depression) were measured by eight items from the General Health Questionnaire revised by Kalliath, O'Driscoll, and Brough (2004). Sample items are "Been able to face up to my problems" for social dysfunction; "Been feeling unhappy or depressed" for anxiety/depression. Respondents were asked to reflect their psychological well-being over the previous three months on a 5-point response scale from 1 (Never) to 5 (All the time). Higher scores indicate higher levels of psychological strain. The Cronbach's alphas were .80 and .81 for social dysfunction and anxiety/depression respectively.

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Acculturation. Three dimensions of acculturation (language proficiency, cultural knowledge and cultural identity) were assessed using twelve revised items from Gim Chung et al. (2004) (e.g., "How well do I speak the language of English?" for language proficiency; "How knowledgeable am I about the history of mainstream New Zealanders?" for cultural knowledge; "How proud am I to be part of mainstream New Zealanders?" for cultural identity). Respondents were asked to respond on a 5-point scale, from 1 (Not very much) to 5 (Very much), with higher scores representing higher acculturation. The Cronbach's alphas were .95, .82 and .88 for language proficiency, cultural knowledge and cultural identity respectively.

Demographic variables. Demographic information included gender (dummy coded male = 1, female = 2), age (measured in years), educational level (less than high school = 1, high school graduate = 2, diploma = 3, Bachelor's degree = 4, postgraduate degree = 5), number of dependents (self-reported), residency in New Zealand (measured in months), type of job (self-reported), job tenure in New Zealand (measured in months).

Analysis

Confirmatory factor analyses (CFA) were performed using AMOS 21.0 to validate the structure of measures (Byrne, 2010). Descriptive statistics using SPSS 21.0 were calculated to provide means, standard deviations (*SD*) and correlations. Mediation analyses were conducted with AMOS 21.0. As the structural model became overly complicated when we included Hypotheses 1-6, we ran two sets of mediation models: Model A with SWIF and TWIF as mediators, and Model B with SFIW and TFIW as mediators. The only requirement for a significant mediation effect is that the indirect effect ($a \times b$) is significant (Zhao, Lynch, & Chen, 2010). Moderation tests were conducted for all the significant paths, with hierarchical regression via SPSS 21.0. Following Dawson (2014), the requirement for significant mediation effect is that the predictor × moderator interaction is significant. Additionally, in the present study, three indices were used to evaluate the overall model fit: the standardised

root mean residual (SRMR ≤ 0.10), comparative fit index (CFI ≥ 0.95), and root mean square error of approximation (RMSEA ≤ 0.08) (Williams, Vandenberg, & Edwards, 2009).

Results

Scale Validation

All the variables (except working hours) in Figure 1 were assessed by confirmatory factor analysis (CFA) to confirm the factorial structures of the measures. A four-factor structure of WFC fit our data (time-based WIF, strain-based WIF, time-based FIW, and strain-based FIW). A two-factor structure of psychological strain (social dysfunction and anxiety/depression) fit the current data well. In addition, a three-factor structure of acculturation (language proficiency, cultural knowledge and cultural identity) was supported. The inter-factor correlations in the three structures were less than .80, suggesting that the factors were distinct (Kline, 2011). The fit indices of each construct achieved acceptable levels, and all factor loadings (> 0.3) achieved the minimum requirements (Furr & Bacharach, 2013) (see Table 1). After conducting CFA, all measures had appropriate construct validity.

INSERT TABLE 1 ABOUT HERE

Descriptive Statistics

Table 2 presents the means, standard deviations (*SD*s), reliability coefficients, and bivariate correlations. All variables demonstrated high levels of internal consistency (bold numbers on the diagonal), ranging from .74 to .95. As can be seen in Table 1, all correlations were in the expected direction.

INSERT TABLE 2 ABOUT HERE

Control Variables

The demographic variables had weak and inconsistent correlations with the study variables in the mediation testing (*rs* ranged from .00 to .15). Theoretically, some researchers suggested that demographic characteristics have little impact on the magnitude of the parameter estimates in WFC models (e.g., Byron, 2005; Frone et al., 1992). If demographic

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variables are theoretically unimportant and have little relationship with key variables, they do not need to be controlled (Spector & Brannick, 2011). Hence, the demographic variables were not controlled in the mediation testing. However, some demographic variables showed moderate correlations with acculturation. For instance, the correlation between education and language proficiency was r = .54 (p < .01). Regression analyses were conducted with and without demographic variables, but the interaction effects did not change significantly. Therefore, demographic variables were also not controlled in moderation testing.

Hypothesis Testing

Direct effects. To test Hypotheses 1 and 3, Model A was assessed by SEM. Model A had an acceptable fit after model respecification, which included the covariance between errors with high modification indices and trimming the non-significant paths. The fit indices were: $\chi^2/df = 1.34$; CFI = .99; SRMR = .02; RMSEA = .02. As shown in Table 3, workload (β = .22, p < .001) and interpersonal conflict at work (ICW) (β = .17, p < .001) were positively related to strain-based WIF, while working hours did not show a significant relationship with strainbased WIF. However, all three predictors were positively related to time-based WIF (workload, β = .28, p < .001; ICW, β = .08, p < .05; working hours, β = .12, p < .001). Therefore, Hypothesis 1 was partially supported.

With regard to Hypothesis 3, strain-based WIF was significantly related to all four wellbeing consequences: job satisfaction ($\beta = -.23$, p < .001), family satisfaction ($\beta = -.33$, p < .001), social dysfunction ($\beta = .38$, p < .001), and anxiety/depression ($\beta = .37$, p < .001). However, time-based WIF had no significant relationship with each outcome.

To test Hypotheses 2 and 4, Model B was investigated using SEM. Model B achieved an acceptable level of fit after model respecification: $\chi^2/df = 2.37$; CFI = .99; SRMR = .02; RMSEA = .05. As shown in Table 3, family responsibility (β = .14, p < .001) and family conflict (β = .14, p < .001) were positively related to strain-based FIW, while family support (β = .09, p < .05) was negatively related to strain-based FIW. In addition, family

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responsibility ($\beta = .29, p < .001$) was positively associated with time-based FIW, and family support ($\beta = -.09, p < .05$) was negatively associated with time-based FIW, but family conflict showed a non-significant relationship with time-based FIW. Therefore, Hypothesis 2 was partially supported.

With regard to Hypothesis 4, strain-based FIW was significantly related to all four wellbeing consequences: job satisfaction ($\beta = -.11$, p < .05), family satisfaction ($\beta = -.14$, p < .001), social dysfunction ($\beta = .30$, p < .001), and anxiety/depression ($\beta = .22$, p < .001). However, time-based FIW had no significant relationship with each outcome.

Mediation effects. In respect of Hypothesis 5, as shown in Table 3, strain-based WIF mediated the relationships of workload and interpersonal conflict at work with job satisfaction, family satisfaction, social dysfunction and anxiety/depression. However, time-based WIF did not function as a mediator between the work domain predictors and the well-being consequences. Similarly, in respect of Hypothesis 6, strain-based FIW mediated the relationships of family responsibility, family conflict and family support with job satisfaction, family satisfaction, social dysfunction and anxiety/depression. However, time-based FIW did not function as a mediator between the family domain predictors and well-being consequences.

INSERT TABLE 3 ABOUT HERE

Moderation effects. As depicted in Figure 1, hypotheses 7, 8 and 9 predicted that acculturation (language proficiency, cultural knowledge and cultural identity) would perform as a moderator. As depicted in Table 4, there were two significant interaction effects. Specifically, SWIF was predicted by the interaction of workload with language proficiency (β = .13, p < .01), and anxiety/depression was predicted by the interaction of SWIF with language proficiency (β = .07, p < .05). Based on procedures described by Aiken, West, and Reno (1991), values one standard deviation above and below the mean of the moderator were

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used to plot the interactions to provide a better understanding of the interaction effects (Figure 2 and 3).

The interaction between workload and language proficiency on SWIF is depicted in Figure 2. Contrary to Hypothesis 7(b), when immigrants experienced high workload, respondents with low language proficiency tended to have lower SWIF than respondents with high language proficiency.

INSERT FIGURE 2 ABOUT HERE

The interaction between SWIF and language proficiency on anxiety/depression is depicted in Figure 3. When immigrants experienced high SWIF, language proficiency had little or no buffering influence. However, when immigrants experienced low SWIF, individuals with low language proficiency tended to have lower anxiety/depression than people with high language proficiency, which is contrary to Hypothesis 9(c).

INSERT FIGURE 3 ABOUT HERE

Discussion

The impact of acculturation is a complex issue, and has not been addressed in previous WFC research. This study explored: (a) the direct relationships of WFC with several antecedents and well-being consequences; (b) the mediation effects of WFC; and (c) the moderating role of acculturation. In general, we found that: (1) Chinese immigrants may be in a state of "in-betweenness" (Li et al., 2014, p.33); (2) WIF and FIW are related to both job satisfaction and family satisfaction; and time-based WFC has less effects on individuals' well-being than strain-based WFC; (3) immigrants with high levels of language proficiency perceived more SWIF and strain, and unchanged value acculturation may account for the non-significant moderation effects in our study. These findings are discussed in more detail below.

In-betweenness

Li et al. (2014) described the state of Chinese immigrants as in-betweenness, since they are living between languages, between lifestyles, and between cultures. In other words, Chinese immigrants may still maintain their traditional Chinese values, but simultaneously attempt to follow and learn the attitudes and behaviours of host people. It seems our results are consistent with Li et al. (2014).

Interpersonal conflict at work (ICW) and family conflict are not unique to Chinese. However they play a particularly critical role as sources of WFC for Chinese (Ling & Powell, 2001). This is supported by our findings. ICW was positively related to strain-based and time-based WIF, and family conflict was positively related to strain-based FIW. These results suggest that Chinese immigrants emphasize maintenance of interpersonal harmony both in the workplace and at home.

In this research, the number of working hours was significantly related to time-based WIF, and the sample had a mean number of working hours of 38.75 per week, which fell in the range of normal working hours (37-40) in New Zealand (Immigration New Zealand, n.d.). The results are contrary to previous Chinese findings. Previous studies have found that working hours were not a strong predictor of WFC, because Chinese usually commit more hours to work than Western people for the welfare of their family (Khairullah & Khairullah, 2013). However, our results appear to be more consistent with Western research, which suggests that the number of working hours is positively related to WFC (Aycan, 2008). Therefore, our findings imply that Chinese immigrants, unlike Chinese living in their homeland, may try to accept and follow the host attitudes of giving priority to family rather than work.

Permeable work and family role boundaries

Following the cross-domain and source attribution perspectives, we hypothesized that WIF and FIW are related to both job satisfaction and family satisfaction. Although the two

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perspectives seem to be mutually exclusive, our results support both perspectives, but suggest that by themselves they may not be sufficient to interpret the current results. Rothbard and Ramarajan (2009) drew attention to the notion of role boundary permeability, which refers to family and work roles of individuals being integrated rather than segmented. Permeable work and family role boundaries enable individuals to merge various aspects of work and family domains (Powell & Greenhaus, 2012). From this perspective, WIF can influence not only job satisfaction but also family satisfaction. In a similar vein, FIW can also influence both job and family satisfaction.

Interestingly, only strain-based WFC (SWIF and SFIW) but not time-based WFC (TWIF and TFIW) was related to well-being. The results show that strain-based WFC is a consistent mediator between work demands and well-being, and time-based WFC has fewer effects on well-being than strain-based WFC. A possible explanation is that people have opportunities to manage their time-based WFC, which then will not influence their well-being substantially. Modern technologies conveniently help them participate in one role (e.g., family), and simultaneously do not rule out their participation in the other role (e.g., work) (Bagger, Reb, & Li, 2014). For example, in recent years, the popularity of the home-office provides an opportunity to fulfil work demands, but simultaneously not sacrifice time with family members (Brough & O'Driscoll, 2005). Furthermore, flexible work time may help people manage their own time reasonably. People are increasingly willing to work for organizations that offer them the flexibility to create a balance between work and family commitments (Ministry of Business, Innovation & Employment, 2015). Hence, strain-based WFC has more impact on individuals' well-being than does time-based WFC.

Moderation Effects of Acculturation

Interestingly, the only two significant moderation effects were counter to our expectations. Specifically, when experiencing high workload, Chinese immigrants with language proficiency perceived more SWIF than those less fluent in English. Additionally,

we found that the detrimental effect of SWIF on anxiety/depression was more salient for immigrants with high levels of language proficiency. These results are important as this is the first study that reports moderation effects of acculturation, in particular language proficiency, among the relationships in work-family models.

A possible explanation for the results is that the types of job which immigrants can obtain may play a role in those (reverse) moderation effects. Language proficiency is positively associated with work performance, which is likely to result in different types of occupations across people with different levels of language proficiency (Dustmann & Fabbri, 2003). We ran a post hoc analysis of our data, and we found that participates who undertook professional work (e.g., academics and lawyers) had significantly higher levels of language proficiency (N = 330, M = 3.83, SD = .77) than their counterparts who engaged in physical occupations (e.g., restaurant waiters and cleaners; N = 188, M = 2.88, SD = .95; t = 11.84, df = 325.76, p < .001). Professional immigrant workers are required to frequently communicate complex issues with host workers or clients, for instance, academics need to discuss research issues with their colleagues, and lawyers need to frequently handle cases with clients. During communication, cultural conflicts would easily occur if parties cannot understand each other's attitudes and opinions based on their own cultural values (Wang, 2015). However, those complex and frequent communications may happen less frequently for immigrants engaging in physical occupations, who may avoid the cultural conflicts experienced by the professional workers. Therefore, the more immigrants integrate into the host society, the more cultural conflict they may encounter, which will require them to utilize more personal resources. In line with Michel et al. (2011), who suggest that strain and conflict may occur when work and family compete for an individual's finite resources, immigrant workers may feel more SWIF when facing a high workload, and more anxiety/depression when experiencing SWIF, even though they are proficient in English. Furthermore, the positive correlations of language proficiency with SWIF and anxiety/depression also lend some

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support to our argument that immigrants proficient in English may perceive greater SWIF and anxiety/depression (see Table 1).

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While this study failed to confirm most of the moderation hypotheses, an explanation could be that Chinese immigrants prefer to maintain traditional Chinese cultural values (Lu, Samaratunge, & Härtel, 2012). Pooyan (1984) suggested that acculturation generally includes two distinct features: visible artefacts (e.g., customs, eating habits, language usage) and values (beliefs, norms, attitudes). Taras et al. (2013) found that visible artefact acculturation had a small positive relationship with value acculturation (explaining only 4% of the variation in value acculturation). It is quite possible that some immigrants take on visible artefacts, such as speak, eat, play, or dress like hosts, but still remain committed to their original values (Pooyan, 1984).

Chinese immigrants collectively tend to retain their traditional cultural values, which may be because of their strong sense of community (Li et al., 2014). Most Chinese immigrants attach themselves closely to Chinese communities in New Zealand, such as attending Chinese churches and joining Chinese associations. A large immigrant network might delay their process of value acculturation, as the network could remind them of the home culture through language, cultural festivals or even food (Taras et al., 2013). Value acculturation may not be required for most immigrants, since not everyone seeks to change their cultural values to be more like the other (often dominant) group (Berry, 2002).

Visible artefact acculturation, like language proficiency, can be convenient for immigrants' daily life. Attempts to fit into the host culture will absorb some of the individual's resources or energy, which could be traded off against the convenience of visible artefact acculturation. Therefore, the relationships between WFC and antecedents and wellbeing consequences are not necessarily influenced by different levels of visible artefact acculturation, which was measured in our research. Further research is needed to explore acculturation processes in more depth, especially value acculturation.

WORK-FAMILY CONFLICT AND ACCULTURATION Implications

Although the current study represents an initial attempt to test the WFC model in an immigrant population, our findings have implications for both theory and practice.

Implications for theory and research. We find that Chinese immigrants may, on the one hand, maintain their traditional Chinese values, but on the other hand, attempt to follow and learn the attitudes and behaviours of host people. Therefore, future work-family research on immigrant populations should consider the influences from both home and host cultures.

Interpersonal conflict at work has been rarely discussed in previous work-family research. However, given the present results, interpersonal conflict at work should be included in future WFC research as a predictor of WFC, especially when using Chinese and other collectivistic samples. Furthermore, work and family have long been regarded as separate domains. However, promoted by modern technologies and flexible work policies, the integration of work and family is more likely to occur (Brough & O'Driscoll, 2005). The perspective of role boundary permeability may provide another approach to interpreting the relationships between WFC and well-being of immigrants in the contemporary era.

The two significant moderation results provide some evidence for future research that acculturation has a potential moderating role in work-family models. The non-significant moderation effects suggest that value acculturation, not artefact acculturation, may play a salient role in buffering the impacts of antecedents on WFC, and the influence of WFC on well-being. Therefore, a fruitful avenue for future research is to further explore the roles of both value and artefact acculturation in work-family models.

Implications for practice. Measures like flexible time schedule may limit the adverse effects of time-based WFC on well-being. In order to continue to improve levels of well-being, organizations should adopt further measures to alleviate strain-based WFC. For instance, an organization should manage interpersonal conflict in the work environment, as

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we found that interpersonal conflict with other employees has a significant effect on the lives of Chinese immigrants.

Our moderation findings suggest that organizations should be aware of the well-being and work-family balance of immigrant employees with high levels of language proficiency. High levels of language proficiency would help immigrant employees succeed in their job positions, however they may experience high levels of work-family conflict and psychological strain as indicated in our findings. We also suggest that immigration services should include programs not only focusing on the surface levels of acculturation, such as English learning programs, but also comparing the values between the host culture and the Chinese culture. These programs could help Chinese immigrants to understand host values and engage in the society actively.

Limitations

This study has some limitations. First, our cross-sectional design makes it impossible to infer causal effects. Longitudinal data are needed to track changes in WFC and acculturation over time to better understand the experience of WFC among immigrants. Second, our research relied on self-report measures. Future studies could consider multiple sources of data to minimize concerns over common method variance (Anderson, Coffey, & Byerly, 2002). Third, this study only measured the visible artefacts of acculturation (language, cultural knowledge, and cultural identity). However, as acculturation is a complex dynamic process of people's behavioural and cognitive orientations (Pooyan, 1984), both visible artefacts and values should be included in future work-family research on immigrants. Fourth, this research focused only on Chinese immigrants in New Zealand, and cultural variations may exist among mainland Chinese, Hong Kong, Taiwan, Malaysia and Singapore. Therefore, the present findings may not explain the work-family experiences of immigrants from other ethnic groups, or of Chinese immigrants in countries other than New Zealand.

Conclusion

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It is imperative to expand our understanding of WFC among Chinese immigrants, because the Chinese workforce is becoming a critical part of the current and future labour market in New Zealand (Badkar & Tuya, 2010), and worldwide (Varian et al., 2009). This study applied a Western WFC model to Chinese immigrants in New Zealand. We found that it is possible that Chinese immigrants are living in a state of in-betweenness. That is, they may still retain their Chinese cultural values, and at the same time, attempt to follow the attitudes and behaviours of host people. Their work and family appear to be integrated rather than segmented, and strain-based work-family conflict especially exerts adverse impact on their well-being rather than time-based work-family conflict. During the process of acculturation, immigrants who are proficient in the host language experience more SWIF and psychological strain, and value acculturation may play a more salient role to buffer the relationships in work-family models. Therefore, our research findings have significant implications for immigrants in both New Zealand and other countries.

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Studied variables (N=577)	χ^2/df	SRMR	CFI	RMSEA	Range of factor loadings	Range of R^2
Work-family conflict	4.88	.04	.96	.08	.6992	.4785
Workload	4.69	.02	.99	.08	.7285	.5173
Interpersonal conflict at work	3.80	.02	.99	.07	.6794	.4588
Family responsibility*	.61	.01	1.00	.00	.7290	.5181
Family support	2.72	.01	1.00	.06	.6796	.4592
Family conflict	4.89	.03	.98	.80	.5368	.2846
Job satisfaction*	.63	.01	1.00	.00	.7184	.5071
Family satisfaction*	.02	.00	1.00	.00	.9096	.8192
Psychological strain	3.71	.04	.97	.07	.6383	.3969
Acculturation	4.84	.07	.96	.80	.3297	.1095

*Those measures had only three items. When conducting CFA, we added one more constraint to the models.

 R^2 = Squared multiple correlation.

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Table 2. Descriptive Statistics and Correlations for Major Variables (N=577)

Variable	Maan	SD								Corr	elation								
Variable	Mean	SD	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1. TWIF	2.36	1.00	.84																
2. TFIW	2.41	.85	.42*	.74															
3. SWIF	2.44	.90	.59*	.46*	.83														
4. SFIW	2.17	.89	.35*	.48*	.57*	.89													
5. Hours	38.75	10.64	$.20^{*}$.07	.12*	.09	_ ^a												
6. WL	2.60	.99	.32*	.26*	.38*	.21*	.18*	.88											
7. ICW	2.32	1.07	.14*	.11*	.22*	.15*	02	.23*	.90										
8. FR	2.56	.94	.13*	.31*	.27*	.32*	.09	.18*	.13*	.84									
9. FC	1.68	.58	.10*	.16*	.25*	.30*	.04	.06	.15*	.22*	.72								
10. FSup	5.90	1.14	- .14 [*]	- .18 [*]	- .17 [*]	25*	01	10*	09	25*	35*	.90							
11. JS	5.32	1.20	- .16 [*]	- .13 [*]	27*	20*	02	- .10 [*]	27*	- .16 [*]	23*	.21*	.81						
12. FSat	5.65	1.23	23*	21 [*]	34*	33*	10	- .10 [*]	12*	29*	44*	.45*	.42*	.95					
13. SD	2.07	.68	.24*	$.20^{*}$.37*	.37*	.04	.08	.15*	.11*	.31*	25*	45*	54*	.80				
14. A/D	1.94	.66	.31*	.19*	.42*	.33*	.02	.23*	.20*	.23*	.31*	21 [*]	- .31 [*]	32*	.53*	.81			
15. LP	3.44	.97	01	- .14 [*]	.01	- .16 [*]	07	.05	03	08	11*	.09	.21*	.15*	12*	.02	.95		
16. CK	2.93	.78	06	- .11 [*]	05	- .15 [*]	- .10 [*]	.03	04	03	- .10 [*]	.16*	.20*	.19*	- .19 [*]	02	$.50^{*}$.82	
17. CI	2.85	.87	04	- .13 [*]	02	15 [*]	06	.03	03	09	12*	.07	.23*	.16*	18*	01	.52*	.68*	.8

Note. TWIF = Time-based work interference with family; TFIW = Time-based family interference with work; SWIF = Strain-based work interference with family; SFIW = Strain-based family interference with work; Hours = Number of working hours per week; WL = Workload; ICW = Interpersonal conflict at work; FR = Family responsibility; FC = Family conflict; FSup = Family support; JS = Job satisfaction; FSat = Family satisfaction; SD = Social dysfunction; A/D = Anxiety/depression; LP = Language proficiency; CI = Cultural identity; CK = Cultural knowledge.

The bold number on the diagonal is Cronbach's alpha estimate.

^a One self-report item.

P < .01* (One-tailed).

	Significant mediated	Indiract affact (axb)	Significant	Standardised
	Path	Indirect effect $(a \times b)$	unmediated Path	path coefficients
	WL→SWIF→JS	05** (.22***×23***)	Hours→TWIF	.12***
	WL→SWIF→FSat	07** (.22***×33***)	WL→TWIF	.28***
	WL→SWIF→SD	.08** (.22***× .38***)	ICW→TWIF	.08*
Model	WL→SWIF→A/D	.08** (.22***× .37***)		
Α	ICW→SWIF→JS	04** (.17*** ×23***)		
	ICW→SWIF→FSat	06** (.17*** ×33***)		
	ICW→SWIF→SD	.07** (.17*** × .38***)		
	ICW→SWIF→A/D	.06** (.17*** × .37***)		
	FR→SFIW→JS	01* (.14***×11*)	FR→TFIW	.29***
	FR→SFIW→FSat	02** (14***×14***)	FSup→TFIW	10*
	FR→SFIW→SD	.04** (.14***× .30***)		
	FR→SFIW→A/D	.03** (.14***× .22***)		
	FC→SFIW→JS	02* (.18***×11*)		
Model	FC→SFIW→FSat	03** (.18***×14***)		
В	FC→SFIW→SD	.05** (.18***× .30***)		
	FC→SFIW→A/D	.04** (.18***× .22***)		
	FSup→SFIW→JS	.01* (09* ×11*)		
	FSup→SFIW→FSat	.01* (09* ×14***)		
	FSup→SFIW→SD	03* (09* × .30***)		
	FSup→SFIW→A/D	02* (09* × .22***)		

Table 3. Mediation results in Model A and Model B¹

Note. a = the standardized path coefficients of path from predictor to mediator; b = the standardized path coefficients of path from mediator to outcome;

TWIF = Time-based work interference with family; TFIW = Time-based family interference with work; SWIF = Strain-based work interference with family; SFIW = Strain-based family interference with work; Hours = Number of working hours per week; WL = Workload; ICW = Interpersonal conflict at work; FR = Family responsibility; FC = Family conflict; FSup = Family support; JS = Job satisfaction; FSat = Family satisfaction; SD = Social dysfunction; A/D = Anxiety/depression.

 1 = Only the significant SEM results are presented, due to the complexity of results and for parsimony (for a copy of the full results, please contact the corresponding author).

p<.05*, *p*<.01**, *p*<.001***.

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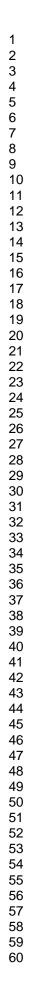
Model A		Moderators		Н	Model B	Μ	ors	Н	
Path	LP	CK	CI		Path	LP	CK	CI	
WL→SWIF	.13**	.01	08	H7	FC→SFIW	.04	04	05	H8
ICW→SWIF	01	01	.01	H7	SFIW→JS	01	06	01	H9
Hours→TWIF	02	04	.04	H7	SFIW→FSat	.02	.06	09	H9
WL→TWIF	.09	.00	03	H7	SFIW→SD	05	.01	.06	H9
ICW→TWIF	.06	02	02	H7	SFIW→A/D	04	.04	.00	H9
SWIF→JS	.05	08	04	H9					
SWIF→FSat	.05	.04	08	H9					
SWIF→SD	04	.07	.01	H9					
SWIF→A/D	07*	.00	.06	H9					

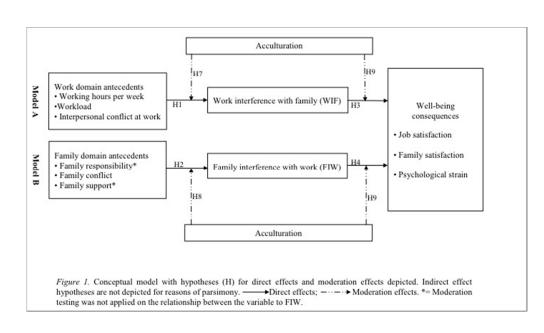
Table 4. Moderation results in Model A and Model B*

Note. All the figures in the table are unstandardized regression coefficients.

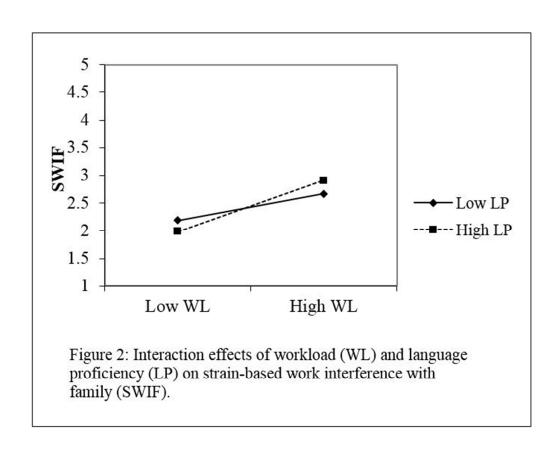
TWIF = Time-based work interference with family; TFIW = Time-based family interference with work; SWIF = Strain-based work interference with family; SFIW = Strain-based family interference with work; Hours = Number of working hours per week; WL = Workload; ICW = Interpersonal conflict at work; FC = Family conflict; JS = Job satisfaction; FSat = Family satisfaction; SD = Social dysfunction; A/D = Anxiety/depression, LP=Language proficiency; CK=Cultural knowledge; CI=Cultural identity. H = Hypothesis; $p < .05^*$, $p < .01^{**}$.







246x140mm (72 x 72 DPI)



177x140mm (96 x 96 DPI)

