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Individual adaptation to discontinuous employment for Australian workers : a longitudinal mixed method study

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Individual Adaptation to Discontinuous Employment

for Australian Workers: A Longitudinal Mixed Method Study

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USE OF THESIS

The Use of Thesis statement is not included in this version of the thesis.

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Abstract

This thesis research has had two aims: first, to determine how discontinuous (or "casual") employment impacts on quality of life, mental health, and coping for a population of Australian job seekers; second, to determine how different groups of workers differ in coping style, quality of life, and mental health when dealing with discontinuous (casual, short-term) work. To address these aims a national survey was conducted of white collar, business and technical/scientific workers (N=229 at Time 1). Workers were sampled three times over the study period of nine months.

The mixed method design consisted of two phases in order to capture the richness of the phenomena in question. The quantitative phase (QN) was initiated first with a tri-monthly national survey running from July 2006-until February 2007. The survey yielded information on workers' employment conditions, job permanency, sense of resilience, and distress levels. Phase QN yielded an "overall snapshot" of worker issues and life facet coping patterns.

The qualitative phase (QL) was initiated two weeks after the start of Phase QN. In this phase the investigator conducted semi-structured interviews from a subset of nine workers taken at three-month intervals. Phase QL yielded narratives of nine-month "slices of life" for these respondents, illustrating their most current work/life conflicts and the strategies and attitudes they employed to manage such conflicts. Phase QL also allowed for the uncovering of personal meanings for work-life transitions role conflicts, perceived time shortages and respondents' personal work-life goals. Narratives, goals and personal meanings were eventually uncovered and were integrated into nine-month case trajectories. Phase QL trajectory results were then compared and integrated with the QN quantitative survey results via a process of audit trailing, data reconfiguring, member checking, and comparing of data sets.

Main Findings: for the QN analysis/methods, *Distress* was predicted by only three Life Facet variables: number of children, permanency (security) of one's job, and the time of year (season). The outcome variable *Resilience/Coherence* was predicted by only two of the variables of interest: permanency (job security) and time of year. Overall the weak QN findings could only hint at but not substantiate the patency of the Life Facets Model in explaining discontinuous work. However the Phase QL results showed the Life Facets Model to better fit the coping narratives than other models (of staged grief, active agency, drive reduction, and stress-appraisal-coping). Though some mismatches occurred across the two (QL and QN) methods, most were resolved through mixed method techniques of auditing, cross referencing and integration. Implications of the findings for future research, social welfare, and public policy were suggested.

Declaration

I certify that this thesis does not, to the best of my knowledge and belief:

    i.   Incorporate without acknowledgement any material previously submitted for a degree or diploma in any institution of higher education;

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PART I

Preface: Workers' Comments on Discontinuous Work

At work they asked me to do overtime for when I already had plans that night for an 18th [birthday], since I was the only one who wasn't working the next day on that shift, I felt obliged to stay back and miss my sister's 18th which didn't impress my family. (Female worker aged 18)

As I am studying for the CPA course ….I sometimes feel upset because I could not use my professional study for the job that I am doing now. I hope one day that I can become permanent and do the job related to my study area. (Female worker aged 25)

… I want to do more gardening and would love to have more time for my knitting. But if I take more time to do these things by taking less time at work, I'll have less money to play with and this would make me feel less secure financially. (Female worker aged 30)

That's OK, money is not everything. Why [do] we have to sacrifice our love to the family just to get a boss's impression? (Male worker aged 38).

I can't have long sick days as I have to go back to work since some workmates are on holidays. (Male worker aged 35)

In order to appear to be a "willing" worker, my company expects me to be available, without their early notice, for night, weekend and public holiday work. This makes it very difficult to plan any social interaction and frequently leaves my wife alone to prepare meals, etc. for our social visitors. (Male worker aged 46)

…. I work at a place that gives me any time I need.... My most important job at the moment is not my paid job but looking after my mother who suffers from dementia and Parkinson's. My work place approves and I am allowed all the time I need to fulfil this. (Male worker aged 50)

My job doesn't really affect my life because 'a job is a job.' Soon after I turn off my computer in the afternoon, I never think of it.... (Female worker, Aged 40)

The results of my resolving work life conflict? [Moved] closer to family, my home life is secure. Impacts? Work jobs fell behind schedule, the boss needed to have other replacements... to take over without [paying] the extra wages, [so went for] cross-training internally. Job sharing started within the department…. (Female Aged 36, after being granted work-from-home status)

The Manager of the organisation where I work has a reactive approach ….I only work in a casual role 3 days per week; since April I have had to on a number of occasions work a 2-day week and... to complete 3 days of work, as well as have other tasks thrown at me... (Female, aged 50)

My daughter has been taking days off school when I am at work, so that could become an issue. Not getting much notice of temp jobs also means I cannot do much long term planning for other activities. (Female, aged 46)

As shown by these quotes the impacts of discontinuous work are several, cutting across several life domains. These domains include not only the financial, physical and psychological; but also areas concerning familial, social, and developmental (spiritual and community) roles.

From the early 1980's, Australia and many other economies shifted toward supply-side economics and market deregulation, which changed both the legal and psychological aspects of the employment relationship. As a result, jobs in both developed and developing countries have evolved towards on-again, off-again, contingent, or non-standard employment. In this thesis the term "discontinuous employment" will be used for such employment.

The exact nature and extent of the impacts of discontinuous employment are still being researched and defined. There is no one single study or set of studies that yet guides individuals, families or policy makers on this shift towards irregular work. Discontinuous work and its impacts are still largely unknown territory. The existence of multiple impacts from such work *within* each life domain is mixed, which is reflected in the ambivalence and contradictions in the quotes above.

The shift to discontinuous work is now a major focus in public life and has been since the early1990s. This thesis is an exploration of the meaning and impacts of discontinuous employment in both a national survey sample and a subset of interviews taken from that sample.

Plan of Thesis

Individual Adaptation to Discontinuous Employment for Australian Workers: A Longitudinal Mixed Methods Study

Part I provides the overview for this thesis study. Chapter 1 begins with an outline of the history of the shift from secure standard work relationships in the 20th Century to more tenuous non-standard work relationships now making up about 30% of employment contracts. Chapter 2 defines the main concepts of interest---such as employment, coping, distress, and resilience. Chapter 3 provides a more detailed look at the research that has found inadequate employment to be associated with changes in outcomes for workers including their coping skills, personal time, and overall health. Chapter 3 also presents the research questions for the present thesis.

Part II continues with a chapter entitled *Mixed Methods*, which explains how the two types of methods are combined, one quantitative and one qualitative. The philosophical traditions underpinning each method's approach are explored. The phases of the actual study are discussed: *Phase QN: Survey* and *Phase QL: Case Study*. The Chapter concludes with an assessment as to how well the two phases (data collection procedures) in the present study *complemented* each other.

In **Part III** (General Discussion) the results of the two phases are evaluated with respect to answering the research questions. The chapters in Part III include: *Findings from Phase QN, Findings from Phase QL, Integration of Findings (Answering the Research Questions)*. Part III also summarises the compatibility of the two sets of findings with special interest in providing an overview of the two different views of employment coping.

In **Part IV** Chapter 9, *Implications for Job Change Stress Research,* relates the above findings to the literature review and comments on why the Life Facets Model seems to be the most relevant model to summarise coping in the post-industrial era of discontinuous work. Chapter 10, *Implications for Public Policy and the Community,* concludes the thesis with comments on how public policy might be modified to help workers collectively cope with the impacts of discontinuous work.

Chapter 1 Introduction

In the next 10 to 15 years, work will be shaped by a number of forces, including demographic trends, advances in technology, and the process of economic globalization. In many respects, these key factors have already played a role in shaping the world of work in today's economy. They have influenced the size and composition of the labour force, the features of the workplace, and the compensation structures provided by employers. How these factors continue to evolve will further influence the workforce and the workplace, often in ways that can be predicted. In some cases, however, conditions will change in ways that are, as yet, more uncertain...

—Landy & Conte (2005, p. 3), authors of *Work in the 21st Century: an Introduction to Industrial and Organizational Psychology*

The Decline of Stable Continuous Work for Australian Workers

A major trend over the last 30 years in Australia has been a transformation in the terms and conditions of standard employment (paid work) to what is called "non-standard employment" (Kalleberg, 2000). Non-standard employment is one term given to non-permanent, non-regular, and non-guaranteed paid work. The impacts of such a shift are still being scrutinised. Some authors claim the shift is salutary, in contrast with others who assert that the change is problematic or even harmful. This thesis offers an investigation into these economic and social psychological phenomena as they impact Australian workers in administrative, technical, and professional positions.

Non-standard employment is part of these phenomena and is one of the major "evolving factors" that Landy and Conte (2005) refer to above. Non-standard employment entails a change in norms away from regular weekly hours, long tenures in employment, and expectations for ongoing mutual reciprocity. The larger contextual basis for these changes derives from the economic and political changes of the late 1970's (Handy, 1984; Pusey, 2003; I. Watson, Buchanan, Campbell et al., 2003). These changes translated into employer-driven changes to work standards such as variable weekly hours, being on call, and the reconstruction of permanent jobs into "contracted assignments." These changes often entailed a reduction in worker entitlements (benefits).

The shift to non-standard work entailed a loosening of the traditional standard employment contract between employer and employee, one which formerly granted a longevity or "permanency" to employees over many years, with its attendant opportunities to climb a career ladder. The earlier standard contract constituted a *psychological* contract of social exchange, one which provided

employees a way to gain skills, structure time, partake in social activities outside the home, find a common purpose, garner status, and receive a wage. These and other benefits were provided in exchange for labour and increased commitment and productivity (Handy, 1984).

Starting in the early 1980's, Australian and other western economies shifted toward supply-side economics and market deregulation, which changed this psychological employment relationship (I. Watson et al., 2003). As a result, jobs, both in Australia and in most OECD (the Organisation for Economic Cooperation and Development) countries, have been shifting to "non-standard employment" forms. These are variously classed, or referred to, as "temporary employment," "contingent/precarious work," or "casualisation" (Pocock, 1987; Pusey, 2003). In this thesis, non-standardising will be described by the more inclusive and less emotional term, *discontinuous work*. Discontinuous work includes the psychological impacts inherent in such shifts.

The move to discontinuous work is now widely acknowledged in the popular print and televised media. It has become a major focus of study for many psychologists and sociologists, particularly since the early 1990's (D. Dooley & Catalano, 1988).

Discontinuous work, which is work lacking in regular hours and security for the employee, has increased rapidly in the last 30 years. For example in 1982 Australia had 60% of its part-time workers defined as casual. In 2000, this rose to 86% (I. Watson et al., 2003). Figure 1 summarises the changing distribution of work in raw numbers and percentages for Australia in the year 2003.
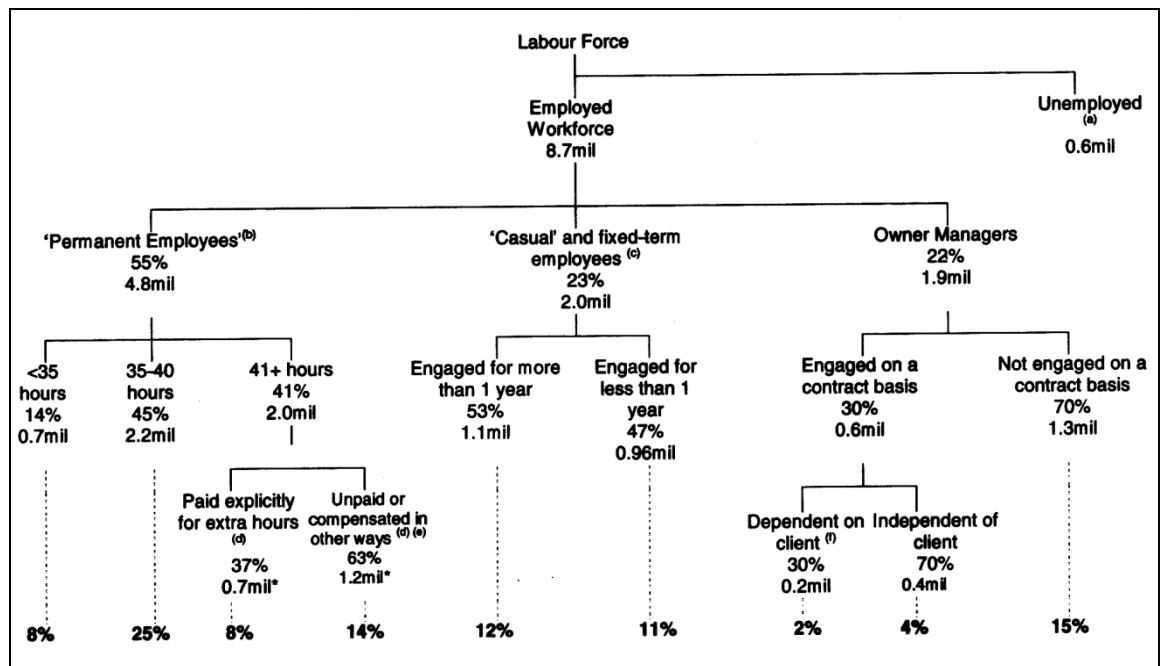
Figure 1.

Discontinuous Work Distribution (I. Watson et al., 2003, p. 19)

The reduced availability of hours associated with discontinuous work is frequently debated, both in the public media and in the research literature (Kalleberg, 2000; Kelly,2003; I.Watson et al., 2003). In 1999, 25% of the Australian labour force worked less than full time (both casual and permanent), which closely compares to the figures for the United States of America (USA) (25%) and Europe (16%), with its history of labour protectionism (Kalleberg, 2000). When Australian casual, fixed-term and owner-contractor workers are counted in the rate of discontinuous work, the figure increases to 30%, the second highest in the OECD and its reported list of 30 countries (Kelly, 2003; I. Watson et al., 2003).

Who Benefits from Discontinuous Work?

From the standpoint of an Australian employer, casualisation means a reduction in labour costs via the elimination of entitlements such as holiday and sick leave, and an improved ability to shed workers (or paid hours) in weak economic times. These are *manifest* (objective and economic) costs. From the viewpoint of families and workers, there is rising concern and even protest ("Australians Working...", 2009); this chorus focuses in addition on the *latent* (personal, psychological) costs to employees as they try to cope with less time with family and friends, manage continuously shifting rosters, changing number of paid hours, the addition of second shifts or second jobs, or an increasing number of tasks per work day (Pusey, 2003). Since part-time and casual workers have positions with less permanency, entitlements and status, they may also be disconnected from their co-workers and the workforce in general (Marquez, 2009).

Thus, while there is short term collective advantage at some levels of society (hiring institutions) for encouraging discontinuous work, there is also growing concern regarding the psychological effects of such a trend especially at the family, small group, spousal, and personal levels (Pusey, 2003; I. Watson et al., 2003). Such widespread concern requires further investigation.

The Impacts from Discontinuity in Paid Work

Differing opinions and perspectives are provided on the benefits and costs of discontinuous work. Typically commentary on the costs of accepting such work focuses on the losses or harms that the worker experiences in financial gain and autonomy in the workplace. The following presents the case for and against the casualising of work.

The case against casual work is usually made by the more liberal minded commentators or social scientists, and may be summarised thus: First, casual work becomes *reduced-benefit* work; that is, at point of hire, it is being supplied with few or no entitlements. These include annual leave, holidays, sick leave, compassionate leave, health cover, severance pay, time off for training,

employer paid superannuation contribution, and other benefits (Handy, 1995; Pusey, 2003; I. Watson et al., 2003).

Second, many of the *workplace setting basics* that came with permanent jobs of the mid-20th Century, are removed; for example, a desk, access to telephones, parking, heating or cooling systems (Gray & Tudball, 2002). Often employees are forced to substitute their own assets (telephone, computer, and desk) in order to have or do such work. Alternatively, such basics are time-shared amongst several employees.

Third, casualised positions covered under Australian Work Choices laws of 2002-2006 offered no legal recourse for dismissed workers if contracted in firms with less than 100 employees (Fair Work Australia, 2010). Before or during the process of dismissal, no collective body could represent such a worker if the worker feels their dismissal was unfair. (NB: this legislation was reversed, following the Federal election in 2007 and the ascent of a Labour government.)

Fourth, while casualised work is said to offer "flexible hours," the question still remains of ultimate control of working hours and days, and how much future input the worker retains over these conditions, once hours are finalised. Under current Australian practice these determinations are in the hands of the employer but not the employee. Except in the instance of guaranteeing the three-hour shift and concomitant wages for high school students, employment law does not otherwise provide assurance for casual hours. The employee, upon hire, must either accept the employer's terms or forego employment, and as a "casual" the employee will have little bargaining power if the hours change. The Australian Bureau of Statistics labour market data from 2005 showed that 22% of the part-time workforce of 612,900 wanted different hours but could not get them. Some employees gain bargaining power for negotiating hours from union *industrial awards,* but such awards cover less than 20% of the working population (I. Watson et al., 2003).

With these aspects all considered, casualised work is deemed not simply reduced-hours work; it is *precarious work*, work that is uncertain for workers, and therefore something that diminishes the ability of workers to attain or maintain their quality of life (especially time with the family and friends ("Australians Working...", 2009; Pocock, 1987, 2006; Pusey, 2003; I. Watson et al., 2003).

On the other side of the debate, more conservative commentators tend to view casualisation as necessary and positive since *flexibility* grants an employer control in two ways: over the specific rostering of hours (start and stop times) and which days per fortnight are worked (if any) (Kelly, 2003; I. Watson et al., 2003; Wooden, 2000). Under such conditions there is always the possibility of reducing rostered hours to zero and thus diminishing employment while increasing uncertainty for the employee.

Besides allowing more employers bargaining control, casualisation means they can also easily reduce labour costs. First, this can be done by the elimination of entitlements such as

holidays, maternity, sickness, and superannuation. Second, flexibility means they have the power to reduce worker hours in response to declines in demand for a product or service. Third, employers have improved control to reduce hours or dismiss workers during business sell-offs, restructures or poor economic times. Fourth, by hiring workers as contractors and not employees, employers can demand contractors use their own vehicles, office equipment, and phone services thereby avoiding these operational costs of business.

These are *manifest* (objective, institutional and economic) costs, which garner attention in the media. However, the *latent* (subjective, personal, and psychological) costs are less visible. The following chapter examines the impact of these latent costs in the casualisation of work.

In this chapter, the social science literature relevant to paid work and what it means to workers will be reviewed. This literature review begins with the definition and evolution of concepts such as *employment, job, career, work-family balance, mutual obligation (mutuality),* and *job loss*. It provides a historical narrative of the development of such social constructs as *career* and *job*, ending with a definition of new forms of employment known as *discontinuous work*. It then presents some research findings on unstable and uncertain employment and its impact on worker health. It concludes with comments on casualisation and its impact for society as a whole.

Defining "Employment"

"Employment" is a cultural convention comprised of mutable practices (norms, prescriptions, rules, laws) (Cobb & Kasl, 1977) that have evolved since "jobs" were first created, during the Industrial Revolution of the mid 19th century (Handy, 1984). Even the most cursory study of history shows that other forms of *labour arrangements* have come into existence over the centuries. Such conditions for labour ranged, for example, from the authoritarian (slavery), to the indentured (convicts, sharecroppers, servants), to the paid-in-sustenance (flour and sugar provided to indigenous workers for their labour), to the voluntary and charitable (e.g., farmers collectively raising a barn for one of their own, or residents volunteering to fight fires) (Handy, 1984).

Thus *work* as such does not necessitate payment but *employment* as defined here does imply *payment*, which is a tangible exchange of some kind (e.g., money, food, use of vehicle, stock option, gifts, bonuses, and so forth). Being employed also implies agreement (written or otherwise) between labourer and overseer as to the *terms and conditions of work*. These terms and conditions include understandings regarding the labourer's *leave*; that is, to take time off for such things as sickness, injury, holidays, bereavement and other emergencies. It also suggests that one party (owner, supervisor, or boss) has control over the terms and conditions of employment. Until very recently in Australia, the wording of many state and national employment laws still retained the original concept of a "Master over Servant" relationship found in work and employment; for example former servants would ask the lord of the manor for "leave" for time away from work, a practice which still resides in workplace language today. For example "leave" is sought for sickness, holiday, or bereavement (Handy, 1984).

For purposes of this thesis, *employment* and *paid work* are used interchangeably. A full list of terms is defined in the boxed definition table below.

Defining Terms for this Thesis

Career

A general course of action or progress of a person through life, as in some profession, in some moral or intellectual action, etc. Source: Macquarie dictionary, Macquarie University Library, 1981. From the French *carrière* (a road or racecourse); http//en.wiktionary.org/wiki/career

Job
A course or stint of paid employment; from Middle English *jobbe* "piece, article;" also *gobbe* meaning "lump" or "mouthful;" http://en.wiktionary.org/wiki/job

Employment (Work)
Paid work; labour that gets reimbursed, with payment via currency or in lieu—including subsistence (food, clothing, shelter) or defrayment (medical payments, annuity, insurance).

Benefits
Entitlements; under Australian norms and laws usually includes elements such as sick leave, holiday leave, annual leave, and premium or "penalty" rates for holiday/weekend hours worked.

Permanent Work
Work of a contracted (legally binding) nature, which sets forth a stipulated duration of at least one year (barring termination/resignation). Can be either full time (38.5 hours week), or part-time (defined as less than 75% of full time hours). Being in a permanent position implies a sense of mutual commitment to making the relationship continuous, productive and lasting. There often is a future sense of the employee being a "good bet" for advancement or more responsibilities, with an attendant increase in productivity.

Discontinuous (Contingent, Precarious) Work
Work which is unreliable in duration, pay, benefits, and/or location; and which often entails:

-   Worker adhering to an on-again, off-again schedule.
-   Worker being rostered (or unrostered) on short notice.
-   Worker legally considered a "non-employee" (contractor, jobber, casual, temporary, piece worker) though on-site is referred to as part of the "team."
-   Usually not protected by union or enterprise bargaining agreements.
-   Worker deemed "casual" meaning continuity of employment is "at-will" of the employer, and rostering can be made (or withdrawn) on short notice ("on demand").
-   Worker's start and ending hours are largely determined by the employer.
-   Worker's pay rate can be at a higher per hour rate than a "permanent" employee but this is often offset by loss of benefits and permanency of employment.

Manifest Functions (of work)
Objective needs; needs that enable a worker to sustain themselves and their lives; can include observable status; work role; physical office setting; title of job; remuneration; entitlements; control over tasks; hours. First postulated by Marie Jahoda (Jahoda, 1982; 1933) in her study of the unemployed in Austria in the lead up to World War II.

Latent Functions (of work)
Psychological needs; needs that satisfy sense of purpose, scheduled routine, identification as a "worker," being part of collective action, status, affiliation, activity outside of home (Jahoda et al., 1933).

Temporary Registry
A recruitment business that registers (lists) and tracks the availability of registered workers. Corporate firms that employ a registry are mainly classed as labour-hire (for construction and blue collar), temporary (for clerical or semi-professional), in locum (for doctors) and registry (for nursing and allied health). Also referred to as temp agencies, in locum agencies, recruitment agencies, or simply registries.

Triangular Work Conditions (Pusey, 2003)
The use of a third party entity or broker between the employer and employee to handle employment. Usually a temporary hire registry. The registry firm processes and provisions pay packets to the worker, who thereby becomes legally the employee of the temporary hire firm and not the firm where the work is produced.

Mutuality (Reciprocity)
Sense of mutual commitment within the employee-employer relationship. Considered to be predictive of higher workforce productivity and better mental health in employees.

Currently, the implied meanings for a *job* (a stint of paid employment) cover a much more varied continuum than prevailed in a 20th Century understanding of the term. A job can range from 1 hour to 80 plus hours per week; from one week to an infinite number of weeks; from contracted to non-contracted; from legal to illegal. Shifts can happen anytime within 24 hours and can be placed back-to-back or may be varied from week to week. A job can be *exchanged for consideration* of goods and services (in-kind), time off (via holiday or in lieu), money, stock options, or other means (favoured status, promotions, sexual favours, etc.). A job can be *positioned* (perceived by members of society) to be long-term ("*permanent*") or fleeting ("*temporary*"), high or low status, gainful or useless, meaningful or meaningless, dominating or democratic, exploitive or fair. From the early to mid-20th Century, jobs came to be seen in terms of "careers," "paths," "ladders," or "trajectories." As such a *career* or *job* was assumed to be lifelong (Handy, 1984). Today (in the early 21st Century) having a *job* may no longer be regarded as "permanent"—it is no longer "good for life" ("Australians Working...", 2009; Handy, 1984; Kalleberg, 2000).

Casual, *on-call*, and *contractor* work arrangements are defined as making up *contingent work arrangements* (Kalleberg, 2000). They stand in contrast with part-time and full-time *permanent work arrangements* (defined here as being on offer for one or more years). In the last three decades, journalists and researchers have noted that when full time permanent jobs are lost (e.g., during economic recession) they tend to be replaced in the upswing with part-time jobs, which are often reconfigured legally to be contingent (casual or contracted) (Pusey, 2003; I. Watson et al.,

2003). Such contingent work arrangements now constitute between 23% and 29% of Australian jobs. Major headline articles refer to the shift to the new world of work in terms of a declining quality of life (Pusey, 2003). Quality of life in this context often includes consideration of outside-of-work commitments (e.g., picking up children from school or spouses from work), socialising with friends, juggling conflicting work shifts, maintaining healthy sleep or eating patterns, and having to leave one job to be on time at another one). Comments such as "I cannot manage my two jobs at the same time," "I have a conflict with work in trying to pick up the kids," and "my job was phased out and then readvertised as a casual or contract position," often occur ("Australians Working...", 2009; Kalleberg, 2000; Pusey, 2003; I. Watson et al., 2003).

While discontinuous contracted work has been discussed in some form since the Industrial Revolution, in recent times research and discussion of discontinuous work shows a rising trend. An online search for journals, books and monographs catalogued by the University of Western Australia Library from 1970-2010 shows a rising trend in publication on the topic (see Figure 2).
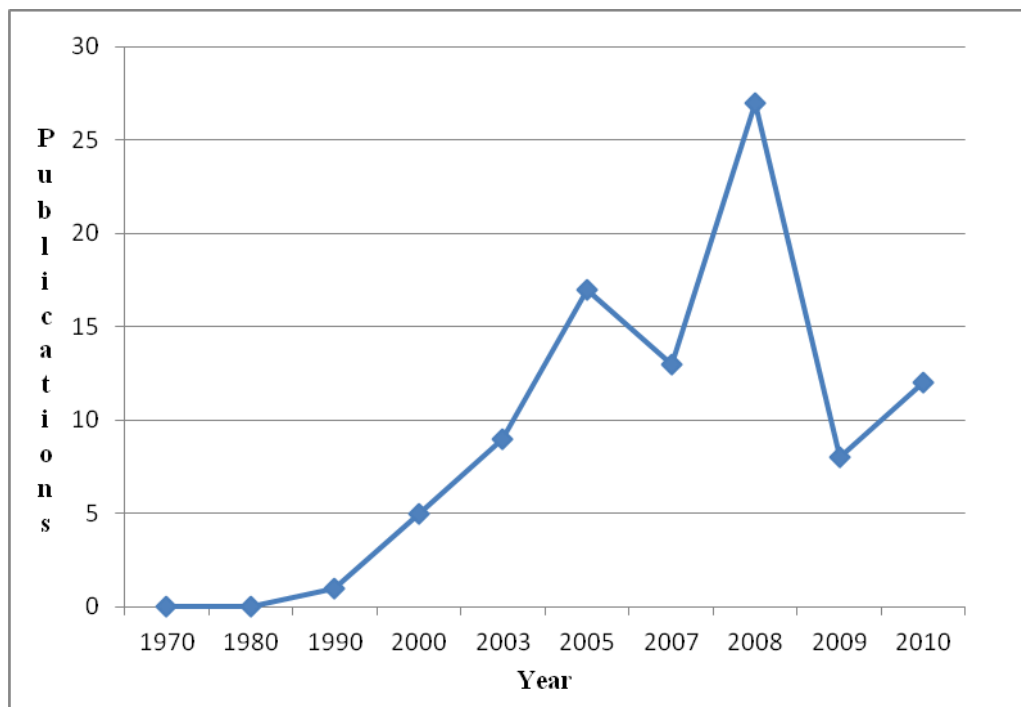
Figure 2

Discontinuous work publications (1970-2009)

Includes books, monographs in academic fields (source: University of Western Australia, Library Catalog)

Popular media coverage (radio, film, DVD, television, Internet, and newspaper sources) has also been increasing. This seems to be due to concerns for what is happening to people and families

as work becomes less certain and the quality of labour skills expected in the workplace intensifies (Pusey, 2003).

<div align="center">Operational Definition of "Discontinuous Employment"</div>

As noted above discontinuous employment is referred to in the literature as "*non-standard* employment," "*contingent* employment," or "*precarious* employment" (Kalleberg, 2000). Since the term "precarious" implies such employment is threatening, this research undertook to use the more neutral term "discontinuous employment."

Discontinuous employment as defined in this thesis is contingent work that meets one or more of these conditions: it is *intermittent* (called for on some days or weeks, and then not called for on other days or weeks), *at-will* (termination is relatively immediate with little or no redress for wrongful discharge) or of *spot-duration* (lasting a few days, up to a year). At-will work is modelled after the American model of free enterprise ("At Will Work", 2011). In this study, if participants' work was interrupted by periods of forced downtime or leave within the first 12 months, it was classed as discontinuous. Discontinuous employment being the broad category it is also subsumes into itself those occasions of termination or involuntary resignation. As such the research literature of job loss applies just as well to it.

Continuous employment (work) is defined in this study as relatively permanent, legally recognised, and involving an agreement, which states that after a successful probationary period the employee will be employed continuously (without major gaps) for at least a year. Continuous employment also implies an expectation of continuous employment, that is, work that will have no down times or breaks. This expectation will be observed where respondents report *permanency* to be felt or where *benefits are reported* (paid sick leave, holidays, training, etc.). Together these factors make up *mutuality* (a combination of fairness and permanency) that respondents with continuous jobs were expected to both report and feel. This accords with social science research drawn from the social exchange theory articulated by Homans (1958) who claimed there was an expectancy of payoff/benefits by the majority of workers for effort expended. This eventually evolved in industrialised economies into the employer-employee expectation of "company loyalty." Company loyalty norms implied that workers could expect permanency, and often career progression, in return for continuous productive work. These norms then became embedded in workplace relations as the Standard Employment Contract (Kalleberg, 2000), a benchmark of mutuality (mutual obligation).

Continuous work is often waged or salaried, and paid on a regular basis (e.g., weekly or fortnightly) which lends it a perceived permanency. Discontinuous work, in contrast, is often paid per diem, at piece-rate, or as fee-for-service (paid at completion of a service, product, or task). Discontinuous work used to be found mostly in blue collar job economies. However, today it is

found in a growing percentage of white collar job economies (Handy, 1984; I. Watson et al., 2003). Estimates are becoming clearer on the proportion of such workers in discontinuous work; using the most extreme category of 'temporary' their prevalence is at least 5% of current workers for the USA (Kalleberg, 2000; Marquez, 2009). In Australia estimates are higher at 11% (I. Watson et al., 2003). If casual, variable part-time, surreptitious ("under-the-table"), and contract work are taken together the proportion rises to close to 45% for the Australian work force ("A future employment policy for Australia," 2009). This amounts to millions of workers in both the USA and Australia.

In summary discontinuous work is defined in this study by:

- Intermittency (of hours or weeks worked)
- Diminished legal protection (at-will employment status)
- Employment duration of less than one year

As described below, discontinuous work may also invite underemployment (fewer hours offered than a worker needs or wants), under-remuneration (being paid at a lower hourly rate), and stress (from working multiple jobs at once). However, these effects are not part of the operational definition used by this thesis. Nonetheless, these are important corollaries. A review of previous research regarding discontinuous work and its relationship to stress and health is presented in the following section.

Discontinuous Work and Stress

The literature on work and employment has most often been framed in terms of health psychology and, in particular, coping with stress. In the literature to date, it has been found that many individuals experience discontinuous work with concomitant *anxiety/uncertainty* (Kinicki & Latack, 1990; Latack, Kinicki, & Prussia, 1995; Vesalinen & Vuori, 1999), *depression* (D. Dooley et al., 2000; Schaufeli & VanYperen, 1992; Vesalinen & Vuori, 1999), *overuse of alcohol* (D. Dooley et al., 2000), *helplessness/low locus of control* (Folkman, Lazarus, Dunkel-schetter et al., 1986), *lowered self esteem* (J. Archer & Rhodes, 1995; Sargent, 2003), *lowered self-efficacy* (Bandura, 1997; Schaufeli & VanYperen, 1992), *stress-related coronary disease* (Edwards, 1988; Holmes & Rahe, 1967; Jahoda, 1982; Lazarus & Folkman, 1984; Payne, 1988, 1990), and *self-reported strain* (Payne & Jones, 1987). The array and distribution of these and other impacts have been summarised in two major studies (McKee-Ryan et al., 2003a; Wanberg, 1995).

On the other hand, there are other individuals who seem to prefer and seek work of a non-permanent nature even with loss of the manifest need for benefits, remuneration and status. They seem to accept the inconvenience or dynamism of discontinuous work, possibly finding utility in

having ever-changing work venues, flexible hours to pursue outside non-work activities, and freedom from organisational schedules or rules (Fryer & Payne, 1984; Payne & Hartley, 1987; Wooden, 2000).

Related to these "easy adaptors," other literature indicates that certain groups of workers welcome discontinuity in exchange for more control over non-work time (e.g., parents who want flexible start and stop times in order to pick up or drop off children or manage caretaking duties). This is often termed as "flexibility" for workers. Such "flexible options" work might very well be the preference of students, parents, dual career couples, and persons wanting to try out new career options but not sure of their capacity to handle the hours required. For other workers, discontinuous work is preferred due to a higher hourly wage rate than parallel permanent positions (I. Watson et al., 2003; Wooden, 2000), which on the surface seems an attractive option. However, the higher hourly wage rate comes at the expense of benefits and various latent needs, such as status, advancement, training, collective purpose, and regular time structure (I. Watson et al., 2003).

Some observers debate whether discontinuously employed workers are really fully aware of the impacts delivered by their new work status (Australian Broadcasting Corporation, 2010b; Pocock, 1987; Pusey, 2003). Perhaps these workers lack a base for social comparison (Australian Broadcasting Corporation, 2010b). This might be the case if the group is, for example, composed of 20-year-olds (born in 1990) who are today recent entrants into the work force. These individuals, by virtue of the time in which they were born, would have had little or no experience of permanent, benefitted, continuous jobs. Notwithstanding very good schooling, these new employees would probably not have been educated in the history of the struggle for labour and workplace rights. Therefore, they would not be mindful of missing out on such terms and conditions. More practically, the youngest workers (many in the 17-25 year old age bracket) do not feel confident or have the skills to negotiate contracts, especially first time contracts (I. Watson et al., 2003).

In contrast to this discussion, is the work of Generation X-Y-Z researchers and commentators. Generation researcher Robert Wendover (Alexander, 2001) has pointed out the reliance of Generation Y on a Techno-Expediency style ("Do just the minimum at work using technology"). This approach to employment differs to the Work Right and Show Loyalty style adopted by Baby Boomers (born 1944-1964); and the Jaded Pragmatism demonstrated by the Generation X'ers (1965-81) ("I have a social/family life outside of work and I won't let work spoil it"). Of the three post-Boomer generations Gen Y (1982) is deemed the most adept at adapting to and leveraging computer, Internet, and mobile phone technology to meet work tasks. Because of this latter ability, Gen Y employees are often able to compare job experiences with and for each other and then vacate positions when pay or creativity is not up to expectation (assuming a "tight" or high-demand-for-labour market exists). While this might account for their tendency to hold jobs for a shorter length of time, many within this cohort experience (like the generations before them)

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distress and time scarcity (D. Dooley et al., 2000). This is especially so for youth and first time job holders (Feather, 1982, 1990). But how is it that many workers seem nonplussed when taking on contracts that lack so much in pay, benefits, and permanency?

Community psychologist Professor Jim Orford raises the issue that the recipient of injustice may not fully realise the injustice due to several factors: its complexity, the oppressor and/or the oppressed being in denial, the oppression being cloaked behind explanations of law, policy and what 'everybody else does,' and the non-transparency of the injustice (Orford, 1992). This is a theme initiated in earlier works by education activist/writer Paolo Freire (Freire, 1970). Freire describes how colonial and by extension hierarchical systems "cloak injustice": he cites tendencies of the oppressed to blame themselves, to identify with the aggressor, and to lack the means to self-educate collectively. Labour researcher Michael Lerner (Lerner, 1986) expands on this theme, describing how workers take stress home from the workplace and then blame themselves or displace aggression towards others close to them.

Brokering may also seem to mask some of the loss of permanency. Brokering works whereby independent businesses act as "recruitment agents" and broker the labour of the casual worker. According to Watson (2003) brokering operates in the following manner. Broker agencies serve as *hiring intermediaries* which take the legal form of "labour-hire," "master contractor," or "temporary-hire" firms. In other words, business owners act as a go-between for the employee and the client firm. Thus a blue collar labour-hire worker works at a construction site but is legally employed by the broker who has nothing (formally) to do with the worksite, the work team he will be part of, or the nature of the work. For temporary white-collar workers a similar arrangement has evolved; they report to a business location and a "boss" but these differ from their true employer, the temporary-hire firm (I. Watson et al., 2003, p. 64).

Brokering is said to aid the unemployed to find work quickly. However, the three-way relationship replaces the more direct employer-employee relationship and often prevents a sense of mutuality (mutual obligation) from developing. Often it becomes uncertain for *whom* the employee is working. Legally the employee works for the broker but the client agency has (non-transparent) input into the worker's longevity, rostering, and essential work conditions. Since working for the broker is temporary and at-will, the employee really has no input into determining their work hours, conditions or termination, unless protected by extraordinary statute. Brokering by definition implies that the final employer-employee relationship will be lacking in its depth and commitment. This in turn, according to researcher Guy Standing, (I. Watson et al., 2003, pp. 62-63) creates insecurity or *precariousness*.

Client agencies (worksites, businesses) often rely on temporary-hire firms to work this way; however they fail to realise that employees, other institutions, and the public media, form opinions

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about companies as to how they hire, maintain and terminate casual workers both in terms of objective and inter-subjective needs. Employment researchers have criticised these *triangulated* arrangements as degrading the mutuality and quality of relationships between workers and business owners, thus worsening the situation for all involved (Pusey, 2003, pp. 61,81; I. Watson et al., 2003, p. 63).

<div align="center">Susceptible Populations and Work Discontinuity</div>

There are certain populations that seem to be more vulnerable to any stressful effects of work discontinuity (Pusey, 2003; I. Watson et al., 2003). These include lower income workers, single parents, working students, workers with health or mental health issues, migrants, newly relocated workers, and casual workers.

Work-life researcher Barbara Pocock, in her book *The Labour Market Ate My Babies* (Pocock, 2006), claims that many working parents, especially mothers, find such situations and their impacts quite distressing; these range from conflicts with hours at two different workplaces, finding adequate childcare, managing a household, having quality time with the spouse and children, to enduring substandard pay for the same work as men. Often caught between low pay and lack of parental leave women are forced to stay at home full time or accept substandard and often inconveniently scheduled childcare. While in Australia the national Paid Parental Leave Act recently became law in July 2010, the issues of the quality and availability of child care remains for parents after their Parental Leave expires in 12 weeks. Sociologist Michael Pusey (2003), studying workers reflecting on their last 20 years of employment, reported that many workers found the quality of their work-family lives had greatly declined as a result of labour market reforms. He cites from his respondents, their complaints of a steady increase in overtime and unsocial work hours (workers rostered late at night or early morning; doing double and triple shifts), the decline of neighbourhood small business (e.g., corner hardware, grocer or milk bar), and the lack of time for adults to volunteer. Overall, workers now find themselves "floating" in labour markets characterised by discontinuity. Pusey's set of panel and focus group studies are discussed in detail in *The Experience of Middle Australia: the Dark Side of Reform* (Pusey, 2003).

In both of these in-depth research summaries, with decreasing income, mounting bills, and government rules geared toward penalising any delay in accepting work, workers described themselves as feeling forced to accept the first job they were offered. By making such expedient decisions they often ended up with poorer working conditions. These conditions seemed to not only provide lower wages, long distance commutes, and lower benefits than before, they also lowered workers self-esteem (Sargent, 2003) or self-efficacy (Amundsen & Borgen, 1987). They felt their jobs to be unstable and a "step down." Finding themselves in such *precarious* jobs, mums and dads often describe the hardships in finding the right combination of childcare and employer with

flexible hours, saying they often have to resort to extremes to pick up and drop off their children from school and/or forego job offers ("Australians Working...", 2009; Pocock, 1987, 2006). Precarious jobs also lead banks and other lenders to deny or restrict loans to workers, as a lack of permanency implies a potential inability to service (pay back) the loans extended.

A single mum or dad may have to work two temporary jobs at once to make ends meet. If she/he has a partner or spouse they will have to coordinate their schedules with those of their children, be monitored "for performance" by government social services, or be confronted with roster times which conflict, either for themselves (if they hold multiple jobs) or their partners. All of these issues can be classed as *coping threats or coping hassles* (Folkman et al., 1986), which have been shown to put additional stress on an already-stressed family (Boyd, 2002; Cooper & Payne, 1988; Gray & Tudball, 2002). Some authors ascribe these occasions as leading to family breakdown and divorce in the long term (I. Watson et al., 2003). The theme of juggling work and family commitments is frequent in the capital city newspapers ("Australians Working...", 2009), radio (e.g., *Life Matters* on Australian *ABC Radio National*), and industry trade publications (e.g., *Human Resource Planning, HR Magazine, Workforce Management Review*).

The general topics of Job Loss and Discontinuous Work have been investigated in the industrialised countries for the last 75 years as per the above citations. The most recent research on these topics extends the discussion to the meta-issues of politics, public attitudes, and labour market forces (Pocock, 1987, 2006; Pusey, 2003; I. Watson et al., 2003). Therefore psychology, with its individual focus, is but one of several lenses required for analysing and addressing the issues of discontinuity in people's working lives.

Casualisation at the Collective Level: General Research Questions

Extending the analysis beyond the single person level, this study wanted to examine how well Australians at a *collective* level reconcile the mental, physical and social opportunity costs they incur when they must juggle several jobs. At a collective level, authors such as Wooden (2000), and those in the recruitment industry (Kelly Services, 2007) suggest there exists subsets of workers which prefer (i.e., enjoy, or at least tolerate) discontinuous work. But this study asks: their own preferences notwithstanding, would these workers' long-term mental health and resilience (coping style) still not be susceptible to on-again off-again shifts in employment, incurred through reassignment, redundancy, balancing schedules with other family members, the prospect of lower pay rates or decreasing benefits? In the next chapter we look more closely at current findings and models for coping with discontinuous work, and how the present thesis investigates these questions.

Overview of Chapter

This chapter reviews the current theory and findings regarding *discontinuous work*, including the psychological health and overall well-being of those in discontinuous work. Earlier research is then reviewed. from the last 40 years. focusing on unemployment and job loss effects. The chapter considers more recent coping-with-job-loss theories and findings, on the basis of which a model is selected: the Life Facets Model of Coping with Job Change. The dynamics of the model are explained as well as its outcome variables, mental distress and quality of life. Finally, the major research questions for this current study are presented.

Casualising Work and Associated Harm to Workers

Recent Research

Recent social science research shows underemployment (of which casual discontinuous jobs make up the largest percentage) leaves workers with more hours of reduced benefits ("Australians Working...", 2009), more strain (Cobb & Kasl, 1977; Payne & Jones, 1987), higher levels of depression (D. Dooley et al., 2000; Eisenberg & Lazarsfeld, 1938; Gowan, 2003; McKee-Ryan et al., 2003a; Quesnel-Vallee, 2010), higher levels of anxiety (McKee-Ryan et al., 2003a), time conflicts that weaken family structures (Pocock, 1987, 2006; I. Watson et al., 2003), weaker company loyalty (Turner, 2010), confused lines of reporting to superiors (I. Watson et al., 2003), increased alcohol and drug abuse (D. Dooley & Catalano, 1988), loss of sense of control (J. Archer & Rhodes, 1995; Sargent, 2003), lower positive work identification (Sargent, 2003), increased class divisions (Pusey, 2003), decreased self-esteem for youth just entering the job market (Feather, 1990; A. Winefield, 1995), a declining "sense of coherence" (Antonovsky, 1987) or hardiness (Maddi, 1988) as underemployment continues, or a combination of the above (Amundsen & Borgen, 1987; J Archer & Rhodes, 1987; D. Dooley & Catalano, 1988; Eisenberg & Lazarsfeld, 1938; Jahoda, 1982; McKee-Ryan, 2003b; McKee-Ryan & Kinicki, 2002; McKee-Ryan, Kinicki, & Wu, 2004a; McKee-Ryan et al., 2003a; Vesalinen & Vuori, 1999; Viinamaki, Koskela, & Niskanen, 1996; Wanberg, 1995).

Over the last four decades, the quality of research on work discontinuity and its impacts has improved. One of the more rigorously designed studies was conducted by Dooley (2000) who used questionnaire data in a prospective longitudinal regression design. Results suggested that as workers

were laid off and rehired into new un-benefitted jobs (discontinuous work) they suffered increasing levels of stress and depression, a pattern that helped to validate earlier studies of the recently unemployed cited above. In contrast, permanent (continuous) workers, drawn from the same factory population, did not experience such effects (as measured by mental and physical symptoms of distress). Another more recent study conducted by University of Montreal Public Health researcher A. Quesnel-Vallee, using a time-series design with cohort controls (comprising both permanent and discontinuous workers), found a causal link between discontinuous work and depression symptoms (with major effect sizes), for time lags of one and two years following exposure to discontinuous work (Quesnel-Vallee, 2010).

In contrast to such academic scientific research stands the corporate-sponsored research. The large labour-hire and temporary employment firms, such as Kelly Worldwide, have devised their own surveys (Nivisen-Smith, 2009) and these purport to show that workers (even those deemed discontinuous) "enjoy the flexibility" of casual and temporary work assignments (Kelly Services, 2007; Nivisen-Smith, 2009). This research claims that such work allows workers "opportunities" to try out new roles, tailor their schedules to child and elder care, and give workers freedom to quit when they want to and then re-enter the system through the *temporary registries* or agencies. These authors claim these advantages offset the negative impacts of casualisation mentioned earlier.

In such market-based research the concerns surrounding stress, strain, or diminished quality of life for the family, neighbourhood or community as a whole, are notably absent. These research designs do not take account of such issues. The people who design such surveys are most often workers drawn from the corporate marketing department, or from outsourced market research firms; thus the usual controls found in scientific research— hypothesis testing, validity, random selection, balanced test item selection, unbiased wording, and peer review—are minimised or even lacking, producing suspect results at best (Popper, 2003). For example the Kelly Services 2006 Worker Survey was conducted as a market survey; when this researcher queried its designer, the reply was that the survey was focused on "increasing our value to clients" (employers) and to "develop solid future strategic directions" (Nivisen-Smith, 2009).

In addition, the lack of controls in corporate studies are frequent: these include non-representative samples, poorly worded or slanted questions, inducements, lack of control samples (comparisons), short time frames so data collection becomes rushed, and lack of statistical controls (Beder, 1997).

Therefore the review of the literature that follows will not include corporate sponsored studies but will present studies drawn from the fields of Psychology, Sociology, and Management Science. The review begins with some contextual (socio-political) considerations that currently frame the debate. These include topics as to who is responsible for workers' successful coping and

adjustment, the historical interest in job loss (unemployment), and the efforts of social scientists to explain coping with job loss and underemployment.

Responsibility (Duty) for Workers' Coping

The phenomenon of discontinuous work expands the debate from whether "square pegs" (workers) need to adjust to "newly rounded holes" to whether "the holes" (part-time discontinuous jobs) need to be reshaped to accommodate 21st Century time-pressed workers. The first can be considered a "personal duty" perspective and the second an "institutional duty" perspective. Various observers (i.e., policy makers, commentators, and researchers) all seem to take a position somewhere along this continuum of *personal vs. institutional duty.*

Those who favour *personal duty* try to focus research and debate on the work habits and skills, cultural practices, or innate personality traits (e.g., entrepreneurship) of "under-performing," "entry level," "non-competitive or lazy" workers. When difficulties arise in finding, holding or accepting work, such under-performers are said to demonstrate "inflexibility" or said to be "lacking in key employability skills" (Business Council of Australia, 2002; Denham, 2003). In the extreme, such under-performers are stigmatised with terms such as "dole bludgers," "dead-beats," and "job snobs" (Australian Broadcasting Corporation).

However, a second group of observers assume the *institutional duty* position: they claim that institutions and their ideologies have shifted the debate away from societal obligations to the individual. Many socio-political forces are at play here: the shift to Free Market Economics with subsequent concentrations of power and influence (Hobsbawm, 1999); new technologies to monitor worker outputs (I. Watson et al., 2003); the expansion of mass culture to global dimensions (Hobsbawm, 1999); the instability of lending and financial markets (Capra, 1996; Pusey, 2003); the western industrial paradigm that ignores care-taking (including raising of families) as a form of labour (Pocock, 2006); the weakening of unions, unionism, and labour protection laws (Lerner, 1986); and the last two decades tendency to set up temporary and casualised work (I. Watson et al., 2003). As a result, workers have lost a great deal of authority to determine the amount, place and quality of their jobs ("A future employment policy for Australia," 2009). This happens through both macroeconomic (e.g., rising interest rates, access to investment capital, costs of materials, declining currency valuations, business expectations, share market activity, corporate norms of workplace relations and executive remuneration, job vacancies, and the supply of labour) and microeconomic forces (e.g., local and regional labour markets, corporate hiring policies at enterprise level) (I. Watson et al., 2003). Observers in this group overall believe that casualisation on the whole, results in *adverse* social effects as workers find *the overall quality of work, individually and collectively, compromised.* They cite examples where whole industries get phased out within a short time, and entire regions get scaled back, laying off hundreds or thousands of workers with each scale-back

(e.g., in the USA, automobiles and photographic equipment; in Australia, the airline and white goods manufacturing industries). The significance here is that leaders in governments and businesses faced with these restructures and dissolutions have an obligation to respond with policy initiatives to help workers; these include labour adjustment programs to establish, for example, outplacement, job retraining, and programs to form start-up micro-businesses. In these situations, where governments and communities recognise such structural adjustments, workers will tend not be labelled as lazy or personally lacking; they will be called upon to master "employability skills and attitudes" (Business Council of Australia, 2002) such as "adaptability" (Savickas, 2000) and "flexibility" (Denham, 2003; Hyndman & Denham, 2005).This will be in addition to any skills related to those required within the jobs.

Another set of authors, suggest a midpoint between individual and institutional duty. They suggest that workers meet a "mutual obligation" (Eardley, Saunders, & Evans, 1999) by seeking to acquire the habit of "lifelong learning" through which they continuously reconfigure their own work/life roles and job skills into "portfolios" (Hyndman & Denham, 2005). They are required to do this in order to meet changing labour market demands. This would supposedly take place over the life span, and would include processes like continuous learning, professional development, reading, university and TAFE coursework, self-employment, re-negotiating spousal roles, spiritual practice, and volunteering. However these writers implicitly suggest it should be workers, not institutions, who are obligated to do the adapting. While some governments at various times and places decide to act early and decisively with "industry restructure," "labour adjustment," or "workforce redevelopment" programs, more often than not such programs are few and far between for the many millions who need them. This is especially true in free-market, industrialising countries ("A future employment policy for Australia," 2009; Hobsbawm, 1999). In most cases, workers are left to pay for their own training or retraining; and further education is not provided. Yet the middle path authors insist that workers can manage these obligations. These authors thrust responsibility back upon the workers to be "protean," (Lifton, 1993), "flexible" (Denham, 2003) or "resilient" (Business Council of Australia, 2002). There has been little formal research into the psychological impacts or processes of those induced to engage in such lifelong work-life learning. These authors seem to forget the hard reality that many workers may find it all but impossible to afford, or schedule, continual training and retraining. Indeed, this may be an additional pressure or stressor on top of the existing pressures in today's job markets. Thus, the job loss and discontinuous work literature has relevance for the lifelong learning literature.

Institutional duty writers (Eardley et al., 1999; Folbre, 2002; Kinicki & Latack, 1990; Pocock, 2006; Pusey, 2003; I. Watson et al., 2003) suggest large institutional players—government and business, and not individual workers—are in the first instance obligated to help ease the pains

of underemployment and unemployment, since these problems are by-products of free market capitalism. They claim there is a moral obligation of the strong (those wealthy and powerful) to help the weak (per the discussion above regarding *Rerum Novarum*). These critics state it is institutional players, not employees, who decide to restructure, relocate, move operations off-shore, outsource, downsize, issue policies and procedures, and terminate employment. It is institutional directors and managers who have the power, resources, and force of law to determine employee environments; employees as a rule do not (except where collective agreements allow for input on boards of directors, a rare occurrence). Therefore, managers and owners, not employees, are the ones who need to be not only flexible but compassionate in regards to issues of work terms and conditions, including weekly hours, leave, negotiation of unsafe or unsocial shift hours, and other time-related work factors.

Determining the Psychological Necessity of Jobs (Work)

Permanent, stable, guaranteed-for-life work was once common for many workers. However, as mentioned above, the majority of jobs are no longer "continuous." Indeed, since about 45% of jobs are discontinuous in nature, the question arises whether there are serious mental and physical impacts arising from discontinuous work contexts. An efficient way to answer this question is to start with a review of the unemployment and the coping-with-stress literature.

Early Research on Unemployment

Concern regarding underemployment, and unemployment, has been around since the Industrial Revolution as exemplified by the well known tracts of Adam Smith, Charles Dickens, and Karl Marx to name a few. The claim that such tracts were written only by radical or fringe elements, is contested by the fact that established conservative institutions became concerned and often intervened. In 1891 the Roman Catholic Papacy issued its international encyclical *Rerum Novarum* (Pope Leo XII, 1896). This major policy directive admonished the managers of Capital (businessmen, factory owners, bankers and institutions) to not exploit Labour, while advising workers to, reciprocally, refrain from violence and sabotage against the owners of Capital. Both labour and capital should work together "in the spirit of Christ" (Darly & Goethals, 1980; Pope Leo XII, 1896).

Social science, which emerged from the Scientific Revolution and republican-democratic social movements, drew energy from the great social reforms of 17th and 18th Century Europe. During this time the *Encyclopaedists* began systematically exploring and disseminating opinions and facts on human employment for millions of people during the early and mid-1800s (Kafker & Kafker, 1988). French-schooled sociologists such as Max Weber and Emile Durkheim later began

using research methods to influence public and intellectual opinion on work. The large human research endeavour called the Social Sciences had begun.

In terms of scientifically sound studies regarding work, social science received its initial contribution through the observational and participant-based research on the unemployed in Marienthal, Austria. Under the creative authorship of Marie Jahoda, workers in Marienthal were tracked over 19 years between the two world wars (Jahoda et al., 1933). Using ethnographic methods and participant observation, Jahoda (1933) found that workers demonstrated not only *manifest* (observable and material) *needs* for safety, wages, and shelter but they also expressed *latent needs* (mostly unobservable and more psychological). Jahoda is widely regarded as empirically establishing the psychological factors in paid employment and their dynamics.

Jahoda's Marienthal study also demonstrated that impacts (latent and manifest) rippled outwards and affected more than just the person who lost their job; when local unemployment levels reached high enough levels a collective depression would often infect the neighbourhood and in Marienthal's case, the whole town. Jahoda's study also began a research tradition into the mechanisms of social welfare and intergenerational unemployment. Her research helped launch the "social action research" tradition within the domain of psychology. Jahoda and her ability to explain things to fellow social scientists and a wider public stimulated much debate over the following 50 years. Her work was seminal in stimulating basic and applied research on the psychology of work.

Between the two world wars other researchers (e.g., Eisenberg & Lazarsfeld, 1938) found evidence for shock or grief reaction in the recently (within six months) unemployed. Their studies were interview-based and idiographic; as such they were retrospective and susceptible to memory and local history effects. Many of these studies also relied on the health psychology literature, mostly anecdotal and interview cases, based on the work of Elisabeth Kubler-Ross (Kubler-Ross, 1997). Many researchers seemed to automatically find evidence for sequenced stages consisting of denial, anger, bargaining, depression and from thence, acceptance/resignation. These were again identified by Payne (1990) as extensions of Latent Needs/Deprivation models (Jahoda et al., 1933). Payne pointed out, there were "oddities" even within the original 1930's Marienthal studies, citing Jahoda's own finding that up to 20% of the families were "unbroken," their members, for example, showed resilience to disease and distress in the face of unemployment (Payne, 1990).

In other recent studies, grief and shock ("distress") is still revealed in unemployed respondents but it can take one of several pathways. It is not simply "Job Loss leads to Grief/Distress" with other predictable steps. Amundsen and Borgen (1987) uncovered three response pathways (hope, grief/depression, confusion/delay), not always predictable and not always linear. Pathways seemed to vary by level of education, duration of unemployment, resources available (social welfare benefits), and by demographics (native vs. migrant). Their research design

utilised a small number of interviewee cases but was made more robust by tracking clients over a two-year period while sampling every two months.

During the period of 1940-1980, research on employment (and unemployment) expanded outwards into the additional areas of Organisational Psychology, Management Science, with a few researchers continuing in the tradition of Health Psychology. Research conducted over this time, seemed to accept as before, that poor mental and physical health and poor quality of life invariably followed from unemployment. Most of this research still reported that poor health outcomes derived from the loss of latent psychological functions precipitated by unemployment or its threat. These latent functions included status, general physical activity, enforced social interaction, purpose, and time structure—losses that occurred in addition to the manifest economic ones (Jahoda, 1982). However, as Payne (1990) pointed out, there was little or no role for various external variables (e.g., situations, relationships and institutions that can enhance or diminish quality of life) and internal variables (e.g., optimism, negative affectivity, resilience, and other traits) to explain outcomes.

During this period there was little substantial research on *discontinuous work* or *under-employment*, which might be owing to macroeconomics. During this time (post World War II) the economies of the USA, Japan, Australia and other countries had low or nearly zero unemployment rates (Hobsbawm, 1999; Pusey, 2003; I. Watson et al., 2003). During this time most people assumed they had "permanent" careers, and thought of their employment as a "job for life" (Handy, 1984).

More recently, attention turned toward the personal and community impacts of underemployment and the rise of contingen or precarious work. Since the mid-1980s, social scientists and writers (such as Charles Handy) began calling such work "contingent." Others started to use the the term "precarious employment" (Standing, 1999; I. Watson et al., 2003); they did this in order to highlight not only the economic fact of excess labour being 'shed' from the corporate workforces of the time, but also to highlight its personal impacts. These included for the worker added uncertainty, perceived time and commitment conflicts, multiple work locations, increased scheduling hassles, and low mutuality. Several researchers (D. Dooley, Prause, & Ham-Rowbottom, 2000; Ivancevich, 1987; Leiter & Maslach, 2005; Maslach, 1982; Maslach & Leiter, 1997) describe the *distress* (anxiety, depression, anger) that such work precipitates. Such distress is initially signalled by mental-emotional exhaustion ("burn-out") and often ends with forced resignation if not detected earlier and handled by stress leave and rehabilitation. Concomitant problems include cardiovascular disease, drug or alcohol misuse, absentee-ism, presentee-ism, and early retirement (Feather, 1990; McKee-Ryan, Song, Wanberg et al., 2003a; Wanberg, 1995). For youth and first-time job entrants the exposure to intermittent, low paid and precarious jobs may mar their future desire for honest work (A. Winefield, 1995).

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Is Underemployment Always Harmful?

However, deficiencies in Jahodian theory became apparent in the early 1980s, at which time a handful of researchers reported few effects or even no adverse effects from becoming unemployed (Fryer & Payne, 1984; McKee-Ryan & Kinicki, 2002; Payne, 1990). Indeed, some people were discovered to be better adjusted at six months or even a year after becoming unemployed. Fryer and Payne (1984) for example found that when some of their study participants lost their jobs they seemed to struggle briefly but then redesigned their lives to provide some of the lost latent functions (e.g., sense of purpose). These researchers termed this "active man" responsiveness, and later "active agency" (Fryer & Payne, 1984).

In their study Fryer and Payne (1984) tracked 19 jobseekers using qualitative interviews. Of these, three (16 percent) showed a shift to "being happy with my life" after 18 months of unemployment. Latent needs theory would have predicted a decline in objective and self report indicators of quality of life (happiness) for all jobseekers. Some workers were simply improving, not declining, in mental health and life satisfaction measures. This occurred despite having no paid work (they lived on charity help, family assistance, and social security allowances). After six months or more these workers were growing, and becoming happier. They did not suffer in the ways predicted from latent function and trauma/grief models. The authors speculated that these particular jobless individuals did not decline in well-being because, even though their manifest needs were impinged (e.g., lesser income), their unemployment removed them from repetitious, boring, meaningless, and/or stressful jobs and provided them with alternative life projects (for one participant, portrait painting) more in line with their life purpose. How each of these three found purpose varied but with such a small sample, the researchers could only speculate on the mechanism. Fryer and Payne's (1984) study was important in that it launched a debate about the linear casual paths of phase models (e.g., Grief and Stage models whereby the event happens, then an appraisal of shock, then anger and/or grief, then a longer term sense of depression sets in). Other job loss researchers, as cited by Archer and Rhodes (1987), also questioned the predictions of shock and grief due to latent function losses. The next stage of theory and model development involved Drive Reduction and Appraisal-Stress-Coping theories. To understand the nature of such theories and models, a Definitions Box entitled *Defining Terms: Drive and Coping Theories* is provided below.

Defining Terms: Drive and Coping Theories

Drive--adapted from (Dollard, Doob, Miller et al., 1939) (Maslow, 1970)
Energising need state in the person which seeks fulfilment. Primary drives include the attainment of "basic biological needs" such as food, water, thermal regulation, essential nutrients, and sex. Secondary drives are more collective in nature and include need for affiliation, communication, routine (predictability), curiosity, and status. Tertiary drives would include needs for identity, sense of purpose, and spirituality.

Discrepancy--adapted from (Edwards, 1988)
Gap between drive and its fulfilment. Generally a discrepancy is felt (experienced) from within the person but the experience can be moderated by inter-subjective inputs (varying interpretations generated by others as well as the self). A classic example of how inter-subjectivity affects such interpretations is the series of experiments stemming from the work of Schachter on hunger, and the common Family (systemic) Therapy technique of "reframing."

Appraisal--based on (Folkman et al., 1986)
The act of sensing and perceiving an event and surrounding actors, followed by a (rapid) evaluation of the threat or non-threat value of the event or actors (e.g., threats to one's safety, career, status). Ongoing appraisals of high threat value that cannot be coped with are thought to lead to outcomes of discomfort, distress, disease or burn-out.

Coping--based on (Edwards, 1988; Folkman et al., 1986; Lazarus & Folkman, 1984)
A person's actions or thought processes (emotions and cognitions) employed to understand and manage a situation. In this study a more comprehensive model of choice is used, based on the employment research in the 1990s, the Life Facet's Model of Coping (McKee-Ryan & Kinicki, 2002; McKee-Ryan et al., 2004a; McKee-Ryan et al., 2003a).

Burnout--based on (Leiter & Maslach, 2005; Maslach, 1982; Maslach & Leiter, 1997)
Construct describing the poor health, negative framing and mental distress resulting from overwork and lack of control over the work environment. Burnout is defined as a syndrome that can include elements of physical exhaustion, mental breakdown, depression, overgeneralised negative schema ("jadedness"), and carelessness. Burnout is usually a long-term process often contrasted with acute reactive coping (nervous breakdown, fugue, violence to others, self-harm, suicide). Burnout and acute reactive coping are of high concern to social researchers.

Model
Theory-generated explanatory framework with three basic types of variables: *input* (pre-existing factors e.g., demographics), *throughput or process variables* (e.g., coping), and *output* (e.g., distress or quality of life). Models are modified on the basis of ongoing research testing and by argument. Can be textual, pictorial, mathematical or a combination of all three. Models help generate hypothesis to test, and serve to organise findings amongst the researchers (Cronbach, 1969; Popper, 2003).

Stages Model (Grief & Loss Model) for Unemployment
Following on from the work of Jahoda (Jahoda, 1982; Jahoda et al., 1933) many researchers enlisted a framework of stages. These typically included (in various orders): Shock, Grief or Anger, Bargaining, Denial or Acceptance. The Stages Models were given secondary support by research by

Elizabeth Kubler-Ross whose numerous case studies showed how families and individuals transition through various stages when confronted with death or dying (Kubler-Ross, 1997).

Active Man (Active Agency) Model
Model put forward by (Fryer, 1986), proposing that in the face of adversity (joblessness) the primary drive that preserves an individual's mental health is the will to be master of one's fate. Proposes that it is not unemployment *per se* that damages mental health, but the lack of good human environments. Thus, some unemployed will "flower" even when unemployed because they somehow find environments that provide time structure, status, collective purpose. Payne and Hartley (1987) elaborated their hypothesis in a 1987 paper but no further theory developed.

Distress
This is an index representing depression, bodily complaints, and anxiety. Distress in this study is measured by the General Health Questionnaire (Goldberg & Williams, 1988). Starting with the earliest research on unemployment (Jahoda et al., 1933), distress and its derivatives --like exhaustion, stress, anxiety, and depression--are readily understood. There is usually some agreement on what these each mean and how they are demonstrated in the laboratory or field. Distress is one of the most commonly constructs (indicators) for measuring harmful impacts when social phenomena are studied. Finally distress serves well as an explanatory channel for stressful life events (such as unemployment or precarious employment).

Sense of Coherence (Resilience) (Antonovsky, 1984)
A personal experience of consistency and contentment with one's life. The overall perception that life "makes sense" and that future adversities can be handled. Coherence includes coping subcomponents of comprehensibility, perceived control, and meaning and to that degree is a measure of "resilience." In his book, *Unravelling the Mystery of Health*, Antonovsky demonstrated that his Coherence scale could detect and categorise those individuals who had "a readiness to face the future as manageable" and "with hope" (Antonovsky, 1984). Antonovsky claimed in his book that his Sense of Coherence overlapped in both theory and practice other scales purporting to measure resilience (Antonovsky, 1984; Maddi, 1988). Antonovsky claims coherence is more a disposition rather than a trait, though he admits to familial and genetic influences.

Motivational Process & Stress Appraisal Models

To help overcome the deficiencies of earlier grief/staged loss, active man, and appraisal-coping models, newer attempts were made to develop *motivational process models of coping* (or more simply *process models*). One of the earliest and most researched models was the Stress-Appraisal-Coping model based on the work of Lazarus and Folkman (1984). This theory developed from various traditions in psychology associated with the fields of perception, motivation and social cognition. It starts from the premise that a person must daily confront environmental events or stimuli which are automatically and quickly appraised (interpreted) on a continuum of threatening to not-so-threatening. The person then strives to adapt (cope) by managing threats (or changing their appraisals) (Folkman et al., 1986; Lazarus & Folkman, 1984). It is a model of adaptation.

In the context of employment, a major stressor of concern is *job loss* (or events that happen around job loss, e.g., loss of income, collective purpose, or status). Job loss would be appraised (evaluated) by most people as a threat; in the Lazarus-based framework the typical person would deal with such a threat via *emotional coping* (denial, rationalisation, reinterpreting the threat as not serious) or *action coping* (physical avoidance, problem solving). While some researchers included other coping mechanisms, such as *reactive coping* (e.g., decompensation or "nervous breakdown," post-traumatic stress, self-harming, severe depression), the stress-appraisal-coping researchers generally framed coping in terms of short and medium term emotional, or problem solving, coping.

A second and related motivational process approach emerged from the work of Edwards (1988) who termed his theory a "Process Model of Coping." His process model derives from a biology-based tradition of goal-seeking and motivational theories (Brody, 1983; Buck, 1988; Cattell, 1985; Dollard et al., 1939; Geen, Beatty, & Arkin, 1984). Such theories posit that individuals strive to reduce the gap between various goals and actions (Edwards call these "*desires*") via goal-directed striving (actions and problem solving). Edwards put forward this framework: a socially embedded actor (worker) perceived a discrepancy between an important *desire* (e.g., a *value*, a life *goal*, or a desired *mood*) and its attainment. The discrepancy or gap between the desire and its attainment creates a motivation to adapt or *cope*, via discrepancy-reduction, either by changing the "objective condition" or changing the "subjective" non-observable desire. The successful reduction produces the "inter-subjective" outcome of *well-being*. Non-success at drive-reduction produces distress (e.g., frustration, anger, aggression). Thus as applied to a worker coping, an underemployed person may want additional work hours (to maintain a livelihood, meet expenses, and provide holidays for the family) or more stable work patterns (for delivery of children to and from school, more family time, and peace of mind)—but cannot obtain these. This gap between a desire and a desired state would energise (motivate) the person-in-situ to initiate change—perhaps to change the objective conditions (e.g., persuade the boss for a new roster), or alternately change their goal, or accept a compromise of the goal.

Unfortunately, Edwardian drive reduction theories often fail to differentiate physical drives from social needs, ignore how collective and identity based desires develop, and in general fail to show clearly how processes determine impacts. Operational definitions in these coping theories were not well defined. The model by Edwards (1988) and other related models, simplified the complexity of human experience (e.g., Edwards doesn't invoke the application of cognitive dissonance). Edwards' theory tended to reduce complex choices to simple choices (e.g., the choice of job gets reduced to a rational actor seeking better wages or hours, without regard to fears, anxieties, purpose, social context, family considerations, spiritual values or one's identity/culture). While the Edwards process model does mention observational learning this seems incidental and

the theory fails to incorporate some useful concepts from social learning theory such as self-efficacy (Bandura, 1997).

Other strands of theorising emerged during this period: those based on resource conservation, those based on resilience, and those based on balancing multiple life facets. For resource conservation theory the primary developer is Hobfoll who specified in his Conservation of Resources (COR) Theory (Hobfoll, Dunahoo, & Monnier, 2002) that certain pre-existing *resources* outside the person comprise a "reservoir" a person under stress can draw from to diminish the health and mental effects of setbacks. These resources arise from several areas including work, family, one's personality, and institutional support. In fact, Hobfoll et al. list 74 resources in their more recent work (Hobfoll et al., 2002). Many of these are inter-subjective, e.g., "free time," "intimacy with one or more family members," "feeling that I know who I am," "loyalty of friends," and so forth. Hobfoll and his colleagues have categorised these resources as *object resources* (e.g., housing), *condition resources* (e.g., status or seniority at work), *personal resources* (e.g., sense of optimism*)* and *energy resources* (e.g., income, investments, savings). Probably most relevant here is the anomalous conclusion that learned adaptive behaviours (daily coping skills) constitute only a weak resource in Hobfoll's research findings. Resource depletions that are repeated are claimed to amplify each other and turn into *loss spirals.* Resources can augment and reinforce each other and become resource *gain spirals*. The non-depletion (maintenance) of resources is weighted more heavily than resource gains. Hobfoll's work is not easily adapted to understand discontinuous work and its effects; it falls short because there are only two processes that are specified (resource *loss spirals* and resource *gain spirals*) and there are no clear operations specified to show how events like losing one's job or working multiple shifts depletes resources. In Hobfoll's Resource Conservation Theory (Hobfoll et al., 2002), life domains are not defined and any interactions between loss and gain spirals are not outlined. However, he does specify the "system levels" (individual, family, neighbourhood, suburb, catchment, region, etc.) a worker can use to locate resources. Overall, Hobfoll's modelling better fits descriptions of trauma and disaster events than previous theories. However, Hobfoll gave no clear outline as to how events like losing one's job or working multiple shifts, deplete resources and which resources. Hobfoll's theory does specify "system levels" (individual, family, neighbourhood, suburb, catchment, region, etc.), which presage the important role of life facets (role-related goals) in the Life Facets Coping Model (described below).

Salutogenic Resilience Model of Coping

Resilience theory and research originated with family health, child abuse, critical incident, disaster, and coping-with-stress models (see above discussion, especially those of Folkman and

Lazarus). These models eventually evolved to elevate the idea of *resilience*. Aaron Antonovsky speculated on a particular form of resilience in his book *Unravelling the Mystery of Health*. He called this resilience *sense of coherence* (Antonovsky, 1987). This construct was a synthesis from the stress-coping literature, combining the ideas of *cognitive appraisal* of threats, *manageability* of events, and the investment of *personal meaning*. Antonovsky found those clients with high coherence were able to recover faster and better in situations of disaster, injury, and life stressors (e.g., divorce and employment setbacks). As predicted by his theorising, highly organised and socially valued groups (soldiers, doctors and nurses, various professionals) demonstrated higher levels of coherence than others (homeless, jobless, the wider population). But again as with Resource Conservation Theory there was not a systematic model to show how life satisfaction—or even resilience—would develop in a subset of individuals who were underemployed or even jobless for some months or years (Cooper & Payne, 1988; Fryer & Payne, 1984; Payne, 1988, 1990).

In the early 1990's two employment researchers (Kinicki & Latack, 1990) pointed out that the above models, especially that of Edwards (1988), neglected *life domains* (areas of personal agency, akin to *roles*). For example, a worker could be coping well in the life domain of spirituality or purpose even if the more material domains (psychological, social, and financial) were diminished due to underemployment. Furthermore, very few theories gave a major role to *self-efficacy* (McKee-Ryan & Kinicki, 2002). Finally, the Edwards model was linear; it suggested an actor satisfies desires in sequence and that such desires have equal weights. Yet, substantial research literature in systems theory and family systemic therapy indicates that social behaviours often rely on non-linear processes including circularity, self-initiated change, random events, changes in qualitative states, part-whole (context) interactions, equilibrium, and simultaneity (Capra, 1996).

A More Encompassing Model of Coping with Job Change: Life Facets

McKee-Ryan and her colleagues (McKee-Ryan, 2003b; McKee-Ryan & Kinicki, 2002; McKee-Ryan et al., 2004a; McKee-Ryan et al., 2003a) were concerned about such anomalous findings and theoretical weaknesses in the job loss and change literature. These researchers reviewed the extant theories such as those of Stress-Adaptation (Selye, 1978) and Appraisal-Stress-Coping (Folkman et al., 1986; Lazarus & Folkman, 1984). They concluded that these theories tended to oversimplify coping as "trial and error" for job seekers: as an example, many job seekers would go without jobs if somehow the newer jobs on offer (or ones they left) failed to keep up with their own evolving motivations, or help them achieve or maintain their own *identity* (Feather, 1990; Fryer, 1986; Warr & Jackson, 1987). Job loss theories and models needed to show how individuals *might invite deficits* in manifest and latent needs. The role of purpose and sense-making also had to be included (Antonovsky, 1984; Gowan, 2003).

[3-28]

There were also shortfalls in specifying *contextual* (Bronfenbrenner, 1979) influences within coping-with-job-loss theories. The 1990's literature on job loss showed there was a need to specify different system levels in which individual decision-making operates. A theory and model was required to show how antecedent *contexts* (e.g., social resources, human capital skills and qualifications, commitment to work, and demographics of age, class, and gender) get channelled through individual psychological *processes* to produce *outcomes* (distress, resilience). Looking at outcomes across 18 major studies (and nearly 270 minor ones), McKee-Ryan and Laticki (2002) could find no overall consistent job-seeker pattern for coping—for example the use of emotion vs. problem-focused coping. They found very few consistent relationships among the constructs of life events, stressors, coping styles, and outcomes. They concluded:

> We propose that increased understanding into the process of coping with job loss can be enhanced by considering the role of the *personal meaning* [italics added] of the job loss transition to a displaced worker. Our belief is that the inconsistency found in past research is partially due to *the idiosyncratic nature in which people appraise job loss and the [modification of] subsequent coping goals that people pursue in an attempt to deal with their appraisals* (p.11) [italics added].

Because of the above gaps and contradictions, McKee-Ryan and her colleagues (2002) constructed, over a six-year period, a model based on several simultaneous factors (*life domains*). Such domains they placed into a left-to-right causal model chain, as shown below in Figure 3.
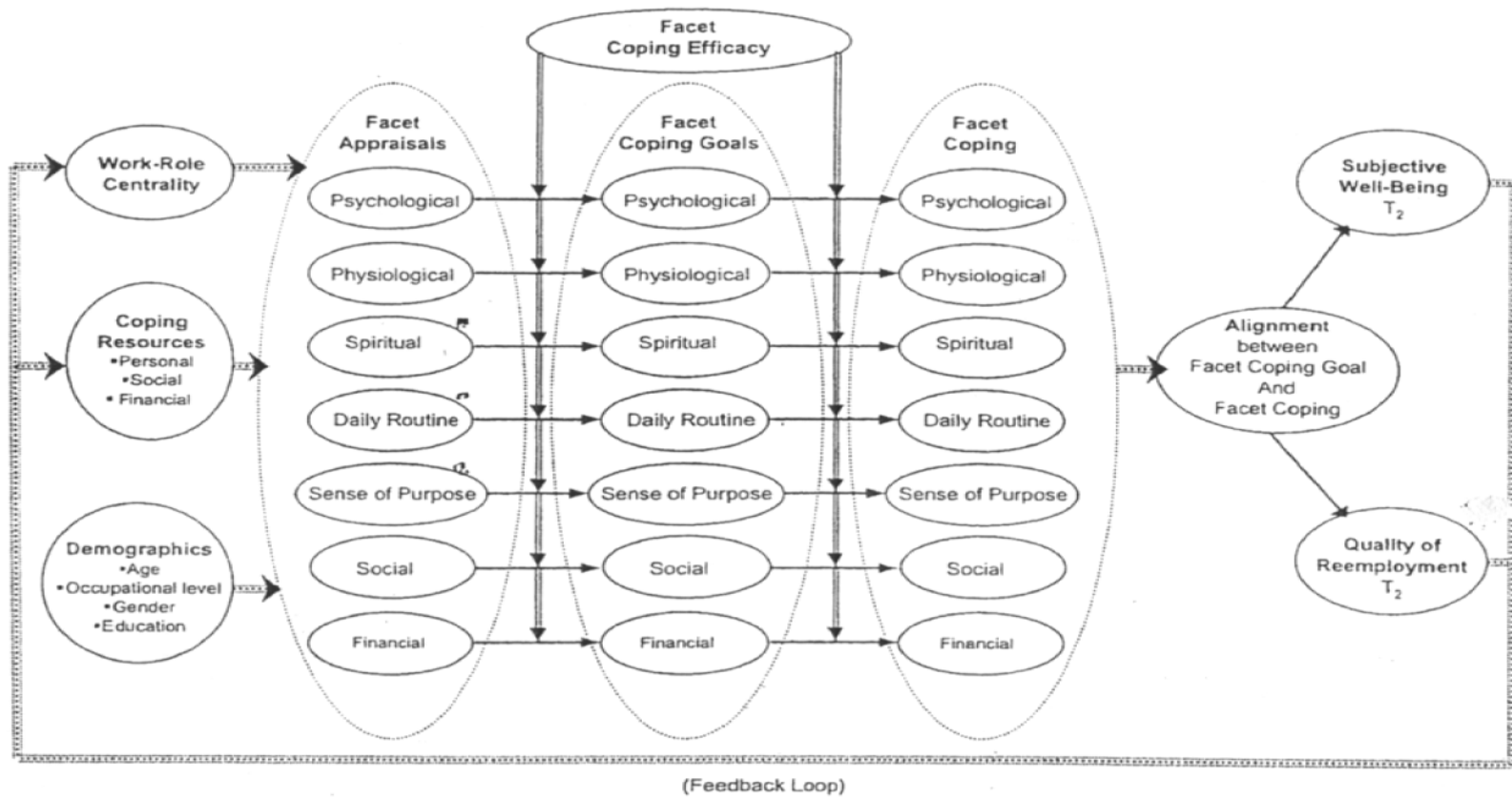
Figure 3.
McKee-Ryan Life Facets Full Model (2002)

This chained model was an elaboration of the original models designed by Lazarus-Folkman (1984) and Edwards (1988). It proposes to improve upon the inadequacies of such coping and process models by outlining how individuals balance and interpret multiple goals and roles, avoid negative appraisals of threat, and impart personal meaning into objectively stressing events. These goals and roles are located within seven domains called "life facets." The Life Facets Coping (LFC) model is discussed and tested in the next few chapters. The Life Facets Model (2002) was derived empirically from an extended series of pilot testings, observations, focus groups, interviews and questionnaires with American job seekers across four states during the late 1990s (McKee-Ryan & Kinicki, 2002).

<center>Advantages of the Life Facet Coping (LFC) Model</center>

The LFC Model portends an improvement over Edwards (1988) theory because of its empirical foundation and potential explanatory power. Firstly, it suggests that work/life events such as working discontinuously may produce simultaneous mixed-outcomes for any given live-work choice (e.g., accept a higher status job but work longer hours that conflict with family and personal time). Such events may thus impact upon several life domains at once (family and friendships, finances, emotional wellbeing, physical health, spirituality, sense of purpose, and daily planning). Secondly, it describes how these processes might dynamically combine into overall impacts on quality of life and health. Thirdly, the LFC model includes the inter-subjective (how personal meanings moderate collective processes). The context or substrate of the life facets consists of several domains of life: 1) psychological, 2) biological, 3) spiritual, 4) daily routine 5) sense of purpose, 6) social/familial, and 7) financial. By partitioning "healthiness" in this way, the model proposes to explain why even with better-paying, more prestigious jobs, many workers do not feel they are truly "happy" or "balanced" in their lives. Their overall sense of wholeness seems to be a summation of mixed impacts, as they allocate their time and motivational energy across the several domains. This could help explain the earlier puzzle noted by a few researchers (Fryer & Payne, 1984; Payne, 1990; Payne & Hartley, 1987) as to why some few percent of unemployed workers gradually *improve* in their health and life satisfaction as they face diminishing employment.

McKee-Ryan et al. advanced a theory and model (McKee-Ryan & Kinicki, 2002) that more clearly explicates what happens with work-related, stress-inducing life choices. This was accomplished by trialling *mixed methods*, based on their preference for a constructivist and pragmatic way of research. Their methodology is explained below in the chapter Mixed Methods as a Methodology.

<center>[3-31]</center>

Life Facets Coping as Thesis Test Model

As mentioned in the literature review, several explanatory frameworks have been utilised in the area of coping with job loss and underemployment. These theories/models ranged from the *Latent Function/Deprivation* (Jahoda et al., 1933), to *Grief and Staged Loss* (Eisenberg & Lazarsfeld, 1938; Kubler-Ross, 1997), to *Active Man* (Fryer & Payne, 1984; Payne, 1990), to *Coherence/Hardiness* (Antonovsky, 1984; Maddi, 1988), to *Coping with Stress* (Edwards, 1988; Folkman et al., 1986), to the *Life Facets Coping* model (McKee-Ryan & Kinicki, 2002).

Due to the limitations of models or findings described above the Life Facet Coping Model emerged as the most suitable for this thesis. There were several reasons for this.

Firstly, the Life Facet Coping model was constructed around a large well-funded, multiple – university team effort, and it used multi-trait multi-method design principles (Campbell & Stanley, 1963). Secondly, McKee-Ryan et al. (McKee-Ryan, 2003b, 2004b; McKee-Ryan & Kinicki, 2002) built their research effort upon the many "coping-with-job-loss" findings across four decades of research and then incorporated components of such models. Thirdly, the model clearly operationalised the demographic, predictive, and outcome variables (e.g., quality of life), providing researchers with the ability to better measure and, perhaps, predict impacts from coping-related stress. Lastly, the authors of the model utilised a large and robust "database" to uncover job seekers' purposes and meanings: several hundred interviews across five job centres in the USA (Gowan, 2003; McKee-Ryan, 2003b). The resulting Life Facts Model emerged from a well-constructed research programme and as such is well connected to previous constructs and observations (Meehl, 2006, Chap. 1). This provided an opportune point of departure for researching it further and testing its validity and utility with the present study sample.

Incompleteness of Job Coping Research to Date

The current literature is incomplete with regard to how current workers adapt to work and in particular *contingent* or *discontinuous work*. Previous researchers using the approaches of *Grief/Loss* (J. Archer & Rhodes, 1995; Jahoda, 1982; Vesalinen & Vuori, 1999), *Active Agency* (Fryer & Payne, 1984; Payne, 1988, 1990), *Resource Conservation* (Hobfoll et al., 2002), *Stress-Appraisal-Coping* (Carver & Scheier, 1994; Folkman et al., 1986; Lazarus & Folkman, 1984), and *Motivational Process* (Edwards, 1988), fall short in providing a complete explanation of why some precariously employed people show minimal to no strain in comparison to their fully employed counterparts. Such a body of research still has not clarified where discontinuous work is salutary/positive or harmful/negative to workers. This lack of clarification is likely because, as a whole, the research fails to factor in how multiple roles may inhibit (or enhance) fulfilment of life roles. Perhaps discontinuous work expands life opportunities and quality of life for different

subgroups. From the McKee-Ryan et al. meta-analysis (McKee-Ryan et al., 2003a) it seems there are many work/life, demographic and human capital variables operating to moderate the stress-appraisal-coping-outcome process.

There is a *methodological* incompleteness in the previous research as well, associated with having too few measures over time. The McKee-Ryan team in their 2003 (McKee-Ryan, 2003b) study, based their research on a two-points-in-time measurement design (it was longitudinal in name but cross-sectional in practice). However, statistically two point cross-sectional data does not lend itself to discovery of individual variation (Twisk, 2003) and a time series design is more able to yield causality-based conclusions (Campbell & Stanley, 1963). Finally, many other variables may determine the outcomes of distress and well-being including interactions with so-called covariates, or with demographic or grouping (level) variables (Garson, 2009).

Neither the McKee-Ryan modelling nor the earlier models employed research methods that treated the employment-appraisal-outcome question with robust longitudinal data methods; such methods are essential to understand if the research community can more accurately draw inferences about processes regarding discontinuous work (West, Welch, & Galecki, 2007), which by definition are fast-changing, occur within multiple contexts and produce multiple effects (across multiple domains of a worker's life). Newer research methods and their associated statistical tests and packages now exist to examine these dynamic issues, especially regarding how outcomes develop over time.

Finally, this thesis will employ the use of Mixed Methods (qualitative and quantitative methodologies) since together, they offer a more complete picture of how workers adapt to discontinuous work. The quantitative method (described in the Methods Chapter) will be used to obtain the "big picture" of the occurrence of discontinuous work and its sub-variants. The qualitative method will illuminate why and how people tolerate negative aspects of discontinuous work conditions despite the loss of manifest and latent needs involved in such work.

<center>Research Questions</center>

The overall research question in this thesis is: *How does discontinuous employment impinge on a person's overall coping, resilience, and mental health?* By including new methods to answer this question, this thesis will advance the current research. To answer gaps in the literature and provide a qualified "testing" of the several models, five research questions (RQs) and two hypotheses (H) are posed:

<center>[3-33]</center>

- *RQ1 What is the nature of the Australian worker population studied? (Do sub-groups of respondents exist based on differing demographics and employment?)*

- *RQ2 Do respondents appraise and cope with discontinuous work or changes in work-life status according to the Life Facets Model?*

- *RQ3 What meanings will respondents give to shifts into and out of discontinuous employment?*

- *RQ4 How well can Distress (as measured by the General Health Questionnaire-12) be predicted by demographic, personal resource, or work condition differences?*

- *RQ5 How well can Coherence/Resilience (as measured by the Sense of Coherence-13 scale) be predicted by demographic, personal resource, or work condition differences?*

- *H1: Type of Contract Arrangements (union contract, individually negotiated, or casual/informal) will be associated with worker Distress.*

- *H2: Type of Work Condition (degree of full time work x permanency status) will be associated with worker Distress.*

The next chapter provides an outline of how the Research Questions will be addressed, using a Mixed Methods approach.

PART II

In the previous three chapters, current theories of job loss have been explored. In the last chapter the Life Facets Model was proposed as a best model to test. This chapter explores the use of Mixed Methods Design as a way of testing the Life Facts Model (and indirectly the other models). First, the basic nature of Mixed Methods Design is described, including its origins in various theories of knowledge. Second, the basic subparts of a Mixed Method Design are presented: Implementation, Priority and Integration. Finally the role of Trustworthiness in Mixed Methods research is discussed, especially in terms of the collecting, coding and interpretation of data. The chapter concludes by suggesting how the Life Facets Theory will be tested using Mixed Methods Design.

Chapter 4 Mixed Methods Design

Background

Historically, psychology arose within these two main philosophical traditions, one rationalist and one idealist. The rationalist tradition evolved methods that incorporated scaling (*numbers*) and statistics; while the idealist tradition relied on philosophical and hermeneutic methods, which emphasised meaning and interpretation, with a priority given to *texts* such as histories, autobiographies, oral histories, ethnographies, and more recently interviews and case studies. (Goodrick, 2009; Titchen & Hobson, 2005; Wacquant, 1993)

Reality for humans is complex, mutually transacted, and multi-textured. Having two approaches seems to be a better way to examine the problem of how people adjust to work-life balance. This accords with early writings on trying to implement a process (scientific inquiry) that is conducted by humans whose ability to collect sense observations and give them meaning, is fraught with the possibility of inaccuracy or distortion. These writings include George Herbert Mead's idea of symbolic interactionism (Baldwin, 1986) which eventually evolved into the 20th Century social constructionism of Berger and Luckmann (1967) and later Gergen (1999). These writers generally argue that since science is embedded in language and its elements (words, meanings, symbols, grammar, inflections, tones, contexts, and stories), then science is by nature constrained and distortion-prone in representing reality. Interactionists and their closely-aligned colleagues called *constructionists* claim reality (knowledge) is not "out there" in objective reality but is instead negotiated by human beings through communication and culture. This negotiation produces a consensus- reality which is deemed intersubjective (Titchen & Hobson, 2005). This is the major argument Idealists pose against Rationalists to justify the former's *interpretive* or *hermeneutic* approach (paradigm) to social science (Titchen & Hobson, 2005; Wacquant, 1993). More current commentators have put forward recent developments in physics, the incompleteness theorem of Kurt Goedel, and the contextual distortion-prone basis of all observation, to further undercut Realist claims of an objective reality that lies outside human culture and language (Lincoln & Guba, 1985).

This deep philosophy of science issue remains unresolved. Thus it seems best to depend not on one single paradigm but to rely on both. The quantitative offers the rigours of measurement via scaled instruments and operationalised constructs (variables). The qualitative offers the researcher a view into the mental processes (thoughts, feelings, motivations) of the participants under study. This study employed a *Mixed Methods Design,* which utilises both approaches (Cresswell, 2003). Mixed methods design attempts to integrate the rationalist-empiricist tradition (and its concerns for objectivity, manipulation of factors, imposed units of measure, and reliability/validity) with the humanities-oriented tradition (and its concerns for "lived experience," human values, the reality of

awareness/consciousness, and an acknowledgement that the objects of study are reality-creating agents that co-determine with the experimenter the findings).

Capturing "Lived Experience" with Case Studies

Because science in general, and social science in particular, has been recently critiqued has having its basic "findings" partly or mostly dependent on the social milieu, there is now a movement to correct this. Social science as a knowledge discipline once relied heavily on the assumption that a field researcher (e.g., an ethnographer) or a lab researcher (a human factors psychologist) could "objectively" record and categorise events produced by human actions. However the last 90 years has seen major critiques being levelled at this approach to behavioural science (Denzin & Lincoln, 2003; Goodrick, 2009; Lincoln & Guba, 1985; Prilleltensky, 1997). Among the most serious is the claim that science rests upon no "foundation" of objective reality, and that any "truth" arrived at is "negotiated" within social, political, historical and economic processes; these processes themselves are socially and not objectively constructed (Lincoln & Guba, 1985).

The matter of whether the world exists in a realist versus idealist form is not yet settled; worldly "data" does not seem to lie solely in the minds of researchers (an idealist/constructivist view), nor does it lie solely in the "hard facts and objects" we encounter as humans who observe and reflect (a realist/objectivist view). These polarities in approach are represented in the figure in *Appendix D: Epistemology & Frameworks*.

Because many of the research questions in this study are concerned with how workers interpret various life challenges and various random events, it was deemed necessary to adopt both a quantitative "objective" approach and a qualitative "interpretative" approach to the design. Therefore case studies were employed as well as a survey. It was hoped that the national survey could provide an overall snapshot of the extent to which workers might be feeling distressed by their work-life issues and commitments. On the other end of the spectrum it was hoped that in-depth interviews could produce some "slices of lived experience" that could uncover the meanings and interpretations of potentially stressful life events (Golden-Biddle & Locke, 1997; Goodrick, 2009; Lincoln & Guba, 1985).

The arguments raised by research commentators such as Gergen (1999), and Lincoln and Guba (1985), are powerful ones, particularly on the role of context, local history, historical moment, cultural rules, and observer-induced uncertainty. Due to these important issues, the author chose from the various methodological frameworks a Constructivist/Pragmatic position. It is a Constructivist position because it assumes knowledge is "constructed" via language, practices, norms, and communities of actors. It is referred to as pragmatic because this position allows itself to

be informed by both research paradigms and attempts to "assess" the results of each in the light of the other's paradigm. Authors such as Cresswell (2003), Goodrick (2009), and Golden (1997) present examples of mixed methods designs which show that a "fuller" more trustworthy picture of the phenomenon under study emerges when mixed methods are used. The fact of the matter is that time, place and culture are almost never completely "done away with" or "fully controlled," and if respondents and researchers gain trust with each other, it is possible more insights can be gained as respondents give their "reasons" for their actions.

Mixed Methods as Methodology

Mixed methods as a hybrid style of research invites controversy and oftentimes (subtle) polemics. This is basically because pure idealists take one view of reality and pure rationalists another; in particular, as to whether theories (and data) exist independently of the observable and follow cause and effect (Lincoln & Guba, 1985). No definitive answer to this question has yet been provided (Capra, 1996). To help bridge such a gap, researchers such as Creswell (2003, p. 89) have developed mixed methods strategies (especially for social scientists). Cresswell has proposed four research "design elements" he urges investigators to specify beforehand in their research: Implementation (Staging), Priority, Integration, and Theoretical Testing. The present study employed all of these aspects plus two others (trustworthiness and coding checks). These are explained below.

Implementation

Implementation refers to whether the two approaches (quantitative and qualitative) happen sequentially or at the same time. The issue is whether quantitative design and data collection precedes qualitative work, or vice versa; or alternately occurs at the same time and with the same priority. This researcher had a prior concern that if the two methods (quantitative and qualitative) did not happen simultaneously at the data collection phase then some threats to internal validity could occur. For example, if the researcher had collected his interview data ("qualitative data") from his nine respondents in a time frame much later than his questionnaires data ("quantitative data") this could lead to a "selection" confound: something could occur during one time and not the other (argument in the family; loss of a job). Furthermore, because more time would have elapsed, first stage (method) events could be forgotten more readily in comparison to events in the second stage (method); a "local history effect" (Campbell & Stanley, 1963).

To counter such biases, the researcher initiated both methods of data collection within a six week seasonal period. During the data analysis stages the researcher switched back and forth between the two data analysis modes. The switching was not considered an impediment. However,

mastering the qualitative coding at Time One proved more difficult due to the newness of this method to the researcher.

Priority

Given the debate just mentioned between rationalist and idealist research philosophies, this researcher avoided seeing the choice in either-or terms: neither qualitative nor quantitative method would be assumed as superior. Based on the above arguments of "mixed method researchers" (Goodrick, 2009) (Cresswell, 2003; Denzin & Lincoln, 2003), this author decided at the outset to give equal weight to the modes, knowing from work on an earlier master's thesis that both thematic coding and quantitative-based data analysis could prove equally useful.

Integration of Methods: Profiles, Trajectories, Grids

The researcher chose to integrate the two methods or approaches: firstly, at the point of data collection by cleaning and checking the survey questionnaires for item completeness, and clearing up ambiguities or missing surveys; secondly, by constructing *data pattern profiles* (dossiers containing both quantitative and qualitative data sets with their audit trails of memoranda, annotations, picture diagrams, etc); thirdly, by reducing where possible textual narratives to topical codes and then tabling these in grid form; fourthly by using local interview narratives to construct life facet *trajectories* (stories that summarise the respondent's coping over the nine months); and lastly, by attempting comparisons of findings after casting the two forms of data (QN and QL) into table-grid formats. At several steps the investigator used "checks" and "member checks," e.g., asked supervisors/colleagues to independently code categories, or asked participants to comment on the investigator's interpretations of interview transcripts, noting overlaps and discrepancies.

Theoretical Testing

Both humanist and scientific traditions adhere to the overall standards of trustworthiness of results with reference to theory. In both traditions, the practitioners must address the approved conventions of reliability (repeatability or consistency of measures), internal validity (whether conclusions follow logically from data and theory), and external validity (generalisability to other cases or situations).

A Mixed Method approach compels researchers early on in the investigation, to decide their progress toward the acceptability of a theory and its implementation via model testing. For example, will data ("respondent voices") take priority and a theory be developed only once data is gathered "from the ground up" (a humanist/naturalist approach)? Or will the researcher begin with

an existing theory (model) and then apply decision rules (logic and statistics) to the later-acquired data (a rationalist/deductive approach)?

Mixed Methods and Trustworthiness

These aspects all point to an overarching issue that reflects both traditions, referred to as "Trustworthiness of Research" (Lincoln & Guba, 1985) or "Quality Standards for Research" (Goodrick, 2009). Mixed Methods was chosen rather than either single method (QN or QL) because of the researcher's judgement that Mixed Methods would more likely ensure trustworthiness as an outcome for the study. Naturalistic inquiry researchers Lincoln and Guba, made a strong argument in their book *Naturalistic Inquiry* that formal positivistic, "scientific" methods were no longer very trustworthy due to various recent discoveries from systems theory, quantum physics and general behavioural findings from both laboratory and field. Basically, their argument is that various contexts influence behaviour, meanings and values figure prominently, and the paradigm of "cause preceding and effect" is faulty. In their view, trustworthiness is co-determined by both researcher and the observed in which all must have "confidence in the truth of the findings of an inquiry for the respondents in which...the inquiry was carried out" (Lincoln & Guba, 1985, p. 301). For this investigator "trustworthiness" was similarly specified to mean confidence in the truth of the findings for both respondent and researcher. A mixed methods design would also capitalise on the strengths of each method, according to scholars familiar with mixed methods theory and practice (Cresswell, 2003; Golden-Biddle & Locke, 1997). In keeping with Community Psychology values and practice, a mixed research design would seek to give approximately equal priority to respondent voices through its use of verbatim interviews and the grounding of conclusions in an open-ended and evolving process of dialogue (Orford, 1992).

Using Mixed Methods to Test Life Facets Theory

In Chapter Three, a coping with job loss and transition theory called Life Facets was explored. It was suggested that the Life Facets Coping (LFC) Model would be the best fitting or optimal model to test due to its recency, comprehensiveness, its specification of life domains, and its capture of lived experiences (Lincoln & Guba, 1985) of workers. Testing the Life Facets Model with a mixed methods design was anticipated to be useful because the theory itself was developed with a mixed methods approach (McKee-Ryan, 2004b; McKee-Ryan & Kinicki, 2002; McKee-Ryan et al., 2004a) and because mixed methods would capture life events in a more holistic way (Cresswell, 2003; Goodrick, 2009; Lincoln & Guba, 1985; Orford, 1992).

Integration via Grounded Theory Method

In the current study the question of integrating the statistical/numerical findings with the case study/textual findings was of concern. For example, a cluster analysis was anticipated to produce some logical scheme of subgroups. The case study narratives would also produce a scheme of logical subgroups. Both of these "second level" findings may overlap or they may not. Researchers are faced with the challenge of how to reconcile these two types of findings while adhering overall to the trustworthiness criteria mentioned above.

In this study, the method of Creswell (2003) was adapted , starting with an initial reading of the textual interviews by use of thematic data analysis. In this method item categories were formulated at a first or approximate level. Using from-the-ground-up methods (Glaser, 1992), these rough codes were grouped (consolidated) into higher level codes with topical codes. At the same time, rough models (process diagrams, flow charts in the computer program NVIVO) were produced to organise the findings at a third level of integration. Continuous comparisons were made between the Method QL data sets and the Method QN datasets by the use of organised binders of findings or *audit blocks*. Chapter 7 further explains this procedure.

As Goodrick (2009) points out before the 1980's there were very few guides to the use of Mixed Methods; furthermore the use of Mixed Methods is still evolving. However, in this current study, the use of administrative tools such as audit blocks helped keep the study on track, and created a "checks and balance" system for comparing the numerical/quantitative findings with the textual/qualitative ones. In the final chapters the use of Mixed Methods will be summarised to extend knowledge of the process of adapting to discontinuous work (coping). In addition, the final chapters will explore how well the Life Facets Model accommodates to these two methods and their derived findings.

A flow diagram of the present research is presented in Figure 4. The various elements are explained in the following chapter
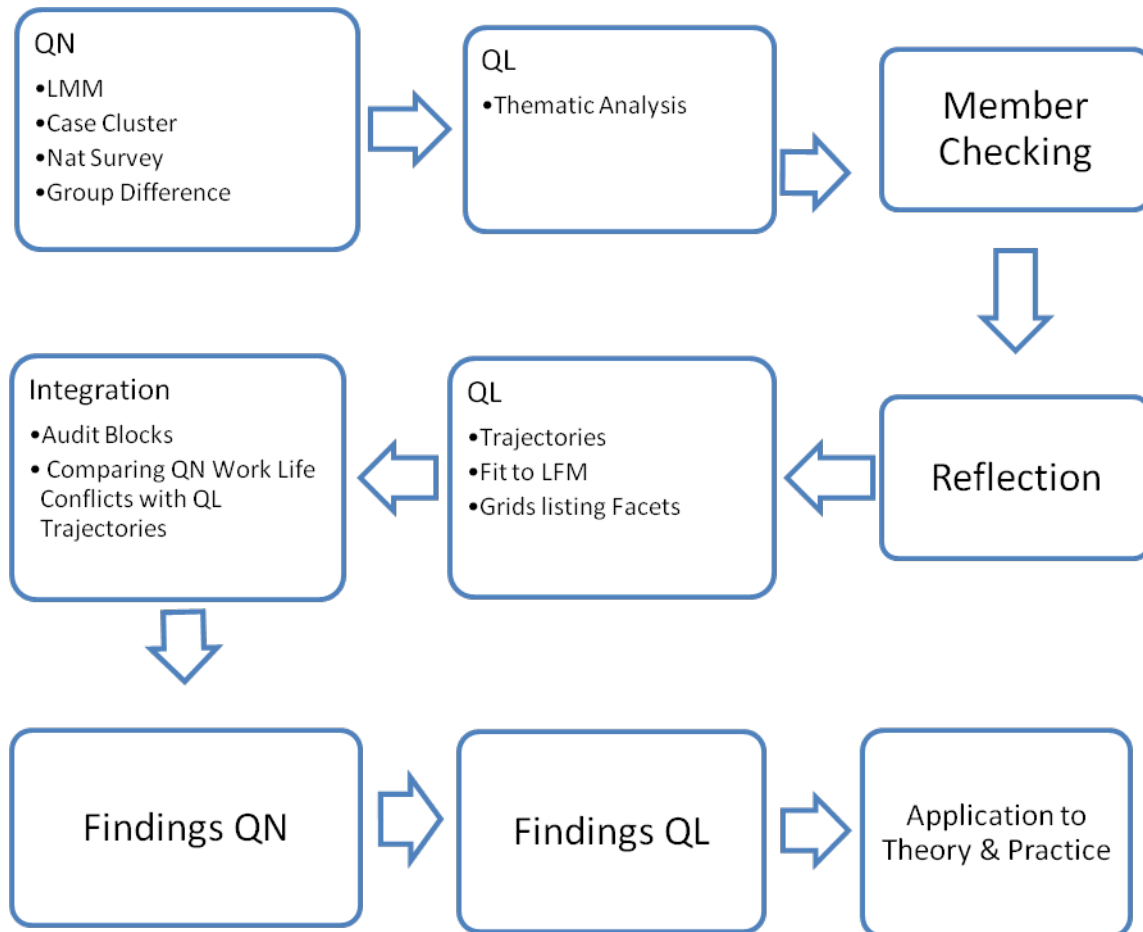
Figure 4.
Flow Diagram of the Present Research

Summary

The history of social science has been a complex one with numerous splits along the way. Today it has many branches and offshoots. These all basically point back to an early philosophical (epistemological) divergence about the objective nature of reality and the acquisition of knowledge.

Two major paradigms were outlined: The Rationalist-Empiricist and the Idealist-Interactionist. After careful review of the pro's and con's of each approach the author chose to try to incorporate both approaches in investigating the processes involved in adjusting to employment changes in a sample of Australian workers. The advantages of the Mixed Methods methodology are that it allows for triangulation (corroboration) between the two paradigms. Currently there are now many more developers and researchers working to develop the Mixed Methods designs needed to guide new researchers. The basis of this study is a Mixed Method design strategy that follows in particular the recommendations of Creswell (2003). This study follows closely his recommendations regarding Implementation, Priority, Integration and Trustworthiness. A schematic of the research process (flow) of the study is presented above in Figure 5.

Chapter 5 Phase QN: Survey and Analyses

Introduction

This chapter outlines the use of quantitative methods and their respective results for *Phase QN* of this study of coping with discontinuous work. All methods focus on answering the Research Questions: *Do sub-groups of respondents exist based on differing work-life coping patterns (RQ2)? How well can Distress or Resilience be predicted by demographic, personal resource, or work condition differences (RQ 4 & 5)?* Hypothesis H2 is also tested*: Is Work Condition associated with Worker Distress or Resilience?*

The chapter beings by presenting the overall design of Phase QN, and then presents information on participants, pilot testing, materials, procedures used, etc. This is followed by several abbreviated Results subsections, each referring to its own Analysis. Each Results section is likewise followed by an abbreviated Discussion. These findings later become integrated with Findings RQ 2 and 3 (Chapter 6) in the Chapter titled Major Discussion.

Participants

Participants were selected from an employee database provided by Kelly Worldwide Services. The database provided the sampling frame for selection of participants. First the sampling frame was determined to be all registered employees in the Kelly Services Australia database as of 30 November 2007. In response to a written request the firm's marketing unit granted the author access to the frame/database. The frame comprised of just over 4,000 respondents in various stages of employment, throughout capitol cities and the surrounding metropolitan areas. Therefore the sampling frame was composed of those registered as available for work with Kelly and either working full-time, part-time, or unemployed). Because they were successful at getting onto the database/frame, by definition these workers were deemed willing to work and available for work.

The selected registrants were seeking work in Kelly's occupational categories of Administrative, Clerical, Accounting, Storehouse/Warehouse, Finance, Information Technology, and Scientific. A small number (18) mentioned personal care or aged care positions, and an even smaller number (14) mentioned owning/managing their own small or medium enterprise. No age limits were specified in advance. The final obtained sample was later found to be representative of the nationwide office services, technical services, and business services workforce for capital-city and suburban city areas. All states were represented proportionately in terms of population except there was slight under-representation from the ACT.

A major focus of this thesis is on the particular Work Condition of Permanency (i.e., whether workers are possessing some guarantee of ongoing work beyond one year). Table 1 below shows the contractual permanency status of the final obtained set of 276 workers was comparable to that of the much larger Kelly nation-wide 2007 sample (Nivisen-Smith, 2009). Likewise the age distributions were similar as shown in Table 2, except the Kelly Services sample indicated a greater proportion of those aged 20-24 years. Both samples also demonstrated a similar profile as shown in Table 3. The major divergence came from a difference in gender distribution, with the thesis sample comprising 61% female compared to the Kelly sample having a 51% female composition. Thus the thesis sample profile reflected the profile of the national 2007 Kelly sample of white collar, technical and business service workers, increasing the scope to generalise the results/findings. The researcher was initially interested in studying a wider pool of occupations and workers, but more regional and primary industry workers could not be easily found in a ready-made database such as that offered by Kelly Services.

Table 1.
Permanency Status by Sample Source

Work Permanency Status	Thesis (N)	**Thesis** (valid %)	Kelly Services (N)	Kelly Services (valid %)
Permanent Full Time	94	41.0	7,872	42
Temporary Full Time	63	27.5	2,647 †	14 †
Permanent Part-time	22	9.6	3.065	16
Temporary Part-time	34	14.9	1,764 †	10 †
Self -employed (Partner, Manager)	6	2.6	n.a.	n.a.
Not in Work-force (un-employed, retired)	10	4.4	2,545	14
Training/Education			758	4
Valid Total	229	100.0	18,651	
Missing	47		n.a.	n.a.

n.a. Not available

† Estimated on basis of historical trend of 60% of temporaries hired as full-time

Table 2.

Age by Sample Source

Age (yrs)	Thesis (N)	**Thesis** (valid %)	Kelly Services (N)	Kelly Services (valid %)
< 20	7	2.6	2,042	11
20-24	49	17.9	5,278	28
25-34	122	44.7	6,037	32
35-44	47	17.2	2,988	16
45-54	36	13.2	1,766	9
55+	12	4.4	540	3
Total	273	100.0	18,651	100

Table 3,

Highest Education by Sample Source

	Thesis (N)	**Thesis** (valid %)	Kelly Services (N)	Kelly Services (valid %)
Masters Degree / Doctorate	48	21.9	1,689	9
Bachelor Degree	61	27.9	4,365	23
Certificate or diploma	52	23.7	5,511	30
Completed secondary school	35	16.0	5,249	28
Did not complete sec. school	23	10.5	1,837	10
Missing	57	100.0	n.a.	100
Total	273	100.0	18,651	100

Materials

Online Survey

The method entailed constructing a 12-page online survey, which contained a questionnaire section (representing the McKee-Ryan model) and two outcome measures; namely, *distress* as measured by the GHQ-12 (Goldberg & Williams, 1988) and *resilience* as measured by the Sense of Coherence Short Form (Antonovsky, 1987, 1993)

The survey included both scaled (quantitative method, QN) questions as well as semi-structured textual (qualitative method or QL) questions. This three-part format would enable the model to be "tested" and outcomes on the participants observed under different conditions.

An adequate number of responses were required to fully test the model (in the order of at least 100 at each time point). This would assist with meeting assumptions required by statistical inference and also help ensure that *adequate coverage* occurred for a variety of demographic and income groupings (e.g., female, younger, single, part-time employed). As to prior literature, the author found no published research on what mail survey return rates could be expected (in Australia) at the time of the study's inception (2005). Garton (2005) found a return of 28% for a six-page questionnaire given to undergraduates at Edith Cowan University (ECU) using prize-draw incentives. Such surveys typically have steep drop off curves for completions of responses when the participant realises a survey's length, complexity, invasiveness, and likely reward return. Dillman (2000) found that with adequate planning, several timed reminders, and fun and easy incentive features, he could obtain response rates as high as 40-50 percent, without "inducing" respondents to respond in order to make a living off of such incentives. It was hoped similar return rates would accrue in this study.

A review of the literature revealed that a Critical Incident method could meet the need for efficient and compact framing of the QL semi-open response questions (Amundsen, 2002). This method asks the respondent to volunteer an incident or action within a recent time period (e.g., previous month). The interviewer's semi-structured questions then help the respondent provide the setting and context of the incident, followed by various actions (or thoughts) taken that resolved or tried to resolve, the incident.

Pilot Survey

The survey was piloted on 32 volunteers from workers aged between 18-55 years, with moderately diverse backgrounds: ECU undergraduate students (10), the author's research supervisors (2), neighbours of the researcher (8), and volunteer discussants from a political bulletin

board dealing with Australian work conditions (12). This convenience sample provided the researcher a pilot group diverse in social and political attitudes, willing to provide detailed feedback, and in general easy to access for follow-up reminder emails and phone calls.

Through three mailings and revisions the researcher constructed a final survey instrument that met minimal standards of readability, clear directions, and logical flow. The pilot testing resulted in a shortened questionnaire, reducing it to 11 pages from the original 18. With only 22 completed questionnaires at hand, reliable parameters could not be estimated for internal consistency. Two item analyses however showed that the percentage of missing responses for items were small (1% - 10%) for the large majority of questions. No analysis was done for internal consistency of the piloted Sense of Coherence Scale-13 or the GHQ-12 scales, as these had previously been reported elsewhere to be in respectably high ranges, as outlined below.

With the informed consent form attached the questionnaire numbered 14 pages. The pilot indicated individual completion times to average 16 minutes with an overall response (send back) rate of 20%. This compared favourably to the usual 3-6% found, historically, for postal (mail out) surveys but was much less than the 40-50% achieved by Dillman (2000).

A final round of piloting found respondents becoming confused or simply tired from answering too many questions, and therefore not completing all questions, especially those exploring work-life conflicts with in-depth skip "drill down" questions. These were deemed to add little value to the overall research question and were therefore deleted, reducing the questionnaire by two pages. In addition an offer to enter a prize draw was added to increase the overall response rate (including a large grand prize draw for a two-night cabin holiday in Queensland). Seven other draws were offered in an emailed cover letter/informed consent form, at the beginning of each time segment (for grocery vouchers valued $10 to $50 at Coles-Myer stores). The author took such an incentive-based, reminder-aided online approach because of reported "good" (over 50%) return rates mentioned by Dillman (2000). In the same book, Dillman (2000) answers criticisms of online prize draws and other incentive systems by arguing that incentives are seen as a reasonable "consideration" or "payback" to those who forego precious "quality personal time," answering questions for an anonymous institution or cause, never to see the results or obtain future personal benefit. The online survey completed by respondents is provided in Appendix A: Discontinuous Work Survey (Email Administration).

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Key Variables

The survey was constructed to map the questionnaire items to the McKee-Ryan model as shown in Appendix B: Life Facet Model—Key Variables & LMM Tests. The survey contained question sections that mapped to these variables:

1) Key demographics (e.g., age, gender, educational level, postal code);

2) Working conditions (e.g., type of contract, working hours, permanency, holding multiple jobs, degree of work overload/autonomy, entitlements);

3) Competing role demands (e.g., self-report list of roles that compete with being a worker e.g., being a spouse, parent, hobbyist) and the ways respondent coped with demands (asking for help, self-talk, systemic problem solving, avoidance);

4) Major life goals (e.g., buying a home, getting a job);

5) Mental health status (distress) as measured by the General Health Questionnaire 12 (GHQ12); and

6) Subjective resilience (coherence) as measured by the short form of the Sense of Coherence 13-item questionnaire (SOC-13).

The survey instrument also posed some "open text" experiential questions, using critical incident interviewing to explore in a QL way how respondents had coped with life challenges in the previous three months. The open text questions began with the work-life challenge (work-life conflict) question:

Now let's explore a Life/Work Conflict you had to cope with over the last 3 months. Describe a situation where you show in detail the various pressures you experienced in juggling your roles as parent, student, worker, etc. Please use your own situation and use enough detail to show the pressures, the action taken, and the outcomes.

[Fill the box up if you can]….Example: "as a Dad I was caught in a predicament between work and home …my boss wanted me to work two scheduled weekends… But I was unable to oblige him because of my Daughter's contracting the mumps. So I had to ask for two weekends of personal time off to take care of my Daughter's situation. My Daughter got the care she needed but I lost some good will with my boss."

Because discontinuous work involves multiple aspects such as often-changing hours of work, rotations, and variable periods of down time, and loss of mutuality (as discussed in Basic Definitions, Chapter 2,

After the Respondent read the Informed Consent and agreed to participate then he/she would complete the survey via their home web-based browser (e.g., MicroSoft® Internet Explorer); they returned the survey simply by pressing an on-screen "Submit Button" after completing the last question item. Each Questionnaire comprised 68 items.

The WebSurvey based questionnaires were mailed out at the beginning of each tranche or "time window" of 1 June 2006, 20 September 2006, and 20 January 2007. Respondents had six weeks to respond. Up to two follow-up reminder emails were sent to each respondent in order to increase response rates. Surveys were deleted if they arrived outside of the specified time windows. Using these criteria, three surveys were discarded from Time 1, two from Time 2 and two from

Time 3. These late-arrival questionnaires (which contained personal information) were erased from all record keeping, in accordance with university ethics guidelines.

Of the 4,000 in total, 281 respondents replied as "Consenting" at Time 1, a response rate of 7.0 percent of the total sampling frame. However, some of these respondents had extreme outliers, a number left the Informed Consent unmarked, and others showed dubious response patterns (e.g., preferencing all middle or extreme endpoints for 75% or more of the questions). After such exclusions, the completely validated surveys numbered 275 (Time 1), 85 (Time 2) and 58 (Time 3). The Linear Mixed Method modelling generally reported as valid *Ns* (see below under *Analysis I*) numbers approximating 232 (Time 1), 66 (Time 2), and 57 (Time 3). These numbers would vary slightly depending on the covariance matrix and other parameter options.

Instruments

McKee-Ryan et al. (2002) chose two types of outcome that were relevant to policy makers, the research community, and the workers themselves. These were *mental health* (*distress*) and *life resilience*. These two outcomes were operationalised via the GHQ-12 and SOC-13. Each is described below.

General Health Questionnaire (GHQ)-12. The GHQ-12 (Goldberg & Williams, 1988) is a widely used mental health instrument that can detect either the presence or the level of mental distress. Developed by a psychiatrist with interests in catchment area epidemiology, it was designed to be quickly administered; it uses 12 items, yet attains a good test-retest average reliability (r) of .84 (Jackson, 2007; H. R. Winefield, Goldney, Winefield et al., 1989). It also achieves good split-half reliability with coefficients ranging from .82 to .90 (Goldberg & Williams, 1988). It has been validated widely in face-validity and criterion-validity studies, during both its development and, subsequently, via hundreds of studies (Goldberg & Williams, 1988; Jackson, 2007). A recent study found evidence for a possible response bias due to the simpler method of scoring (Hankins, 2008). The GHQ-12 score is unitary but at least one study shows it to be a mixture of somatic complaints, anxiety, and depression (Werneke, Goldberg, Yalcin et al., 2000). The GHQ-12 has been used in Australian research on coping, so offers comparative utility. In this study, a direct Likert scoring was used, assigning 0, 1, 2, and 3 to item choice points. To achieve a total score for Distress the item scores (with two reverse scores) are summed. Distress levels for individual scores are: 1-6 (*low*), 7-12 (*medium*), 13-20 (high), and 21-28 (*very high*) (Goldberg & Williams, 1988).

Sense of Coherence (SOC)-13. The SOC-13 scale is sometimes considered to be a measure of life satisfaction (Antonovsky, 1984; D. Watson & Tellegen, 1992). However, in his more recent work Antonovsky (1987) shows the scale to be convergent (related) to other constructs, such as *coping strength, hardiness,* and *resilience*. After reviewing the literature (see Part I), this author

chose the Sense of Coherence scale for its ability to capture (via self-report) the tripartite ability of workers to perceive "[external and internal] stimuli… as making cognitive sense,"(Antonovsky, 1987, p. 16), "…that resources are at one's disposal which are adequate to meet the demands" (p.17), and "the extent to which one feels that life makes sense emotionally, that at least some of the problems and demands posed by living are worth investing energy in, ... are challenges that are 'welcome' rather than burdens that one would much rather do without" (p.18).

Sense of coherence is the disposition (not quite a trait nor a state) that *all things considered* "life makes sense," that one has important life goals and is moving towards them, and that one can generally advance in spite of major life setbacks. In this regard, the work of one health sociologist (Antonovsky, 1984) demonstrated to this author that coherence would be the best proxy since it captures better than other measures the ability to perceive problems (comprehensibility), handle life stressors (manageability), and construct life satisfaction (meaning). Antonovsky's major research achievement was investigating how individuals show various "recovery trajectories" when traumatised, injured, or dealt life setbacks. Such differences were captured by Antonovsky's coherence variable and led the present author to trial coherence as a way to understand why some unemployed or discontinuously employed did not seem to suffer much distress.

The 29-item SOC (the "parent" from which the SOC-13 derived) has Cronbach alpha reliabilities ranging from .82 to .95; the SOC-13 form provides alpha reliabilities (over 16 studies) ranging from 0.74 to 0.91. The author (Antonovsky, 1993) reports that test-retest correlations of the SOC-13 show "good stability" of 0.54 over a two-year study. Criterion validity coefficients are high across four domains including: a global manageability stance to oneself and one's environment (19 statistically significant coefficients); to stressors (11); to health, illness and wellbeing (32); and to coping attitudes and behaviour (5).

Antonovsky also reports that, to date, the SOC scale has been used with more than 4000 participants across 14 languages including Afrikaans, Czech, Dutch (Flemish), English, Finnish, German, Hebrew, Norwegian, Rumanian, Russian, Serbian. Spanish, Swedish and Tswana; he claims that "more than half of these respondents are women," "all social classes are represented," and "respondents have been adults of all ages, [including some] of adolescents and children as young as 10" (Antonovsky, 1993). The 13 items are marked from 1 through 7 with five items reversed scored. Thus scores could range from 13 to 91. Antonovsky's major work on coherence (1987) provides comparison tables for several professions and some case study scores. These informed the present researcher regarding how resilience might change in relationship to work permanency and other factors.

<center>Procedure</center>

The Phase QN (quantitative) analysis was based on three data collection points during the time period starting June 2006 through to the end of February 2007 (nine months). Data collection was organised so that respondents had to respond within a time window of six weeks (e.g., 5 June to 19 July) or be deleted from the survey. This constraint diminished the chances of confounds such as hidden trends, self-selection, and local history effects (Campbell & Stanley, 1963). It thus helped preserve internal validity.

Informed Consent

Confidentiality of participant's identity and personal contact details were protected via a non-disclosure undertaking stated within the informed consent form sent to, and returned by, each respondent to the online survey. The returned survey responses and their container database were not shared with the Kelly organisation. A legally binding written guarantee was made by Kelly to ensure returning emails would not be intercepted during transmission back to the researcher's host computer. To abide by ECU Human Research Ethics Committee guidelines, measures were taken to ensure that names of respondents on the online survey were coded so as to de-identify individuals.

Survey Administration

Invitations to complete the questionnaire were emailed to just under 4,000 respondents, using the online survey collection tool *WebSurvey* (GlobalScape, 2003) . Each invitation was delivered with a university-approved Informed Consent form which is summarised in the first eight paragraphs (bullet points) of the questionnaire shown in Appendix A.

Sample vs. Population Characteristics

To ascertain whether the three time points were from different populations or the same population on the key outcome variable of *Distress*, some descriptive statistics using SPSS 16 were generated. Table 4, Descriptives for Outcomes GHQ and SOC, shows the overall results for the outcome variable of *Distress* as measured by the GHQ12. The table demonstrates that overall, the three sampled group means "hover" around the value of 27; in the original GHQ research (Goldberg, 1972; Goldberg & Williams, 1988) this represents a moderate level of distress (anxiety, depressive and somatic symptoms) but not a clinically distraught level. The table also shows the Coherence/Resilience of the three times as being consistent from the three time points (similar means and similar standard deviations).

An ANOVA for the three time point means showed they did not differ significantly for Distress ($F_{(2,320)} = 1.734$, $p = .178$). Similar results were found for Resilience/Coherence (F

<center>[5-52]</center>

(2,328) = 0.176, p = .839). These distribution tables and the related ANOVA indicate the samples were similar in shape/distribution despite the attrition that occurred over the nine-month period.

Table 4.

Descriptives for Outcomes GHQ and SOC

Distress (per GHQ-12)

	N	Mean	Std. Deviation	95% Confidence Interval for Mean		Minimum	Maximum
				Lower Bound	Upper Bound		
Jul 2006	213	27.37	6.804	26.45	28.29	13	47
Oct 2006	58	27.48	6.533	25.77	29.20	15	48
Feb 2007	52	25.50	6.652	23.65	27.35	14	42
Total	323	27.09	6.748	26.35	27.83	13	48

Coherence (Sense of Coherence-short form)

	N	Mean	Std. Deviation	95% Confidence Interval for Mean		Minimum	Maximum
				Lower Bound	Upper Bound		
Jul 2006	215	54.89	10.729	53.45	56.33	22	83
Oct 2006	62	53.98	9.904	51.47	56.50	27	76
Feb 2007	54	54.67	10.783	51.72	57.61	26	77
Total	331	54.68	10.563	53.54	55.82	22	83

Handling Missing Data (Phase QN)

The initial data had several missing points and incurred major attrition of valid cases (*n*s) after Time Point One. The author followed the recommended procedure described by Twisk (2003) to determine the severity of impact of missing data (either intermittent or attritional). Ideally for advanced inference purposes, missing data is missing completely at random (MCAR) as opposed to missing at random (MAR) or showing systemic variation (bias).

The procedure determined the intermittent data to be missing at random (MAR). Furthermore, depending on which predictors were trialled in statistical runs (running variants on the model), the Number of Cases used could be as low as 40. Several statistical approaches were considered in order to mitigate these issues, including Generalised Equation Estimation (GEE) and MANOVA. However, with a much lower than anticipated completion rate which lowered the number of valid entries, especially at Times 2 and 3, the author selected Linear Mixed Modelling (LMM) with Repeated Measures (Twisk, 2003; West et al., 2007). The LMM choice was also

[5-53]

preferred because of the unique advantage of its being able to separate within-individual variation from between-individual variation.

Analysis by Open Text Questions

The online questionnaire was comprised of three groupings (called SETS) of questions. Most of the responses were analysed statistically (a Phase QN approach) using the first grouping called SET DEMO. SET DEMO asked respondents about their *demographics* such as age, marital status, number of children, current job or jobs, stints of unemployment, number of simultaneous jobs worked, etc. Associations were then sought by statistics on basic cross-tabulated tables.

However, being a mixed methods design, the researcher also posed some questions as open-ended text in order to yield qualitative information. These questions were chosen for their ability to "drill down" and uncover processes, showing how respondents tried to resolve work-life problems in the prior three-month period (e.g., conflicts between the domain of work, and another life domain such as family). Respondents were asked SET QSTRAY questions about their *working conditions, role demands*, and *how they resolved conflicting life goals*. Finally, questions within a third grouping called SET APPRAISE, asked respondents what they felt the impact of their described conflict was on their health and mental health.

The first question of SET QSTRAY asked respondents to "think back over the last three months" and "describe a key work/life conflict or situation." Respondents were asked to outline the conflict or situation, stating how they resolved it and with what resources. The first question of SET APPRAISE asked respondents: "How serious a threat was this [work-life issue] to your health?" and "Looking back did the situation impart a lesson, or strengthen you, in some way?" A final question asked respondents to, "Please name up to three Goals that would likely improve your quality of life, if you had a magic wand to achieve them in the next year (e.g., 'buy a new house', 'start a new job', 'have a child', 'get over a loss', etc.)."

Analysis by Demographics/Predictors

Statistical Model. The statistical model used here is based on the method of Linear Mixed Models, or LMM; it was adapted from recent advances in statistical inference (Garson, 2009; Tabachnick & Fiddell, 2007; Twisk, 2003; West et al., 2007). LMM is closely related to other general linear model algorithms, which use *step-up* (add a variable) or *step-down* (remove a variable) strategies to account for variation in the outcome (dependent) variable.

In this study, a step-up and step-down combined procedure was used, starting with the *null model* (no predictors), then running a *fully loaded* model of eight work/life predictors (taken from the Life Facets Model) and then removing variables or interactions one at a time to ascertain the best fit (while avoiding non-convergence problems with SPSS Maximum Likelihood routines).

Results of such SPPS runs should produce a final stable solution state called convergence. This is then compared to a table of Best Fit Indicators called *Information Criteria*, especially the *-2 Log Likelihood ratio.* When -2 Log Likelihood or other Information Criteria values are *low* this is deemed "good" because it indicates a reduction in error of estimation and therefore represents "better fit." In "close calls" between competing models a *Chi-square difference likelihood test* is recommended in order to choose amongst competing model specifications (Tabachnick & Fiddell, 2007, pp. 830-832).

Assumptions. Outliers were handled in several ways. First, for those data sets with "lazy" response patterns; of which there were 12 instances, the author imputed the missing values using the *mean* of that variable. The printing and reviewing of scatter plots of the predictor variables indicated that requirements of normality were met. An SPSS (Version 16) multiple regression run indicated *multivariate normality* was present in the predictors, collectively. However, these procedures while establishing the patency of assumptions did not eliminate the fact there were decreasing sample numbers at each time point. This, in turn, led to issues in maximum likelihood estimation of *covariance matrix solutions* for the Linear Mixed Modelling analysis. Due to these issues, the researcher abandoned LMM tests on random effects for the demographics Gender, Age Cohort, Postal Code, and Marital Status. Instead, these were changed to Fixed Effects as recommended by Tabachnick and Fidell (2007, p. 834).

Missing Data. Data which goes missing may be non-random and/or due to non-random attrition (Bulger, Matthews, & Hoffman, 2007). *Selective attrition* in attempted surveys with repeated measures/subjects often presents as a threat to internal validity (Garson, 2009; Twisk, 2003). A "test of attrition-generated bias" was computed, using the earliest (most complete) data set at Time 1 to forward predict differential attrition at Time Point 3. Results indicated there was no statistically significant difference *(t* (211) = -0.27, *p* = 0.79) between the Time 3 Missing and Non-missing respondents for the key outcome variable *Distress*.

A similar result of non-significance was found for the second outcome *Resilience/Coherence* (COHER) (*t* (213) = 0.07, *p* = 0.944). Therefore, higher levels of Distress at Time 1 did not lead to higher proportions of low-resilience respondents dropping out. A separate analysis for each outcome, *Distress* and *Coherence,* is presented below.

<center>Results: Linear Mixed Model (QN)</center>

- *RQ4 How well can Distress (via the General Health Questionnaire-12) and Resilience (via the SOC-13) be predicted by demographic, personal resource or work condition variation?*

Distress (GHQ12)

The Null Model (Intercept Only). Garson (2009), a researcher in the field of LMM modelling, recommends initiating model testing with a *null model*, that is a "no predictor model," which stipulates (models) only a fixed effect Intercept (representing the grand mean of the outcome). It uses a *variance components (VC) assumption* for the LMM covariance matrix. This provides a baseline regarding explained variation, for the outcome measure as it has developed over time (Garson, 2009).

The author ran the SPSS V.16 Mixed Models routine to ascertain the goodness of fit for the *null* baseline model, predicting *Distress* per the recommendations of Tabachnick (Tabachnick & Fiddell, 2007). (In the tables shown, Distress is listed as *QHS_TOTAL* and *Resilience/Coherence* as *SOC*). This baseline model (model with no predictors) produced baseline estimates of between-groups variance to within-groups variance, and also served as a measure of the intraclass correlation. This correlation turned out to be 0.4998, indicating that there were large variations due to second level influences (groups, e.g. gender, education or work permanency) on the Outcome Variable.

An important variable by definition for longitudinal studies is Time, in this study labelled *Timepoint*. As recommended by Tabachnick and others (Tabachnick & Fiddell, 2007), a Null plus Time LMM was computed (Table 23. Null plus Time Model (VC): Distress). This shows individuals were differing for *Distress*. *Timepoint* by itself, however, did not show a direct fixed effect (t (94.917) $=$ -1.562, p $=$ 0.122) in this single level model. However, experts (Tabachnick & Fiddell, 2007; West et al., 2007) suggest a review of the same variable as a random effect to see if it modulates relationships as they become "nested" under other factors.

Employing such a review, an association of time via slopes and intercepts (group means of the outcome distress) was found. This is shown in Table 24. Null plus Time: Estimates of Slopes/Covariance: Distress. Here, time (development) is a significant factor shown as UN (1,1) for the intercept (mean) amongst individuals ($Z = 3.579$, $p < .0001$) and as a linear trend UN (2,2) varies with *Timepoint* ($Z = 2.546$, $p = .011$). There is an inverse relationship between the intercepts and the slopes of individuals ($Z = -2.704$, $p = .007$). The author, therefore, retained *Timepoint* as a relevant interesting factor for further analysis.

<center>[5-56]</center>

Fully Loaded Model (8 fixed factors). The full Life Facets model was based on more than 16 work/life factor variables that were found to impact worker *mental health and quality of life* outcomes. However, due to the small final numbers (*n*s) and the issue of intermittent data (see discussion above under *Missingness*), the LMM SPSS routine produced many convergence failures. Valid inference making could not occur for these runs. Therefore, the researcher resorted to reducing the relevant number of covariates to a number likely to enable convergence. With help from some Power Tables developed by Twisk (2003) the researcher determined he would need a subset of 8 variables to stabilise the LMM convergence algorithms (from the original16 predictors in the full Life Facets model). The covariates were chosen *a priori* on the basis of their relevance at capturing the essence of the Life Facets model; these covariates could still capture much of the basic structure of the Life Facets Model.

These reduced set variables (Appendix B: Life Facet Model—Key Variables) included *Demographic Precursors*, *Human Capital* (i.e., Marital Status, Gender, Number of Kids, Education Level), and *Work Situation* (Work Permanency, Contract Arrangement, Frequency of Multiple Jobs Held at Once, and Present Hours Satisfaction).

The two dependent variables were *Distress* and *Resilience*/*Coherence* (or Coherence for short). Also two interactions were tested: Timepoint by Marital Status and Timepoint by Work Permanency.

Initially, an *unstructured* variance model was used as recommended above (Tabachnick & Fiddell, 2007). This model produced a *-2REML* value (1483.292) higher than that produced by use of an *auto-regressive-1 (AR1)* model (-2REML=1467.056). Since smaller REML values indicate better statistical modelling the AR1 model was thereafter used.

Higher Order (Hierarchical) Groups. To assess the effects of higher order (nesting) factors the researcher attempted to model Marital Status, Higher Education and Gender as second-level factors. Attempts to model each of these failed to achieve a positive definite Hessian matrix, rendering the model estimation unstable, therefore vitiating valid conclusions. One solution for this is to treat such factors as fixed effects (Tabachnick & Fiddell, 2007, p. 834). When treated as such none of these factors showed a direct fixed effect so they were "demoted" back to first level factors and a LMM analysis run, as shown in Table 5 below.

Table 5.

AR Fixed Effects Model (Distress)

Type III Tests of Fixed Effects

Source	Numerator df	Denominator df	F	Sig.
Intercept	1	220.262	329.345	.000
Timepoint	2	222.358	2.087	.127
Marital Status	3	200.055	1.447	.230
Number of Children	5	131.678	4.176	.001
Highest Education	4	178.133	2.100	.083
Work Permanency	4	221.759	3.473	.009
Preferred Hours	1	230.958	2.618	.107
Contract Arrangment	2	230.052	.303	.739
Number of times mulitple jobs held	3	222.658	1.368	.253
Timepoint X Work Permanency	7	137.305	3.131	.004

a. Dependent Variable: Distress (GHQ-12 Score)

Table 5 above is a test of Fixed Effects for nine predictors of *Distress*. These predictors are classed as Level One Factors since they exist *a priori* at a *baseline or case* level (rather than at a higher *group level*). The AR1 Model overall shows two predictors with direct fixed effects, predicting Distress levels; these are *Number of Children* and *Work Permanency*. A third expected association for *Higher Education* was not significant (t (178) = 2.10, p = .083).

For the outcome of *Distress* (scored from 0 to 48, with 48 the highest) the following effects were found:

Non-significant

- Interactions with Time Point were tested (each separately) using predictors Marital Status, Gender, and Higher Education. None of these was found to be significant.

- Marital Status had no direct fixed effect, contrary to the findings of earlier life facet research (McKee-Ryan & Kinicki, 2002; McKee-Ryan et al., 2003a).

- Work Permanency did not distinguish amongst those employed. However, it did distinguish those self-employed from those employed by others.

Significant

- Across all workers, Distress rose as time progressed from Time 2 (October 2006) to Time 3 (January 2007).

- A significant interaction for Work Permanency and Time was uncovered. The first time point (July 2006) showed Permanent, Temporary, and the Self-employed to have differed in distress, with higher levels of distress for part-time and temporary workers. However with the passage of time from Timepoint 2 to Timepoint3, this difference minimised to being non-significant.
- The predictor Number of Children had a direct fixed effect in a bimodal fashion with the most distressing levels found for workers with "3" and "5 or more" children.
- The predictor Highest Education level showed a fixed effect difference between *Less than Year 10* versus *Ph.D.* education levels.
- Work Permanency (job security) distinguished two groups: *employed-by-others* showed *less* distress when compared to the *self-employed* (owners, managers and partners).

Table 22. Pairwise Comparisons: Work Permanency Status (in Appendix B), shows seven *post hoc* pairwise comparisons of means (at a familywise error rate = .007), which contrasted the most secure (*permanent full-timers*) vs. the least secure (*temporary part-timers*). It shows:

- Within the *temporaries group (part or full-time),* those *full-time* showed more distress than those working *part-time* (using $p = .027$).
- Workers' level of satisfaction with Preferred Hours had no effect on their Distress.
- Workers' type of Contract Arrangements (union contract, AWA/individually negotiated, or casual/informal) had no association with worker Distress.

Resilience/Coherence (SOC-13)

The same reduced variable set (still referred to as a Full Model) was used to analyse predictor effects on the outcome measure of Resilience/Coherence. These predictors were *Demographic* and *Human Capital* (i.e., Marital Status, Gender, Number of Kids, Education Level); and *Work Situation* (Work Permanency, Work Contract Arrangement, Frequency of Multiple Jobs Held at Once, and Present Hours Satisfaction).

SPSS Version 16 using an auto-regression assumption (AR1) produced a non-positive solution so an unstructured matrix was substituted for the AR1 assumption, as the fall-back method (Tabachnick & Fiddell, 2007). This model produced the Linear Mixed Model Estimates shown in Table 25. Null plus Time: Estimates of Fixed Effects: Coherence (see Appendix). This table shows the random effect Timepoint (UN (1,1)) to be significant (*Wald Z* = 4.778, $p < .0001$). Significance was also found for the variance of Timepoint slopes (UN (2,2)), and for the negative relationship of intercepts and slopes (UN (2,1)).

Higher Order (Hierarchical) Groups for Resilience. To assess the effects of higher order (nesting) factors, the researcher attempted to model variables such as Marital Status, Higher Education and Gender as second-level factors. Attempts to model these each failed to achieve a positive solution matrix. However, testing of the other fixed factors found one of them, Work Condition Permanency, provided a positive convergent solution. The resulting Fixed Effects Estimate table is shown below.

Table 6.

AR Fixed Effects Model (Coherence)

Type III Tests of Fixed Effects[a]

Source	Numerator df	Denominator df	F	Sig.
Intercept	1	201.401	351.917	.000
Timepoint	2	232.714	2.343	.098
Marital Status	3	211.157	2.229	.086
Number of Children	5	176.765	1.354	.244
Highest Education	4	200.121	1.415	.230
Work Permanency	4	167.788	3.276	.013
Preferred hours	1	125.003	1.741	.189
Contract Arrangement	2	240.597	1.595	.205
Number of times multiple jobs held	3	173.421	.176	.913
Timepoint X Work Permanency	7	88.669	2.885	.009

a. Dependent Variable: Coherence (Sense of Coherence-short form).

For the outcome of *Resilience/Coherence* (positively scored from 7 to 91, with 91 representing high resilience) the following predictor effects were found:

Non-significant

- Resilience/Coherence did not vary with Timepoint, for the whole group.
- None of the demographic variables (Marital Status, Gender, and Higher Education) predicted Resilience/Coherence.
- None of the work condition variables (Preferred Hours, Contract arrangement, or Number of Concurrent Jobs) predicted Resilience/Coherence.

Significant

- Work Permanency (job security) had a direct fixed effect in predicting Resilience/Coherence, with Resilience Coherence rising with rising levels of work permanency.
- Work Permanency interacted with Timepoint (time of year), meaning that the less permanent workers lost their Resilience/Coherence with their progression to Timepoint 2 (late October).

Discussion: Linear Mixed Model (QN)

A major aim of this study was to determine whether previously researched variables in the coping literature would predict Distress and Resilience. These previous variables included seasonal market conditions (e.g., unemployment rate, demand for workers), work identity (centrality of work), marital status, parenthood, age, education, human capital (skills and training), competing role demands, workplace wages, permanency of work, and sense of control at work. The Linear Mixed Modelling partly confirmed that these variables predicted Distress and Coherence/Resilience, as discussed below.

Regarding the respondents' *marital status*, previous research indicated that being in a couple relationship (marriage and de facto) acts as moderator (buffer), insulating a worker from distress (D. Dooley & Catalano, 1988; Eisenberg & Lazarsfeld, 1938; Feather, 1982, 1990; Wanberg, 1995).Marital status in this analysis, however, was found to not be a predictor (buffer) in this regard.

Regarding the three seasonal *time points* (July, October/November, January) the Time 2 mean-intercepts were higher than Time 3 mean-intercepts. This could be explained by the fact that Christmas holidays were approaching during Time 2, with children at home at this time, thus creating higher role demands and time pressures, and hence more distress. At this time, however, the Resilience/Coherence of the sample also rose as a whole.

The predictor *number of children* was significant, with more children leading to high distress, controlling other co-factors. This was in line with previous research (Boyd, 2002; A future employment policy for Australia," 2009; Lerner, 1986; Menaghan, 1997; Pocock, 1987, 2006) on the stresses involved in raising children, especially when both parents are working. In a recent path-analytic study searching for predictors of Life Satisfaction in Australian working men ($N = 215$), Weston, Qu, and Soriano (2002) found "three or more children" to be a significant predictor-pathway to Time Stress. Time Stress was negatively related to Relationship Wellbeing, which in turn was positively predictive of Life Satisfaction. The joint occurrence of multiple children and time stress led to lower life satisfaction. In this study, greatest distress levels were found for those with dependents of "3" or "5 or more." Thus, there was a curvilinear relationship between number of children and distress levels. Interestingly, Weston's Life Satisfaction index comprised elements, which overlap Resilience/Coherence used in this study. Life Satisfaction consisted of six self-report subscales: independence, opportunity to choose one's major life activities, the ability to manage problems, sense of purpose, individuation ("be the kind of person you want to be"), accomplishment of major goals, and quality of life "as a whole." Though no research shows Life Satisfaction to have predictive or concurrent validity to Resilience/Coherence, its face and content validity is high with respect to this type of measure.

Regarding predictor *higher education,* the analysis produced a significant statistical difference between only the widest margins: high school leavers (Year 10 or less) scored on average 5 units less than the most educated (Ph.D. or equivalent). This is in line with previous coping-with-job-change research; with this research also demonstrating that as one advances in education (high school diploma through to post-graduate) one is more buffered from the adverse impacts of underemployment and unemployment (McKee-Ryan, 2003b; McKee-Ryan et al., 2003a).

Regarding *work permanency*, those employed by others (regardless of duration and permanency) showed less distress compared to the self-employed, that is, owners, managers and partners of businesses. The worker's type of contract and their freedom within the labour market (their weekly hours worked and number of jobs worked) were found to be non-predictive in this three-time-point sample. This outcome contrasts with the findings of the many studies mentioned in Part I, Chapter 3—which indicated that one's permanency in the job, hours worked, and the number of jobs worked, is predictive of a worker's level of distress and sense of coherence (i.e., that they are able to make sense of events and cope with life's demands (e.g., work and parenting demands). Since these are overall fixed effects without higher order grouping variables, the research questions regarding the relative contributions of higher level groupings (e.g., geographic, socio-economic, and demographic), could not be answered.

Procedure: Case Cluster Analysis (QN)

The above analysis indicated the importance of several predictor variables. However, another purpose of this study was to answer the following research question:

RQ1 What is the nature of the Australian worker population studied? (Do sub-groups of respondents exist based on differing demographics and employment patterns?)

To answer this question, the SPSS (Version 16) was used to perform Two Step (2K) Cluster Analysis (Autoclustering). This analysis helps the researcher uncover natural groupings (or clusters) within a data set via discriminant distance analysis of the cases (respondents). In this approach, groups of cases, it is assumed, tend to cluster together on the basis of covariation of key factors and covariates. The method assumes normal distributions of continuous covariates. This requirement was met for the continuous variables (see below); and more recently the SPSS authors claim that the Two Step Cluster method is robust to violations of this assumption (SPSS, 2007).

Autoclustering. The first stage of the Two Step asks the researchers to input some trial variables. The researcher chose demographic, work condition, financial, and outcome related variables on the basis of the McKee-Ryan research and related coping-with-job-change literature. This selection was run through the First Step, which resulted in a table of 15 autoclusters for cases based on distance minimisation algorithms.

The First Step Categorical (discriminant) variables were: Age, Marital Status, Higher Education, Number of Jobs Held at Once, Work Permanency, and Contract Arrangements. The continuous discriminant variables trialled consisted of the GHQ12 Distress Level, Degree of Authority on the Job, Level of Pay, Weekly Hours of Work, Rated Financial Status, and Age (expressed as a log 10 transformation).

This autoclustering proved useful. The first four clusters were selected based on the BIC change statistic and while viewing the Chi-Square significance levels, to identify discriminating variables (those which minimise distance). Stage One Results based on Time Point 1 (N=275) are shown in the Table 27 Step Two of Cluster Analysis: Discriminating Factors. This table shows that four groups accounting for 22.5%, 26.9%, 21.5% and 29.1% of the cases formed and was the most parsimonious clustering.

For Step Two the discriminants (categorical variables) are shown in Table 28. Step Two of Cluster Analysis: Centroids (Continuous Variables) (see Appendix B). The centroids (discriminating continuous variables) are also shown, but lie beneath the discriminant tables. In order to summarise the results, Table 7. Discriminators (by cluster), is presented below. ("Discriminators" is the more general term for a variable that groups either variables or cases; as such it includes both discriminants and centroids).

Table 7.
Discriminators (by cluster)

Variable	Cluster I	Cluster II	Cluster III	Cluster IV
Number of Kids	One	None	Two or Three	None or One
Level of Pay (1 Very Adequate to 5 Very Inadequate)	Moderately Adequate 2.09	Slightly Adequate 2.57	Slightly Adequate 2.45	Moderately Adequate 2.38
Authority at Work (1 high to 5 low)	2.86	2.84	2.79	2.67
Weekly Work Hours	38	32	34	41
Financial Status (1 worst to 5 best)	3.13	2.76	2.90	3.35
Age	34.5	27.4	40.0	32.3
Higher Education	Ph.D. or equivalent	Year 11-12, TAFE, Bachelors	Bachelors, Honours, Masters	Year 11 through Masters
Distress (GHQ12) (higher score = more distress)	27.6	28.0	28.5	24.6

Results: Case Cluster Analysis (QN)

As shown in Table 7, Cluster I was composed of highly educated workers, engaged for a standard work-week (38 hours), with the second highest financial status mean ratings (3.13). These workers typically have one child and report the best level of pay (2.09). These workers are fairly evenly spread in their marital status, with a mix of single and married. They report the third highest distress level as measured by the GHQ12. For purposes of a typology these workers were classified as *Professional/Analyst Contractors.*

Cluster II was composed almost entirely of single young workers (a mean of 27.4 years). They are engaged for, on average, 32 hours per week; this is less than the Australian benchmark average of 35 hours as constituting full time employment; therefore, these workers being below the benchmark, are likely to be intermittently or underemployed. This is a finding supported by their ratings for Level of Pay as only slightly adequate (2.57), and their Financial Status being the lowest (2.76). They are tied with Cluster I workers for feeling the least authority at work. They are tied with Cluster III workers in level of distress. These workers were classified as *Early Entry/Contingent Workers.*

Cluster III was composed of the older married workers (mean age of 40 years) whose weekly workload averaged 34 hours, just under the national benchmark of 35 years. Perhaps because of their lower than full time weekly hours and a lower-than-desired career positioning, they ranked themselves third in terms of adequacy of pay. This cluster is loaded with those holding advanced degrees (Bachelors through to Masters), making these workers the second highest educated. Finally, with two or more children, they are very similar to Cluster II workers in terms of Distress. These workers were classified as *Mid-Career Family Balancing Workers.*

Cluster IV was composed of workers in their early 30's with either few or no children. They are similar to Cluster I in that they are spread amongst married, single and divorced respondents. Of all the four groups they work the longest hours (41) and have the most authority at work (2.67). They are distinguished by having the highest overall financial status welfare (3.35). This group comprises a wide variety of educational attainments from Year 11 through to Masters Degree holders. Similar to those in Cluster I, these participants reported they have a moderately adequate level of pay. Cluster IV workers have the *lowest* distress score (24.6) of the four clusters. They merited the category label of *Mid-Career, Childless, Secure Workers*.

Discussion: Case Cluster Analysis (QN)

The four groups (clusters) reported above could be distinguished on the basis of a statistical algorithm, the Two Step Cluster Analysis (SPSS, 2007). This algorithm can use both factorial and scaled variables (inputs) to help separate groups as an output. In the present study, both objective factors (total average weekly hours worked, education, and age) and inter-subjective factors (degree of authority/control, perceived pay adequacy, perceived financial status) were used as inputs.

As mentioned above under *Results: Analysis by Case (QN),* there were sufficient cases to discriminate between four different groups: *Professional/Analyst Contractors, Early Entry/Contingent Workers, Mid-Career Family Balancing Workers,* and *Mid-Career Upwardly Mobile Workers*. It is interesting to compare these distinctions to the literature on groups that can be distinguished in regards to work structures and labour market positioning.

The earlier-cited literature review by Kalleberg (2000) is instructive. Kalleberg's review of employment research within psychology, economics and sociology found that job loss and employment research converged via a series of polarities regarding the structure of work in western countries. Kalleberg characterised the first polarity as that which distinguishes *full time versus part-time* paid work. The second distinction delineates between well paying *primary market (high qualification/high demand) work* and lower paying *secondary market (low qualification/low demand) work*. The third distinction Kalleberg found, is among *casual* (*contingent*), *fixed-term (contract)*, and *permanent* work. (For this thesis discussion, any employment contracted for three or more years and protected by unfair dismissal laws is defined as *permanent.*)

Kalleberg (2000) stresses that these bifurcations are not mutually exclusive. For example, one could be a part-time, high-paid, casual worker; or a full-time, low-paid, fixed-term employee. The four clusters found in this set of results could be predicted to occur from Kalleberg's scheme.

In addition, there is a career-development interpretation to these results. As one leading career development researcher (Savickas, 2000) points out, workers over their life spans tend to evolve in their placements; they tend to travel along *career trajectories*, e.g., progressions from low-paid, part-time casual jobs (say as teenagers) through to higher paid fixed contract jobs, and then on to permanent jobs (as middle aged and older adults).

Finally, there exists a class-based, sociological approach that has been applied to worker populations that change over time. Pusey (2003), using focus group sessions over one year, asked participants to think back and then timeline job and income events first over the last year and then over the past 30 years. In such a focus-group setting, respondents described how such events related to government economic legislative reform from 1973-2000 (i.e., deregulation of the Australian

dollar, shift to free markets, privatisation of banks and other institutions, removal of import barriers, reduction of union bargaining influence in the workplace). Pusey discovered that his participants (again on the basis of demographic and inter-subjective responses) would cluster into four quadrants. These are shown below in Table 8. Attitudes toward Economic Reforms (Pusey, 2003). Pusey's work described these as: working class respondents reconciled (at peace) with the reforms (*Survivors*), working class respondents not reconciled with such reforms and hence angry (*Battlers/Hansonites*), middle class respondents reconciled (*Globalised North Shore [Sydney] People*) and middle class respondents not reconciled (*Improvers [Angry Activists]*).

Table 8.

Attitudes toward Economic Reforms (Pusey, 2003)

Attitudes to reform	"Working Class"	"Middle Class"
"Reconciled"	1. Survivors	3. Globalised North Shore People
"Unreconciled (and angry)"	2. Battlers & Hansonites	4. Improvers

Note: Pusey, 2003, p.58

In the present analysis these same class-based psychographic distinctions at this point, did not emerge because Phase QL methods—which ask open-ended *why* and *how* questions that elaborate on inter-subjective interpretations—are not examined. These are groupings based on working conditions, especially permanency. In fact two clusters can be seen as oriented to contingency work: *Professional/Analyst Contractors* and *Early-Entry Contingent Workers*. The latter group tend to be *casual workers* (lower paid, on call, few rights regarding benefits and dismissal) and the former tend to be *fixed-term contractors* (higher paid, with some basic benefits, and often granted higher hourly wages than permanent staff).

Taken together Clusters II, III, and IV seem to describe an evolution of a cohort of workers as shown in Table 5 below. This is based on the earlier work of researchers such as Handy (1984), Savickas (2000), Brown (1984). Not surprisingly it is a model that describes how clusters form as workers progress through various life stages: when workers decide to marry and start families (or not start families): early entry workers (Cluster II) eventually start families (and struggle in Cluster III), or have no or very few children and enter the strata of Cluster IV, Mature Career workers with Long Hours. Cluster I (the professional analysts) seem to be a more recent phenomena; the possible evolution of this strata is discussed later under *General Discussion*.
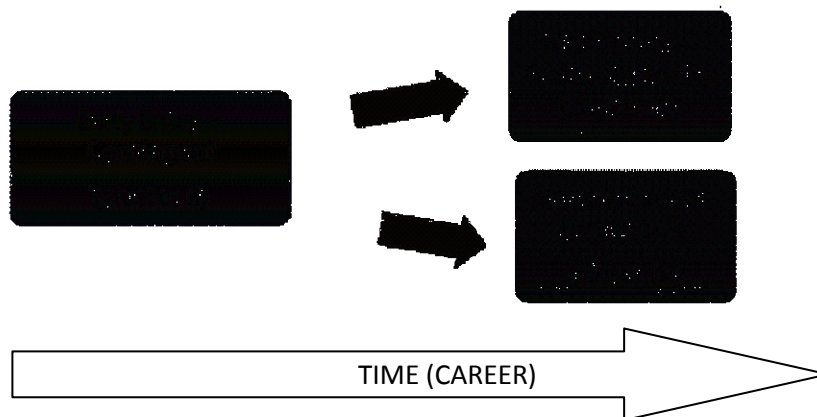
Figure 5.

How Clusters Form into Careers

Procedure: National Survey Analysis (QN)

As earlier outlined, the national survey sample was a collection of 257 questionnaires analysed in SPSS after being collected by email. This produced an overall profile of the thesis discontinuous work (DW) sample at Time One. Descriptive statistics (for the major demographics only) are detailed in Appendix H: Profiles: Kelly National Survey vs. Thesis (DW) . The Time One sample outcomes on Distress and Quality of Life were tested by ANOVA and were found to be statistically equivalent to the outcome levels for the samples at Time Two and Time Three; therefore Time One descriptive statistics are taken as representative of the other two time points.

Results: National Survey Analysis (QN)

The investigator using the resulting SPSS descriptives, found this to be a fair overall profile for the total national sample of respondents at Time One. This is presented below:

Summary: National Sample: Discontinuous Worker (DW) Survey

- The DW survey Time 1 respondents ranged in *Age* from 15-64 years with representation (*Ns* averaging 75) at all age levels except for those less than 20 years of age (N=7).
- The sample was mostly *Female* (61.4%) and showed a skew toward the highly educated (21.9% had either Master's or Ph.D. qualifications).
- Respondents were evenly split between being *Married* and being *Single (not engaged)* at 42.8 and 44.2 percent, respectively.
- Respondents' *Employment by Industry* (occupational industry) was within Business Services (at 28.7%, which includes e.g., Accountants, Bookkeepers, Marketing, Recruitment); Retail (11%); Financial/Legal Services including paralegals and financial analysts/brokers (9.6%), and Education (8.9%).
- Under-sampled occupations included trades people, labourers, transport workers, travel industry personnel, the self-employed, and managing directors and sole owners of companies.
- 'Inadequacy in benefits' was reported for *Level of Pay* (39%), *Sick Leave* (20%), *and Professional Development* (38%).
- Hours worked per week was bi-modal at 38 hours (20.7%) and 40 hours (18%).
- A large number of workers worked more than 40 hours per week (16%).
- In terms of workplace experiences (job milieus), 20.9% report facing *Extreme demands (stressful)* on their jobs vs. 13.7 *(Few demands)* and 2.2% *(No demands).*
- A large number were not satisfied or not at all satisfied with weekly work hours (37.4%).
- Regarding fair pay, 14.4 % reported their *Level of Pay* as *Very inadequate*, 24.3% as *Slightly adequate*, 37.4% as *Mostly adequate*, and 19.4% as *Very adequate.*

Table 9, Ratings (percents) of Job Benefits (Time 1, n=276), shows how respondents felt toward their job benefits.

Table 9.

Ratings (percents) of Job Benefits (Time 1, n=276)

Benefit	Very Adequate	Mod. Adequate	Slightly Adequate	Very Inadequate	**Missing in Contract**
Level of Pay	19.4	37.4	24.3	14.4	**1.4**
Sick Leave	25.1	25.6	11.4	8.2	**23.7**
Penalty Rates	12.5	18.1	11.1	13.4	**32.4**
Public Holiday	29.8	25.7	9.2	6.4	**22.5**
Annual Leave	25.1	25.6	9.8	5.6	**27.4**
Mileage Allow.	7.9	7.9	8.4	9.8	**36.9**
Profess Develop.	12.4	21.1	22.0	16.5	**21.1**
Maternity Leave	10.7	9.8	7.0	19.3	**27.1**

Discussion: National Survey Analysis (QN)

The survey analysis summary indicates a sampling that is skewed toward those who are highly educated, working within city and suburban workplaces.

A profile of benefits shows on average that 20-30% of contracts lack one or more benefits. Excluding the Mileage Allowance (because most employees are not required to perform work with their vehicle) the most lacking benefit was for Overtime Penalty Rates, followed by Annual Leave, Maternity Leave, Sick Leave, and Public Holidays. Overall one-quarter to one-third of contracts were deficient in one or more benefits. About 75% of the time four or more benefits, were lacking at the same time. These missing benefits have now become the focus in current worker complaints and have since moved centre stage in the public policy debates about work and family ("Australians Working...", 2009; A future employment policy for Australia," 2009; Pocock, 1987).

The relative salience (importance) of the adequacy of each benefit to the respondents is shown. For those that rated benefits as *Very Inadequate*, Professional Development is ranked first, followed by Level of Pay, Penalty Rates (shift and weekend), Maternity Leave and Public Holiday. When they are granted them, respondents seem *most satisfied* with Public Holiday, Annual Leave and Sick Leave provisions (in the *Very Adequate* column at 29.8 %, 25.1%, and 25.1%). Other studies of Australian workers confirm that once the most basic hygienic (manifest) needs (e.g., annual/holiday leave, sick leave) are met, Australians then place growth (latent) needs like Professional Development and Maternity Leave at the top of the list of "needs to be met" ("Australians Working...", 2009).

Procedure: Group Differences (QN)

Within the survey, groups were formed on the basis of whether workers were Permanent or Non-permanent, and whether they were Full or Part-time (more than 22.5 hours weekly). T-tests were run to see if Work Condition Permanency had a bearing on either Distress or Coherence/Resilience. A similar analysis via means comparison t-tests were run for Weekly Work Hours. Group differences were also explored regarding the various forms of employer-employee contracts. Of particular interest were differences for those working concurrent jobs in a single fortnight.

Finally, group differences were also explored for any developmental change (trends) over the nine-month period for both outcome measures of distress and coherence/resilience. An overall trend graph was first generated, which was followed by separate "break-out" trend graphs, one for each Season (Time Points 1, 2, and 3). This was done to tease out where underlying differences might be, which are not discernible in the overall graph for nine months.

[5-71]

Results: Group Differences

Results across all three time points are provided in Table 10, Group Means Tests on Work Condition/Work Hours.

Table 10.

Group Means Tests on Work Condition/Work Hours

Work Condition (Permanency)	N	M (SD)	df	t	p-value
Permanent	172	15.27 (6.61)			
Temporary	133	16.93 (6.53)			
Distress			303	-2.18	.03*
Permanent	174	55.51 (9.97)			
Temporary	138	53.84 (10.93)			
Coherence/Resilience			311	1.41	.15
Work Hours (Weekly)					
Full time hours	221	15.88 (6.64)			
Part time hours	77	16.16 (6.41)			
Distress			296	-.314	.75
Full time hours	230	54.88 (10.30)			
Part time hours	75	54.36 (10.11)			
Coherence/Resilience			303	1.00	.31

Group differences for the distribution of the various forms of contracts for employees working several concurrent jobs are presented below:

Table 11.

Contract Type (Permanency) and Multiple Jobs

Contract Type	Occurrences	"Yes" to: "multiple jobs in the same fortnight?"	"Yes" %
1. AWA	43	6	13.9
2. Casual/Verbal	53	22	41.5
3. Enterprise Bargaining	19	2	10.5
4. Individual	18	4	22.2
5. Unknown/Ad hoc	31	23	74.2
6. Union Award	16	5	31.2
Missing	52	-	

Analysis by Chi-square ($\chi2\ (5)\ =\ 43.81$, $p\ =\ 0.0001$) demonstrated that a significant association existed between type of award and the frequency working of multiple job fortnights. The above table shows that the most frequent association of multiple job fortnights is with either Unknown/Ad hoc Contracts (74.2 % answering Yes) and Casual/Verbal Contracts (41.5% answering Yes). The Percentage working such multiple job fortnights drops with Union Awards, Individual Contracts, and Australian Workplace Agreements. It seems therefore that as the contract becomes more vague or undefined, the amount of employee "moonlighting" increases.

The nine-month trend for the outcome variable *distress* for all survey respondents across all Time Points is presented below. This shows that those who are Permanent employees (on fixed contracts of 1 year or more) differ from Temporaries who, in turn, differ from Business Owners/Self Employed.
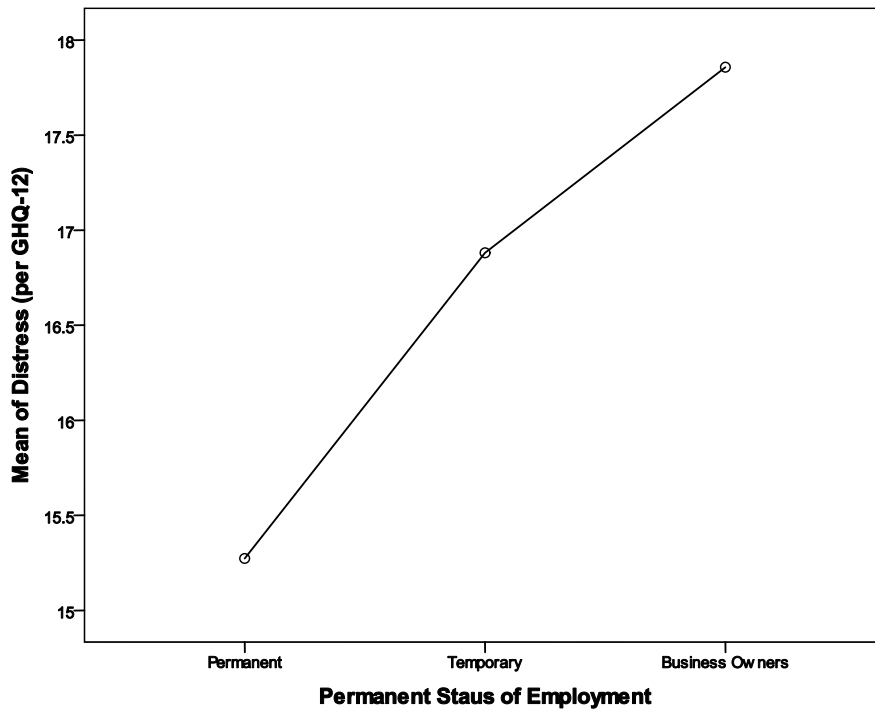
Figure 6.

Overall Trend in Distress (national sample)

Note: Mean distress score (GHQ-12) is calculated across all three periods, N=382

A one-way ANOVA for differences among the three groups produced $F(2,106) = 2.45$, $p = .088$. While this is not significant in terms of an alpha error set at 0.05, the results from the LMM show that significant differences exist among the three groups. The LMM results give a rank ordering similar to this graph, with Business Owners the most distressed, followed by Temporaries and then Permanents. When the total trend is broken down into separate seasonal graphs (July, October, and January of following year, see below), the Business Owners were the primary reason for the overall upward trend in distress over the three time points (see below).

Time Point: Jul 2006
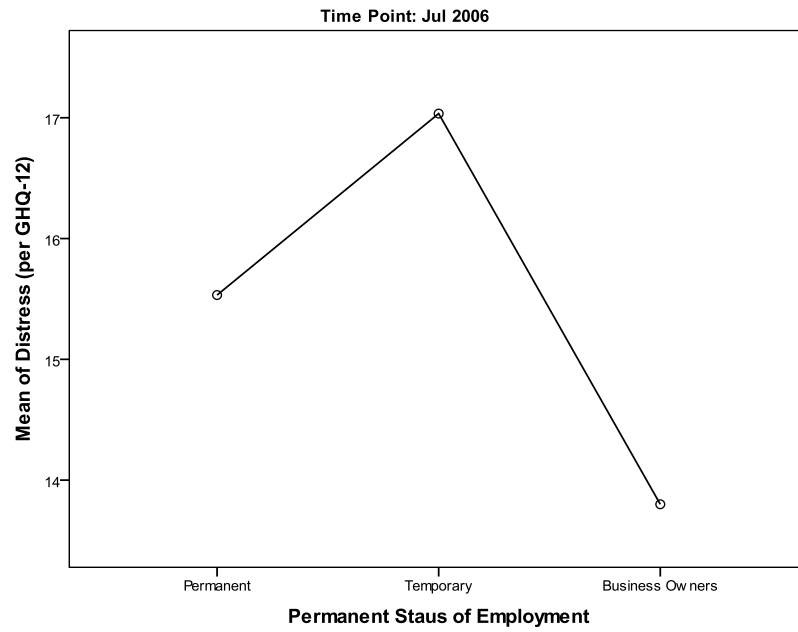
Figure 7.

Overall Trend in Distress (national sample at T1)

Time Point: Oct 2006
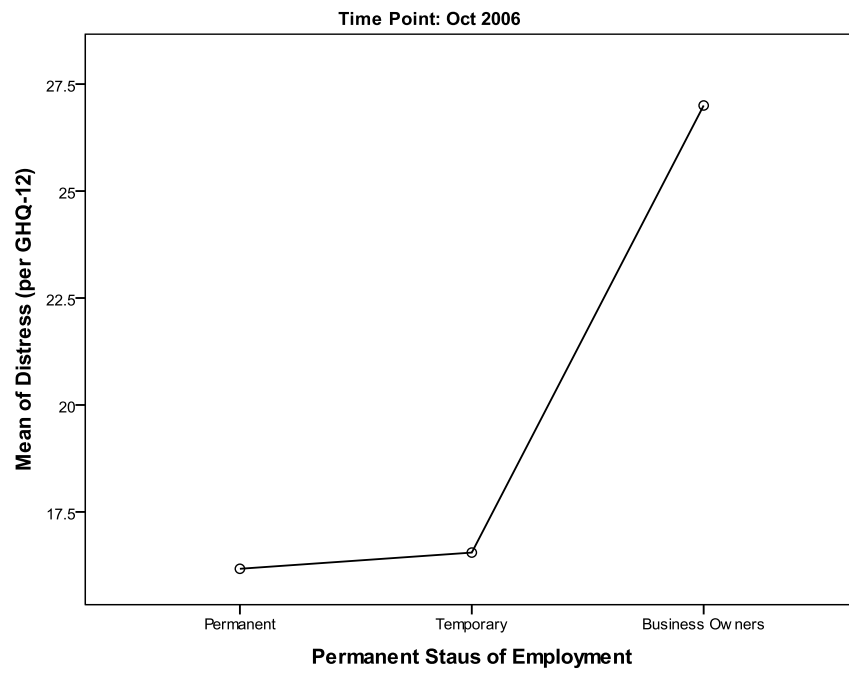
Figure 8.

Overall Trend in Distress (national sample at T2)
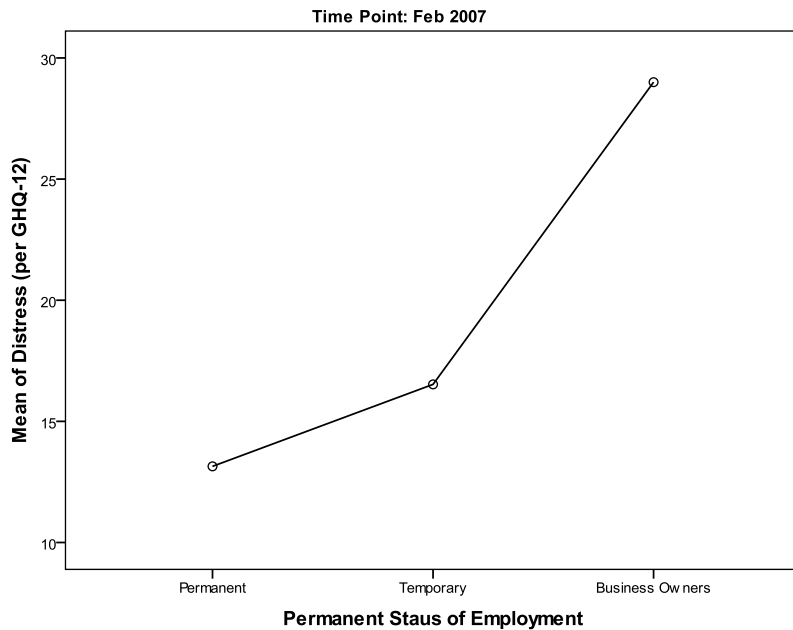
Figure 9.

Overall Trend in Distress (national sample at T3)

   Note: Permanent (N=116), Temporary (N=95), Business Owner (N=8)

Discussion: Group Differences

Permanency and Distress. The results just above from Figure 9 suggest that across the nine months the three worker groups differed in distress due to an interaction of Work Condition Permanency with Timepoint. In Figure 9 moving from left to right means more permanency vs. less permanency. Though in winter and early summer seasons business owners had very low distress this rose dramatically with the arrival of the December-February holiday period (late summer). However comparing the permanents vs. the temporary workers, it is seen that the temporary group had more distress across all three time points (average increase of 2 GHQ points, over the permanents).

Permanency & Coherence/Resilience. It was anticipated that the permanent worker group would show more Coherence/Resilience than the less permanent (temporary and owner-manager) groups. Results here were mixed. While no statistically significant difference was found in the Group Means Test (Table 10), such a difference was indeed found in the test (predictive loading) of Permanency for Coherence/Resilience in the Linear Mixed Model test (Table 6). This is likely

due to the ability of the LMM to reduce the impact of randomly missing data and thus increase power (Tabachnick, 2007).

   Contract Types and Multiple Jobs. Data from Table 11 also demonstrated that as Contract arrangements became less explicit and less defined (or unknown), the amount of employee "moonlighting" (bouts of discontinuous work) increased.

   Distress and Contract Arrangements. Hypothesis 1 (an association between Contract Arrangements and worker Distress was confirmed: Table 10 showed that the most frequent association of multiple job fortnights is with either Unknown/Ad hoc Contracts (74.2 % answering Yes) and Casual/Verbal Contracts (41.5% answering Yes). The percentage working such multiple job fortnights drops with those managed under Union Awards, Individual Contracts, and Australian Workplace Agreements. It seems therefore that as a contract becomes more vague or undefined, the amount of employee "moonlighting" increases. This increase may be due to the setting of an explicit written agreements, which increases commitment and which is later hard to deny. Therefore the explicitness and unionisation of Contract Arrangement tends to be associated with reduced Worker Distress.

Summary (Phase QN)

   Phase QN of this thesis was composed of a national survey ("the DW Survey") given at three time points. This survey focused on differences among various groupings of workers as to their job-related Work Permanency. Workers did not seem to differ in their Distress or Resilience according to whether their worked part time or full time hours. The majority of predictors (Timepoint, Marital Status, Hours Preference, Contract Type, or Multiple Job Commitments) failed to predict distress and/or resilience. However three predictors did demonstrate an influence:

   For the predictor W*ork Permanency* (job security), Temporary Workers showed more distress over the nine-month survey period compared to the Permanent Workers, in line with previous job change research findings. However the Self-employed (owners, managers and partners of businesses) showed even greater overall distress than these-former groups, with maximum distress experienced by this third group during the winter period (Time Point 3).

   The predictor *higher education* was found to distinguish between high school leavers (Year 10 or less) and the most educated (M.A./Ph.D. or equivalent), with intermediate levels showing a trend towards more education being associated with less distress. This is in line with previous research. The predictor *number of children* was significant in a curvilinear fashion, with having three children leading to highest distress, controlling for other co-factors. This is in line with previous research.

A case cluster analysis using demographic and psychological variables produced four different psychographic groups: *Professional/Analyst Contractors, Early Entry Contingent Workers, Mid-Career Family Balancing Workers,* and *Mid-Career Upwardly Mobile Workers*. The Case Cluster analysis was relevant here. This analysis described a certain subgroup of workers (Cluster III) as the subgroup likely to be the most distressed. The distinguishing factors in this group were average age (mean of 40), the presence of 2-3 children, and being financially "stretched" by what members felt was a lower pay status. . This finding corroborates the earlier work mentioned in Chapters 1 and 2, particularly the work of (Pocock, 1987, 2006; Pusey, 2003), both of whom have described this group as the "Sandwich Generation."

The DW Survey Summary indicates a sample that is mostly white-collar, highly educated, city-based, and non-disabled. The sample was composed of 43% temporary vs. 57% permanent workers; and 74% full-time vs. 26% part-time workers. A profile of benefits shows on average that 20-30% of contracts lack one or more benefits. No direct relationship was found between Permanency status and working multiple jobs at once. However, a strong relationship was found between the type of award (contract arrangement) and the frequency of multiple job fortnights.

Regarding group differences over time, results showed that Permanents and Temporaries began the study with lower Distress than Business Owners in the first six months of the study. However by Time Point 3 Work Condition Permanency interacted with Timepoint to show Business Owners becoming the most distressed groups. Distress levels for the other groups remained the same, or in the case of Temporary Full Timers, distress levels dropped. Over the three time periods Permanent employees experienced less *distress* than their Temporary/Casual counterparts. It was anticipated that Temporary/Casual workers would also differ on Coherence/Resilience from the other groups, but no such difference was found. This is explored further in Chapter 8.

Chapter 6 Phase QL: National Texts & Local Interviews

Overview

This study sought to understand time and role conflicts for workers in order to uncover the meanings which workers would attribute to conflicts. Such time and role issues were found to be important in the quality of workers' work-life interactions (per Chapters 1-3). To further explore these issues, the investigator decided to use some national survey questions, qualitatively, as *indirectly worded* open-ended questions. It was hoped that by appearing in the form of a hypothetical scenario, open-ended questions would help unravel deeper meanings that respondents harboured, for example, with respect to perceived duties to others, priorities, goals, life projects, and frustrations and feelings around juggling multiple commitments. As previously mentioned, starting in the late 1980's commentators had raised the issue of juggling work and family. The debate has vacillated between the benefits and costs of work overload, "dual career earners and childcare," "latch-key kids," "stay-at-home dads," and so on, but often reduced to headline tags with the frequently undefined term "work-life balance." Even today 20 years on, the issues of work vs. family vs. community time management, and work-life balance remain hot topics in the popular press, company board-rooms, and social scientific circles.

Materials: National Survey

As mentioned in the preceding chapter, when participants answered the 'Discontinuous Work Online Survey', they completed three groups of questionnaire *sets*, referred to as SET DEMO, SET QSTRAY and SET APPRAISE. It was this second set, SET QSTRAY, which comprised the indirect questions. These questions yielded the underlying meanings (impacts) of time and role conflicts for the respondents of the national sample of 232 respondents.

The first question of SET QSTRAY asked respondents to "think back over the last three months" and "describe a key work/life conflict or situation." Respondents were asked to outline the conflict or situation, stating how they resolved it and with what resources. The first question of SET APPRAISE asked respondents, "How serious a threat was this [work-life issue] to your health?" and "Looking back did the situation impart a lesson, or strengthen you, in some way?" A final question asked respondents to "Please name up to three Goals that would likely improve your quality of life, if you had a magic wand to achieve them in the next year. (e.g., 'buy a new house', 'start a new job', 'have a child', 'get over a loss', etc.)."

Procedure: National Survey

All responses were coded as "tree nodes" (into categories). At times marginal notes were made and at less frequent times, 50 to 200 words memoranda were compiled per the grounded theory methods recommended by several thematic analysis experts, including Richardson (2001), Goodrick (2009), and one of the originators, B. Glaser (1992). With the qualitative software tool NVIVO8, the investigator used "advanced coding queries" to spot patterns and associations within coded elements of the questionnaire item sets DEMO, QSTRAY, and APPRAISE. This approach would help answer two of the research questions:

- *RQ3 What meanings will respondents give to shifts into and out of discontinuous employment?*
- *RQ4 How well can Distress...be predicted by demographic, personal resource, or work condition variation?*

SET QSTRAY results follow below for the national sample. Results were generated in order by the NIVO8 content analysis program, via queries on various research questions (e.g., which age group express which Work/Life conflicts?). Some open texts were coded using the program NVIVO8. The investigator scanned these raw transcripts for obvious overarching work/life themes. This resulted in the following lifespan cohort work-life patterns, grouped by cohort.

Results: National Survey

(Complaints/issues are listed in decreasing order of frequency)

Early Career Male Workers (16-29 yrs): complaints about inconveniences of shift work; the forced trade-offs between work and study; and having to work weekends.

Mid-life Male Workers (30-46 yrs): having to work long hours; travel far from home either for commuting or for business trips; having to meet deadlines; missing school events for their children; and the pressures of learning a new job.

Late Career Male Worker (46 yrs onwards): issues about unsociable hours (e.g., late or early a.m. hours); being available without adequate employer notice; harassment by management; working two jobs at once; reluctance to take sick leave; and worries about too few hours while setting up as a sole trader.

Early Career Female Workers (16-29 yrs): time conflicts between work and university or TAFE study; conflicts with personal time or exercise; time pressures to transport children from/to school; pressures to work unsocial hours e.g., late or early morning hours; forced overtime or pressure to stay beyond closing; unpaid wages for extra time at work; and remaining conflicts/challenges (32% of responses): unfair or poor rostering, pressures to moonlight on second

job, lack of on-site training, pressure to take days off sick and lose income, feeling coerced/required to work Sundays/Holidays.

Mid-Life Female Workers (30-45 yrs): personal time-off denied; time conflicts between home and work; time conflicts between work and child or parent's health; financial strain due to low or inadequate wage; worker required to do overtime hours; working two or more jobs; having to forego medical appointments to honour work commitments; little or no access to required training at work; employer support for flexible hours; remaining conflicts/challenges (15% of responses): problems of being a single mother, temporaries having lesser status, conflicts with work and time to study, stress related to being owner of small business, and bullying in the workplace.

Late Career Female Workers (46 yrs onwards): time conflicts (with home life or with childcare); incompetent or unfair managers; and remaining challenges (48% of responses): unfair dismissal, non -family friendly rostering, unpaid overtime, denial of personal time off, and work task overload. For 15% of the respondents no work-life conflict was reported.

As described above under Procedure, the investigator ran the NVIVO8 advanced coding query routine to find out whether two previously identified work conditions (contract arrangements, work condition permanency) might be associated with respondents' complaints about 'family time commitment conflict" or "time scarcity." It was found that the type of contractual arrangements did have such an association; with those contracts that were informal, word-of-mouth, or unknown (not under a collective award), associated with the most complaints of *time scarcity* ($\chi2\ (3)\ =\ 10.34$, $p = .025$) and conflicts with *family commitments* ($\chi2\ (3) = 21.50$, $p = .001$). The degree of permanency also had an association with both time scarcity ($\chi2\ (4)\ =\ 8.15$, $p = .10$) and family commitments ($\chi2\ (4)\ =\ 10.52$, $p = .05$).

The results of this analysis were that coping goals seem to be very practical (earning enough money for a house, car, vacation), while coping actions seem to be about "positioning," that is, manoeuvring oneself into being evaluated well at work or in meeting deadlines (35% of responses, the largest single category). Another key outcome was finding respondents had "reflection time-outs," periods where one could reflect on what one has achieved across several life goals. Reaching such time-outs seemed to be more and more difficult. A third finding was that failing to fulfil one's promises to others, was a recurring burden.

Procedure: Thematic Analysis of Local Interviews (QL)

Research Question 3 (RQ3) was: "What meanings will respondents give to shifts into and out of discontinuous employment?" To answer this question, an in-depth (qualitative) approach was needed. Therefore, a Thematic Data Analysis combined with a Case Study approach was undertaken.

Participants (Maximum Variation)

As with the Quantitative Approach, the study design was based on three data collection time points (starting June 2006 through to the end of February 2007, nine months). However, the purpose in Phase QL was to sample a small group and "delve more deeply" into their perceived experience of discontinuities in work and life. Thus, the investigator strove to obtain a *purposeful* but not statistically representative sample (Lincoln & Guba, 1985). Maximum variation sampling was performed within this purposeful sampling. This meant choosing nine respondents who would represent a maximum variation in the demography (age, education, and gender), labour market histories, and their current stages of life. About 20 participants comprised this variation, so a final nine were chosen in order to maximise respondent ethnicity: an East European, two Asians, and one Mexican were chosen to complement five Anglo-Celtic Australians.

Procedure

The procedure was first to obtain informed consent using the same form used for the National Survey (see Appendix A). Then the researcher telephoned each of the nine pre-selected respondents and interviewed them using a semi-structured set of interview questions. These questions were exactly the same as those labelled QSTRAY in the National Survey sample. The researcher used up to three prompts ("tell me more," "what then happened," "what was the impact on our health or wellbeing") to explore in more depth the lived experience believed to be inherent in the QSTRAY answers.

Analysis (Thematic)

Thematic analysis was adapted from the approach described by qualitative research expert Dr. Delwyn Goodrick (2009). This type of analysis relies on the paradigm of *constructivism* (see discussion in earlier chapters on objective vs. inter-subjective). While the use of thematic analysis is usually undertaken in a qualitative manner (text searches and queried finds), this study takes advantage of the use of NVIVO8 routines to do more complex relationship searches. The investigator then attempted to perform an *integration* of the *Quantitative* with the *Qualitative* results using NVIVO8.

The author applied the Life Facets Coping Model (Figure 3, page 30) to the narratives in order to understand the opportunities and blocks, which each respondent faced in their reported work/life situation. In this exercise, the seven McKee-Ryan life domains were mapped against each individual's challenges across eight individuals. Four of these cases were then chosen (featured) for a more in-depth look. This resulted in Life Facet Summaries for each of the four-featured cases.

All data was collected via retrospective recall of the last three months, using semi-structured interview protocols. The interviews protocol consisted of the same set of six questions for all nine respondents. These were:

On occasion, some question prompts were used to avoid "leading the witness" and creating demand characteristics ("Experimenter's bias", 2009). Where denial or irony was detected, clarification was sought at the end of each session. (See below Table 12. Life Facet Terms.)

Validation

Member checking is a technique that meets a need among qualitative researchers for a validity beyond that of the positivist tradition, a validity which often is defined as "trustworthiness" or "authenticity" (Lincoln & Guba, 1985). This involves a collaborative approach where design, collection, interpretation, and sometimes write-up of the research are shared. In this study however, only interpretations were shared due to reasons of limited time and to avoid human ethics concerns against over-contacting respondents.

After extensive item, topic and theme coding, the researcher generated summaries of his impressions and interpretations, which were sent by email to the respondents with instructions to "[P]lease give general comment via return email of the enclosed Case Interpretation Summaries" and "[also] please indicate corrections in each paragraph for factual error by using red text." The researcher sent his Summaries out to eight of the nine respondents (the ninth coded as "DAR" being deemed mentally unwell); this generated eight member checks (member validations).

In the following *Case Study Narratives,* the author audio-recorded respondent interviews, transcribed the interviews, and formatted them into code-able text narratives. The few missing or incomprehensible transcribed statements were completed on the basis of sentence context, the prior discussion up to that point, and prior knowledge of the respondent's earlier demographics and story line. An average of eight such insertions per uncoded transcript were made.

Life Facets Engaged and Threatened

As mentioned above, at the end of each T3 interview summary, a *Life Facets Issues Summary* is provided in a list box. Each box gives a list of the major issues the respondent faced over the course of T1 through T3 (their trajectory). Each box situates for individual respondents, the primary issue they had to deal with over the course of the three time points. At the end of each list is the number of life facets engaged over the whole of times 1 through 3, which can be taken as an indicator of *work-life load* or *life-engagement*. This is followed by a "score" (count) of how many

facets were seriously threatened at the end of the study at Time 3. The judgement of seriousness was made on the basis of the respondent's language and emotion, the context they framed it in (as a problem vs. just a casual event), and the meanings the respondent invested in the issue. This score is an indicator of *overall work-life strain (role-by-issue overload)* for the respondent. The Life Facets Model framework that was applied is shown in textual form in Table 12, Life Facet Terms.

Table 12.

Life Facet Terms

Life Facet Term (McKee-Ryan et al)	Meaning	Terms for QN and QL Analyses
Work Identification of Respondent (R)	How central is paid work to R's *sense of self* (identity)? What is R's *satisfaction* with current job?	Work Role Identification Job Satisfaction (current job)
Resources for Coping	What are R's Personal, Social and Financial Resources?	R's Social Intelligence (as gleaned from Narratives with Researcher). Financial Status (self report; "doing very poorly" → "doing very well"). Presence/Level of Work/life Conflict "that threatens your health" (scale item, multiple item response, and critical incident text response).
Demographics	Age, Gender, Education Level, Number of Children, Country of Origin, etc.	Same terms as to the left.
Working Conditions	The employment terms and conditions (objective facts) and also the permanency of the worker (intersubjective self-report)?	Contract Type (Union, AWA, Casual). Work Condition Permanency. Pay Level in Current Job. Weekly Work Hours Now Worked. Preferred Weekly Work Hours. Leave Entitlements in Current Job. Authority Level (at work). Work Demand Level (at work). Number of times Multiple Jobs held at once in same fortnight. Items ticked for number of roles conflicting with paid work (across 13 life role domains).
Coping Efficacy	R's Financial Status (ability to cope financially)	Rating of financial status ("coping financially" over last three months)
Alignment (Goals to Coping Actions)	Does R choose effective and/or efficient strategies for coping with work/life conflicts or issues?	Interpretations (summaries) generated by researcher from transcripts (QL analysis). Includes judgment of whether R demonstrated self-awareness, optimism, and social intelligence. Informal assessment of personality style or mental health symptomatology.
Outcomes of Subjective Well Being	What are respondent's levels of anxiety and depression (*distress*)?	General Health Questionnaire 12 (GHQ12)
	Does R *approach life* show *resilience* (resistance to setback, despondency)?	Sense of Coherence Scale (SOC-13) -Adapted

Narrative data was analysed also with respect to the earlier reviewed Coping-with-Job-Loss models (see Introduction and Literature Review). The author wanted to test whether worker adaptation to work and life facet challenges would be best described within the various models: Deprivation, Staged Loss/Grief, Conservation of Resources, and Threat Appraisal (Folkman and Lazarus Model). In each case, the researcher applied a "template" based on the Life Facets Coping Model variables to make sense of the case narrative material, in order to make it "commensurate" or comparable to the results from Phase QN. The variables included ***precursor (context) demographics***, e.g., work identification, human capital, education; ***coping resources*** such as friendships, community resources (police, medical, social welfare organisations), family/relatives, assets, income and savings; and ***coping actions*** (e.g. actions towards one's health, mental health, finances). These latter variables included any efforts that helped the respondent resolve a problem, meet a commitment to others, or attain a goal.

In addition, both individual and cross-cutting themes in instances of adapting were identified. Such "thematic signposts" (Lincoln & Guba, 1985; Richards, 2005) would reveal both unique and common styles of adapting, such as, appraising the situation, reaching goals, and making appraisals (of threats or goals). Finally, the investigator was also interested in how well the worker ***aligned*** their coping actions with their goals. For this study, place names and personal identities have been changed or removed to preserve confidentiality, as was guaranteed in the informed consent protocol.

Results: Thematic Analysis of Local Interviews

Member Checks

Interpretations were the final stage of the process of thematic coding, using a ground-up approach (Richardson, 2001). No differences of general interpretation between researcher and respondents resulted for six of the eight cases. However, for two participants some differences of final viewpoint emerged (per Appendix F: Validations of Researcher Interpretations via Respondents). For the first discrepancy (with Helen, the food scientist, who was battling cancer and looking for a steady job as a food scientist), this was resolved by discussion, which determined the role of her husband in her life story. For the second discrepancy, Charles, the 59-year old business coach and sales manager who felt bullied out of some recent jobs, there was no resolution regarding the researcher's conclusions that his strong personality in part, determined his (early) departures from his last two positions. From the researcher's annotations and memoranda, he could see a belligerent stance by the respondent even during the interviews. The researcher thus decided his

final interpretation was more trustworthy. Summaries came about via review of topical and thematic codes in the context of field notes and annotations (Richards, 2005).

Despite these discrepancies the *member check process* as a whole, confirmed the large majority of researcher paragraph codings, which where the "building stones" of the interpretations. Paragraphs found acceptable by *both* researcher and the respondents averaged 96%, thus demonstrating a high degree of trustworthiness and authenticity. Four local cases of the nine local cases are described next. They are the member checked narratives. They are described as *case trajectories* to demonstrate the fact that though there are pauses and deviations, most respondents navigated their working lives with some orderliness and toward a life goal within an array of domains.

Case Trajectories

Allan: Time 1 (July 2007)

Allan is an ambitious and dedicated 22 year-old Asian student, who presently works as a Project Support (Help Desk) Specialist for a telecommunications firm. Prior to this employment, he had just quit his job as a Sales Support Specialist (administrative support) for a trucking and delivery firm. He says he now finds himself in a similar administrative and sales support position for a local Perth telecommunications company. He feels underemployed.

Allan has a strong ***identification with work***; he has stated that "I have always gone the extra mile" for all previous jobs he undertook.   Allan says his family has a strong tradition in aspiring to do "well" as migrants. Allan has several good ***role models:*** his father and mother were Chinese immigrants to Australia who have managed over the last 25 years, to successfully establish a household in a fairly good middle class suburb in South Perth (a four bedroom house with only two dependent children at home, including Allan).

In addition, Allan has surrounded himself with supportive ***resources.*** These included friends who are also aspirational migrants, namely Asian students (overseas permanent residents, and a few Australianised citizens). Many are currently enrolled in university studies, and many of these are from his class cohort in the UWA MBA course. He also affiliates with friends who are at an undergraduate level in Commerce. Allan possesses a high aspiration to achieve. This high aspiration could be considered a resource. Allan is vocal in stating that he must surpass his current job status as "just" a sales support specialist. Further, along these lines, he is motivated to be unlike his current employer; Allan is quite critical of Australian management culture. When interviewed, Allan becomes most animated and descriptive when he talks about starting a Masters of Business Administration (MBA), at the University of Western Australia.

In terms of additional coping *resources* Allan possesses traits of extroversion, emotional intelligence, and positive psychology. Specifically, he is vocal, understands nuances of White mainstream Australian culture, and looks for opportunities in most occasions. Allan mentioned in his interview various *coping skills* (resources) that he employs to anticipate, cope with, and even reduce setbacks. One of these skills included habitually setting goals and deadlines for himself and prioritising tasks. In regards to his physical health (life facet), he takes care of himself with twice-a-week exercise breaks (badminton, table tennis, and walking). Because many of these are team sports, he is also taking care of needs in his social life facet. In terms of his psychological life facet, Allan has begun a mindfulness program with the help of a yoga instructor near his home.

Finally, Allan has sought very immediate, *energy resource* support in terms of his living arrangements and finances—he has chosen to be an adult "child" living at home with his parents. As he says: "I will be comfortable [going onto full time study] because I'm lucky…I've got a back up in terms of income stream and support."

In terms of coping *goals,* Allan is goal-focused for a young person of his age. Allan is very clear on his long-term work/life pathway. And, though he may not know the company he heads, he envisions himself becoming a senior decision maker (Managing Director, or MD). Allan fits the stereotype of a driven, serious, high-achieving Asian student born to First Generation migrant parents.

Next in the coping model of McKee-Ryan is the process of *appraisal* (of stressors widely defined). In this study, Allan provides his appraisal via his response to the question "Handling a Life/Work Conflict:"

Now let's explore a Life/Work Conflict you had to cope with over the last 3 months.
Describe a situation where you show in detail the various pressures you
experienced in juggling your roles as parent, student, worker, etc. Please use your
own situation and use enough detail to show the pressures, the action taken, and the
outcomes.

In Allan's particular case, he expresses a desire to finish his University of Western Australia MBA degree "in about 12-18 months time" in order to "swim in a new ocean." By this metaphor Allan means, he wants a pathway to gain higher status, better pay and more use of his capabilities. However, so far it is hard going, says Allan, because of his time scarcity problem; he reports he "has no time for family," and that "there is never enough time to do chores at home, which don't get done."

Allan, after some prompting, confesses that his devotion to a commercial career has "created conflicts" with siblings and parents. Allan expresses feelings, including some remorse, in his tone as well as his words about these conflicts and wants to avoid them in the future. Regarding the *coping actions* he undertakes to redress this conflict, Allan says he has negotiated a kind of roster

system to handle key chore assignments so he doesn't "forget them." Allan has divided his 168 hour week into two broad divisions: home vs. outside the home commitments. Outside the home, his hours amounted to 58 to 60 hours a week. To most observers he would be classed as having over-committed. Allan complains that he "must make time for everyone." As a long-term future career goal, Allan would like to "become a managing director of a firm," even though "that is 10 years in the future."

In the McKee-Ryan Model there is provision for the *alignment* of coping goals with coping actions. In Allan's case since he self-identifies as a highly motivated, second-generation migrant "trying to make something of his life, like his parents" he knows he walks a fine line between "burning out" from his intense public world (work, socialising, leisure, application to university) and his private world (home, parents, siblings, chores).

Allan handles his time scarcity issue by an effective alignment via a) scheduling himself carefully with "social time," b) trying to leave his chores to others (and creating resentment from parents and siblings), c) rostering himself for certain chores, d) cutting back leisure time with friends, e) undertaking "stress reduction" via classes in Yoga and Meditation, and f) "doing sports." Despite the above efforts, the feeling of time scarcity seems to produce a strain and later stress (measurable unpleasant health effects like sleeplessness, headaches or tiredness). Allan says he also copes internally by using the coping resource skill of *self- talk*: "It [strain] will pass as I take my degree, it's only a temporary thing for now."

Basically Allan has been driven by his *long-term career goal* of Managerial Success (part of the life facet Sense of Purpose) and his life-work values of Achievement and Status. He has likely modelled the previous successful behaviour of his father and uncle ("[both of] whom worked extremely hard over many years" in a new country). As a result Allan sees his successful acceptance into an MBA program as a further benchmark and motivator to "make good." He is willing to "accept as given" the current role-related stresses and forego the pleasures of socialising (his Family and Social facets) to achieve gains in his Finance and Purpose facets.

From the conversations, the Interviewer also found Allan referring back to his cohort (friends), who like him are university-enrolled or about to enrol. Many of these friends, says Allan, are like himself: second generation and aspirational. So Allan attains both mutual support and mutual reinforcement for pursuing the goal of *education*, a pathway that is deemed by his *reference groups* (parents, uncles, friends, and cultural subgroup) to lead to a successful and highly regarded *outcome* as future entrepreneur.

Allan: Time 2 (October 2009)

Three months later at Time 2, Allan is in full time study for the MBA. He seems both happier and unhappier. He says he has "got some money saved up for the payments for the (MBA) course," but needs to "play it low on the budget" by "controlling my spending." Again the Interviewer noted the large degree of self-sacrifice of some facets to attain goals in other facets. That is, Allan is over-studying to move through his program faster but this means sacrifices in the life facets of Socialising and Finances. The Interviewer pointed out to Allan that he (the respondent) is working or studying a total of 70 hours per week. The respondent finds it hard to believe he is doing 70 hours. But the Interviewer doing a quick addition on an envelope shows Allan this to be the case.

Allan admits he is living a "TMCTLT" ("too many commitments and too little time") lifestyle. He reluctantly admits that his overextension and rapid pace may be harming his health and social relationships. However, the respondent sees his *work/life situation* as a kind of "necessary brinkmanship." Allan wants to push himself to the limit to "get high grades." After all, "it's a competitive course" he explains. This is the first step in a long series of stepping stones. He is sure of his course and commitment, despite the strain. He did not appear aware of a slow and steady slide toward neglecting other facets of his life.

What *coping actions* does Allan initiate to cope with these pressures of TMCTLT and his goals? He says he again *schedules* himself (for almost all activities) and takes on less paid work than before (a *downshifting*). He also uses sport as a tension release; however he no longer mentions yoga and meditative (mindfulness) routines. Further, Allen says, he is "doing less socialising." Allan actually states he has made a *Coping Strategic Plan* (in order of priority) as: Study, Paid Work, Family (especially parents), Friends, and Hobbies (including time to himself).

In terms of coping *outcomes*, Allan says he "gets moderately distressed." In June (Time 1) he said he frequently felt like he did not devote enough time to his parents and completing required house chores; now he says it is worse, and he states on three occasions that he "feels a bit guilty over that."

This raises the McKee-Ryan postulate that when an actor is coping they may not *optimally align* their actions with their goals, a kind of mismatch at a meta-level that leads to either ineffectiveness (not resolving the work/life problem) or inefficiency (delays resolution in a timely way or resolves problem in a way that under-utilizes *coping resources*). In this case, Allan may be trying to resolve the "wrong problem" (he enrols but really doesn't want the MBA); or he may not attempt to search for the right resources to resolve the problem (applying for scholarships or grants, or hiring a typist).

When pushed on how well he reaches out for resources (help), Allan defiantly says: "I would prefer to stay up all night to finish a paper rather than ask for help for its typing up." Basically,

Allan's major coping resource is his ***identification with work***, combined with a pure *determination,* and a need to live up to a certain *self-identity.* He explicitly and implicitly indicates his determination (***goal***) is to finish the MBA in the face of part-time contract work, realising that he is "shorting" his social time with friends and family members, and foregoing his housework duties. But he refuses to moderate the work pattern of 50 hours of work per week. He says "my family members have to bend to my schedule" and ultimately it is they (parents and siblings) who must demonstrate the flexibility — not him. (Yet, he expresses some regrets over this "take it or leave it" attitude with some sighing and the occasional, "well that's just the way it is.")

Allan: Time 3 (February 2007)

Allan at Time 3 is feeling more confident and less stressed. He says he now works part-time as a Web Designer (outfitting small businesses with custom designed web sites) and "likes the work a lot." He says this runs about 20 hours a week so he can devote "my other 70 hours per week to study" (completion of MBA). His total hourly commitment to work and life balance is therefore now 90 hours a week. On the face of it 90 hours is still quite a life work load; an increase of about 10% from Time 2 (three months earlier in November). He is not "slowing down" despite his own feelings of guilt, loss of quality time with friends, and voiced protestations as mentioned above.

Allan tends to seek out projects that require commitment to long hours and long term endurance. He starts in on small business despite seeing friends fail and he has not enough time for family and friends. When looking for a motivational reason or attribution the Interviewer is told that Allan "has always wanted to work." We see this *in vivo*:

INT: ...did your life experience in the work world lead you to start your own business, or was starting your own business somebody else's idea, or your friend's idea, and you just tagged along?

ALLAN: Before I had [achieved] any work experience at all I wanted to start my own business but I didn't know how to, but I did have some friends who started [them] but these failed.

About halfway through the discussion Allan comes to reveal his overall "navigational strategy" that he uses to help make his life move towards his future goal of *Owning or Managing a Business*. He describes what might be described as life project transition planning. He has produced an overall life plan (with subgoals), and says with the second year of a three year MBA he will be "applying maximum resources" to developing his private Internet business. Then the plan states that when he graduates he will keep the business while "working part-time for someone else and learning the ropes." He says he will eventually have acquired enough capital to run his own private concern full time.

Allan in the second and third interviews says he finds the whole journey to "be like an adventure or voyage." Allan explains: "[It's] like mountain climbing, or swimming in the ocean, it has an element of risk, but also an element of excitement, which you call adventure." But more importantly, what he doesn't mention explicitly is that he has a *vision* and a series of *steps* to achieve that vision. Though not explicit, Allan was identifying with a vision that would take him beyond his parent's achievements; such a high achievement motivation is said to be common in second generation migrant families. (See below table following.)

Table 13.

Allan's Life Facets

Physical	None, most of his physical needs taken care of by parents at home.
Psychological	Yes, hard, work; navigate your way past obstacles; push through.
Spiritual	None, philosophical/existential "you make your own reality."
Daily Routine	Yes, has a steady routine, among work, study, & home 6 days per week. He requires a diary in addition to his own (good) memory.
Sense of Purpose	Yes, future entrepreneur; self made business man of the future; life is like "swimming in ocean towards a goal," or "mountain climbing."
Social	Yes, but feels he cheats his parents sometimes; claims to have several good friends he plays sport with.
Financial	Yes, subsidised at home by parents; earns $10-15 K per year part-time.
No. of Facets Engaged	5 (Psychological, Daily Routine, Sense of Purpose, Social, Financial)
No. of Facets Problematic	1 (Social)

Danielle: Time 1 (July 2006)

Danielle is a 50-year old "Second Generation" migrant; Danielle tells the story of her migration from Romania 22 years ago to Australia. She alluded to many years of adjusting to school, struggling with her identity and also learning English. She describes how she worked three years earlier as a Cashier but had to leave due to lower back pain. She then worked the last five years as a Bookkeeper (Accounts Payable Officer) for a medium-sized light hardware/dry goods company on the outskirts of Melbourne. She describes her resignation from that position as due to workplace induced stress (see below). Since her resignation, Danielle has found work in temporary or *spot jobs* as a casual cashier, data entry clerk and cleaner.

At the start of her first interview Danielle said over the last few months she "felt very tired," mostly stemming from issues associated with her job (as a Payroll Officer). She indicated tensions were arising with the boss, and eventually she had to resign. Between and during jobs, she mentions the persistence of *chronic pain* due to arthritis (a **resource depleter**). Her current issue she says is that she cannot easily navigate to a new career or job. She believes there are systemic impediments to such a transition due to culture and economics.

Danielle is "job and workplace literate": she is precise in her description of her current (last three months) ***work/life conflict or situation***:

I have problems with my boss who is an incompetent person and that situation interferes with my work performance. A lot of things I do need approval or guidance from the boss and he did not provide that and make [sic] my life a misery. Then when comes the deadline I am accused of not meeting my work obligations, this situation being created by him not meeting his obligations. But the scapegoat is me.

In terms of ***human capital***, Danielle has just achieved a Certificate IV in Bookkeeping. In terms of current physical, mental and monetary reserves she has previous experience maintaining her integrity when bullied at work, reinforced by some CBT (self talk) routines she learned while under the care of a Centrelink psychologist.

Danielle's pain and disability progression seems to rise and fall in synchrony (with a lag time) with the quality of her supervisor relationship. For example, she mentions the fact that the boss shows up at odd times and violates her personal space, standing within inches of her. He is often unclear in directions. He is not clear on deadlines. This creates much uncertainty for Danielle; and if she complains she says she won't likely get called back for assignments (which is particularly a risk for contingent, non-permanent or new employees).

In terms of pre-existing ***human capital resources*** that Danielle brought to bear, her rapid ability to pick up both literal and implied questions shows a high degree of social intelligence.

[6-93]

Being a migrant with over 50 years life experience it was apparent she spoke several languages and had mastered a good deal of cross-cultural know-how.

For ***coping resources***, the interviewer surmises that Danielle had saved up a little bit of money maybe $2-$3000 with which to scan the event horizon for new work. It was also apparent from her light conversation with the interviewer that Danielle self identifies as a hard worker. In other words, she demonstrates strong work identification, even though she may dislike this particular work setting.

Danielle has reached her fiftieth birthday and as such, it seems that she has reached a turning point. She appraises her situation as 'moderately serious' she says she cannot sleep and that she thinks constantly of the stresses generated by her workplace. She also expresses resentment at the laxity of her boss and what she perceives as his tolerance of "slacking off" behaviour on the part of her colleagues.

Danielle indicates that her primary ***goal*** is to get respect in the workplace. She also dreams of a time when her boss will give adequate and clear directions with timelines and when her boss will not play favourites.

Regarding her ***actions taken for coping***, Danielle complains that she 'must make time for everyone'. When confronted with what she considers poor management style issue at work Danielle was proactive enough to try to solve the problem, requesting some personal space, and some advance warning of deadlines. But that backfired; in her words:

> *I talked with the Boss, I explained to him that invading my work was not good. Then I spoke with the Area Manager who said 'I'll fix it,' but nothing got fixed. He [the Area Manager] is trying to avoid it. This situation is not a one off. I wait for two to three days for something like a signature. Nothing... [I] had to talk to a psychologist [obtained through Employee Assistance at]work. He put me on antidepressants and an action management plan. How to control my feelings, emotional regulation, he called it…anger management, stress management.*

In total Danielle was in the unenviable position of either continuing in a health-inhibiting job (stemming from poor management) or quitting to look for work with periodic flare-ups of her arthritis. As the months of working for a poor supervisor wore on, Danielle's coping resources and hence resilience (ability to endure and cope with situational work/life problems) declined. Over the previous five years Danielle needed to leave and then begin several (three) jobs due to the interaction of job pressures and her osteoarthritis. Her narratives indicated that the jobs on offer never seemed to offer an adequate understanding nor accommodation to her physical weaknesses. Finally she claims she "had to" go onto a disability support pension (Centrelink) to get the required flexibility.

As to ***outcomes*** from this work/life conflict, Danielle ***became emotionally upset***:

INT: *What symptoms or other impacts did you have of stress?*

[6-94]

DAN: *A little bit of crying, being upset. I had family difficulties because I was not coming home happy, I found that I cannot listen to others. I could not have a debate with anyone. I could not leave things [feelings; stresses] at the door [of the office at closing]. And sometimes I bring issues into work... It was too hard.*

Danielle's sense of coherence (a combination of perceived quality of life and resilience) has become damaged. Danielle's objective outcome of staying in this stressful job was determined by her status as a casual labourer: *"Why did I continue with this boss? I needed the money. Otherwise I can't survive. It's a big retail company in hardware."* Danielle eventually left this cashier's job but only after psychological counselling helped her decide this. It is also important that Danielle took account of her **health constraints** (arthritis and back pain). She indicated that her pain condition lowered her confidence (a personal resource) which then impacted on her setting new goals to better her outcomes.

Danielle: Time 2 (October 2006)

Danielle indicates here that she has resigned from the employ of the 'incompetent boss,' this being one month after her Time 1 interview.

Currently Danielle comments: *"I had a little bit of free time and now I'm doing like part-time work for a friend of ours which [sic] has a business."* This business is an audiovisual and printing micro-business located only a few blocks away from Danielle's flat. Danielle indicates that while this new position "doesn't pay much" it enables her to cease doing tasks (filing, phones, database upkeep) "at-will," thus giving her **personal control** over her bouts of arthritis (anywhere from one to four times per day). She feels she gets paid less when averaging her income over a month, but this is made up for by gains in personal control and coherence. Furthermore, Danielle can ask for work to be transmitted to her home where she has the comforts of her own desk made from tables, and pillows to enable her to do the task in the way she chooses.

Danielle believes that this job is the first job in many years to offer her the flexibility that for so long has eluded her. She does not know how long this particular flexible arrangement with the neighbouring employers will last. However, she wants to stick with it for as long as possible, because it offers her a tremendous amount of self regulation, which allows her to deal with periodic and spasmodic bouts of arthritis. Danielle sheds light on this:

INT: *Okay so this situation with the present work and the medical [illness] ... is it very serious, moderately serious, slightly serious or not at all serious, the medical with your present work?*

DAN: *The medical, the medical is serious, but because I have these flexi hours I can do it as long as I can and if I start hurting I say 'that's it, I'm stopping...'*

Danielle's neighbour cum employer allows her work stoppages; this implies a large degree of trust (**social capital**). Danielle described their 'coming to agreement':

INT: *Yeah, what must you do to make your employer happy given the fact you have a medical problem?*

DAN: *Oh, this one, as long as I do a good job and I do the job in the time frame they need it to be done, that's okay with everything.*

INT: *Yes.*

DAN: *What it is I can't stand for long periods of time doing the same thing, so what I'm doing is I'm going there and stay 1 hour or 2 hours or something and then come back later or come back the next day, depends what amount of work it is. Sometimes I take some work home and do it in my time, whatever I can take with me I take it, and then at home I do it in my [own] time half an hour here, half an hour there, another half an hour and that helps me to balance everything.*

Danielle has convinced her neighbour/boss that she can avoid and even make up for interruptions at work by exiting the work site and working from home. Danielle has used negotiation skills (her human capital) to convince her boss to accept this arrangement, which from the employer's standpoint is not without some risks (e.g., the worker can abuse time away and not do the assigned work). As Danielle later indicates:

INT: *Okay so we call [your agreement with boss] a 'mutual problem solving' so that sounds good. Do you think that in the outside world if it was like a formal hire situation in downtown Bondi Beach or downtown Brisbane, I don't know your nearest capital city, do you think a corporate business environment would allow you to do this?*

DAN: *No, no way!*

The social intelligence of Danielle again became apparent. Despite being in pain she was willing to seize opportunities. The interviewer noted her take on how she acquired this most recent job (despite her premonitions that she was unlikely to ever engage in paid work again):

INT: *Okay does taking it home present any new issues or problems for you?*

DAN: *Which one?*

INT: *Taking home the work?*

DAN: *No, no, no, on the contrary, I just like it because it suits exactly what my condition is [requiring], you know my medical condition, so I can do it in my time and there's no pressure that I have to be quicker or whatever.*

Danielle initially was describing herself in a state of "chaos," and securing only a kind of "hand to mouth" existence; in her words:

> *I'm doing … a little bit of the accounting, a little bit of filing, a little bit of mailing, keeping the databases you know, just little things which they don't have time to do, and I'm doing it for them.*

For her to resolve her situation Danielle reached a "decision point" in her narrative:

DAN: *Yeah, I get a little bit from them [Centrelink], yes, I get a little bit from them, whatever, because I have to declare my earnings every week, every fortnight, so according to that they pay me whatever.*

INT: *Okay and that seems to work okay, it's not too small?*

DAN: *Oh well I have to manage somehow, it <u>is</u> small of course but I have to think more about my health than about money. Yes of course it is a little bit small but what can you do? You have two choices: 1) you go for the full-time job and get the money and finish up in hospital or 2) [go] the way I am [by] trying to balance in [up] both sides—not to do any more damage to myself, and on the other hand just stay being connected with the workforce.*

Danielle has learned a "meta-lesson": that continuing to do what is expected of a typical 50 year old 'able-bodied worker' was no longer a viable option for her (due to periodic and serious daily pain). Danielle after some struggle had found and negotiated a work-life configuration that could achieve outcomes across life facets that were psychological, financial, and physical (pain management).

Danielle: Time 3 (February 2007)

At Time 3 Danielle is still high on **work identification**: Danielle wants to work, even though her body is plagued with daily recurrent bouts of back and leg paint from her osteoarthritis. She could just "throw in the towel" at age 56 but has committed herself to not do this. She likes being busy and she likes her new boss.

Danielle's **human capital** could be said to have improved; she learned (as mentioned in previous transcript) several assertiveness skills and through the Centrelink psychologist some new self-evaluations and new perspectives. One of these is that she has a right to leave an abusive employer. Another one would be that she "did her best to problem-solve on her last job" and that she "did her best with the tools she had on hand."

Her **resources** too are a bit more enriched because she has a job which is not only near her, but the couple running the business (video production and storage service) seem to be quite flexible in allowing her to leave the work premises whenever Danielle's pain becomes unbearable. Intersubjectively, she feels **trust** and **mutual support** (also called **social capital**).

In terms of **appraisal** of a work-life conflict Danielle's world view has changed. Before it was *"I am having to deal with a hostile job market of poor work conditions and incompetent bosses"* to a more reasonable *"Some employers will understand and accommodate my medical needs I just need to search longer (and smarter) to find them."*

Danielle's **goal** is still not to just have paid work but to have a special variety of work, a kind of work that has compassion as part of its work ethos, and one whose boundaries or structures (e.g., start and end times and onsite vs. offsite) can be truly flexible, e.g., they can be suspended at the initiation of the employee (and in return completed when the employee feels able). To this end,

Danielle managed to locate a nearby employer who met this need, and eventually involved into a combination of employer, neighbour and friend.

To achieve this (hold onto the job and build a positive relationship) over the last six months, Danielle **actively coped** by building a positive working relationship. She worked actively to always keep her employer abreast of work she took home, and also to try to complete assignments even if at home. This seemed to develop certainty-building loops into the production flow of the business and helped consolidate a "reserve" of mutual trust between Danielle and her employer (**social capital**). With such trust the issue of working casually and for hourly pay became more an asset rather than a resource depleter, because of the formation of a mutually supportive (and fair) social structure with intentionally fluid rules, cooperatively negotiated.

Danielle has achieved a **good alignment** of her goal with her coping actions (and thoughts). Danielle decided this time (last three months) that she would cope not just by finding and holding to "any job" but with **co-creating (with the employer) a quality job.** This meant bringing forward at the start of hiring the issue of what might be called *conjoint flexibility*. Danielle decided after her experience of abusive employers and Centrelink intervention that she just won't be the victim of a chaotic casualised labour market. Accepting any job could perhaps drive her again "to the edge" and might invite another "upset," as she seems to have experienced between Time 1 and Time 2.

As to her mental health, the **outcome** is that Danielle says she is feeling minimal distress. She is also more realistic in that she recognises that change is a constant, business culture won't change overnight, and her soft tone (non-angry) reflected this in her last comments:

INT: *So but how confident are you that it will still be going, are you fairly confident that this guy you work for will still be in business in a year?*
DAN: *Well….*
INT: *Hard to say?*
DAN: *Yeah, hard to say because it's also the condition I have and it's getting worse.*
INT: *Well assuming it did not get worse, do you think this guy is pretty stable business wise?*
DAN: *Yeah I think so, I think so.*

Table 14.

Danielle's Life Facets

Physical	Yes, problematic: depleted by osteoarthritis, back pain, anxiety, and sometimes clinical depression.
Psychological	Yes, problematic Time 1 (bullying) and Time 2 (depression); at Time 3 managed to negotiate way to stable/fair casual job.
Spiritual	Mild interest in spiritual things now (self help type books), formerly Eastern Orthodox attendee till age 14.
Daily Routine	Sometimes, Time 3 has a steady routine but last 8 years volatile employment (precarious) and "poor quality" jobs of uncertain duration. D. kept a diary on Outlook at Time 1 but since Time 2 (quitting) relied on to-do list and mobile phone for reminders/appointments.
Sense of Purpose	Yes, future steady employment with present job which grants her immense flexibility (time off if in pain); feels "blessed by fate."
Social	Low, not many friendships, due to injury/illness. Boss and his wife are friends. Relies a bit on handwritten cards and letters and the telephone to keep in touch with friends. Does not participate in sport or active leisure.
Financial	Yes, subsidised with Disability Support Pension (which gets reduced a little bit from waged earnings). Maybe earns $6000 per year from current job with neighbour.
No. of Facets Engaged	4 (Physical, Psychological, Sense Purpose, Financial)
No. of Facets Problematic	2 (Psychological-pain relief, Daily Routine)

Garth: Time 1 (July 06)

Background. Garth is a 42-year old male, married with no children. Garth had a background in banking as an accountant with a specialty in share investment analysis. In the late 1980s he left the London share investment world for Perth where he settled with his wife, Alberta. He had trouble finding continuous work though he was a highly skilled 'information worker.' He declaimed he "had had enough of finance" and ended up with *contractor work* in Information Technology (IT) from 1999 to 2006. He reported this was a very stressful time in his life.

In 2007 Garth found himself looking for work for a third time since 1999. He certainly had the qualifications and it was rare to have talent in both Accountancy and IT. Except for a period of about 10 months he had trouble finding a suitable position; he felt Perth managers and their Human Relations (HR) officers were biased against his age and his origins (UK trained). To understand and overcome this obstacle Garth enrolled in a part-time HR course unit from a local university—this enabled him to make a career transition to HR itself, albeit as a Recruitment Specialist for a downtown Perth labour-hire agency. His agency TSK is a small five-person firm (micro-business) that specialises in contracting IT workers to local and regional WA companies. Most of these temporaries are freelance programmers, circuit analysts, and network administrators. Garth has been in his position for about 12 months and most of his job is spent as a *broker of labour*, in which Garth finds IT job seekers and attempts to match them with job openings (mostly temporary), ranging from a few days to a few months. Similar to most recruiters Garth works on a commission basis, so his job is part sales and part HR in nature. He also scans labour markets for trends and changes.

Throughout the interview Garth states that he is continually seeking to 'steal time' throughout his waking hours. This is because Garth has been harbouring a mostly secret wish to become a fiction *writer*. In his first interview Garth described the trials and successes of his last five years in the Perth IT labour market, as both an IT job seeker and as a recruiter.

Garth and his wife Alberta reside in a comfortable upper middle class suburb in the south of Perth. They have no children or outstanding other pressures (caring for elderly or dependents).

Regarding his **work identification** Garth adheres to a strong work ethic. This is due partly to trying to migrate and be successful, but it is apparent after one hour of interviewing, that Garth "takes seriously the attitudes toward work that my mother and father adhered to" in Post-WWII London. Regarding his attitude toward his current job, Garth says he "likes very much" being a recruiter. During the interview, Garth's face often lights up when he described helping place people into new work. He also mentions how he bends over backwards to advance workers money to pay current personal debts. Garth is outgoing and carries the conversation himself most of the time. Garth volunteers freely, that he is enthusiastic about the company, its mission and goals.

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As to Garth's **human capital,** he demonstrated many positive factors: a stable outgoing personality, workplace savvy (how to find and keep a job), high identification with work, and a high level of control and autonomy over his work. Besides the work ethic described above, he has the following *resources* (physical, mental and instrumental): a healthy and emotionally available spouse who contributes to household income, a record of achievement in high level jobs, industries with high prestige-value (status), no history of illness, injury or deviancy (criminal record), high level of education (banking, accounting), stints in financial management (investment, property, personal accounts), and low current household debt.

Garth chose as his *work/life conflict* something that carried over from his previous job 12 months ago. It went like this: Garth previously served as Manager overseeing a pool of 20 Informational Technology workers for a large contractor labour hire IT firm called TSK. He and his staff were responsible for troubleshooting phone, computer network, and radio problems for emergency service workers (those in police and fire services). When TSK lost the contract for this work, Garth and his workers faced immediate loss of employment. Garth took it upon himself to help all his staff find jobs. In the meantime, TSK was fortuitously awarded a renegotiated contract for the same emergency services unit. The supervisor at TSK offered Garth his job back at the equivalent pay: however Garth found he was very ambivalent about this. He did not previously like the stressful conditions and saw things worsening: he would be on call "24 hours by 7" and he was told he would have fewer staff and no word on workload.

Garth stayed on with TSK for about two weeks then suffered what he referred to as "breakdown" in the shower one morning, where he found himself crying "uncontrollably." Garth found that he was not able to report in to his emergency services job that morning. He had to "chill out" with an emotional debriefing with his wife before reporting to work (reluctantly) the next day. Garth said it was at this point he realised his mind and body could not handle, what he says, were unsupportive, unresponsive managers who were willy-nilly reconfiguring his conditions (staffing levels, expected hours, resources) at work. In addition, he was now "on call 24 by 7" and would continue to work double shifts. Garth felt he had to decide between his family, his mental health and his job. He was willing to make demands for further resourcing at the risk of his job. Garth coped by developing an *action plan focused on joint problem solving*. His first step was to try to negotiate better conditions with his TSK supervisor (who represented emergency services). If this did not work then he had a plan to quit and look for work again, at the age of nearly 50 years.

As Garth stated, when he tried to negotiate for more "sane" working conditions (e.g., reduced on-call hours, adequate staffing levels, etc.), his requests were "heard" but no action was taken. Garth then chose to resign from his role as Centre Network Manager and thence began negotiation

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for a termination "with honour and with 8 weeks' notice." He thought this would allow TSK to find, train and employ a new manager and maintain less disruption to business operations.

This *coping action*, however, created some serious trade-offs in Garth's life facet domains. By quitting he found himself spending the next six months on a job search, "knocking on a lot of doors without safety net benefits," as he put it. To his chagrin he found that even with the excellent work experience, being in his mid-40s led employers to not value his skill set or invite him to interview. He commented: "only the young in their 20's and 30's are considered" even though they "lacked the competencies" he had. This surprised him since he did not think workers in their mid-40's were less skilled workers than those in their 20's and 30's. Quite the contrary.

Outcomes (mental health and resilience) were mixed, an interesting paradox. Garth told the interviewer: "in retrospect I made the right choice." He lost some income yet ended up in his present position at just under his earlier salary, and approximately at the same level (Assistant Manager). In such a role he said, he had slightly less pay but with more benefits and more autonomy. Further, he had a very good boss who was open to discussing *flexible hours* both within days and across days. There was a level of trust that the Interviewer had not heard elsewhere from Respondents in the study.

As the outside observer, the Interviewer felt Garth had **aligned** effectively and efficiently his **coping actions with his goals**. For example, Garth was trying to negotiate for a healthy work situation, but, failing that, he quit, giving his employer a severance of eight weeks work time versus the two required by law and custom. Yet despite this, TSK and the government department were demanding from him an additional 24 weeks. Instead of being resentful or retaliating, Garth instead reiterated his reasons for quitting: under-resourcing, stress, and his wife's hospitalisation. There was tension. Ultimately, Garth successfully left on his terms, despite gratuitous pressures to delay his leaving.

The narrative shows the objective "situational press" Garth was experiencing. As Garth described the situation:

[After four weeks from my announced resignation] I found a new job offer in HR and recruitment and wanted that position while serving out my eight weeks, and the new employer wanted me now. [But] the older employer had got promised [by TSK for] three months remaining time. A line in the sand had to be drawn. I told them I'd be gone in another four weeks…If I left earlier I would have adversely affected my career. I'm an honest man. It was very important to me to leave it in a very good [honest] way…I resolved myself and spoke to my old manager to reinforce my deadline [of eight weeks from original notice date]. It was quite stressful. Not confrontational but it was stressful. I don't want others to come behind me [with too short a training time]. They come first.

Surprisingly both TSK and the "client company" said "no." But Garth was resolute. Here was the outcome:

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The following first three days, [the Director gave me] dead silence. The cold shoulder. Then it worked out. Management "agreed."...I left on the deadline I negotiated [four weeks]. It worked! But then later that final day they [management] tried to push it further back again! So I just quit...risking it.

Garth took great exception to the apparent duplicity, both employer (the labour hire firm) and client company demonstrated towards his health and welfare. Even after Garth showed "good will" by allowing himself to be kept on for another four weeks, the company made a second unreasonable claim on his severance; after originally agreeing to his leaving after an additional four weeks they asked for a further 20 weeks. The fact that Garth's wife was in hospital and he was undergoing his own stress reactions attributable to work, seem to have made no difference.

An interesting shift occurred here: Garth initially appraised his situation as a "stressor" because the employer pushed him to provide more severance time (which he had already extended to them anyway). After he got the external job offer, Garth then re-interpreted his situation, seeing it not so much a hassle but instead a "chance to move on" (to expand his skills and work history). It was a chance to stimulate his mind with a move into a new career.

As to the subjective **outcome**, Garth concluded this most recent work/life problem was moderately serious in terms of his health (due to the objective working conditions, his wife's illness, and subsequent duress exerted by his employer/client company).

Garth: Time 2 (October 06)

Garth was interviewed again in October 2006. It had now been about 15 months since he vacated his position at TSK assignment with the state emergency services department. At Session 2 the interviewer found him content within a challenging position, owning an understanding, flexible immediate supervisor. He also had a role as a long term fixed contractor, which he recast as a "permanent employee." His title also gave him some joy, which was Recruitment Specialist (Assistant Manager).

At Interview 2 Garth explained Recruitment Practice to the researcher. Garth now found himself in the "driver's seat" as an account executive with a temp-hire agency. It was his job, he said, to place workers in temporary jobs for anywhere from a few days to several months. Neither his recruiter agency nor the client company would provide *entitlements* (such as sick leave, annual leave, bereavement leave, training, holidays, etc.). Garth explained this saved the recruiter and client agency a lot of money. Basically, the two entities split the savings from the foregone (absent) worker benefits and the additional tendency for temp workers to not miss days.

Now Garth claims his primary ***work/life conflict*** has to do with time scarcity. For example, he and his wife are no longer able to take time off at the same time (concurrent personal leave) to celebrate "remembrance days," honouring her father or his father. They both have had fathers pass away; they both wanted to take time off concurrently in order to celebrate and remember their fathers, both of whom served in the Battle of Britain in World War II.

However, due to role constraints as an Account Executive and Assistant Manager, Garth could not coordinate his requested days off to coincide with his wife's days to celebrate her father's birthday. They thus decided to forego the actual day and celebrate on the following Saturday instead. Garth says he feels this day and his own father's birthday are "sacred days." He adds, missing her father's birthday created a depressive episode for his wife, and this still bothers him. His employer is firm on not allowing days off for Personal Time. He, therefore, uses problem solving as his primary coping action: he tries to negotiate with other staff to take over for him during such remembrance days each year. Sometimes it doesn't work.

Garth is more resigned to this time conflict now whereas before his intonations indicated disgust and anger. Garth and his wife are trying to claw back what might be termed *sanctified time* that the labour market takes from them. They risk their jobs if they assert the right to take this time.

Garth's partner also is discontinuously employed as a contractor (as a casual accounting assistant). It is now even more difficult "to make our personal leave days coincide." Garth believes the outcome of this work/life conflict "really belongs to both of us;" and that it is a "moderately serious" health threat for him, he says.

Garth: Time 3 (March 2007)

Garth's work/life context as a specialist recruiter for TSK did not change by Time 3. Even though he was no longer looking for a job, he now struggled to balance his time writing against his other life facets. In other words, he was dealing with time scarcity in terms of balancing his life facets of family, socialising, purpose #1 (writing) and purpose #2 (work).

During the interview Garth's nonverbal signals provided evidence that he did not have enough mental stimulation and sense of purpose from his paid employment. To compensate, Garth created his own purpose through his writing. However, Garth feels that when he loses himself in his writing, he also sacrifices family (spousal) time and essential household tasks. He feels guilty about this.

Forgotten household tasks include cooking the meals, cleaning the house, and going to bed at an appropriate time. During "quality time" at home (like watching TV or reading together), his wife has hinted she feels neglected. A brief excerpt indicates the extent of Garth's devotion to writing and the imbalances it creates:

GAR: *A novel, I am writing a novel. I have written two, one of which I am going to start to try and get published soon, pluck up the courage, but I've got an idea of one at the moment that is flowing—and I write. I love writing and I write on my little PDA [personal digital assistant], you know, at lunch times, on the way to work, on the way home.* <u>*I am always writing*</u>. *Now the problem we are having as a couple is that I go home [at] 6 o'clock, [we're] sitting there together, a glass of wine, have a chat, watch the news, have dinner, at 7.30pm I'm "gone."*

INT: *You are writing at 7.30 at night?*

GAR: *Yes.*

INT: *And after all that?*

GAR: *Yes, after all that and I am there 'til 9.30 and sometimes it's only say until 9 and then I'm dead tired and I go to bed, but it is a case of me getting up at 3 o'clock—oh my god— in the morning. And it happened the other night, Saturday morning at 4 a.m., I am writing something that happened [in my imagination] and I am finding that as I was thinking about it over the weekend, I want to write. It is all I want to do.* <u>*Work is impacting on it*</u>, *because it is almost like it is becoming an obsession for me because, like I said, my PDA is right next to me at all time and I'm writing. I am sitting there watching a movie at the weekend [with my wife] and I am writing a bit more, [though] not very fast.* [Emphasis added.]

Garth continues his story by explaining that as long as he occasionally "nods" to his spouse when she asks a question at home (during their quality time), he can continue typing on his personal computer. On several occasions, Alberta has "pulled him up" for neglecting his part of the household duties (chores like dishwashing, laundering, cooking and gardening).

Garth admits his obsession with writing is starting to get extreme. He knows it is impacting on the integrity of his relationship, and (optimistically) says, they are beginning to talk about the impact as an issue to address. In regards to *spousal support* as a **resource**, Garth is depleting this resource.

Objectively, the maximum number of available hours in a week is 168 hours. Garth (in both his and the interviewer's estimation) spends the majority of his discretionary (non-work) time either thinking about writing or actually writing. To ensure he does write, Garth puts post-it notes around his living quarters to prompt him to spend time writing. Even to and from work he chooses a longer bus route so he can take his PDA and write while in transit. His spouse Alberta feels "left out of his considerations." While his excessive time expenditure on writing has not reached the point where Alberta has overtly threatened to leave, reading between the lines the Interviewer senses the continuing tensions in the relationship. Both spouses realise his lack of attention to shared social (relationship) time. Time is lost for improving or growing their relationship. To the extent Garth no longer has time for his friends ("mates"), he is further sacrificing his *social facet* to secure his *purpose facet*. This is a trade-off where one life facet benefits (writing), while other life facets are sacrificed (family, personal time and social life).

Garth also feels a gap between his social life facet *goal* (maintain a good relationship) and his **identity** as a good husband. Thus, during the interview the Interviewer noted several attempts for

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Garth to minimise the tension arising from the gap. He says he now tries to mitigate the gap by doing "little acknowledgements" like "speaking or initiating conversation" during evenings, and contributing more to dinner preparation.

Workers hold multiple goals simultaneously. Another life facet goal that Garth holds onto is *financial*, making a better income. He stated at several points that he wants to get into the "permanent placement" side of his current industry. His ***coping actions*** make sense in terms of his ***alignment*** of his appraisal to goal: he is short of income, and he feels that he and his wife could work less hours if he got a higher premium for his work. He thus has "one eye on the door" and has no strong allegiance to his present employer.

Table 15.

Garth's Life Facets

Physical	Health had been depleted by work overload and management abuse at Time 1 which "resulted in my nervous breakdown." He healed only by stopping everything, taking advice from wife/friends to find another job; at Time 2 Garth found a new employer (but showed some mild stress as he was learning aspects of the new job).
Psychological	Yes, problematic Time 1 (bullying) and Time 2 (learning new job); at Time 3, seemed 75% satisfied with job as a Recruiter.
Spiritual	Spiritual interest takes the form of honouring he and his wife's ancestors on holidays and at Christmas. Has tried a few self-help type books but found them uninspiring. "Not a church-goer." Pragmatic/existentialist outlook on life. Admires military culture with its philosophy of "soldiering" (enduring pain and adversity, not complaining).
Daily Routine	Very regular, very punctual. Very much likes 7 am to 4.30 pm schedule x 5 days. Says this is due to his business/accounting background. At Time 1 was in a volatile on-call (precarious employment) position. Always keeps abreast of his electronic personal assistant (PDA) which serves as mobile phone and diary.
Sense of Purpose	Yes, enjoys present job which grants him a good deal of discretion to start early, finish early or take a long lunch hour.
Social	Moderately active. Has 6 or 7 good friendships and two of these are with other couples. Extrovert. Loves writing. Attends murder mystery writer workshops and wine-and-cheese art exhibits.
Financial	Yes, financially very prudent. Saved up for a retirement that is "very adequate" at his present age of late 50s. Earns close to $70 K per year as recruiter and has good position to find job opportunities.
No. of Facets Engaged	5 (Physical, Psychological, Spiritual, Sense Purpose, Financial)
No. of Facets Problematic	2 (Psychological-pain relief, Daily Routine)

Ruby: Time 1 (July 2006)

Ruby was a 47-yearold former Human Resources and Operations manager with Phonika, a national telecommunications company. Ruby devoted approximately 20 years to Phonika but recently was required to either relocate back to the Eastern States (of Australia) or accept a redundancy and payout from Phonika. Ruby chose the redundancy. She is presently married to a telecommunications technician and has one daughter Sylvie, aged three. At this first interview, Ruby said she has been on redundancy payout for about one year and that she had just been terminated from a part-time bookkeeping job three months ago. Her situation she describes as "financially hard." She lives in a middle-income suburb about 5 km north of the City of Perth.

Ruby says her recent *work/life conflict* was and is to do the "working mum thing." This means she is striving to juggle several "work/life issues like ten-pins": these issues include raising, successfully, her three year-old daughter Sylvie, earning a second income, being a spouse, maintaining a home, finding a flexible employer to work for, and re-enrolling in university, among other issues. Ruby reports many potential employers look at her résumé with its longevity and managerial qualifications, but then conclude she is "too overqualified" and is a "risk to productivity" because of her parental status. (The Interviewer feels her age may also be a factor.) Her most recent *work/life conflict* involved the following scenario:

> My boss wanted me to change from part-time to full time work. And to do that he
> also expected me to stay back late into the evening to work. But I couldn't do this
> due to having a three year-old child in day care that had to be picked up. I also
> could not work extra days due to childcare being so expensive. In the end I argued
> my case…

Ruby says her *goal* is to work only part-time and find a new employer who will not say one thing and do another (ask for part-time help and then try to extract full-time hours). Ruby found her two employers' use of the word "flexibility" differed from her own, which was anchored in the idea that a negotiated agreement was a permanent agreement.

Ruby's way to *cope* (attain or resolve the goal) was to initiate self-talk in order to reduce anxiety that accompanied her plan to approach the boss and argue her case. She also had to monitor and regulate her own internal sense of injustice and not get angry, because she realised getting angry would likely provoke a hardening of the position retained by her boss. Ruby had some sympathy for her boss but thought he had misjudged and should have advertised the position with a warning that it could later become a full time position. Also, he was not open to bringing in a casual worker.

The formal *objective coping outcome* was that Ruby and her boss could not arrive at a middle path and she more or less decided to push him into sacking her. Ruby could have resigned

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but chose not to because national labour laws do not allow for unemployment benefits (Newstart) to be granted unless the employer terminates the employee. A more personal *subjective **coping outcome*** was that Ruby felt "violated" by the employer's escalating demands for longer hours, and Ruby indicates that after the sacking, she was now "resolved" to seek work in "larger companies" to avoid the pressure to let go of mothering duties (such as childcare). Ruby felt it also a good strategy to upgrade her *human capital* via further education. Implementing a training strategy was hard but as Ruby put it: "I was very angry; I ended up feeling depressed and lost my self confidence." I said: "I don't want to work again. I will only look for work in larger companies; [under Fair Work laws] they cannot just sack you [as happened twice previously]." Ruby indicated that this situation "led to a serious depression" and that for two weeks she "stayed in bed."

The interviewer also sought to discover other impacts from Ruby's feeling of being violated, ones that were wider in scope, or longer term. Ruby said such impacts included, "tightening of the family budget, the cancellation of our vacation. We went without extras. Like plants for the garden. They were allowed to die." From this the Interviewer annotated that Ruby was experiencing the *job loss sentiments* of resentment, grief, and anger, such sentiments often being reported by the newly unemployed. In other words a tacit understanding of employee to employer *mutuality* (see Chapter 2, page 7) had been violated. The Interviewer offered some counselling telephone numbers and crisis numbers to Ruby at this point, in keeping with the study's human research ethics protocol. Her ***mental health outcome*** could be classed as *moderately distressed* (with bouts of serious distress alluded to but not present in interview).

Ruby: Time 2 (October 2006)

In October 2006 the interviewer found Ruby to be slightly more positive, with Ruby indicating she is studying now in a TAFE course (in finance and bookkeeping). However, this was not an easy pathway for her because she initially enrolled at Edith Cowan University but found its course schedule prevented her from dropping her daughter into the child care centre on Wednesdays and Fridays. However, the nearby Technical and Further Education (TAFE) college could accommodate her schedule.

Ruby resolved the left-over issue of unemployment by finding a job "at 16 hours per work as a casual bookkeeper." However after several weeks Ruby says she began to hear a familiar refrain from her new employer, which was: "We need you here some more [hours per week]! Stay back tonight!" Ruby found after about eight weeks her new "understanding" bosses "pushing [me to do] 30 hours per week;" it was then that Ruby said she had to do some "quick problem solving": Ruby managed to convince her mother to take over child minding for three days of the week, with one of

those days formerly managed by the Child Care Centre, thus saving Ruby an important amount of family income, about $200 per week.

In terms of her work/life conflict, Ruby as before, saw her work/life space as a "juggling of commitments" and a "very stressful one at that;" but fortunately she had a back-up coping *resource* in the form of her mother and later her husband. She indicated that from January to July 2006 her husband's schedule prevented him from doing the necessary pick-up and drop-off at Sylvie's childcare. She also indicated that finding a child care centre, one that allowed the parent to select days of the week for care, or make shifts in the choice of days, made a big difference.

Ruby said she felt better once the child care issues were settled during August 2006; then she was able to focus more on completing the TAFE Certificate III in Finance and Accounting. She commended the TAFE (and mildly chastised the northern suburb's University) on being a flexible resource, one that recognised her as a defector "working mum," which allowed her to fast-track her homework and testing so she could finish in one-half the normal time. As it stands now, Ruby feels strongly she is improving her *human capital*— but at the cost of a lot of stress. Ruby described the scenario like this:

> If it wasn't [sic] for my mum then I'd really be stuck. I'm stressed by my work, my boss, the long days. It's stressful. It comes from trying to juggle everything: drop off and pick up Sylvie, coordinate with mum [who has arthritis which hampers her driving], and then school term starts soon and I'm not sure if mum can handle the new pickup time at 3:15 each day, there will be the after school gap from 3:15 on.

Ruby now says her primary *coping goal* is to *finish the accounting certificate this December 2006* but "without harming" her daughter's education or her mother's health and good humour. She realises having the Finance and Accounting certificate will "make me more marketable." However, she had another eight to ten weeks to go. To help her cope, Ruby resorts to calling on her most immediate relatives for help, first her mother, then her husband. After much negotiating, Ruby gains agreements with each on assisting with drop off and pick up duties. Ruby was optimistic about these young Generation Y bosses, whom she envisaged as sympathetic to her "struggle to juggle":

> It's not as lonesome a struggle as before: the new company is flexible probably because the owner-managers are younger and since being 25 year olds (Generation Y) they are themselves flexible. They are underdeveloped on their bookkeeping and accounting; so my office help is also appreciated…My hours have come down a bit. Maybe things will go smoother soon. Mum and my husband have seen me a bit more happier lately.

When asked if the lonesome struggle from January to June could have been avoided if a system intervention was in place (e.g., government programs for the single mum or the underemployed), Ruby's response was:

> It took me five years after Phonika to find work. State government [programs] and [federal] job network not much use. I was deemed non-eligible because my husband

works. Also I wasn't aware of the services even if I was made eligible…When [your] husband works you don't get anything…Went to the [Centrelink] Career Information Centre, and their testing only said "don't work with children." There was no coaching help as to how to find work.

Ruby's strategies seemed ***aligned*** to her goals. Her ***coping actions*** to achieve work/life balance among duties of Family, Finances, and Childcare, make sense. The fact it took five years for Ruby to find some kind of ***work stabilization (continuity)*** to establish ***continuous work*** highlighted a lack of appropriate system-level ***community resources,*** which Ruby implicated in her stress levels.

On the ***human capital*** and ***coping action*** side of the equation, Ruby's own persistence demonstrated ***resilience.*** Ruby was clear on the practical problem (work/life situation) she was facing and she coped by being assertive; she asked her boss for part-time work to enable her to manage her child transportation demands. Implicitly and explicitly, Ruby felt such a strategy to be risky, for an employer can, during the hiring phase or early hire phase, terminate quickly and without legal sanction anybody who is casual for just about any reason. Earlier at least one employer seemed to take advantage of this weaker bargaining position, as Ruby admits she presented as a working mother who seemed desperate for paid work. While the Interviewer was not a "fly on the wall" to validate her earlier interview and subsequent termination regarding required hours, the Interviewer believed Ruby was clear with her employer. The Interviewer had good reason to believe her claim that many of Ruby's earlier employer prospects had policies and actions that were antithetical to a *family friendly workplace ethos.*

As to ***outcomes*** in mental health, Ruby says she is sometimes "still hassled" by trying to meet multiple commitments. However, she says, "My husband and mum have seen me a bit more happier." Ruby says this is because she has a truly flexible set of two bosses (in their 20s) who will listen and ***respond to her work needs.***

Yet Ruby is critical of ***system-level resources***: she maintains the nominal flexibility granted a "temporary worker" does not compensate for the lack of entitlements and the sense of non-negotiable work conditions in the workplace:

INT: *If for the rest of your life, your working life, there was only casual work*
             available, would that be a good thing or not so good?
RUB: *Not so good.*
INT: *And why is that?*

RUB: *Well, I work casual now and you don't accrue leave or sick leave or anything like that and, I guess you just feel like you're [sic] temporary. You're not sure how long it's going to last. But, I have read up on casual work and what your rights are so I have a right to say no I don't want to work these shifts so maybe that's an advantage. So, I don't I think so [about being casual]; I prefer a bit more permanence.*

Ruby was emphatic in her words and tone about a "systemic bias" held against *temporary (casual) workers* (and especially mothers working temporary jobs). Ruby was quite indignant especially about the bias in banks towards casuals: "They won't factor income" into loan eligibility, she complained, because it is "temporary-wages based." Ruby says when their family was getting back on its feet after her Phonika redundancy, they applied for a home loan—but two banks rejected the application due to her "temporary work history." This happened despite earning about $30,000 in wages from her past year's income alone.

Ruby's **work identification** seems to have diminished as she says she is now very dissatisfied with employers who grant "small stuff flexibility" (some choice in starting and ending hours on a particular day) but do not, at the same time, see fit to grant any "core stuff flexibility" (rosters, carryover of hours until the next day, tele-computing from home, hiring another casual who can split the days each week, or job sharing):

INT: *Okay. Anything else you could add to, for the mums with kids out there who have a lot of skills?...What do you think in terms of state or federal policy could be different or [for] private companies, what could they do to make it easier for people in your situation?*

RUB: *I don't know how they would go about it but they [policy makers and CEOs] need to change [employer] mindsets that you need to work full-time because I think many jobs could be done easily in job share or part-time and be quite flexible, and a lot of managers are [saying], you [all] need to work from 9 til 5. They need to be a bit more flexible and then I think they would find a lot more women would be able to come back after [parental leave]. And school, they need to do something about those school hours and school holidays and these pupil free days.*

Overall Ruby's mental health increased in severity to *moderately distressed* due to the multiple role demands happening across several life facets at once. However, her statement that "life seems to be getting better for me" seemed to compensate for the distress.

Ruby: Time 3 (March 2007)

At her last interview Ruby was undergoing another **work/life situational** change. She has just been told she must leave (forced resignation) her accounting/bookkeeper position at the electrics firm. She says the two bosses there decided after about 8 weeks to have her work closer to full time (10 hour days, 4-5 days per week) but that she could only manage two days a week (as per agreement at the start). So, she is now is looking for work again, and she is again having to ask for

outside resources with childcare arrangements. This time Ruby has the ***family resources*** of her husband and her mother to draw on for Sylvie, but her ***human capital*** has not really improved as she has been delayed in finishing her Finance & Accounting course from TAFE. This is the third time within 24 months that Ruby has faced the conflict between childcare and employer expectations. Her ***appraisal*** is one of disappointment and some anger:

INT: *Oh, yes. What happened?*
RUB: *Um… pretty much they wanted more and more hours and I couldn't do it. I had just got to the point I just couldn't work what they wanted me to, couldn't keep up with the work that was being thrown at me and they were getting upset about it and I just had to quit basically.*
INT: *So give me some idea, how many hours were you doing before they asked you to increase your hours?*
RUB: *Um… well when I applied for the job it was meant to be 15 hours per week that is two days, because my daughter started school this year and I am also studying. And I don't think I have worked [only] 15 hours yet…*
INT: *How many hours have you been doing lately?*
RUB: *I was doing about 11 hours a day over 3 days and they were wanting more and I just can't, I couldn't do it. Could not do school pick up, and study and they just wanted more and more, and they were telling me "Why isn't this done" and, you know, "Your priority should be this"… [laughs] [embarrassed]... I don't know but the manager just started yelling at me for things.*

    So now Ruby's ***goal*** is to look again for some paid work that meets her needs for a balanced work ***family facet*** (with flexibility defined for her in terms of being able to deliver her child to school, her mother, and day care).

    In Ruby's desired life facet related ***goals***, her ***work/life conditions*** (particularly hours per week) should not unpredictably expand during her tenure with a particular company. This time her goal is modified again to find a suitably flexible employer. But right now (in the first week after job loss) Ruby seems in no mood to look forward to future work as a mother. She started to berate herself. As she puts it:

INT: *I see, okay. How about emotionally and psychologically...after you said sayonara to them and they said fine, did you feel really down?*
RUB: *Yeah, I do feel down.*
INT: *Yeah, what do you say [to yourself], what words?…*
RUB: *…"back to the drawing board." [laugh]*
INT: *Yeah, I was just going to say, what kinds of words would come through your mind, like "back to the drawing board"? Anything else?*
RUB: *"Have to go out and look again" um… sort of "Watch the budget again… um because we lose the extra money." Um… yeah… so I feel a bit down about it.*
INT: *Do you seek out and talk to friends and just share that grief with them or is it just kind of, "you just gotta hunker down and keep it inside," how do you do that?*
RUB: *Um… I share with my mum.*

Thus Ruby **copes internally** by giving herself "warning talk" ("watch the budget again") and by confiding to her mother to gain reassurance. She feels "*down*," which is a commonly understood word for **depressed.** In terms of **alignment** (achieving stable work while meeting needs of her child), Ruby's choice is problematic; she fails to see the gap between *her wants* and her *employer's*. She fails to see that she needs to arrange hours *before* her hiring happens, and get set into writing what work hours she can do, both short- and long-term.

Ruby's **mental health outcome** is moderately distressed, as she just lost her job a week ago. Ruby's **quality of life** is also compromised judging from her final commentary. She no longer feels that stability characterises the economy, or the sanctity of jobs.

INT: *Yep, some people, Ruby, say that the world of work has gotten better and some say worse over the last 25 years, what's your sense of that, or your feeling about that?*
RUB: *I still think it's worse.*
INT: *Is it getting worse in the last year?*
RUB: *Ummm...*
INT: *With Work Choices and all that?*
RUB: *You don't feel as secure. I guess especially in Perth you think, you know, if something happened to my husband, [laugh] how would I survive, with a child and trying to work and keep a roof over your head?*
INT: *Yeah, do you feel your husband's pretty secure?*
RUB: *Um, no, not anymore.*
INT: *Oh, what kind of work does he do?*
RUB: *He's an engineer.*
INT: *Like on construction stuff?*
RUB: *No, communications.*

Table 16.

Ruby's Life Facets

Physical	Yes, but health had been compromised by stints of precarious work at Times 1-3. At Time 1 she started off with what she thought would be a flexible employer so she could manage her child's education/day care. But she was put under duress when the Employer demanded more hours than that agreed to at initial hire. She left job to upgrade her skills capital at Edith Cowan (accounting course).
Psychological	Yes, problematic Time 1 (arguments with employer); Time 2 (similar issues); at Time 3 seemed resigned to work casually while husband worked full time as engineer and tried to pay all bills.
Spiritual	Hard to see. Never mentions God, prayer, religious supports. Has a jaded but persistent habit of complaining against institutions that do not support family friendly policies. Dim view on Australian employers and their disrespect for family stability and health. As a former HR officer for a national company she is angry and disappointed at lack of respect for working mums and dads.
Daily Routine	Now very irregular because she has to juggle work commitments with a four-year old and aging mother/dad, and so far has only received irregular stability from two small employers "run by 25-30 year olds." Likes learning accounting and is diligent in studies (regular). Relies on mobile phone.
Sense of Purpose	Weak, framed in the negative, "wants a good future for my daughter" and "enough money to holiday with husband and have a few dinners out," but wants also to "fight against employer (and government) ignorance in Australia about childcare help" which she feels is inadequate, scant and poorly run when it is available. Wants to eventually become a certified practicing accountant so will "always be able to work for myself."
Social	Only slightly active. Has maybe 2 female friends and is constantly juggling between work, attending business school, and looking after her child, the house and her husband. (She misses time with her adult friends).
Financial	Yes, financially doing "just okay." Took a large "hit" to family

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	household income after resigning from Phonika. Earns now 30% of what she used to per year. "Limited opportunities for working mums 45 years and older."
No. of Facets engaged (T3)	4 (Psychological, Purpose, Social, Financial)
No. of Facets Problematic	4 (Psychological, Purpose, Social Financial)

Trajectories in the Context of the LFC Model

      Table 17 is a comparisons table which provides an overall picture of how the eight local interviewees tried to resolve their work-life conflicts. This is based on use of the Life Facts Model as shown in Table 3 (Page 30).

      Within this group are four participants (with names underlined) whose narratives will be the primary focus of this section. These respondents are: Allan, Danielle, Garth, and Ruby. They were chosen because these four could most clearly demonstrate the operations of precursors, behaviours, thoughts and strategies, elements which indicate the core processes of the Life Facet and other models. Secondarily, these four also comprise an equal gender balance and a wide age spread (from 19 to 56 years of age).

Table 17.

Summary of Coping Trajectories (N=8)

Life Facet Variables ↓	Allan (AAR)	Natalie (ANA)	Charles (CHR)	Danielle (DEN)	Garth (GAR)	Helen (HUE)	Jane (LOU)	Ruby (RUT)
Work Identification	High; 2nd Gen. Migrant; Uncles/Father	High; 1st Gen. Migrant; Profess Govt. job history	High; 2nd Gen. Migrant; Profess. job history; Long term job history	Moderate to High; 2nd Gen. Migrant; Last 5 years contingent work history	Moderate; Was in banking, then IT, now a Recruiter for SME; 1st Gen Migrant (UK); Last 2 years contingent; Previous 15 years permanent.	Very high; 1st Gen. Migrant; Wants to receive advanced training as food technologist to advance career.	Low; Dislikes present job as university tutor & Ph.D researcher; Four yrs previously seemed to like Ph.D.	Medium; Wants to be mother as well as worker. See self as "professional."
Human Capital	Highly scholastic: Good entry level job history; Youth energy; Planner & Risk Taker; 22 yr. old.	High achiever with specific goals; as migrant now has entrée into the system; Professional degrees in Finance; Good team with husband; 35 yr. old.	High achiever; World traveller; Long term job history; Management experience High energy; High verbal & written skills; 54 yr old.	Speaks at least 3 languages; World travel & exposure; Certif. IV in Bookkeeping 55 yr old	Flexible, friendly, outgoing; Gifted communicator; Goes the extra mile. Solid financial account. & IT background. 42 yr old.	Speaks at least 3 languages (English, Vietnamese, Cantonese); Wants to work, studies and raises child at same time. 34 yr old.	8 years of tertiary training in zoology/biology from 2 leading universities. Farm work knowledge and childhood. 37 yr old.	Former manager with major Aust. Telecom firm (20 years total time). 47 yr old.

Resources	Family Home; Parents, Siblings Friends;	Husband; Rental home; Skilled Migrant Visa; Friends & Relatives support her from Mexico	Sales and marketing experience (paid); Long term job history; Reads faces and networks well; Owns house and bought 2nd house.	Experienced in job search so 'street savvy'; has de facto partner; rents apt; Health condition (depleter); Had to access Centrelink; most recent boss very flexible.	Wife as main support; Quickly finds new work (job applicant savvy); Near to owning house outright. Wife works, no kids.	Family (close) in Singapore and Vietnam; No mention of church/religion. Some infrequent (phone) contact with husband; Some financial support from him.	Living at home with parents as adult child; Has own car; Pays little for living expenses; Some emotional support but not large amount. A few "party" friends.	One daughter, one husband; Her job seen as important but secondary to husband; Seems to have 3 close friends.
Appraisal (Work/life Challenge)	Move upwards in terms of job status; Too many conflicts: work school, friends, family tensions over chores; Stress in general.	Changing legal landscape re: Migrants; Contradictory legal advice; DIMIA issues; Deportation threats; Insecure contract work.	Demoted from Gen. Mgr to Sales Mgr leading to loss of income & status; Believes Austral. Mgr culture is "backwards" and non-professional.	Current labour market unsympathetic to those with chronic pain that rises and falls during daytime hours; Piece work (Ironing and odd jobs) no longer viable.	Work expectations and overtime; says a mental and physical health breakdown got him to re-orient himself.	Initially just wants to attend school while husband provides; at T2 a resurgence of thorax cancer; has sole care of 4 yr old daughter. Lives in Inner Melbourne husband is in Sydney.	Long hours for little pay as a UniWest tutor; Finds commute draining; Finds marking papers for hours tedious or exhausting.	Finds employers biased against the mature aged; Feels child care is very limited; "a disaster;" Goes to work for SME x2

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Goals	Wants self owned business via MBA pathway. Wants to have high social status.	Get perm residence without violating DIMIA laws and being deported.	Says he will resign from position & seek one where he is respected and well paid and can use his smarts.	Needs to find business or small business that accommodates chronic pain condition; Needs to control pain.	Exit untenable job without damaging himself or the company, or angering wife.	At T2 and T3 seriously threatened with cancer. Attempts to hold onto job fail. She moves to Singapore to be supported by sister.	Says will quit Ph.D. if no stable academic future; Feels bored, under-paid and abused by tertiary sector. Now shopping around temp-hire agencies for "fulfilling" job.	Land job that is flexible (half time). Raising child (4 yr old). Keep mother and husband happy.
Coping	Often compares himself to fellow students. Multiple jobs to save up for future postgrad studies. Enrolling in MBA; Avoiding chores; Meditates: Exercises; Self Talk: "Juggling is only short term."	Hyper-vigilance over her Visa status. Self talk to strengthen mental attitude. Hires two attorneys to resolve ambiguities. Maintain good relationship with employer (job sponsor). Asks for help from work and friends. Emotional support by Skype.	Feels victimised, then seeks support out from business friends. Blames Australian or Perth business culture. Over three sessions tries to sell himself to Interviewer as 'good investment'. Does a lot of job scanning on the internet but few job offers esp. at T3.	Time1 and Time2 felt victimised by boss x 2. Sought help via Centrelink professionals (social workers, case manager, psychologist). Now does self talk. Scouted and found suitable job, with boss that is sympathetic and flexible.	Mental breakdown while in shower. Heart to heart talk with employer in attempt to alter conditions. Then tried to negotiate reasonable exit. Failed. Then resigned. Found work about 7 months later. "Decent job and boss." Earns $$ on a contingent contract.	Her goals: T1-- get better job. T2-- study for better job, cancer remits but she watches for signs. T3-- cancer returns so she fights with it mentally and shifts to family overseas (Singapore). Self talk, will power, immense focus on daughter. Post Study: cancer is not seen.	Coping is confused or ineffective: she blames external system (e.g. grant writing, poor quality jobs). Study is no longer funded --scholarship gone. Uni is 'boring.' Looking for workplace that is "friendly" and "recognises" her abilities. Casual jobs downtown.	At T1 self talk led her into "depression." At T2 just jumped into job search: led to successful interview. Returned to TAFE at T2 to get Accounting Degree. Quit Job b/c bosses overloaded her. Found new job at T3. Quit job at T3.

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Alignment (coping action with coping goal)	Moderate, while he may get the MBA he may alienate family or friends. His style may alienate future employees.	Good, practices emotional control esp. with powerful govt entities.	Poor. Seems to blame everyone but himself. Doesn't look at his own habits/ traits that might get people offside. Interviewer wonders why he doesn't set up small business of some sort.	Very good. Took responsibility and took calculated risk to leave abusive employer. Took further education to improve chances. Asked new boss for flexible hours. Motivated to avoid early retirement.	Now good (T3) but Initially very poor. Then came to realise he had "rights as a human being" and gave notice of leaving on his own terms. He did some "alignment" and resigned, but felt more empowered. In interviews he was still self-reflecting.	T1 and T2: probably focused too much on child and career to pay attention to body. T2: moves; gets emotional support income from sister. T3: Cancer regresses. Post study: she finishes a Ph.D.	Minimal attempts. Initially felt she liked uni at T1. Then at T2 & T3 she finds university environment "negative." At T3 seeking temp-hire work--saying it's more friendly than academic track. Unlikely to finish Ph.D.	Poor. She seemed to defeat herself with neg self talk. At T2 she asked for help from mum; she conducted on-again off-again job searches. At T3 she claims "small businesses" are biased against single mums. Little in the way of self reflection.
Distress (GHQ)	5, 12, --	2, -- , 20	12, --, 4	25,10, 5	13, 2, 6	8,--,--	6, 4, 8	17, --, 33
Resilience (SOC)	55, 62,--	74, --, 82	49,--, 70	32, 73, 57	57, 62, 59	55, --, --	60, 63, 72	59, --, 53

Note: Underlined Names represent the featured four cases

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Trend Graphs (Trajectories)

Based on questionnaire responses, trend graphs were generated showing distress and resilience/coherence outcomes over the three time points (see Figures 5 and 6). For the obtained sample size, a GHQ score change of 6 is significant. (GHQ scores could range from 0 to 48.) The Sense of Coherence-13 scale had a range from 13 to 9. The four featured cases are named in order to highlight them for the reader. Trend findings were as follows:
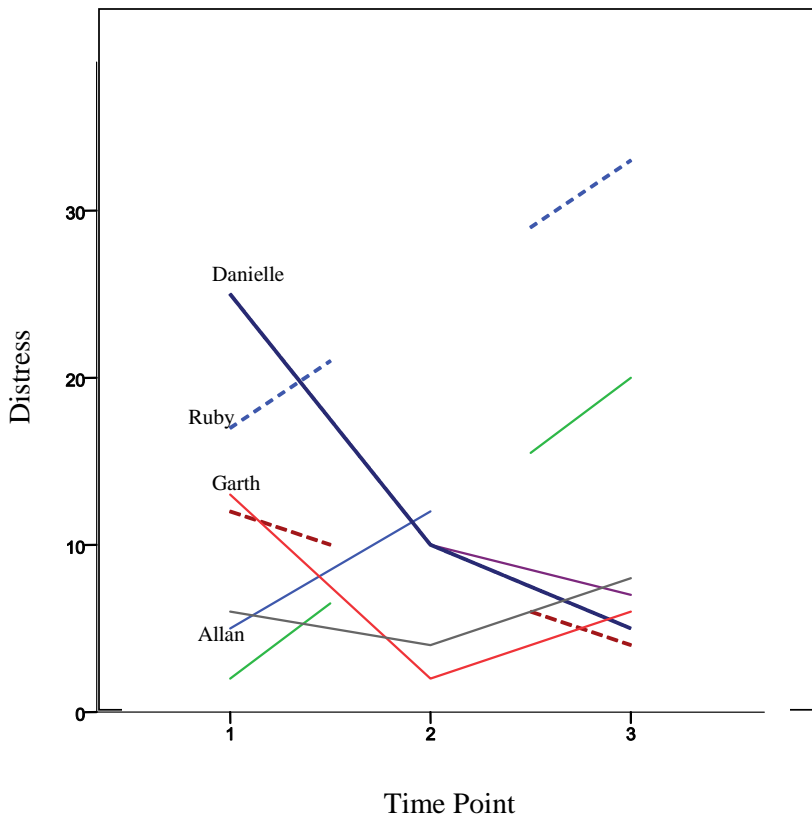
Figure 10.

Trends in Distress (GHQ-12) for 9 cases

Note: Line breaks indicate data missing for that time point.
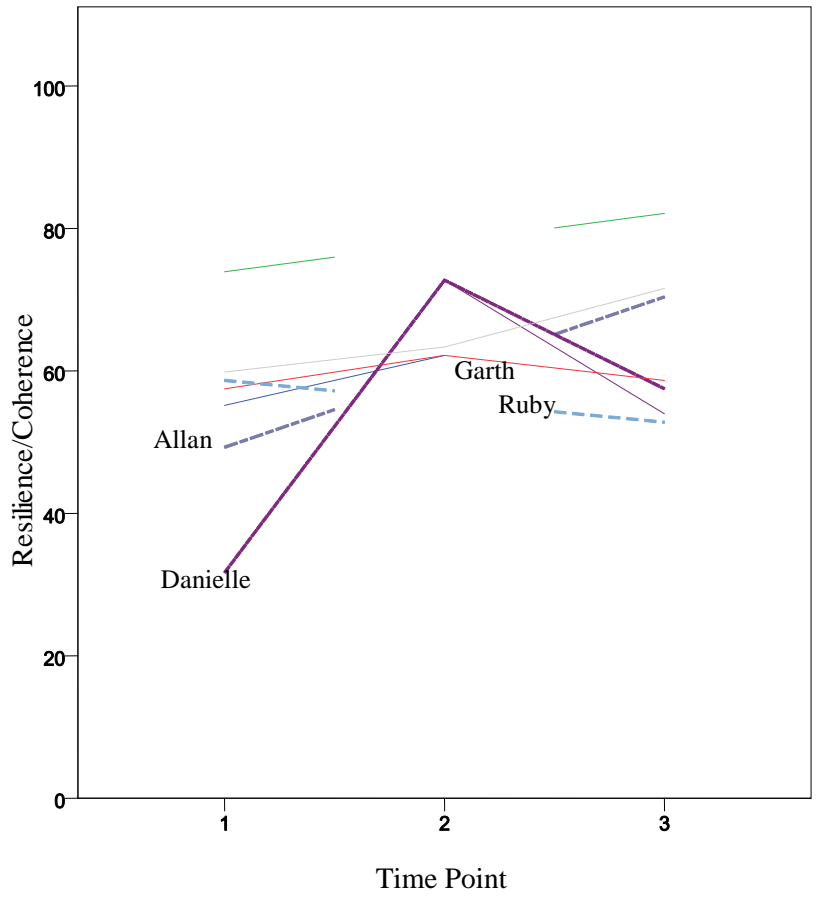
Figure 11.

Trends in Resilience (SOC-13) for 9 cases

Note: Line breaks indicate data missing for that time point

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Discussion (QL)

Introduction

This chapter examines how respondents appraised and managed their work-life challenges through the lens of the Life Facets Coping model and its variables. This section has five subsections.

The first section reviews the LFC Model. The second section reviews the precursor variables (*work identification, resources*) which set the context for an actor trying to cope with work-life challenges (issues). The third discusses how respondents typically made their *appraisals*, set *coping goals*, and implemented *coping strategies* (actions). The fourth section discusses the actual work-life issues, which confronted each respondent. The fifth section draws some conclusions on the relative utility of fitting the LFC Model to coping in these respondents.

Quick Review of the LFC Model

The Life Facets Coping (LFC) Model is presented again as Figure 3. The Model does not specify the types of coping that will be employed, as in the Stress-Appraisal-Coping models (Folkman et al., 1986; Lazarus & Folkman, 1984) or specify which deficits will (or must) be dealt with first as in the Deprivation/Need models (Jahoda, 1982; Jahoda et al., 1933; A. Winefield, 1995). Instead it emphasises the idea of *alignment*, that is, how well the actor aligns (chooses) a coping action or strategy to match a life facet goal. (The model presumes that an actor seeks to improve his or her own welfare.)

Life Facets Model Theory (McKee-Ryan & Kinicki, 2002) proposes that an actor will gain or lose *self-efficacy* in proportion to the long run success they meet with in resolving a life facet issue (e.g., finding and holding onto a job, finding a suitable partner, raising children well, etc.). The self-efficacy can vary across the seven domains independently: for example, an actor may come to consider themselves as an effective caring mother (social facet) but also as a poor planner (daily routine facet) or as neglectful of their health (biological facet) (McKee-Ryan & Kinicki, 2002). In the original model (2002), the coping goal-to-action alignment variable was proposed but not fully tested.

The original LFC Model included a *Quality of Re-employment* outcome. Quality of re-employment had been found to be consistently associated with the absence of mental distress and the presence of positive mental health. Basically, if the respondent experienced a reduction in manifest (financial benefits and entitlements) needs and/or latent (status, autonomy) needs, their mental health subsequently suffered (McKee-Ryan, 2003b; McKee-Ryan & Kinicki, 2002; McKee-Ryan et al., 2003a; Quesnel-Vallee, 2010; Sargent, 2003; A. Winefield, 1995). The outcome of

Quality of Re-employment was not included in this study. However, textual narratives from all but one respondent (Natalie) indicated the effects of shifts in quality of the re-employment. Generally whenever respondents had to shift to a "lesser job," a negative affect (mainly anger or disappointment) was elicited.

Additional Research Questions Addressed

Research Question 2 was: *Do respondents appraise and cope with discontinuous work according to the Life Facets Model?* To answer this, the LFC model is broken down into its "sequential" parts starting from precursor variables and progressing to its processes of appraisal, coping and alignment. The discussion concludes with an integration of what meanings the interviewees bring into their coping or as Antonovsky (Antonovsky, 1987) says, "their stories."

Precursor Variables

Work Identification. Regarding work identification, two respondents —Allan and Danielle — could be said to have high identification with the world of work; whereas Garth and Ruby could be said to have a moderate identification.

Allan seems to identify with work because of his role as a second-generation migrant and the role modelling provided by his family as indicated above.

Danielle identifies strongly with a work ethic; this is due, she says, to her migrant family of origin but also because of an ongoing unpredictable illness with no ready cure, she wants to have the means to lessen workplace related stresses that will bring on pain or incapacitate her. Particular respondents with a good "starting line point," e.g., Allan with his high work identification and second generation striving, seemed to take job disappointments in their stride compared to the others. Allan's strong and clear strategic vision (goals matched across many facets) helped him past many obstacles and created the conditions for him to grasp opportunities.

Garth, in his narratives, makes clear that he is devoted to writing and that he writes in every spare moment. Paid work to him seems to be an interruption to his major life purpose, writing. The interviewer finally asked what he would do with his daytime hours if money were not an object. He replied "writing fiction, especially detective and crime fiction." It would be safe to conclude Garth had low to moderate work identification.

Ruby is interesting in that she had a fairly responsible supervisory position with a national telecommunications firm (which she referred to in the past as a "having a very good work culture for managers.") She indicates she feels a strong identification with work, and her voice becomes cheerful when talking about how she is respected in this large firm. However, this response came before the firm restructured. During the restructure, she says she was given the "choice" to relocate

3,000 kilometres across the country, or lose her job; she chose to lose her job, thus her work identification dropped as her comment at Time 2 indicated:

> *…but they [policy makers and CEOs] need to change [employer] mindsets that you need to work full time because I think many jobs could be done easily in job share or part-time and be quite flexible, and a lot of managers are [saying], you [all] need to work from 9 til 5. They need to be a bit more flexible….*

Later, between Times 2 and 3, Ruby experiences two successive small business owners reversing their undertakings regarding flexibility and forcing her onto a roster, which now conflicts with her child pick-up duties. She indicates a feeling of betrayal and concludes: "I will not trust small business owners to be professional or compassionate; only large professional firms will work for me." Ruby's work identification could be seen to have lessened in the narratives. (Furthermore, her work identity index from the Questionnaire dropped by 50% between Times 1 and 3).

Resources. Resources are an important construct for workers and individuals to employ, as mentioned in the Literature Review, especially Chapter 3. Resources initially were defined in this study in line with the Life Facets Coping model: financial, social, or personal. This choice was supported as many earlier models (see Chapter 3) described these same important resources; these models included Deprivation, Motivational Process, Conservation of Resources and Stress-Coping models. What types of resources do the eight interviewees mention the most? The most common answer to "What are the resources you most depend upon?" was "friends," "job," and "family"- corresponding also to the Life Facet Model resources category of social, financial and personal resources.

As discussed in Chapter 3, most modern coping theories view resources as usable or expendable, such as the Resource Conservation Theory of Hobfoll (2002), and the LFC Theory ((McKee-Ryan & Kinicki, 2002). In these theory frameworks, resources can be augmented, maintained or depleted. This study found respondents' resources could be readily classed within the LFC model to correspond with the financial, social, and personal. In addition one's access to *institutional support* (e.g., Centrelink Disability and Newstart allowances and counselling), was found to be important (e.g., severance pay for Garth, or Centrelink support for Danielle). Both the number and availability of these resources also mattered.

Of the four respondents Allan is the most "resource-rich," as he was almost entirely supported while living at home with his two parents and two siblings. Next in "resource-richness" would be Garth, as he and his wife were found to be both fit and working full time as late-career workers. Garth is followed by Ruby who, despite a full-time working husband, admits at Time 1 she has to struggle to patch income together from discontinuous short-term jobs. Danielle with her volatile job history and low perceived employability status (heavily accented, overseas born, mid-50's female), was the least resourced. She also had to deal with osteoarthritis and spend much time

on Centrelink payments and counselling, which could be seen as processes which drained her of resource capabilities, or considered as resource depleters.

Career Intelligence. One resource that most coping theories do not explicitly list is *career intelligence*, sometimes called *career self-awareness* (Denham, 2003), or *career navigation skill* (Savickas, 2000). In terms of the four respondents, the researcher's field notes indicated they seemed, at least cognitively, to be equal in reading the external environment. However, respondents were found to differ in their emotional self-control (i.e., ability to self-regulate moods). For example, in the researcher's memoranda and case notes, Allan was seen to be the most controlled at interview, while Garth and Danielle were the most varied in emotional tone and quickness to make judgements. The latter respondents were opposed to sitting back and philosophically recounting their past decisions and challenges. The researcher noted in a summary field note that after their third interviews, respondents "seemed to differ in career intelligence in part due to innate temperament but also according to their unique overall experiences in workplace job histories and judgement of economic reforms, especially in terms of feelings of respect/disrespect. Such judgements seemed to create long-term states (dispositions) towards work (and life) in general. This shows up during interview as tense gestures/postures, sarcasm, in various judgements of bosses or work cultures.

Coping Strategies. As outlined in Chapters 1-3, the coping literature shows that resources can also be turned into coping strategies for handling life facet challenges (Antonovsky, 1987; Hobfoll et al., 2002; McKee-Ryan & Kinicki, 2002). This was true in Garth's case because he manages to find an employment "high vantage point" (i.e., accept a job as an IT recruitment officer). This allows him to see what jobs become available, at what salary and hourly terms. In this position he is able to be in regular contact with hiring managers (and their social networks). Thus he acquired an inside track on when jobs became available and what the managers of those jobs would look for in the interviewees. Garth eventually uses this knowledge to locate a very good position, occurring one year after the end point of the study.

Danielle's case is interesting because she canvassed the neighbourhood and kept herself vigilant about her neighbours (she likely saved time and grief by also foregoing the classified advertisements). She eventually found a neighbour who owned a video/multimedia business who agreed to remove all expectations for needing her on site. With the neighbour's cooperation, she eventually established a "permeable work-home boundary" between work and home. In this new job, Danielle had true flexibility; she could opt to leave her workplace whenever her pain flared up and she was allowed to transmit work to and from her home. While the boss had final control over her hours, he seldom challenged her judgement.

At Time 1 none of these four workers demonstrated pre-existing resource deficits, e.g., negative affectivity or hostility (Payne & Morrison, 2002). All seemed to call upon similar personal resources such as hopefulness, respectful negotiation, and assertiveness. All seemed to anticipate a better position (eventually) to arise in the future. An example of this was Danielle. On the "inside" at Time 2 Danielle's sense of personal self-worth and optimism was compromised. After "being forced to" resign, Danielle descended into hopelessness about herself, her abilities, and about work in general. She doubted her ability to perform bookkeeping which showed a depletion of one of Hobfoll's *conditional resources (Hobfoll et al., 2002)*, i.e., *status*. Danielle eventually found that Centrelink could give her financial aid (Newstart allowance) to replenish her *energy resources,* i.e., income, self-confidence, will power and personal energy. It is also likely the care and attention of the Centrelink psychologist helped her re-establish her *optimism*. This help occurred via general therapy, interpersonal therapy, and anger management. Centrelink could be seen as an *omnibus resource* to replenish *energy*, *conditional* and *personal resources*. The Centrelink psychologist, according to the field records, also taught her some useful coping strategies, with perhaps the most useful simply being "gaining a wider perspective." In the LFC model it is also predicted that as a person finds new equivalent or better-quality employment, their mental health will increase and their self-efficacy (for certain domains) will improve. In addition, the worker's work identification will increase (McKee-Ryan & Kinicki, 2002). These things certainly occurred over the course of Danielle's nine-month story.

Making Appraisals of Events/Challenges

Research Question 3 asked: *What meanings will respondents give to shifts into and out of discontinuous employment?* Each of the four respondents had to confront an ongoing threat in handling their work-life conflicts. Allan and Danielle are at opposite ends of the labour spectrum, with Allan having to market himself with only a few months of job experience, and Danielle with much job experience, having to market herself with an ongoing ailment that was often unpredictable.

Garth before Time 1 confronted work overload and claims to have suffered a nervous breakdown. From Time 1 onwards he found an advantageous position (as an I.T. recruiter), whereby he was well positioned to view openings in the local job markets before anyone else.

Ruby the former telecommunication supervisor, housewife and mother had tried to enter the job market via applications to two self-owned electrical contractor shops. However, on both occasions she found the owners had reversed earlier commitments to allow her flexible hours. Discontinuous jobs are of a start-and-stop nature, and Ruby certainly fell into discontinuity as she also had duties to pick up her daughter from school, be with her husband, and watch after an infirm

mother. Finally, she had no bookkeeping/accounting qualifications to boost her "employability attractiveness" though she had financial analysis, HR, and managerial experience.

In this small subset, the degree to which a work-life situation was seen as threatening seemed to be determined objectively by such things as the current job and its quality; the respondent's age and health; the potential for losing the job and the existing social environment such as the labour market.

Yet, what seemed to primarily "determine" the respondents' outcomes (distress and resilience), were their idiosyncratic personal appraisals of these conditions that seemed to shift in a non-linear dynamic fashion (described below). Thus, whether life was affirming or not, resulted from a dynamic interaction of: respondents' self-worth, their perceived self-efficacy, expectations of significant others, the number of goals and commitments, alignment of goals with appropriate coping responses, and their perceived ability to manage their time and resources over some months, to achieve important current work-life projects. This latter perceived ability is very similar to Antonovsky's Sense of Coherence or SOC (1987) (see below). As a resilience indicator, SOC reflects an actor's self-observed track record that he or she is adept at fulfilling intentions (life projects or important goals) across several life domains. As time goes on, the person develops an overall confidence in their capacity to complete a life project, or resolve a work-life conflict, in spite of obstacles or setbacks. They persist despite the odds against them.

The investigator also noted an "inner upset" or disequilibrium would occur when a respondent felt an important value or cultural norm was violated. This happened in the case of Ruby when starting employment, and with Garth when ending his employment. These latter "violation experiences" allow the *entrée* of personal meanings into life projects and these seemed to alter goals, self efficacy, and strategies for coping. This type of process is shown by a dotted line (feedback loop) shown in Figure 3.

Coping Strategies

In discussing coping strategies, all recent coping models assume *adaptation* takes place; that is, the actor adapts to a circumstance or an influence exerted by the environment (for example looking for work, getting enough exercise, getting personal time-out, eating well, and raising a family). Adaptation can be considered a long range or overall strategy of how to cope. Coping, on the other hand, deals with specific situations.

Many work-life challenges start when the (social) environment stimulates the actor to take note of a potential threat to well-being, or to pending losses (like being jobless). Basically, assuming there is attention given to the external situation, the actor appraises events, evaluating them from good (a challenge) to neutral to bad (a threat). The actor then must reduce the threat or

attain the goal (coping). However, some actors do this better than others, resulting in good mental health, better objective life conditions (e.g., better job), or other life satisfactions (e.g., better relationships). According to the most accepted general coping models (Edwards, 1988; Folkman et al., 1986), health impacts and a certain level of utility (quality of life, satisfaction) (McKee-Ryan & Kinicki, 2002) are the result.

In this study, coping actions were observed to be a synthesis of cognitive (planning), emotional, and reflection strategies, which together did not map well to the non-LFC models. Regarding coping strategies, of the four respondents Allan seems to have situated himself in a kind of "fishbowl" at Times 1 and 2. In his descriptions, he paints a picture of his peers looking in on him and seeing if he rises to the top of the career ladder quickly. He is quite proud of the fact that he can save money, live at home and go to school at the same time. Allan wants to quickly leverage off the job market to eventually land an executive or business owner position.

Danielle at Time 1 "wants out" of the current job and at Time 2 is forced to accept jobs that do not match her capabilities. However, at Time 3 she manages to discover a small business owned by a neighbour and friend. She becomes proactive and decides to negotiate a deal whereby she can take work at home, whenever her pain starts to flare up. She is allowed at times to transmit and receive financial data online on some days (by prior agreement); this allows her to stabilise her painful condition.

Garth at Time 1 had a coping strategy, which failed him: taking on more late night hours and more phone calls without a system to penalise "nuisance callers." This overloading caused him to suffer, he says, an acute "mental breakdown." However, with the support of his wife (and possibly others) and the "time out" afforded by his resignation, he managed later to land a position as assistant manager with a temporary-hire IT recruitment agency. While this shames him somewhat (as he is placing the clients at times in similar overworked and discontinuously employed positions), it also enables him to strategically oversee the job market before making another job change.

Ruby tries to self-talk her way out of depression because she feels squeezed in several of her life facets. For example, she is trying to manage the family facet (as caretaker to husband, mother and child); look for work (physical, psychological, daily routine and financial facets); and at the same time, complete a TAFE qualification (psychological, financial, purpose facets). She finally finds a job at Time 3, but only after a lot of extra "hassle" (i.e., enlisting her mother's help as a chauffeur, and starting and terminating two jobs within a five-month period).

Meanings of Changes for Respondents

Research Question 3 asked: *What meanings will respondents give to shifts into and out of discontinuous employment?*

[6-130]

To answer this question, context, interactions of context and person, and interpretations need to be considered. The author followed the mixed method recommendations of recent theorists, particularly Cresswell (2003), Goodrick (2009), and Lincoln and Guba (1985).

Context. Lincoln and Guba (1985) and Bronfenbrenner (1979) mention the need to assess not only the person but also the person-within-context. What environmental, cultural or role meanings do actors give to their challenges or failure to meet goals? In this study, although each respondent (actor) had faced different situations, they all shared the same mental, emotional, linguistic systems, and to a large degree the same culture. The author considered the respondents (actors) as coping within a multilevel (contextual) framework (Bronfenbrenner, 1979; Stansfeld & Candy, 2006). Actors were considered to be acting with a contextual ecology composed primarily of roles within a more immediate set of situational demands.

Interactions. Also as a part of the focus on contexts, would be the interactions between various life-work issues and the domains (facets) affected. In this study, the featured four respondents showed different life challenges or "issues" arising from individual situational presses. These created "life-facet-by-issues intersections." Such life intersections can be used to capture the total pattern (context) of work-life challenges; and these are shown starting with Table 18. Life Facets by Issue (Allan, T1-T3). In the tables, letters (e.g., "B" for biological/physiological) mark the occurrence of issues that span the seven life facets. (Discussion of these life intersections follows just after these tables.)

Interpretations. Corresponding to these life intersections are vignette-summaries for the featured four respondents (Allan, Danielle, Garth, Ruby). These summaries, together with the life intersection tables, provide interpretable narratives for the four respondents. These narratives act as story lines to show how the respondents adapted within their own context of multiple roles, and their different hopes/goals. Each narrative also provides a comparison of different work-life coping styles.

Table 18.

Life Facets by Issue (Allan, T1-T3)

Issue→	Upward job climb			Qual time with family			Qual time with friends			Stress reduction			MBA program			Part time job		
Facet	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3
Physiological (B)											B	B						
Psychological (Y)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Spiritual (T)																		
Daily routine (D)	D	D	D	D	D	D	D	D	D				D	D	D	D	D	D
Sense purpose (P)		P	P										P	P	P	P	P	P
Social & family (S)				S	S		S	S										
Financial (F)	F	F	F										F	F	F	F	F	F

* Total of 53.   Time points 1, 2, and 3, are at three-month intervals.

Table 19.

Life Facets by Issue (Danielle, T1-T3)

Issue→	Deal with ongoing pain			Decide to leave abusive job			Learn how to assert self			Stress reduction			Find new job (flexible)			Read self improve. books		
Facet	1*	2*	3*	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3
Physiological (B)	B	B	B	B	B		B	B		B	B	B						
Psychological (Y)	Y	Y	Y	Y	Y		Y	Y		Y	Y	Y	Y			Y	Y	
Spiritual (T)							T			T							T	T
Daily routine (D)	D	D	D	D	D	D	D	D	D	D	D	D	D	D		D	D	
Sense purpose (P)	P	P	P	P	P			P					P	P			P	
Social & family (S)				S	S	S	S	S	S	S	S	S						
Financial (F)				F	F					F	F		F	F	F			

* Total of 66.   Time points 1, 2, and 3, are at three-month intervals.

Table 20.

Life Facets by Issue (Garth, T1-T3)

Facet	Task over load			Quality time with wife			Finding time to write			Resign with integrity			Finding new work			Proving worth new job			Finding holiday time off		
	1*	2*	3*	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3
Physiological (B)	B		B																		
Psychological (Y)	Y	Y		Y	Y	Y	Y			Y	Y		Y	Y			Y		Y		Y
Spiritual (T)																			T	T	T
Daily routine (D)	D						D									D					
Sense purpose (P)	P	P		P			P	P	P	P			P	P	P	P	P		P		P
Social & family (S)	S	S		S	S								S			S	S		S		S
Financial (F)										F			F								F

* Total of 45.   Time points 1, 2, and 3, are at three-month intervals.

Table 21.

Life Facets by Issue (Ruby, T1-T3)

Facet	Find and maintain childcare			Hiring: negotiate good terms			Employer changes terms of job			Find uni course in Account.			Find new job (flexible)			Make time for family & husband		
	1*	2*	3*	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3
Physiological (B)	B	B	B	B			B						B	B		B	B	
Psychological (Y)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Spiritual (T)																		
Daily routine (D)				D	D	D	D	D	D	D	D	D	D	D	D			
Sense purpose (P)				P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
Social & family (S)	S	S	S	S	S	S	S	S	S							S	S	S
Financial (F)	F	F	F	F	F	F	F	F	F	F	F	F	F	F				

* Total of 81.   Time points 1, 2, and 3, are at three-month intervals.

Summaries (Life Facets by Issue)

  Allan. For Allan the long-term big picture is his first work-life challenge. At only 20 years he wants to climb the job ladder and end up independently wealthy. Yet, he "doesn't want to sacrifice quality time with family to do this" (represented by his Social life facet "S"). Even so, he admits to not doing his share of the household maintenance and he spends a lot of time justifying this during his interviews. He also alludes to how he misses his friends, but then confesses that in order to meet his career goals (life facet represented by P for Purpose) "they will have to come later." As a fourth work-life goal, Allan wants to undertake a program of stress reduction (represented by B for Biological life facet). However, this itself "takes time from the rest of my week." At Time 2 he enrols in a Master's of Business Administration (MBA) program, his fifth work-life issue (thus fulfilling life facets of Daily Routine "D," Purpose "P," and Financial "F"). Finally, Allan says his part-time job is slow but is "teaching me things" so he sticks with it (facets D, P, and F again.) The major meta-strategy for Allan is "time stealing" (taking time from one domain or facet to address needs or duties in other life facets; hence the large number of Ds in his grid). Allan faced 53 life facet-by-issue intersections over his nine months in the study.

  Danielle. Danielle reported her major work-life conflict as stress from workplace mismanagement while dealing with a back-pain issue. Danielle, at first interview, was deemed to be vocal, intelligent, work-ready and motivated to have any kind of respectful work. However, over Times 1 and 2 she reported she had trouble first, in her cashier job and then, in her current payroll accounts position. For both, she attributed problems to unskilled and unsympathetic supervisors, whom she says overloaded her, played favourites, mismanaged timelines for projects, and generally became disrespectful. She attributes poor workplace management styles to creating her pain and stress. From Time 2 to Time 3 Danielle began a campaign to find new work, resulting in the activation of six of the possible seven life facets (Biological, Psychological, Daily Routine, Purpose, Social, and Financial). Examining her job history it seemed that the perceived mismanagement (and lack of control) would aggravate her osteoarthritis, the pain from which would lead to management flagging her as lagging in productivity, thus creating an amplifying feedback loop. As a result, Danielle says over the past five years she has been unable to maintain one job for more that 10-12 months. From the life facets model her Biological facet is taxed.

  Garth. Likewise Garth wanted to have autonomy. Garth says he "took a leap of faith" and chose to be an independent contractor (discontinuous worker), as opposed to a permanent full-time employee. This was for what he considered a "worthwhile cause," a state emergency services department. In retrospect, however, he says he actually lost most of his autonomy. He claims that out-of-touch managers delegated an inordinate task overload to him, inducing him to resign under intense workplace stress (shown as threats to facets Biological, Psychological, Daily Routine,

Purpose, and Social). Garth later finds a role in an IT recruitment firm, ironically finding temporary placements for discontinuous workers. This role however still impinges on another life project, his wish to write detective novels (threats to Y, D, and P facets). Garth had 45 life facet-by-issue intersections to deal with.

   Ruby. The late-40's former telecommunications manager describes a false understanding with the employer: she wanted early afternoon finish times to accommodate her daughter's childcare, but her managers either misunderstood or, according to her, reversed themselves. This happened not once but twice. Split between childcare duty and holding onto work, Ruby said she had not much time left for her husband, household upkeep, or her mother. In addition, Ruby at Time 2 was trying to graduate at a nearby TAFE but could not get TAFE, childcare and job schedules to align. During interview her voice was tense and judgemental. One may surmise that she appraised her work-life conflicts together, as a multi-headed and ongoing threat. Ruby had 81 life facet-by-issue intersections to deal with.

Distress Explained

   Combining the Summaries above with the trend graphs (Figure 10 and 11), some conclusions can be drawn to answer the primary research questions. The first of these was *RQ4: How well can Distress (via the GHQ-12) be predicted by demographic precursors or work conditions?* An in-depth case study analysis approach is used to answer each question.

1. Allan started the project (Time 1) with only a "medium" level of stress (GHQ score of 5). By the final endpoint at Time 2 he had a "high" GHQ distress score of 12.

   For Allan, keeping upwardly mobile was his overall motivation and work-life challenge. Being only 20 years old he wants to climb the job ladder and become independently wealthy. Since many of the usual stresses facing adults living outside home do not affect him he endures a "medium" level of stress at Time 1. Allan feels bad "about not helping to maintain the house." Allan also alludes to how he misses his friends but then confesses that in order to meet his career goals (Purpose life facet) "they [friends] will have to come later." At Time 1 Allan admits he is getting too busy, and begins a stress reduction and exercise program. However, this action (coping) "takes time away from the rest of my week," which creates some added stress.

   At Time 2 Allan enrols in a Master's of Business Administration (MBA) program, his fifth work-life issue (Daily Routine "D," Purpose "P," and Financial "F"). Allan admits, "this puts additional strain on my time for family and friends."

The overarching coping strategy (meta-strategy) for Allan is "time stealing" (taking time from a challenge in one facet to address needs or challenges in other life facets). Thus a large number of Daily Routine check marks prevail in his life fact grid, reflecting the fact he frequently steals time from one domain to add to another. Allan faced 53 facet-by-issue intersections over his nine months, which reflects the rise in his distress (GHQ-12) from low moderate to moderate distress (from 9 to 12).

2. Danielle, despite her setbacks at Time 1 and her time to regain her composure during Time 2, seemed to increase in mental health as shown by *declines* in her distress scores from 25 to 10 to 5.

Danielle reported her major work-life conflict as stress from workplace mismanagement, while dealing with a back-pain issue. Danielle, previous to her Time 1 interview, was work-ready and had a high positive regard for work in general; she had a fairly continuous job history. However, over the periods captured by Times 1 and 2, she reported troubles in her cashier job and then in a payroll accounts position. She attributed these to pressures from problematic supervisors. She claimed, particularly in the period preceding the Time 2 interview, that her boss "was threatening" and "in my face" and "would not indicate deadlines." In addition, her back pain would flare up while at work, and this seemed to be a knock on effect of the appraisal she made of threats from the boss. (Thus, the series of Y's representing threats to her Psychological life facet). Interviews about her short-term job stints, indicated Danielle would often feel belittled and bullied by managers or supervisors. She reported that she was "losing my dignity as a worker." It seems reasonable that at Time 1 she would be feeling the most irritated and angry. Therefore, her GHQ distress level ("very high" at 25) would be expected.

Danielle eventually resigned quite suddenly (as mentioned at Time 2 interview). She says she was forced to "accept the lesser of two evils" and go onto "the dole," meaning a Centrelink Allowance. However, Centrelink still required her to find work, even if that was part time. Danielle reported this requirement as "also stressful." Danielle's GHQ score at this time was 10 (still moderately stressed).

Danielle reported that six months after leaving her abusive job she found new work, resulting in "a kind of positive stress." In the Time 3 interview she reported that working for a small business (video production house) nearby and known to her, resulted in a "perfect match," whereby "I can take the office work home when the pain gets too much," and "the boss just allows me to do this whenever I want, as long as I accurately log the time in." After about six weeks of this, Danielle reports she has found a happy work-life balance, due to the flexibility of the business owner and his wife. The overall meta-strategy for Danielle seemed to be to "reject all conventional wisdom of accepting all standard employment opportunities until true flexibility is found." This was a risky

strategy that happened to pay off however. The author noted that on the trend graph, her final score at Time 3 was "low stress" (score of 5).

3. Garth showed a curvilinear trend in distress scores over the nine months of the study, going from 13 to 2 to 6. This occurred as follows.

As recounted in the transcript, Garth felt trapped in his job as a late night, on-call Network Administrator. His distress level was "moderate" at a score of 13. Despite the moderate score, Garth recounted that his workload and after-hours schedule, "were putting a tremendous strain on my life and home life, in hindsight." At interview Time 2, he claimed that an "inordinate amount of after-hours time was delegated to myself and minimal staff." He says the pressures built so that in the 3 months prior to Time 2, he suffered a nervous breakdown. This event was a "wake up call" that prompted him to resign. Garth's distress level was self-reported to be at a moderate level of 13. This distress was much higher when he experienced a mental breakdown at home (see transcript above). His issues also show many life facets being pressed into operation at once (biological, psychological, daily routine, sense of purpose, and social).

At time two, Garth reports he is "nicely situated" as a Recruitment Officer with an IT labour-hire firm. Though he says it is not "my most preferred" job, Garth does manage to find time to practice his detective novel writing, and has an easier time making quality time happen with his wife. This gives him "mental relaxation" and "purpose." His distress score of 2 seemed to reflect the minimal or no distress shown at Time 2.

At interview Time 3, Garth does report that "I'm now looking again for greener pastures," and that he would not mind a position in Business Operations as a manager." Garth is looking outside his office job now, being careful not to make his job search obvious.

The overall meta-strategy for Garth seemed to be "reject the previous well-paid but stressful work relationship," to find a "position with a strategic overview of the labour market that enabled personal time." His distress score has dropped to a "low medium distress" reading at 6. Garth contended with 45 facet-by-life issues, the second lowest of the eight interviewees.

4. Ruby went from highly distressed (17) during recovery from a redundancy as a manager and while searching for new work. (Time 2 score was missing). By Time 3 interview Ruby was "very highly distressed" (score of 33).

Ruby, the former mid-level telecommunications manager, at Time 1 describes what it is like being a free-agent in the job market and having to "forage for work as an employee." She reports her experience of the labour market being filled with her uncertainty, coming up against employer prejudice towards "mums with young ones" and "age bias." As a 45-year old former corporate

manager who did everything possible to forge creative child-friendly policies, Ruby now claimed to be under scrutiny for "child liabilities." She confessed that having employees with children could make it hard to juggle commitments to her husband, young daughter, mother and work. But at Time 1, at least, she felt the "right flexible arrangements could be found with the right employer."

Ruby, despite having a middle class dual income, had been looking for suitable employment for eight months. Although her husband had good human capital skills (in cable engineering), he had to work long hours and did not share much of the necessary child day care pick-up duties or house chores. At Time 1, Ruby reports a distress level of 17 (high).

At Time 2 interview, Ruby is reporting a lot of stress as she has several life facet issues (challenges) occurring at once: finding accessible childcare, finding an employer who will allow her flexible time for child pickup during school closing times, employers who change the agreed terms of work without discussion, finding the appropriate course hours at a nearby university to upgrade her skills to an accounting diploma, and finding time for her family and friends. Ruby failed to provide a GHQ-12 distress score at Time 2, but judging from her transcript and the field notes, her Time 2 score was likely to be no lower that her Time 1 score of high distress.

At Time 3 interview, Ruby reports being "very disappointed" at having "to run through two jobs where they [employers] said I could leave early on certain weekdays with no problems." Ruby claimed both of her employers had changed their minds, regarding flexible rostering. Thus she had to scramble to re-arrange pickups for her daughter from school, requiring her mother to drive. "They reneged on their so called flexibility," Ruby said bitterly. "Nor could I find adequate childcare that was open on the days I needed to attend to work and go to TAFE." At Time 3, Ruby's responses were tense and judgemental; her work-life conflicts taken together, became overwhelming and therefore stressful.

With a Distress level of 33, Ruby's is the highest level recorded for any respondent in this study. Ruby's meta-strategy for coping seemed to be: "don't trust many employers to do the right thing for a working mum; instead upskill to become more employable." Her total distress trajectory went steadily upwards over nine months.

Other Adaptation Observations

Environmental Press (Precursors). The overall array of existing situational presses on respondents seemed to influence outcomes in terms of distress and resilience. For most respondents, these presses (issues, unachieved goals, conflicting commitments) were similar at each of the three time points. Danielle was the interviewee who had the most life facets active at each of the three time points, and in line with most theoretical models (especially the Motivational Process, Stress-Appraisal-Coping, Salutogenic, and Life Facets Coping) she suffered the most distress. Allan had

the fewest intersections and therefore the least distress. Garth and Ruby had moderated levels of intersections and experienced moderate levels of distress.

Work Contract Terms and Conditions. The investigator sought to find out how workers fared under various contract arrangements, since more recent research, as mentioned earlier (Pusey, 2003; I. Watson et al., 2003), emphasised negative outcomes for those workers in more precarious and discontinuous jobs. One variable *multiple jobs per fortnight*, was predicted to impact the respondent, as shown by self reports of "time scarcity," "role conflict" or "work vs. family imbalance." A search and frequency count of the contract/award types using NVIVO8 (see Table 11) revealed that:

1. Employees on Federal Government sanctioned *Australian Workplace Agreements* had the fewest occurrences of multiple-job fortnights (13.9 % of these employees reported this).
2. Employees in "award protected" jobs (*Enterprise Bargain Agreement or Union Award*) had the next fewest multiple-jobs (15% of employees).
3. Employees on *individual contracts* had the next lowest rate (22% of employees).
4. Employees hired as *casual,* incurred the highest frequency of multiple-job fortnights (56.6% of employees for this category).

Thus the more discontinuous the work, the more likely multiple jobs were to be held concurrently in the prior three month period ("moonlighting").

Attitude toward Discontinuous (Contingent) Work. As suggested in the literature review, previous research indicated that workers seemed to prefer work of a non-permanent nature despite the loss of benefits, remuneration and status. Perhaps these workers find it convenient in having varied work venues, or asking for flexible hours to pursue child-raising or non-work activities. Certainly there are some workers who desire independence from organisational schedules or rules (Fryer & Payne, 1984; Payne & Hartley, 1987; Wooden, 2000).

However, for the respondents in this study, the only worker of the eight cases who preferred workplace flexibility (on her terms) was Danielle, and this was only after some dire events occurred: she "hit a wall" and resigned from her accounting/payroll job and then applied for social security from Centrelink. Danielle received extensive psychological counselling and then job search coaching from Centrelink. After her Centrelink support expired, Danielle made a conscious decision that she would only accept a particular kind of employer—one who would be willing to accommodate her on-again, off-again health condition—prior to actual hiring. After four months of searching, Danielle happened to find a neighbour who was also willing to show true employee-friendly flexibility, offering her the chance to either take work home on short notice, or to *telecommute*.

Despite the hyperbole about the capacity to choose one's employment hours and conditions, many workers do not now, nor will they ever get, the opportunity that Danielle did ("Australians Working...", 2009; "Child Care Services Under-serviced", 2009; I. Watson et al., 2003). In the case of all eight interviewees from the local sample (not just the featured four), *unwanted sacrifices* were repeatedly mentioned. These included giving up holiday time (Garth and his wife), sick leave (four of the nine respondents), and various opportunities in training, promotion, status, and regular time structure. These sacrifices more often occurred when an underemployed worker was between jobs, but could also occur after official hire. In one case Helen, the doctoral researcher and food scientist, had to leave the country to find work. Numerous researchers have mentioned the burdens placed on workers, stemming from such sacrifices inherent in contingency work (Pusey, 2003; I. Watson et al., 2003). The most recent research demonstrates contingency creates more than just disenchantment, but actual adverse health effects (Marquez, 2009; Quesnel-Vallee, 2010).

Adaptation (Appraisal, Goal Setting, Coping). Combining the Life Facets Model with the Intersection Grid provides a mechanism for useful analysis and discussion. In many of the worker scenarios, adapting to work-life issues involved an interaction between a worker's physical and financial resource depletions and their psychological coping depletions. For Danielle, when an incident (e.g., intimidation) at work occurred, she encountered pain in her back and leg joints. The pain then would restrict movement, distract her from a work-task, and eventually lead to taking sick days. Thus, workplace challenges or "hassles" interacted with her health to predict absentee days and mental distress. Because of this interaction with the environment (workplace) and the personal, Danielle was unable to maintain many of her previous jobs for more than a year. This was then reflected in the many Biological Facet issues ("B's") across time within her Intersection Grid.

For Danielle, variations in the precursor variables of Coping Resources and Demographics (Human Capital) could predict her high distress and eventual recovery. Especially at Interview Time 2, she recounted how the resources from Centrelink helped support her both financially and psychologically, with an overall increase in her perceived self-efficacy. Her repertoire of coping skills expanded greatly (e.g., assertiveness, personal presentation, pain control, and job searching skills), likely due to the psychological support and training Danielle received from Centrelink staff. Her distress score diminished greatly and her resilience score stabilised at Time 3, showing a moderate sense of coherence.

The use of the Life Facets model and the issues-by-facets grid also helps illustrate what is common across the respondents. Common to all four respondents is a work-life goal to achieve a work setting where they are relatively free from ongoing *poor management* (e.g., supervisors who are erratic, communicate poorly, set forth unclear terms and conditions, and lack ability to establish cooperative work teams). Common to all respondents is a feeling of being pressured by "time."

From an NVIVO matrix search "time pressure" as a coded topic co-occurs with either "duties" or "commitments to others" 80% of the time.

Common also to the four respondents is the expressed need to have a *sense of control* over their work assignments and work conditions (e.g., rostered hours, task loads, on-call availability). Allan was making so many commitments that he thought time-stealing and "better scheduling" would reduce the impacts; Danielle found poor management led to many unpredictable and unreasonable deadlines; Garth belatedly discovered that his employer's flexibility translated into high task loads with unpredictability in the call-centre role; and Ruby found that no matter how well she interviewed and quickly secured a job, her employers would renege on promises of flexible hours, setting her up to scramble for child care and elder care, at the same time.

In short, while all respondents began Time 1 thinking they were "in control" of their work settings, they reported that the situation evolved to become quite different; many felt that in retrospect over time they had little work-life control. In the general coping literature, an actor's sense of control is repeatedly mentioned across the several theories, including that of Deficit/Deprivation (J Archer & Rhodes, 1987; Feather, 1990; Jahoda, 1982), Staged Loss/Grief (J Archer & Rhodes, 1987; Feather, 1990), Motivational Process (Edwards, 1988), Stress-Appraisal-Coping (Lazarus & Folkman, 1984), Salutogenic Coherence (Antonovsky, 1984, 1987), and Life Facets Coping (McKee-Ryan, 2003b; McKee-Ryan et al., 2003a).

The impacts of variable continuity in paid work could be seen in these respondents, as another influence on perceived lack of control. This was especially true for Garth, who complained at Time 1 that "having a secure job as a call centre manager was far better than being a stock analyst in London during the Crazy '80's." For Ruby, being without paid work "became disheartening at times" and "bills don't stop coming in." Danielle seemed to suffer the most anxiety, as she felt forced to resign and then face a world of work where she perceived her "human capital" resources to be all but depleted: Danielle often saw herself as "only a middle-aged woman with a disability" and with each passing year more unlikely to find a satisfying, permanent job. Allan seemed to suffer the least, as he reaffirmed during his first two interviews that "having family living support allowed me to push ahead with my goals." In addition to having the resources of the family available, Allan's progress seemed spurred on by his high identification with work, the larger culture of achievement, which as noted in the Introduction, is often found in second-generation migrants ("migrant aspiration").

Resilience/Coherence Explained

- *RQ5 How well can Coherence/Resilience (as measured by the Sense of Coherence Scale) be predicted by demographic, personal resource, or work condition variation?*

    <u>Allan</u>. Allan started out with an initially high coherence score of 55 at Time 1; this slightly increased to 62 at Time 2. Thus Allan started and finished his 9-month journey with a high Sense of Coherence (SOC). The investigator discovered by phone call at Time 3, that Allan was 2/3 finished with his MBA and "doing well."

    Reasons for the steady uptick included his Precursor Resources such as coming from an aspirational migrant family, living in a middle class suburb, having parents with a solid work history, closeness to university, a set of friends also aspiring to university, and personal human capital traits of extroversion, emotional intelligence, and drive/ambition. Allan also seemed to get along with people, an important aspect of finding and maintaining work, and achieving in education.

    <u>Danielle</u>. As for Danielle her resilience score greatly improved from 32 (Time 1) to 73 (Time 2). (Time 2 interview came just after she managed to resign). Her resilience at Time 3 decreased again to 57 (a medium level of coherence as per discussion below).

    Reasons for this bowed trajectory may include her having adequate financial cushion to conduct a job search ($2-$3000 savings); possessing a qualification (Certificate III in Bookkeeping); a rapid ability to pick up and decode social communication; migrant (2nd generation) impetus to achieve ("migrant aspiration"); and previous experience coping with power plays at work. There is one other important factor: a previous reserve of coherence-based willpower. This might have been present before Danielle's last employment experience prior to Time 1. Danielle at her Time 1 interview described her previous three months working within an unpredictable workplace and under an abusive supervisor; when it became too much she made a hard but resolute choice to resign. She subsequently had to seek help through Centrelink (the social security services). Centrelink's support included essential (manifest) resources such as an income stipend and job search leads. But even more importantly, Centrelink and its staff provided her with counselling in various coping strategies (psychology-based) to find work, successfully lodge applications, interview, and improve her own thought patterns and interpersonal communication.

    When Danielle resigned and began her Centrelink program during Time 1, her sense of coherence score of 32 suggested low resilience. At Time 2, after much therapy, some financial aid, and some work on herself, she found herself successfully tendering for several jobs. At Time 3, Danielle was settling into her new job, which was with a neighbour who owned a nearby video and print production company. This neighbour-cum-employer was open to her taking leave during work hours whenever her chronic pain flared up. The decrease in distress from Time 2 to Time 3 is likely

due to her picking up again the struggle to control her pain, even within her new-found work. Her well-considered decision and the multi-modal intervention by Centrelink are the most likely reasons she reached a peak SOC of 73 at Time 2. Her up-skilling in positive psychology by Centrelink also likely boosted her sense of coherence.

Garth. At Time 1 Garth began the study with a "moderately strong" SOC score (57), which at Time 2, escalated to high coherence (62), and then at Time 3 decreased slightly to 59, a medium level of coherence. Contrary to expectation his initially strong SOC was *not* diminished by the nervous breakdown he had. This is contrary to prediction in the earlier mentioned coping models, except Antonovsky's Salutogenic Model. In line with this model (Antonovsky, 1987), the first three decades of life experiences for Garth likely set the foundation for his stronger than average SOC; his experiences included his rearing within a strong military family; growing up in a Post World War II English household when hardship was taken in stride; his strong identification with work ("[I] take seriously the attitudes toward work that my mother and father adhered to...."); his own stoic temperament; a sense of humour; rewards from a steady upward mobility, and later the share market culture of volatile London during the 1980s; and his long term marriage to a strong partner Alberta with a similarly strong resilience/coherence. Taken together, these life experiences might have created for Garth a strong sense that he could "soldier on" and push through most of life's challenges, during the period of this study (nine months). His relatively strong sense of coherence (resilience) might have lain dormant during his breakdown, but was "rekindled" when his wife found him and counselled him.

Ruby. Ruby's initial SOC score of 59 at Time 2 (her Time 1 score was missing), eventually decreased at Time 3 to 53 (a drop of five points or more being significant). Ruby had decreased in her resilience/coherence, while ending up with "very high" distress (GHQ-12 score of 37). What would account for this variation?

Ruby was described earlier as someone with a solid corporate supervisorial work history, having worked over 20 years as a Human Resources and Operations Manager for Phonika. Despite the suddenness of her redundancy, Ruby and her husband remained committed to each other and to both of them working. They decided for the next year, Ruby could manage to take care of their baby and after about three years, devote herself to part or full time work. According to her story and her side-comments, Ruby seemed to have a strong identification with work. Her narrative also describes her as having a firm resolve to both raise her child (now four years old), while being a working mum.

Ruby's personal coping resources at Time 1 were several, including a husband who was emotionally supportive and had a solid permanent job, having a mother in the house to provide frequent childcare, and having some knowledge of labour markets as she had once been a hiring

manager herself. Her human capital is good, in that she has over 20 years in management with a nationally recognised company and positive performance reviews. Though classed a mature aged worker at 46 years, she is vocal and in good health. She has a positive attitude and repeatedly showed a motivation to work. Her final resilience score of 53 is deemed in the normal (non-problematic) range for adults. However, even at Time 1 Ruby complained of "having to push uphill" to stabilise the several life domains in her life, mainly to find adequate, affordable, and accessible child care, while maintaining a household, looking after her mother, and working.

Summary (Themes Analysis)

Taken together, these narratives and their analyses could be seen to fit the general "template" of the Life Facets Model as shown earlier at Figure 3. Antecedent, process, and outcome variables could all be seen operating: appraisals of threat, coping goals, and coping actions; awareness of success (self-efficacy) in meeting commitments; and alignments of coping actions to goals (and appropriate facets) were apparent. In addition there arose textual mentions of one's values, especially when they were violated.

Interestingly, respondents did not mention looking back (reflecting) on their prior challenges. Respondents did not seem to achieve insight as to whether their coping actions (thoughts, emotions or behaviours) were effectively aligned with their various life goals. When prompted at interview and asked "Looking back, did the situation impart a lesson, or strengthen you, in some way?" the respondents came up with a response, but only after a long delay of thinking it through. It is as if their more painful struggles were sectioned off and needed some event that would prompt them to recall and integrate the experiences. Further discussion of this can be found in Chapter 8, Major Discussion of All Findings

PART III

In Part III Qualitative and Quantitative findings of this study are discussed.

Chapter 7, Review of QN & QL Findings, presents dot-point summaries of both the QL and QN findings.

Chapter 8, Major Discussion of All Findings, provides the final conclusion. It begins with a sequential discussion of results from Methods QN and QL. Discussion of the results for Research Questions 1 and 2 is then presented, followed by a discussion of findings pertaining to Research Questions 3-5. Results pertaining to Hypotheses 1 and 2 are then presented. Finally, in the section Integration of the Two Methods the author evaluates the present study's degree of success in triangulating of results and discussed in Chapter 4 (Methods).

Chapter 8 then briefly reviews the LFC Model. A summative assessment of its components is made, looking at present results and findings, in the light of LFC Model precursor, appraisal and coping, and alignment variables. Chapter 8 concludes with a discussion of this study's conclusions in the context of trustworthiness.

Chapter 9, Final Conclusions, is a final summation; it reflects on how this study's results fits into the research on working life and discontinuous work, especially with reference to the Literature Review (chapters 1-3).

Chapter 10, Implications, looks at this study's findings within the context of public policy and how employment and social welfare services might utilise the findings.

Chapter 7 Review of QN & QL Findings

Developing the discoveries made in Chapter 6, this section briefly reviews both the QN and QL findings. First QN findings are presented in summary form, followed by the QL findings summary.

QN Findings Summary

1. As anticipated *work condition permanency* ("*permanency")* demonstrated a significant main effect ($\alpha = .009$), as did *education* ($\alpha = .08$), and *number of children* ($\alpha = .001$)

2. *Pairings* of work condition permanency with each of the eight predictors (using a multilevel set of models), showed no significant interactions.

3. The exogenous variable *season* interacted with *work conditions* (part/full time x temporary/permanent) to determine *distress,* which is a new finding. This interaction also impacted the outcome *coherence/resilience* but to a much smaller degree.

4. Other variables found in the literature—*gender, marital status, satisfaction with weekly hours at work* —did not demonstrate effects upon the two outcome variables.

5. Within the several work condition groups, it was found that the most distressed workers were Business Owners (self-employed), followed by Temporary Full-time Workers, and then Permanent Employees (either part or full-time status). In the least stressed category, came the Temporary Part-time Workers, which was, again, unexpected given the recent literature on contingent (part-time, casual, and discontinuous) employment.

6. *Time Point* (season), partly determined distress, with the most distress experienced during the holiday months (that is, December through January, Time 3). Business Owners and Full Time Temporaries experienced the most distress.

7. Workers' *type of contract* (union through to casual/informal agreements) showed no outcome effect for distress or coherence/resilience via Method QN. As to the Research Hypotheses, in line with Point 5 above, the *permanency* of a work place or job did indeed predict worker *distress*. However, no effects were found either for *work hours* (full vs. part-time) or for *satisfaction with work hours*.

8. Work condition *permanency* did predict the outcome of *resilience* for these workers.

QL Findings Summary

In terms of the Life Facet Model, situational issues (contexts) impacted respondents across facet domains to varying degrees (Biological, Psychological, Spiritual, Daily Routine, Purpose, Social, and Financial) across the nine months.

The narratives and derived themes for the <u>four</u>-featured local cases demonstrated:

1. Each of the featured four participants (Allan, Danielle, Garth, and Ruby) presented one or more slices of life via framing within a *critical incident* methodology. Over nine months these events formed a coherent life story or trajectory, with the basic elements of a story: character, setting, conflict, attempt at resolution.

2. These event narratives contained *work-life issues*. These issues would often cut across several facets. Where goals were not met, these became sources of distress or eroded a sense of efficacy.

3. Analysis of issues within the context of life roles (facets) showed various degrees of work-related task *overload*. The degree of this felt overload impacted the trends for the eight respondents for both distress and for coherence/resilience.

4. For those respondents with many facets activated at all three time points, this had the effect of producing the most strain on respondents in terms of *task overload, role commitments*, and *time conflicts*.

5. All Life Facets were discernible and active for the four respondents, except for the *Spiritual* facet.

6. Over the narrative texts, the themes of "shortage of time," "commitment," and "quality time" were recurrent—when these were aggregated, they became the single largest category of complaint about work-life conflict. *Time* was seen as a tangible commodity more than a norm or concept; as such it was a limited and valuable resource. The loss, or wastage of time, was perceived to be stressful even when such loss was not linked to a financial loss. Loss of time was seen to precipitate or contribute to impacts in more than one life facet or role area.

7. When respondents reported multiple role areas "shorted by time," they reported more distress. The development of a grid providing intersections of issues across facets across time points, helped to explicate the contextual factors leading to higher levels of distress.

8. For these four employees, alignment of coping goals to coping actions also seem to be associated with decreases in distress scores. In particular, when two of the

respondents (Danielle and Garth) sought and received family and/or psychological aid, they showed near-immediate improvement in distress scores.

9. Having multiple unmet goals or unresolved time conflicts seems to have the strongest association with a final end-of-study distress level. For example Ruby had four or more of her recent life projects (issues) activated much of the time, and these issues cut across six of her seven life facets. Ruby had the most (66) life facet-by-issue intersections and this likely led her to having the highest distress by Time 3.

10. It was less clear how the number of work-life issues or alignment of goals with actions, impacted resilience/coherence scores; however, the respondent trend graphs seemed to indicate the possibility of a causal relationship.

The narratives and derived themes for all nine local cases taken together indicated:

1. The *quality of work place relations* figured more prominently than any other issue or contextual variable, including the home, children, friends, personal hobbies, or spiritual development.

2. The nature of workplace relations—especially differences over contract understandings, supervisorial management, deadlines or perceived unfair or excessive demands—was closely correlated to grid-marked impacts in the Psychological and Sense of Purpose life facet domains.

3. Each respondent found that they often needed to "juggle" or plan their time ("commitments") across *two or more* life facets and/or issues at the *same time*.

4. Such juggling across multiple life facets in close time sequence seemed to be regularly followed by increases in verbal reports of anxiety, stress, irritation, or anger.

5. As with the featured four, the majority of the nine respondents' reports (26 in all), implied that time spent on one facet "used up" time on other facets.

6. Respondent "work-life issues" were centred on the theme of how best to balance the seven facets (and their issues) without compromising the good will of others, "quality time" (time with family and friends), work-related income, available non-work hours, or one's integrity.

7. Respondent "self-related issues" centred on "threats to self identity," "not being abused," "work-life imbalance," and "self-worth."

8. The more objective social and economic phenomena (e.g., the labour market, management structures, access to Centrelink, wages and conditions, job advertisements, and hiring terms) were often mentioned concurrently with the inter-subjective terms listed in Point 7.

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9. Frequency counts and categories from the nine cases closely resembled the objective and inter-subjective themes for the national sample (*N* of 232 at Time 1). In the national sample 7 of the final 11 categories mirrored the topics spontaneously mentioned in the narratives. (See Appendix L: Categories of Concern: "Work-life Conflict".)

10. In the narratives, themes were axially coded and resulted in items like "time scarcity," "too little time to manage commitments" "work interfering with non-work," and "poor supervision" or "inadequate flexibility" from employers. In the national survey responses, these were mirrored by categories eventually labelled *Systemic Issues* (e.g., labour markets, institutional support), *Intrusions of Work Upon Family Life, Changing Jobs, Intrusions in General* (for one's time across facets), *Resources & Support Needed, Experiences of Disadvantage, Business Culture*, and *Solutions Found to Problems.*

11. As in the subset of the four, the number of issues across facets seemed to be predictive of distress.

12. Having freedom of choice, ability to manage task overload and finding or attaining meaning, all seemed to be major variables which could lower distress. This was demonstrated in Danielle's case, where she transitioned from one job where she perceived abuse and little control, to a new job in which she could exert almost total control over her tasks, her rostered hours, and even the nature of her work assignments (take home vs. on-site).

Chapter 8 Major Discussion of All Findings

Phase QN

Linear Mixed Models Analyses

Overall the investigator found for the nationwide sample over three time points (nine months) that:

- *Finding 1. The outcome of Distress varied by Work Condition Permanency status. There were differences among the Permanency Groups, with Business Owners and Self-employed (baseline group) having the highest distress levels, followed in order, by the Temporary Full-time, Permanent Full-time, Permanent Part-time, and Temporary Part-time workers.*

Finding 1 is contrary to what the investigator expected. On the basis of earlier research, one would expect the Permanent Full Time worker to feel the least stressed, due to having reliable income streams and many of their psychological (latent) needs met by such permanency. As mentioned in Chapter 3, there should be more—not less—adverse mental health impacts (distress) for the discontinuously employed (Amundsen & Borgen, 1987; J Archer & Rhodes, 1987; D. Dooley & Catalano, 1988; Eisenberg & Lazarsfeld, 1938; Jahoda, 1982; McKee-Ryan, 2003b; McKee-Ryan & Kinicki, 2002; McKee-Ryan et al., 2004a; McKee-Ryan et al., 2003a; Vesalinen & Vuori, 1999; Viinamaki et al., 1996; Wanberg, 1995). Also those in self-owned business find that they are by definition the bosses, and therefore in control of many aspects of their working day, including most of the strategic and operational matters concerning their business. Being in control of your daily workload and hours has been shown to be a stress-buffering or even a "positive stress" experience (Antonovsky, 1987; Landy & Conte, 2005; Maddi, 1988).

Why should this result happen? In comparison with the other groups, the Business Owners and Self-employed seem to be the most "at-risk" group. Many might assume that being Business Owners such individuals would be feeling much more in charge than say a temporary worker. However, the majority of businesses growth in Australia and Commonwealth countries are in small and micro-sized operations (Handy, 1995; Hill, Hawkins, Ferris et al., 2001). While being a job seeking employee also involves some "risk" (e.g., the outlay of personal income to phone employers, to set up and attend an interview, etc.), establishing a business usually involves much higher risk and uncertainty. Over the last 20 years as formerly secure workers are now being made redundant or casualised, a fair number turn to establishing small business start-ups (Handy, 1984, 1995; Landy & Conte, 2005). Being new and often not formally trained in business operations and marketing, many would-be owners find themselves maladapted and overwhelmed ("Australians Working...", 2009; Gold, Light, & Johnston, 2009; Handy, 1984, 1995; Hill et al., 2001; Smith, 2001; Standing Committee on Employment, 2011). Recent figures from the Australian Securities

and Investments Commission (ASIC) say 2,800 business have been declared insolvent each quarter in Australia over the period 2008-11 ("Small Business Failures at Record Levels", 2011). Employment researchers such as Watson et al. (2003) and Pusey (2003) concluded that the shifting of formerly fixed-term and permanent workers to "self-employed contractors" hides the large number of stressors and resource depleters they meet up with, including "ongoing task demands" such as business planning, marketing, revenue generation, cash flow, vendor sourcing, training, staffing, and legal entanglements. Thus the data set may be showing that business owners get depleted of resilience and lose positive mood over the long haul compared to workers who work not for themselves, but for others.

The second most distressed group, Temporary Full-Time, may also be in a precarious position because of their higher hopes and higher stakes placed in working (Lyness & Judiesch, 2008; Redpath, Hurst, & Devince, 2007; Smith, 2001); they may also be monitored more closely during probation (Pusey, 2003; Smith, 2001).

Situated at third and fourth places, the Permanent Workers (part and full time) have the least to worry about relative to the others, achieving permanency through state and federal labour laws, unionisation, tacit agreement with bosses, or local employment custom (Creed & Watson, 2003; Pusey, 2003; I. Watson et al., 2003).

The fifth and last group, Temporary Part-time were, surprisingly, the least distressed—at least when considered over the whole of nine months. This may be again due to a Work Condition-by-Time relationship. Perhaps these workers (a nationwide Australian sample) found jobs to be more plentiful than did the other full-time or permanent groups. In other studies (D. Dooley & Catalano, 1988; D. Dooley et al., 2000; Feather, 1982, 1986, 1990) this group (temporary part-time and entry-level workers) was found to be comprised of young students, the partly disabled, and women returning to work after having children. These groups may more fully appreciate having acquired *any* job and therefore feel less stressed than other groups, because they managed to acquire at least some work. As indicated in Chapter 1, perhaps workers in the early 21st Century, unlike earlier generations, now see the tenuousness of jobs as "natural," not warranting much worry. In this national sample, the majority of the temporary part-time were indeed composed of young students, returning-to-work mothers, and career-transitioning males who were made redundant.

By way of comparison, it is interesting to look at the work of Feather (1986). Feather used a longitudinal design to minimise social history and cohort effects, in his study of youth entering the job market. These young workers were tracked to record their successes/failures, obtaining employment over three yearly time points (ages 16-20). He repeated this method in a later study (Feather, 1990). In both studies, the respondents' transitioning into and out of unemployment or "employment status" was the analogue to the present study's Work Condition Permanency. Feather

found that even when they landed in discontinuous jobs, such workers suffered few serious mental health impacts (anger, anxiety, depression), when compared to adults trying to re-enter the workforce. Feather attributed this finding, in part, to new norms and low expectations of youth in regards to first jobs and the world of work in general. They seemed to have no prior cognizance of labour contracts, workplace condition protections and implicit guarantees of continuous work, expectations which were common in workplace relations in the latter half of the 20th Century. However, boredom and loss of skill-building were found as important negative consequences of such jobs (1986) when participants were followed up two and four years later.

In this study, a definite Time Point (Season) x Permanency (Work Condition) interaction was discovered for the outcomes of Distress (see Results: Linear Mixed Model (QN)). Among the five Permanency levels, those who were Business Owners and Self Employed showed the steepest trend upwards for distress, rising from 14 to 29 over the nine month period (from July to March of the next year). The Temporary Full Timers showed a less steep ascent, but also rose in levels of distress. In contrast, the three remaining groups (Part Timers, whether temporary or permanent, and Permanent Full Timers) showed a slight descent over the three time periods. The reasons for these patterns are not clear but can be put forward tentatively.

In the case of the Self-employed, it may be that the majority of contracts and business deals happen just after the Fiscal Year begins in July, so the Business Owners/Self-employed may be feeling more secure at the start of the third quarter. Then there is the lead up from the start of the fourth quarter (October) through Christmas and sometime in February. During this ramping up time, it is important to anticipate and encourage sales and show profits. It is also important to have adequate staff "on tap." Staff may not turn up, sales may falter, and profits may not be realised at all, especially if the owner fails to clear his or her pre-Christmas inventory. It is easy to see this would be a stressful time for owners.

In the case of the Temporary Full Timers, their hiring may follow closely the seasonality pattern of the Self Employed (business owners). Their employment fates may be tied to Christmas/New Year's business success or failure. This may induce a period of tension or uncertainty as commercial enterprises hire and quickly train staff.

The Temporary Part-time workers may have experienced decreasing distress because they 1) have succeeded in handling Christmas-time sales, and 2) are young. Previous research indicates students, young entrants, and mothers returning to the work force may seek jobs with discontinuity in order to achieve the flexibility of hours. A cross-tabulated contingency table analysis for the national sample showed that this was the case, as temporary part-time workers were generally younger, female, and engaged in part time studies.

- *Finding 2. Predictor Marital Status showed up as a non-significant factor.*

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This finding was unexpected on the basis of previous literature. It was likely due to the large attrition over the course of study (from 272 down to 50 cases). In the previous coping-with-job-loss research, factors of marital status, age and gender (McKee-Ryan & Kinicki, 2002; McKee-Ryan et al., 2004a) were shown to have small to moderate "cushioning effects" against negative mental health impacts of discontinuous work. Earlier findings reported in Chapter 1 lend support to the protective effects of class, gender, youthfulness and marital status (Feather, 1982, 1990; McKee-Ryan et al., 2003a; Wanberg, 1995). Youthfulness seems to be protective because of two major factors: the young do not start off having high expectations of high pay and conditions (Weston et al., 2002), and in contrast older workers have become more dependent on their jobs for their livelihoods, having established mortgages, families and expectations. When the latter group's jobs become redundant or reduced in quality (made contingent) they feel like they are "being left behind," suffering the loss of the latent needs; that is, basic and psychological resources (I. Watson et al., 2003).

- *Finding 3. Higher education levels lowered distress scores for the aggregate, while number of children increased distress scores for up to three children and then declined.*

Higher education has been found to have both direct and moderating effects on health outcome measures (e.g., distress) for the unemployed (Feather, 1990; McKee-Ryan et al., 2003a; Wanberg, 1995). Indirect effects come from education being positively associated with higher self-esteem, internal locus of control, and higher expectancy of rehire (McKee-Ryan, 2003b; McKee-Ryan et al., 2003a). Employment researcher N. Feather also found similar results for higher education and social class in several Australian samples during the 1980s (Feather, 1990).

Regarding child-rearing in dual-earner families, the Introduction cited several studies reporting that dual-income families face a "mixed blessing" from discontinuous work. While incomes for dual-earner families rose over the latter three decades of the 20th Century, the effect was offset by declines in quality of life, perceptions of job security and perceptions of discretionary time (e.g., Pusey, 2003, Chaps. 3-4; I. Watson et al., 2003, Chap. 7). These later included respondents' perceptions of being hurried, watching the passage of time continuously, and treating time as a "pie" with limited portions, with such portions being recruited to fulfil several social roles. Several thorough and extended Australian studies confirm these findings using qualitative (Pocock, 1987, 2006; Pusey, 2003), and mixed, methods (I. Watson et al., 2003). Many of these same studies found that female-dominant-industries and low-wage workers (clerks, child-carers, cleaners, disability and aged care attendants) experienced the most pressures from such "work-family imbalance," "role spread," "unwanted overtime"—so much so as to discourage them from

participation in the work force at all. As one worker stated for this study, "part-timing, it has a price."

- *Finding 4. Contrary to some previous research, workers' Satisfaction with Hours had no discernible effect on workers' Distress.*

In several citations mentioned in Chapter 1 ("Australians Working...", 2009; McKee-Ryan et al., 2003a; Wanberg, 1995), strong associations were found between workers' self-reported satisfaction with weekly hours worked and their level of depression and frustration. This was not found in the present study, for which there may be a different explanation.

One is that 'extreme work' (working inordinate hours) is becoming a new norm. Many knowledge intensive professional jobs (e.g., accounting, management, technical, planning, and legal) allow for and/or encourage long hours over long weeks. In fact researcher Dr. Anne Hewlitte of the Centre for Work-Life Studies in New York ("'Extreme Jobs...", 2006), talks about the ever-increasing number of such "extreme jobs," for which professionals are putting in between 70 and 80 (or more) hours a week. When these professionals are directly asked, they say they "are extremely satisfied" and "love the job." Yet their medical histories show they suffer long-term health effects; including obesity, heart disease and depression. Perhaps this unexpected finding could be due to the attrition problem mentioned in the Methods chapter: larger samples at Time 2 and Time 3 might provide a different picture. Smaller samples generally lead to more volatility in score distributions, and can distort trend lines based on a time series (Tabachnick & Fiddell, 2007; West et al., 2007).

- *Finding 5. Type of Contract Arrangements (union contract, individually negotiated, or casual/informal) had an association with subsequent worker Distress (Table 11).*

In more recent work, several Australian employment researchers (Pocock, 2006; Pusey, 2003; I. Watson et al., 2003), found that many Australian workers dislike (and experience strain over) "non-protected" work, that is to say, non-benefitted, irregular work (discontinuous work). Therefore a negative distress outcome in Phase QN Linear Mixed Models was anticipated to be uncovered for those workers, under discontinuous work contracts (e.g., casual/informal or temporary-hire). Such a relationship was not found. This may be due to the declining sample sizes as previously discussed. Lack of a wider representation may have occurred, since samples were drawn from a national commercial labour-hire database. The Kelly database (see Appendix H: Kelly World Survey respondents by industry) over-represents private sector and business, at the expense of more unionised workers (e.g., public sector, mining, forestry, oil and gas). The Kelly database also over-represents new-entry workers. These workers as discussed above often do not know their legal contractual status, thus likely checking their contractual status as "unknown." Thus, the Kelly database likely under-represents those under awards or permanent employment status. This may obscure the anticipated relationship of contract type with distress.

Cluster Analysis

Research Question 1 asked: *What is the nature of the Australian worker population studied? (Do sub-groups of respondents exist based on differing demographics and employment?).* There were four clusters of workers revealed from the Two-Step Cluster procedure in SPSS.

- *Finding 6: Four psychographic groups of workers were revealed:*
  - *Cluster I: Professional/Analyst Contractors*
  - *Cluster II: Early Entry/Contingent Workers*
  - *Cluster III: Mid-Career Family Balancing Workers*
  - *Cluster IV: Mid-Career Childless Secure Workers*

Cluster I was composed of most highly skilled and/or educated employees (from youngest through to retiring), undertaking a standard work week; on average they had no children (or just one child) and reported the best level of pay. They report the second highest distress level as measured by the GHQ12.

Cluster II was composed almost entirely of single young workers (mainly in 20's), working less than the average 32 hours per week; as such they were likely to be intermittently or under employed. Their Financial Status was the lowest, and they were slightly above the Cluster I workers for feeling the least authority at work and for feeling distressed over the nine months of the study.

Cluster III was composed of older married workers with children (mainly late 30's to late 40's) whose weekly work averaged 34 hours, just under the national benchmark of 35. They ranked themselves third in terms of adequacy of pay, and usually had families of two or more children. They tied with Cluster II (single, young, employed less than a standard week) in terms of Distress.

Finally, Cluster IV was composed of workers (30's and 40's) with either few or no children. Of all the four groups they worked the longest hours (41), and as a group had the most authority at work. They ranked as highest in self-rated financial status. This group had the widest range of education, comprised of Year 11 through to Masters Degree, and had the lowest overall mean distress score of the four clusters.

There still is debate about whether the objective social conditions (e.g., long hours, contractual arrangements, etc.) are causally associated with distress and/or resilience in workers (see Chapter 3, Is Underemployment Always Harmful?). In that chapter, Fryer and Payne(Fryer & Payne, 1984), and Archer and Rhodes (1987) found evidence contradicting the conventional wisdom of earlier modelling (Feather, 1990; Jahoda, 1982), that becoming unemployed was

subsequently experienced as a (major) loss, leading through predictable stages of shock, grief, anger and eventually depression. However, other researchers as discussed in Chapter 3 found underemployment or unemployment to make an impact conditionally, that is, if and when the person's life projects (facets) were threatened or thwarted. In these cases, declines in mental stamina (e.g., depression, anxiety, poor goal setting, job search activity) and physical health (e.g., viral infections, T-cell counts, cortisol metabolite measures) resulted (Cooper & Payne, 1988; Feather, 1990; Kato, 2010; McKee-Ryan et al., 2003a; Selye, 1978; Wanberg, 1995). These resultants were closely tied to job seekers reporting feeling "stuck in life" with concomitant feelings of sadness, lowered self-esteem and hopelessness. These reports corroborate closely with those of "low-coherent" lives or "resource-depleted" lives as mentioned by Antonovsky (1987) and Hobfoll (2002).

Work-Life Balancing is Stressful in Itself

Later researchers (Leiter & Maslach, 2005; Lerner, 1986; Maslach & Leiter, 1997; Pocock, 1987) also found "work-life balancing" (i.e., frequent coping to manage career, family and parenting domains) to be distressing in and of itself, apart from the manifest effects of reduced income, activity, and time structure (Jahoda, 1982) from being induced to partake of discontinuous work. Ongoing balancing itself seemed to be a "resource depleter" (Bulger et al., 2007; Gray & Tudball, 2002). In fact, sometimes distress levels would *rise* instead of fall when a family's net income started to increase—due to increasing role demands and extended hours required. Barbara Pocock ("Australians Working...", 2009; Pocock, 1987) and Michael Pusey (2003) provide evidence that having high status and longer hour work weeks may not only *increase* distress (and eventually ill health), but also decrease life enjoyment (satisfaction). The common belief, however, is that high status, and high autonomy jobs promise life satisfaction or overall happiness. ("Extreme Jobs...", 2006; Pusey, 2003)

Permanency of Work Conditions and Distress

It was found that for respondents as a whole (not separated into permanency) those with *discontinuous work conditions* showed *higher* distress levels (Figure 9, Overall Trend in Distress (national sample at T3)). Looking at this relationship in finer detail the investigator found that particular respondents (e.g., Business Owners) suffered more than others. This relationship was dependent however upon the season (December-February being the most stressful). Future studies might therefore investigate the shift in moods and mental states for Business Owners and how such states evolve in response to varying contexts, perhaps invoking life facts and alignment processes to explain the uptick in distress for certain months. Comparisons of such workers (business owners with start-ups) with other types of workers using personality (Payne, 1990; Payne & Morrison,

2002) or life facet variables, would make for useful findings in regards to how various types of workers adapt to change. It may be that sometimes "no job" can be better than "any job," or from the present study "any non-secure configuration of jobs," i.e., discontinuous work.

Overall for the national aggregated results, a comparison with standardised, normative scores on Distress and Resilience are of interest. For the General Health Questionnaire 12, Distress Scores fall into these defining ranges: Low (1-6), Medium (7-12), High (13-20), Very High (21-28), and Acute/Clinical (29-36). It can be seen from Figure 9 that the Permanent Condition worker has a mean Distress score of 13, versus 16.5 for the Temporary worker and 29 for the Business Owner & Self-employed. Given the open-ended and self-starter nature of business, and its high rate of initial failure, maybe this should not be a surprising result.

For his Orientation to Life Scale (Sense of Coherence), Antonovsky provided some comparative norms for various groups in his book (Antonovsky, 1987). On the basis of Antonovsky's published norms for the SOC and its properties, the obtained scores in this study would fall roughly into these defining ranges for degree of coherence: Minimal (<50), Low (50-79), Medium (80-109), High (110-140), and Very High (140+).

Resilience Less Responsive to Changes in Circumstance

In this current study, Resilience/Coherence was much less responsive to changes over time than was Distress. For the national sample (N=305), this amounted to a mean change of only 5 Resilience/Coherence points for the aggregated sample over nine months, not huge when considering a possible range of 140 points and a standard error that averaged 30 points in the normative groups. Such a small deviation is in accord with the Salutogenic theory and more general theorising about resilience; resilience is something that builds up over some years or a lifetime. In his formulation, Antonovsky (1987) indicated the sense of coherence to be a "relatively enduring disposition" and therefore neither a trait nor a state. He speculated that it stabilises in a person by their "last decade of adulthood." Antonovsky speculated that one's family, adolescent experiences and social/political milieu moulded coherence, and that by the late 20s or early 30s a relatively stable sense of coherence is established. Antonovsky claimed that while coherence was modifiable even after age 30, this would not be a "quick" process since coherence by definition, is the summation of many reflections and interpretations of life successes and failures in several life domains. Antonovsky indicated at the time of his last writings (Antonovsky, 1987, 1993), he was not certain how extreme or frequent stressors and challenges had to be to make significant changes in SOC. In any event, his point is that it takes many challenges and many reflections over time to modify one's SOC.

As mentioned in the Literature Review, Antonovsky cites meaningful convergent validity studies of his Sense of Coherence scale with alternative "resilience" constructs such as hardiness (Maddi, 1988), optimism/pessimism (Seligman, 1991), and locus of control (Rotter, 1966). More recent research has explored longevity in coping styles as similar to a sense of coherence, being dispositional rather than situational (Carver & Scheier, 1994). Basically these studies indicate that whether it is called resilience or coherence, this entity is malleable but enduring in a person's constitution. In the local case interviews, a respondent's sense of coherence could only be inferred indirectly, which seemed most apparent in the narratives of Allan and Helen. It was highly correlated with respondents indicating they had a strong overall life direction, that they reacted strongly recently to a threat to their integrity, and that they had a detailed plan of steps that could move them toward their life goal.

Contract Arrangements

- *Finding 7: The investigator found that specific contract arrangements were indeed associated with a tendency to work multiple jobs within one fortnight.*

Basically, employees who were hired as *casual* or under unknown conditions, as a group incurred the highest frequency of multi-job fortnights (56.6%), while those under Federal Awards or workplace agreements had 13.9% and 15.0% respectively, of multiple-job fortnights. Even individualised one-to-one contracts offered some security at 22.0% of multiple-job fortnights. Several researchers have corroborated the finding that negative health outcomes are particularly likely for those in such "double duty" or "moonlighting" situations (Pusey, 2003; I. Watson et al., 2003). What is counter-intuitive is that these workers may claim "my job is great" or "I'm satisfied with my employer" while at the same time bemoaning the intrusion of work conditions upon family, social and personal time ("Extreme Jobs...", 2006). The problem is often framed as one where the employee should just "learn to manage his or her time better."

Phase QL

The phase QL sections, Results and Discussion, allowed for comparison of respondent processes, using a grid-based table (e.g., Tables 18-21). This kind of table illustrated how the Life Facets Coping model processes (e.g., work identification, human capital, resources, appraisals, goals, and coping strategies) manifested over nine months in the context of respondents' challenges, strivings, and issues. A discussion follows that evaluates, firstly, whether the narrative trajectory analyses fit the McKee-Ryan Life Facets Model and, secondly, how well the other models reviewed in Part I might better explain the results.

Narratives and the Life Facet Model

　　Taken together, the four narratives were able to "map well to" the terms in Figure 3. That is, the LFC Model's antecedent, process (mediating), and outcome variables could all be seen operating; appraisals of threat, coping goals, and coping actions were observed; and at various points in most narratives self-awareness of success (self-efficacy) in meeting life facet commitments was apparent.

　　For example, regarding the antecedent of prior *resources*, Allan at Times 1 through 3, was shown to have the most powerful and available of resources: his working parents. Danielle at Time 2, seemed to have lost many of her energy-support resources (income especially), as did Garth when he experienced his nervous breakdown. Danielle managed to regain some self-confidence (personal resource) through the intervention of Centrelink; while Gary regained his self-confidence through long discussions with his wife.

　　Regarding *work identification*, from the previous chapter's Interpretation of Results (QL), Allan had the strongest identification with work and seemed to take job-change in his stride, with very little experience of stress. Garth, after his nervous breakdown, certainly tempered his commitment to work and resolved (at Time 2 interview) to "never again overextend myself in service of the employer." The two women, Danielle and Ruby both initially showed strong identifications to work but Danielle resolve weakened after the stress of chronic illness and during her travails at work. Ruby lost her identification after her employers reneged on childcare-friendly work arrangements and she continued to struggle to balance work, child care, and family commitments.

　　Regarding coping *goals*, the McKee Ryan model posited these as concrete problems to be solved (based on the original data set which were thousands of unemployed workers seeking to find work in the south-western USA). However, these narratives revealed goals to be more akin to "life projects" or "current personal projects," rather than "drives" or "needs" as defined in Latent Needs or Drive Reduction models. As the second order integrative coding (theme coding) was completed, goals also took on the flavour of "duties" or "commitments," again not what earlier needs or process models described.

　　In this study, *coping actions* (including strategies for managing emotions and cognitions) were discovered to be more accurately described as coping *adaptations*. Adaptations turned out to be the better descriptor because such actions were revealed to be more than mechanical or

biological in nature: at play were human values, often cast in symbolic terms, often arising and falling among several contexts (facets and environments), and characterised by many recursive (cyclical and bi-directional) processes. (This is described below under Systems-based Theory and Job Loss Coping.)

The various physical drives (e.g., sex, food, avoidance of pain) posited as causal agents in many models were absent, as were secondary drives (e.g., money, status, belonging, etc.). The chain of events found in Deprivation Grief/Staged Loss, Active Agency, Drive Reduction and Stress-Appraisal models—a physical loss (income) leading to a psychological loss—was not found. For example, when Ruby was given a no-win decision and quit her job at the national telco, she did not go from shock, to sadness/anger, to despair, as predicted by Deprivation, Grief/Staged Loss, and related models. In fact the decision served as a catalyst for Ruby to relocate to Western Australia and start life anew at mid-career.

As to *outcomes being clearly tied to coping actions*, not all resolutions happened immediately or via clear causal pathways. For example, in Garth's case, his final outcome—after all the hassles, job loss, job acquisition, and mental breakdown—was high resilience and low distress. This was not an obvious outcome as would have been posited by the Deprivation, Grief/Staged Loss, or Stress-Appraisal-Coping models. It might have been predicted, however, in the Active Agency and Life Facet Coping models. Garth's case is interesting because his breakdown was a sudden change in system-level or state. His breakdown happened suddenly and unpredictably over the course of three or four hours. At the time, his life might have ended with suicide, or at least self harm. His wife finding him in the shower was fortuitous, a matter of happenstance, says Garth. Her counselling and intervention also did not guarantee positive outcomes. After a modicum of time off, Garth eventually stabilised to the point where he decided to return to work. (Garth did not have to do this, as he was technically terminated and in receipt of a severance payout.) Interestingly, Garth's SOC-13 scores improved from the point of breakdown to his re-interview at Time 3.

In this set of scenarios, the workers mentioned that the quality of their re-hire on a new job mattered a great deal to them, psychologically. In such cases the re-employment seemed to improve the mental health (reduce distress) and in some cases, improve the resilience/coherence of the actor. Both Garth and Danielle's trajectories come to mind here. Both of them found higher qualities of employment after their major decisions. Their respective re-employments likely aided the development of their sense of efficacy across several life facets. Danielle, especially, was strengthened in the psychological, financial, purposive and daily routine facets.

Narrative Non-fit with the Life Facets Model

Sometimes the respondent's coping actions only became clear to the Interviewer after both their reflection and the Interviewer's reflection. For example, Danielle's external actions toward

coping with her job loss at Times 1 and 2 were intertwined with internal confusion toward her recognising and dealing with low self-esteem and poor social skills. She had not recognised these internal processes until asked about them. She also had made several attempts in the three years leading up to the Time 1 interview, to deal with workplace stress, her arthritis and her anger.

Thus for most of the eight respondents, a "typical" work-life challenge or issue was not resolved in the preceding three-month period; many issues persisted over many months (e.g., Garth's pursuit of a writing career lasted throughout the nine months and will likely continue). Sometimes issues intertwined, converging at certain times and deviating at other times (Ruby sometimes had four major issues on at once: job search, child care provisioning, looking after mum, graduating in a local education program).

Asking the respondent about the same work-life issue at different points in time, elicited variations in the threat value of that issue. For example, Allan seemed to not worry about his school success at time 1, but is concerned at times 2 and 3; Danielle complained about her pain flare-ups at Times 1 and 2 but not at Time 3.

Phases QN and QL Together

This section answers the second research question posed in Chapter 1: Which of the several Coping Models described (Need Deprivation, Staged Loss/Grief, Active Agency, Drive Reduction, Stress-Appraisal-Coping, and Life Facets) best explains the narratives? This section determines an answer by looking *en toto* at the four featured respondent trajectories, and then seeing how well each model explained the coping appraisals, actions and alignments observed in the four narratives.

Staged Grief/Loss Models. Garth's main work-life conflict (at Time 1) may be viewed from the lens of some of the earliest coping with job change models: staged loss/grief model. Using this model the researcher would have found in the text or annotation data, Garth's shock or amazement at becoming unemployed, then watched as he struggled to justify himself ("why me?"), then followed his stage of anger and bargaining, and then finished with an analysis of him either becoming resigned or recovering from the setback. In such models, there is often a time expected to finish each phase. Such models predict the actor would be the unfortunate victim of a shock but not the *initiator* of a shock. In fact, Garth initiated his own termination; he found he had to quit to preserve his set of values (goals); these included his marriage, his health, and what he referred several times to as "my integrity." Despite his implosion and fragmentation (see above narrative) Garth came back "twice as strong;" amazingly he "returned from the dead" to tell management about his breakdown and *their* need to reform their management policy and procedures.

[8-161]

Active Agency Models. It was Fryer and Payne's active agency model earlier (Chapter 3, Is Underemployment Always Harmful?) that proposed it is not unemployment *per se* that creates stress, but more the lack of optimally stimulating, surrounding environments (which include deprivation needs such as the need for enforced social contact, time structure, purpose, etc.). In this study, respondents Allan (at T1), and Ruby (at T2, T3) specifically mentioned that a lack of work place stimulation led them to leave positions. For the others, it was more the case of being in rich environments but ones with role uncertainty, poor management, or resource lacks. In the narratives above, however, when Garth was between jobs he did seem to "flower" in the way Fryer and Payne described. Yet, few respondents described unemployment ("having time out from a paid job") as a preferred state.

Drive Reduction Models. The investigator tried to fit a biological type of drive reduction model to these narratives but in doing so, seemed always to be at a loss to explain how the respondents resolved competing multiple work-life role conflicts or responsibilities. How respondents juggled such conflicts to make a choice was difficult to see, despite the depth of interviewing. Also, biological drives (food, hunger, sleep, sexual activity) were "off limits" due to the social norms of the culture regarding the nature of interviewing. For respondents to trace how a respondent chose one coping action over others was close to impossible. This was likely due to memory decline, as the event could have happened up to three months prior to the interview.

For example, Ruby was seen trying to juggle work, child pickup, arrange her mother's doctor appointments, bargain with employers, conduct a job search, and her time with her husband. Edward's drive model (Edwards, 1988) predicted gaps would occur at this point, leading to the most important goal being sought (and fulfilled). But which goal (or life facet) became most important and why? In applying this model it was very hard to see why certain goals were cast aside (e.g., Ruby's working for small business) and others strengthened (e.g., her insistence on external child care). Eventually Ruby dropped her role of "working mum" and resorted to the two roles of being a child-educator and a student. Unfortunately, Edward's drive reduction theory here failed to shed light on her reasoning to drop work. It did not give us any way to measure how she "weighted" her different roles and her "decision rules" for dropping certain roles.

Drive reduction models in these scenarios also tended to ignore how *identity*—in this case, work identification—developed. This is important because sometimes people "persist against all odds" and undertake a harder course, or even invite suffering, in order to achieve a life purpose or complete a life project. Somehow identity is a major part of this. The example of Allan, the stay-at-home 20 year-old demonstrated the power of identifying as a worker, and "living out a vision," even one that would take some years to achieve. This vision helped carry him through his 50-70 hour weeks of work, school, and home duties, over the course of nine months.

Drive reduction theories were found difficult to apply because they consistently failed to show how processes unfolded due to the introduction of small deviations and non-linear (seemingly accidental) processes. For example, with Garth, what began as a little bit of overload, gradually accumulated, until one day he was left alone from 11pm to 6 am, fielding dozens of serious calls on his personal mobile because the Emergency Department Centre phones went out of order. With this and his own neurologic disturbances (due to lack of sleep, poor eating, heavy coffee intake and ongoing anxiety), Garth could no longer experience his former feeling of being in control (manageability) or having purpose (meaningfulness) in his work-life role as Emergency Service IT manager (a role which he closely identified with). A thought experiment might prove informative here. Had ongoing snapshots of his brain chemistry been taken (e.g., via MRI or functional PET scans), these might have shown excessive disorder (turbulence) in his internal system, and led outsiders to predict a system breakdown.

Stress-Appraisal-Coping. Application of a stress appraisal coping model (see Figure 14. Lazarus-Folkman Coping Model) as per Lazarus and Folkman (1984) likewise tended to reduce complex choices to simple choices. For example, Danielle's main work-life conflict of facing daily incompetence and bullying at work was reduced to a (simple) choice to tolerate her boss's behaviour, or leave the company, without providing the "finer grain" to show her particular anxieties, competing commitments, awareness of several coping strategies, and the meanings she attached to all of these. The appraisal-coping model, as shown in figure 7, does not provide clarity as to how duties and commitments are weighed up and why a particular course of action is taken to resolve these duties and commitments, manage to "carry the day."

There is also no process to explain how actors fail to "see it coming" (threat or harm). For example, Garth never considers (until just before his breakdown) how his increasing work overload is turning into (or has turned into) a threat to his psychological or physical health facets or to his social facet. Thus, in stress-appraisal type models, there is vagueness as to how an environmental event (stressor or change like joblessness) gets perceived by an actor. Allan seems to have appraised his job terminations to be "benign-positive" or irrelevant. Ruby seems to have defined hers as "stressful" and then "harmful." But why do they differ in these appraisals? McKee-Ryan et al. (McKee-Ryan et al., 2003a) make an improvement here with their claim that any environmental press (stressor) needs to be differentiated and then tied horizontally (as in their model) to each of the seven life facets. The same event (press), can then generate seven different pathways for reaction (coping). In the McKee-Ryan model, the distinction between emotion-focussed and problem-focussed actions is not deemed so relevant to the final outcomes of distress and life satisfaction.

Coherence & System Theories. The earlier coping-with -change models seemed to neither contain nor predict such "chaotic" life events as when Garth collapsed at home. During the interview, Garth indicated that in retrospect this "was not a predictable event for myself, nor my wife." Garth approached the strain-to-breakpoint gradient gradually, and he gave little indication at his Time 1 interview, of signs of breakdown. It is likely any interviewer would have had trouble predicting the timing or nature of his breakdown at Time 1, since many other coping pathways: presented themselves. As alternate choice pathways Garth could have attempted suicide, turned to drugs or alcohol, sought advice from a doctor, left town, or absented himself from work.

The focus perhaps is better placed on circular causation, happenstance, and contexts rather than prediction. That is, Garth's situation may be better understood in combining a life facets approach with *a system theory of change.* Such theories take into account contexts, and the dynamics (processes) of non-linear systems ("Open and Closed Systems in Social Science", 2011; "Systems psychology", 2011; Bateson, 1979). In thinking this way, about Garth, we would be asked to consider Garth before his breakdown to be an "ecosystem" of coping strategies, relationships, roles, feelings, life projects, learned lessons, and values. Such an ecosystem is striving to maintain life (*negentropy*) in the face of ongoing decay and death (*entropy*). At some point in this ecosystem's life cycle some initial starting resources are there, and if left undisturbed, the system unfolds (a person moves through their lifespan) drawing in and processing resources (food, energy, money, good will) as it does so. As the person's life unfolds a particular environmental input arrives (or internal process goes awry) and stresses the system. In most cases the person's awareness becomes activated, and a threat assessment follows. If a threat is deemed to exist then coping follows. This can be unconscious, semi-conscious or unconscious. The coping creates perturbations in the system, and sometimes the perturbations grow over time, forcing the system into a new state or level. Bystanders may notice that the person has changed or "shifted." In the LFC and in the Salutogenic theory of coping, this overall process of adjustment to such challenges is called *adaptation*. Next, is a discussion of how the combined theories could explain such adaptation.

Integration of the Two Methods (Phases)

As discussed in Chapter 4 *Mixed Methods Design,* this study was designed in a way that would allow or encourage the integration of disparate findings. These findings arose from the nature of the two different traditions of social science data collection and theorising. These different methods (discussed in Chapters 5 and 6) were Method QN and Method QL. This section evaluates the ease and efficacy of such integration. Several mechanisms were adapted to effect such an integration: audit blocks, coding made similar across methods, and query-based hypothesis testing.

Audit Blocks

Earlier mention was made of assessing the acquired data in a reflexive way, especially by reviewing Method QL and Method QN data compilations at two logical stopping points as suggested by Figure 4, Flow Diagram of the Present Research (page 35). In Method QL non-metric and more literary protocols are used: audiovisual recordings, interview-based *field notes*, "personal insights" or *annotations* based on both, and later on *memoranda* (Glaser, 1992; Lincoln & Guba, 1985). In Method QN more metric and statistical ("positivistic") protocols have been recommended. In this study an audit trail consisting of a large ring-bound print folder containing sections labelled Method QL, Method QN and *Method MIX* (for their integration) were constructed. These bounded sections formed *audit blocks* for the three complementary methods. The QN blocks by definition comprised statistical/numerical records and the QL literary/textual/audio records. The Method MIX blocks included periodic reflections, memo's and baseline annotations and notes. By using all three types of audit blocks, the quantitative findings could be compared with qualitative findings. This had varying degrees of success.

Similar Titles for Codes

In doing this dual-track approach, some useful tools were discovered: e.g., by using similar nominal codes for both the case study codes and for the statistically derived cluster groups (e.g., use of the same words for "part vs. full time worker" or "permanent vs. temporary status," certain tables could be formed that lent themselves to statistical testing (mainly tests of association). The investigator employed table-based (gird layout) methods to "experiment" with visualising how the SPSS statistical clusters might be overlaid upon a literary format table such as that of Table 17. Summary of Coping Trajectories (N=8).

Query-based Hypothesis Testing

Finally, "query-based hypothesis testing" was used to enable QL-derived text elements (e.g., paragraphs, coded nodes, themes) to be treated as nominal or ordinal variables to which statistical programs can be applied such as Chi-square Kruskal-Wallis rank order tests (Cresswell, 2003; Goodrick, 2009; Richards, 2005). No doubt there are other existing methods not undertaken for this study since the field of mixed methods is expanding rapidly. The writings of Goodrick (2009), Cresswell (2003), and Richards (2005) are particularly helpful for instruction in using queries in the integration of the methods. Notwithstanding the issue cross-compatibility, simply plotting results from the QN-method sample and then contrasting them with the QL-method sample, can be informative in answering queries (hypotheses) as well.

Use of issue-by-facet matrix

This technique helped make sense of the data. In developing a new research tool (at least new to this investigator) the "facet by issue intersection grid" seemed to work well. Once a life trajectory was thoroughly understood after 8-10 readings of case narrative transcripts, it was not difficult to "distribute" work-life issues across relevant life facets (in fact often the respondent in interview indicated which life facet they were concerned with). It is true, however, that in future work a primary investigator would be best advised to ask other team members to sort the grid independently, in order to serve as a "team member check." In any event, the grids in this study showed that of the "featured four," Ruby turned out to be the most continually distressed over the 9 months.

Matching

One reason the researcher also chose Mixed Method design, was to determine if what respondents relayed about distress and coherence in navigating the job market via QL methods (their interview data), would match up to their self ratings on their QN survey responses (see Figure 10. Trends in Distress (GHQ-12) for 9 cases). To find an answer, the investigator looked at both the interview data (narratives) with their attached field notes, and compared these to the outcome graphs (Figures 9 and 10, showing changes in distress and resilience, respectively).

The result was that narratives and outcome graphs generally confirmed each other (see above example with Ruby). However, a more complete future investigation should invite respondents to review the GHQ-12 and SOC-13 results for themselves and comment on them at each time point. If they diverged at any point, the respondents might clarify why. This would be in keeping with Critical Psychology methods of elevating "client voices" (Darlaston-Jones, 2004), but it would required additional research time and effort. As stated in the earlier chapter entitled Mixed Methods, this investigator instead took an *a priori* stance toward a constructivist, pragmatic paradigm, not a critical or post-modern stance *per se*. This privileged the researcher to make "the final judgement." In this study the investigator did employ at an early interview stage some member checks (see Appendix F: Validations of Researcher Interpretations via Respondents).

Trustworthiness Revisited

In Chapter 4 (Mixed Methods Design), "trustworthiness of research" (Lincoln & Guba, 1985) was discussed. Trustworthiness was sought in this study. Did the Mixed Methods approach employed in this study meet the criterion for trustworthiness?

Trustworthiness in the Lincoln and Guba (1985) tradition (Chapter 4), comes about through rigour in these areas: data integrity, coding integrity, audit trails, external checks, and triangulation

(consistency of findings across methods). In this study, some particular early analyses seemed to be non-comparable, e.g., numerical data from survey questionnaires did not show how respondents weighted and decided on which work-life goals to resolve. However, to make some non-comparable comparisons possible, the use of *higher order integration of data* proved useful.

Once QL themes and QN item responses were coded with similar terms and reduced to summaries and trajectories, the data from both methods fell more readily into patterns (integrations) which were comparable with each other. The degree of overlap for the comparisons varied: sometimes there was a strong, "robust" overlap where the QL profiles and the QN data sets clearly supported each other; more often there was a moderate overlap. On one occasion there was only weak overlap. Examples of what is meant by these overlaps are discussed below. To sum up this point:

- *Finding 12: Once QL themes and QN item responses were coded with similar terms and narratives were reduced to summaries, then most QL data fell into profile patterns that were capable of comparison with QN results.*

Weak Overlap (National Survey QN x Case Study Transcripts QL)

National Survey Analysis (QN) results did not immediately validate the nine case studies (even after their reduction to themes). Firstly, the local cases were a small set purposively selected to render a diversity of age, gender and ethnicity (e,g., female, overseas born, aged 50+, and educated), and secondly, the cases were not drawn at random.

In this study respondents were to answer the key question, "Describe a situation that recently challenged you in the previous three months." The use of the same ("parallel") questions would allow for direct comparisons of responses/stories. The invitation to engage in tangential dialogue also allowed respondents to expand on topics while feeling more trusting of the process, which of course is highly desirable when trying to establish research trustworthiness (Denzin & Lincoln, 2003; Lincoln & Guba, 1985). Such interviewing, however, assumes respondents have some cultural knowledge of conversational turn-taking; respond appropriately to cues, nods and other body language; and are willing to share stories that contain detailed, relevant and personally meaningful elements (Kvale, 2007). In his annotations, the investigator confirmed these desirables happened. By the end of the study the semi-structured format yielded some "deep and rich" work-life stories (Glaser, 1992).

Moderate Overlap (Cluster QN x Narrative Themes QL)

Even though the investigator initially viewed survey question responses as non-comparable with case study narrative texts, several Mixed Methods practitioners, especially Lincoln and Guba (1985) and Cresswell (2003), provide indications for how integrative analyses of field notes and audit trails can be used to "compare apples with oranges." This was the guiding principle used in this study, via the consolidation of field notes into audit blocks, and the use of similar axial coding structures to comparability. For example numerical questionnaire items (QN data) formed into clusters (Chapter 5, Results: Case Cluster Analysis (QN)), which could then be better interpreted in the context of case narrative trajectories and summaries (QL data). In addition, the investigator also found that large-sample survey responses to the main open-ended questions (e.g., "Qstray") could be aggregated and treated as higher level integrations. In other words, the survey responses could be seen as a "ground" against which the "figure" of the nine cases (and the featured four) could be contrasted. This provided a degree of moderate overlap between the mixed methods.

Strong Overlap

A strong overlap between statistical and textual findings was found across the four case studies. In these the statistical outcome values of distress and coherence/resilience could be each plotted against time and then compared to the national sample plot (excluding the four respondents) for the same variables, e.g., Figure 12. Plot of Distress by Time (N=305). This provided a clear comparison of how the case-studied individuals compared to the national sample of 305 individuals. Another fairly strong overlap was seen when comparing the trajectories in Table 17. Summary of Coping Trajectories (N=8) to the national sample responses of work-life complaints, broken down by gender and age groups in Appendix J: Open Text Responses by Age/Gender Group. A third strong overlap was seen when the derived themes of nine individuals were compared with the higher level coding of two faculty and the investigator, as shown in Appendix L: Categories of Concern: "Work-life Conflict".

<center>The LFC Model's Degree of Fit to Narratives</center>

Of all the models, the LFC Model provided the best fit to the narrative text data (Phase QL). This seemed to be because each of its constructs and processes could be seen in many of the narrative trajectories, especially those of the featured four participants (Allan, Danielle, Garth and Ruby). To illustrate the fit more clearly a review of the LFC model is presented next, and specific examples of how some of its constructs (precursor variables, resources, appraisal and coping, coping alignment) were able to be seen in operation.

Quick Review of the LFC Model

The Life Facets Coping (LFC) Model, as presented in Part I, is presented again for the reader to revision (see Figure 3. McKee-Ryan Life Facets (full model, 2002)). The question is: Does this model fit the narrative data and if so, does it fit better than the other models?

The LFC Model does not specify the types of coping that will be employed, e.g., problem-focused or emotional-focussed as in the Stress-Appraisal-Coping model (Folkman et al., 1986; Lazarus & Folkman, 1984), or deficits-focussed models (Edwards, 1988; Jahoda, 1982). Instead it emphasises the idea of *alignment*, that is, how well the actor aligns (becomes aware of, and chooses) a coping action (including self-regulatory emotions and thoughts) to match a life facet goal. The model presumes that an actor seeks to improve his or her own welfare.

Life Facets Model Theory (McKee-Ryan & Kinicki, 2002) also assumes that an actor will gain or lose self-efficacy in proportion to the long run successes or failures they experience in resolving a life facet issue (e.g., finding and holding onto a job, finding a suitable partner, raising children well, etc.). Self-efficacy can vary across the seven domains independently: For example, an actor may come to consider themselves as an effective caring mother (social facet) but also as a poor planner (daily routine facet) or as a poor maintainer of their health (biological facet), (McKee-Ryan & Kinicki, 2002).

In the original model (McKee-Ryan & Kinicki, 2002), the coping goal-to-action alignment variable was proposed but not fully tested. Outcomes in the original LFC Model included constructs called *Life Satisfaction* and *Quality of Re-employment.* Quality of re-employment had been found in much of the then-current literature to be consistently associated with higher levels of positive affect and good mental health (McKee-Ryan et al., 2003a; Pusey, 2003; Wanberg, 1995; I. Watson et al., 2003).

Precursor LFC Variables

Precursor variables included those variables that respondents started out with at Time 1, which are products of learning and life experience. In this study precursors included Work Identification, Resources (mainly personal, financial, and career intelligence), and Demographics (mainly age, gender, education level, and financial status).

Work Identification

Regarding work identification, two respondents —Allan and Danielle — could be said to have high identification with the world of work; in contrast the other two—Garth and Ruby — could be said to have a moderate identification.

Allan brought with him a strong identification *with work because of his role as a second-generation migrant* and the role modelling provided by his family as indicated above.

Danielle also brought into the study her background from a migrant family. However, her identification seemed to focus on an ongoing, unpredictable illness with no ready cure; she wanted to attain the means to lessen workplace-related stresses, stresses that had the potential to incapacitate her. Thus, these two respondents began at high levels for work identification and second generation achievement, helping them to endure job disappointments when compared to the others. In addition, having strong and clear overall vision (goals to be resolved across most facets) seemed to help these participants see past a lot of obstacles and grasp new opportunities. A good example of this was Allan who saw each job, no matter how mundane, as a step to enter into the business world.

Garth demonstrated that he is devoted to writing. Paid work to him seems to be an interruption to his major life purpose, writing. The interviewer asked what he would do with his daytime hours if money were not an object. He replied, "writing fiction, especially detective and crime fiction." It would be safe to conclude Garth had low identification with standard employment, at least of the 9-to-5 variety.

Ruby had a fairly responsible supervisory position with a national telecommunications firm (which she says "had a very good work culture for managers.") At Time 1, she now feels a strong identification with work in general, and her voice becomes cheerful when talking about how she was respected by her firm in the last 17 years. However, this came before the firm restructured. During the restructure she says she was given the "choice" to relocate 3,000 kilometres across country, or lose her job; she chose to lose her job. As a result her work identification dropped as her reflective comment at Time 2 indicated:

> *…but they [policy makers and CEOs] need to change [employer] mindsets that you*
> *need to work full time because I think many jobs could be done easily in job share*
> *or part-time and be quite flexible, and a lot of managers are [saying], you [all]*
> *need to work from 9 til 5. They need to be a bit more flexible….*

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Later, between Times 2 and 3, Ruby experienced two successive small business owners who promised to provide flexible daytime schedules to her, but then reversed themselves, forcing her onto a roster which conflicted with her child pick-up duties. At Times 2 and 3, Ruby indicated a feeling of betrayal and concluded: "I will not trust small business owners to be professional or compassionate; only large professional firms will work for me." Ruby's work identification could be seen to have lessened further by Time 3. (Her work identity score from the Questionnaire dropped by 50% between Times 1 and 3).

Resources

Resources are an important construct for workers and individuals to employ, as mentioned in the Literature Review (see Chapter 2). Resources initially were defined in this study in line with the Life Facets Coping model: financial, social, or personal. This choice was supported as many earlier models (see Chapter 2) and these included Deprivation, Motivational Process, Conservation of Resources and Stress-Appraisal-Coping models.

In both the pilot study and the main survey the most common answer to "What are the resources you most depend upon? was "friends," "job," and "family." These corresponded to the categories of the personal, financial and social. As discussed in Chapter 2, most modern coping theories assume such resources are individually held, tradeable, and limited. This applied to Need Deprivation Theory (Jahoda, 1982), Stress-Appraisal-Coping (Folkman et al., 1986; Lazarus & Folkman, 1984), and Hobfoll's Resource Conservation Theory (2002).

In the present study resources were also be found to be *institutional* (e.g. social security allowances, low cost relationship/separation counselling, citizen's advice offices). In this study, both the number and availability of resources—personal, social, and institutional—helped facilitate the alignment of coping actions with life facet goals to produce salutary outcomes for workers. This finding, while expected by many of the stress-appraisal models, was particularly well predicted by the LFC model (McKee-Ryan & Kinicki, 2002)..

Of the four respondents Allan is the most "resource-rich" as he was almost 100% supported while living at home with his two parents and two siblings. Next in "resource-richness" would be Garth as he and his wife were both fit and working full time as late-career workers. Next is Ruby who, despite the fact of a full-time working husband, admits at Time 1 she had to struggle to patch income together from discontinuous short-term jobs. Danielle with her volatile job history and low self-perceived employability status (heavily accented, overseas born, mid-50's female), was the least resourced. She also had to deal with osteoarthritis and spent much time looking for work and reporting in to Centrelink, which could be seen as resource depleters.

One resource that most coping theories do not explicitly list is *career intelligence*, sometimes called *career self-awareness* (Denham, 2003), or career navigation skill (Savickas, 2000). In terms of the four respondents, the researcher's field notes indicated they seemed to be equal in reading labour markets and the nuances of self-marketing. However, they were found during interview to differ in their emotional self understanding and their ability to self-regulate moods (essential skills for obtaining optimal employment). For example, in the researcher's memoranda and case notes Allan was seen to be the most controlled at interview while Garth and Danielle were the most varied in emotional tone and quickness to make judgements (as opposed to just sitting back and philosophically reflecting on their previous work-life challenges). The researcher noted in a summary field note that after their third interviews respondents:

> "…seemed to differ in career intelligence in part due to innate temperament but also according to their unique overall experiences in workplace relationships, especially feelings of respect/disrespect, which together tend to create dispositions towards work (and life) in general. In many cases (particularly Ruby and Charles) this manifests often as negative tone of voice, glum facial expressions, and subtle but negative judgements of bosses or employers, within the nonverbal component of interviews."

Demographics

As mentioned in the Introductory Chapters (1-2), previous researchers found the demographics of age, income (financial status), and marital status were found to be influential in determining distress or resilience. However as the intent of Phase QN was to explore the *process* of adaptation amongst a small sample of first nine, and then four interviewees, nothing definitive could be concluded these impacts of such demographic attributes. However, in the case of Ruby the presence of at least one child, a working husband, and an ailing parent seems to have contributed to increasing her level of distress significantly while decreasing her resilience. This could be attributed to the lack of child-friendly institutions, her age (mid 40's), and the fact the family recently relocated. Relocation has not been mentioned in major studies and reviews but it might be a useful future demographic for researchers to include in future studies of job change stress. (Relocation was also mentioned by Garth as an influence on distress and resilience). The demographic of income (financial status) was mentioned by all four of the featured interviewees as largely determining the quality and frequency of their distress in the previous three months.

Appraising & Coping

As outlined in Chapters 1-3, the coping literature shows that resources can also be turned into coping strategies for handling life facet challenges (Antonovsky, 1987; Hobfoll et al., 2002). This was true in Garth's case because he managed to find an employment "high vantage point" (i.e.,

accept a job as an IT recruitment officer). This allowed him to immediately see jobs as they became available and at what terms and conditions. By talking continuously to hiring managers Garth acquired an inside track on what managers would look for in interviewees. He eventually used this knowledge to locate a very good position (occurring one year after the end point of the study). Danielle's case is interesting because she canvassed the neighbourhood and kept herself vigilant about her neighbours. She eventually found a neighbour who owned a video/multimedia business who agreed to hire her on trial. With the neighbour's cooperation Danielle eventually established a "flexible work-life boundary" between work and home. In this job she could opt to leave her workplace whenever her pain flared up and she was allowed to email work to and from her home.

At Time 1 none of these four workers demonstrated personality-based resource depleters, e.g., negative affectivity or hostility (Payne & Morrison, 2002). All seemed to call upon their personal resources (such as hopefulness, communication and assertiveness skills) to anticipate a better position for themselves. An example of this was Danielle. On the "inside" at Time 2 Danielle's sense of personal self-worth and optimism were compromised. After "being forced to" resign, Danielle descended into hopelessness about herself, her abilities, and about work in general. She doubted her ability to perform bookkeeping, which showed a depletion of work identity and status, two of Antonovsky's "generalised resistance resources." In this study, Danielle eventually found that Centrelink could give her financial aid (Newstart allowance), which then presumably helped her replenish her income, self-confidence, will power and personal energy. Furthermore the care and attention of the Centrelink psychologist helped her re-establish her *optimism*. This help occurred via general therapy, interpersonal therapy, and anger management interventions. Centrelink could thus be seen as an *omnibus resource* to replenish *energy*, *conditional* and *personal resources* (Hobfoll et al., 2002). In terms of the LFC Model, Danielle brought to bear her personal resource of willingness to adapt (willpower) to obtain financial resources (Centrelink allowance). In terms of the LFC model the use of personal resources to draw in and manipulate physical (external) resources would predict that if this is done optimally then outcomes will be good and such actions will become self-reinforcing. The actions in this case were appraising, setting goals, and choosing effective coping actions (as shown with the arrowed lines in Figure 3). Presumably, the vertical lines (efficacy) had become stronger with successful outcomes from their use. As part of this process, LFC Theory predicts that as a person successfully deploys strategies to find new employment (or manage current employment) then this will satisfy more life facet goals, and hence help them complete their life projects. As a result, the person's personal resources of optimism, self-awareness, and problem-solving will increase (McKee-Ryan & Kinicki, 2002). This occurred for Allan, Danielle, and Garth, but not so much for Ruby. (The operation of the LFC model was also seen to operate for the other five local respondents).

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Research Question 1

This research question asked: *What is the nature of the Australian worker population studied? (Do sub-groups of respondents exist based on differing demographics and employment?)*

The findings indicated that the thesis national sample (initial N of 305) reflected a sample similar to the Kelly Services 2007 survey of its 20,000 workers. The present sample, however, was queried with open text questions on their work-life conflicts and respondents were asked to provide answers as to how they handled such conflicts. In addition, the investigator collected demographics and information concerning their experiences of the labour market. Most importantly, the investigator obtained data on stress and resilience in relation to work-life conflicts.

The data obtained demonstrated the sample studied is a highly educated workforce across the life span, coming from the capital cities and suburbs, working mostly in white collar and service industries. From the cluster analysis the investigator uncovered some groupings based not only on demographics but also on psychological characteristics (or "psychographics"). Analyses from Chapter 5 showed these worker cohorts are distinguishable not only by age, marital status, presence of children and education, but by the amount of control and authority they experience at work, the level of income they garner, and the amount of distress they feel.

On these discriminators, several labels were applied, but it is the variation from secure (permanent) to insecure (discontinuous) work, entry to mature status, and family configuration, which were of particular analytic interest. The investigator found that Group 4, the *Mid-career Childless and Secure* was the "best positioned" and felt the most secure. Even though they worked the longest (41) hours, they had the most authority at work and had the best financial status (likely due to being married with no children). Ranging in age from late 40's to 50's, Group 4 had attained comfortable managerial positions and did not seem to have many, if any, concerns about being without children. Their concerns had mostly to do with getting ahead career wise and "having time off to obtain quality time" for their own personal pursuits and relationships. When worker groups were ranked by the investigator from those with most authority to least, the trend was that those with most authority had the least stress. Having stable, secure jobs, satisfactory/high levels of authority, prized skills, and no children seemed to be the main drivers for this group having the *lowest* mean distress score of the four clusters. This result confirms the work of recent stories in the electronic and print media ("'Extreme Jobs...", 2006) as well as the work of work-life researchers such as Pocock (1987), Pusey (2003) and Watson et al. (2003). This is also consistent with the "stress at work" literature which finds workers in high control/authority jobs to be more resistant to disease and mental health declines (Chandola, Brunner, & Marmot, 2006; Cooper & Payne, 1988; Payne & Jones, 1987). To sum up the findings of RQ1:

- *Finding 8: Four sub-groups of workers were found, based on differing employment psychographics. The most secure of these are the Mid-career Secure: those who are childless (or with one child), well-paid, dual-income, analytically skilled (accounting, technical, scientific), and in positions of authority/knowledge.*

Research Question 2

This research question asked: *Do respondents appraise and cope with discontinuous work according to the Life Facets Model* of Figure 3.

The research finding here was in the affirmative. The respondent interviewees showed they were actively coping (navigating various work-life issues, goals, and projects) across one or more life facets (need systems). It was apparent that all of them were engaged in life (not resigned and apathetic as per earlier Staged/Grief Loss and Deprivation models). All participants were trying to complete certain goals to meet certain ends. These ends ranged from getting a Masters of Business degree, through to establishing oneself as a migrant from Mexico, through to recovering from a nervous breakdown, through to terminating jobs continuously due to hostile employer work practices. As illustrated in the previous section under The LFC Model's Degree of Fit to Narratives, there were several examples where the LFC constructs (precursor variables, appraisal, coping and alignment) could be seen. This applied to all nine interviewees but was illustrated most clearly with the featured four interviewees. These four respondent's various goals-coping action-outcome sequences when combined with their prior histories (as reported at start of interview) helped create a picture of their respective, recent "slice of life" trajectories. (These trajectories were constructed on the basis of audit block transcripts and field notes; they became equivalent to c*ase studies*). Thus to sum up:

- *Finding 9: Local QL Interviewees showed they were actively coping (navigating various work-life issues, goals, and projects) across one or more life facets in a manner closely matching the Life Facets Coping Model.*

Making Appraisals of Events/Challenges

Each of the four respondents had to confront an ongoing threat in handling their work-life conflicts. Allan and Danielle are at opposite ends of the labour spectrum, with Allan having to market himself with only a few months of job experience, and Danielle with much job experience having to market herself with an ongoing ailment, which often was unpredictable.

Garth, before Time 1, was forced to confront a work overload situation. This eventuated in his having a nervous breakdown and then being faced with a choice to continue with the job or resign.

Ruby, the telecommunication supervisor, housewife and mother was challenged to find work when she re-entered the Perth job market. Ruby certainly fell into discontinuity as she also had duties to pick up her daughter from school, be with her husband, and look after an infirm mother. Her challenge then was to boost her "employability attractiveness," while finding affordable child care and looking after a household (with its attendant cooking, cleaning duties).

In this small subset, the degree to which a work-life situation was seen as threatening seemed to be determined objectively by such things as the current job held and its quality of authority/control; the respondent's age and health; the potential for losing the job; and the existing social milieu and labour market.

Yet, what seemed to also "determine" the respondents' outcomes (distress and resilience) were their unique personal appraisals of these conditions. The conditions could be categorised as personal life projects, commitments to fulfil obligations to other (e.g. parenting or food preparation), or situational presses (bills falling due). These appraisals (and their sense of urgency or threat) seem to shift in a non-linear dynamic fashion (described below). At any given time point (T1 through T3) a greater or higher level of one's overall efficacy was experienced.

It seemed as if leisurely times allowed for reflection, and that such reflection permitted self recognitions of self-efficacy. The self-recognised efficacies then seemed to aggregate or "cohere" to form an overall sense that life is working as it should (sense of coherence). This was most apparent for Danielle and Garth. For Danielle, this happened after she made the fateful decision at the midpoint, between T1 and T2 interviews, to resign. The case notes indicated she felt frightened but at the same time committed to action. She also felt "fed up with the incompetency" of her manager. But once she quit and obtained some Centrelink professional rehabilitation her attitude changed toward one of empowerment (sense of coherence). From the field notes and memos the investigator found that *deep reflection* also precipitates the sense of coherence.

In this study, deep reflection sometimes was precipitated by unknown or random events. But it also seemed to be precipitated by the researcher's own intervention question: "Did you learn anything from the challenge?" After asking this question, the investigator noted deep pauses and body and head tilts in six of the nine interviewees, indicating there was an internal focusing on the question and perhaps a reliving or reorganising of episodic memories. In other words, sense-making of experiences was happening.

The investigator also noted an "inner upset", or disequilibrium, would occur when a respondent felt an important value or cultural norm was violated. This happened in the case of Ruby when starting employment and Garth when ending his employment. These latter "violation experiences" not only allow but seem to invite the entry of personal meanings into life projects and thereby alter goals, self efficacy, and strategies for coping. This type of process is shown by a

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dotted line (feedback loop) shown in Figure 3. McKee-Ryan Life Facets (full model, 2002). To sum up these findings:

- *Finding 10: Leisure or "down" times for respondents allowed them to reflect, and such reflection permitted respondents to recognise their own self-efficacies (ability to cope within various life facets). These self-recognised efficacies then seemed to aggregate or "cohere" to form an overall sense that life is working (or not) as it should (that is, a sense of coherence).*

Coping Strategies

In discussing coping strategies, all recent coping models assume adaptation takes place, that is, the *actor adapts to a circumstance or press* of the environment (for example looking for work, getting enough exercise, getting personal time-out, eating well, and raising a family). *Adaptation* can be considered an over-arching meta-strategy of how to cope. Coping on the other hand, deals with specific situations.

Many work-life challenges start *when* the (social) environment stimulates the actor to take note of a potential threat to well-being, or to pending losses (like being *jobless*). Basically assuming there is attention given to the external situation, the actor appraises events, evaluating them from good (a challenge) to neutral to bad (a threat). The actor then must reduce the threat or attain the goal (coping). However, some actors do this better than others, resulting in good mental health, better objective life conditions (e.g., better job), or other life satisfactions (e.g., better relationships). According to the most accepted general coping models (Edwards, 1988; Folkman et al., 1986), health impacts and a certain level of utility (quality of life, satisfaction) are the result (McKee-Ryan & Kinicki, 2002).

In this study, coping actions were observed to be a synthesis of simultaneous cognitive (planning), emotional, and other strategies, which did not seem to be a mentioned feature in the majority of non-LFC models (see Discontinuous Work and Its Impacts (Literature Review II)).

Regarding *coping strategies* of our four respondents, Allan seems to have situated himself in a kind of "fishbowl" at Times 1 and 2. In his descriptions he painted a picture of his peers looking in on him and seeing if he rises to the top of the career ladder quickly. He was quite proud of the fact that he could save money and live at home and go to school at the same time. Allan evolved to where he chose as a first-instance strategy to leverage off his current and previous job experiences while telling potential future employers of his "ability to market them" and "do their books." He thought that eventually with a future MBA he would be able to assume an executive or business owner position.

Danielle at Time 1 arrived at a proactive strategy. She wanted out of the current job because she says it did not tolerate people with disabilities and that her supervisors' behaviour stressed her.

At the Time 2 interview she reported that she was forced to accept jobs that do not allow her to manage her disability and use her accounting skills. She opted to quit her job though she needed it. She reported she received training in both appraisal and coping skills from Centrelink health professionals. At Time 3 she began a job search campaign, in which she discovered a small business owned by a neighbouring couple. She took advantage of this circumstance and decided on her own to negotiate a deal whereby the employer was invited to accommodate her disability. As part of the final deal negotiated, Danielle was allowed to take work home whenever her pain flared up and she was allowed to transmit and receive financial work online (by prior agreement); this allowed her to stabilise her painful condition and to have a livelihood.

Garth at Time 1 had a coping strategy of taking on more late night hours and more phone calls without any system in place to discourage "after hour" demands. But this failed him due to being overloaded at work. This overloading caused him to suffer, he said, an acute "mental breakdown." But with the support of his wife (and possibly others, whom he fails to mention), and "time out" afforded by his resignation, Garth eventually managed to land a position as assistant manager with an IT recruitment agency. While this shames him somewhat (as he is placing recruits at times into similar overworked and discontinuously employed positions), it also enables him to strategically oversee the job market before making another job change.

Ruby tried very hard to "have it all" as a strategy: to hold down an accounting job, put her child into day-care, manage a household and look after her ailing mother. Eventually all this falls apart, partly due to the constraint of TMC/TLT (Too Many Commitments/Too Little Time), and partly due to the fact her bosses renege on their promises to allow her early departure times to pick up her daughter. Ruby confesses she is getting into a "downward spiral of depression." She admits at T3 interview to "needing to change my attitude" and begin some self-talk routines in order to distance herself from her negative thoughts. Yet, the objective facts mean she is still "squeezed to perform several of her life facets." For example, Ruby is trying to manage the family facet (as caretaker to husband, mother and child); and at the same time look for work (physical, psychological, daily routine and financial facets); and at the same time, graduate from TAFE to get an accounting degree (psychological, financial, purpose facets). She finally finds a job at Time 3, but only after a lot of extra "hassle," i.e., enlisting her mother's help as a chauffeur, and starting and terminating from two jobs within a five month period. To sum up the findings for Research Question 2:

- *Finding 11: From the narratives and their integrations, all local respondents showed an overall drive to adapt to their circumstances.* Adaptation *functioned as an over-arching motivation to cope in general, a kind of meta-motivation to cope with all of life's events.* Coping *on the other hand, dealt with specific situations (for example looking for work, getting enough exercise, getting personal time-out), using problem solving and emotional-control methods but with little role for reflecting back on past actions over time.*

Research Question 3

This question asked: *What meanings will respondents give to shifts into and out of discontinuous employment?* Generally, the case study (QL) coding and integrations, better answered this question than the QN questionnaire data set. Using the QL method of thematic data analysis, this researcher had little trouble uncovering several "meaning" themes from all nine respondents (e.g., for Allan underemployment or discontinuous employment was just a temporary holding pattern; for Danielle it was a stressor). For the four featured respondents, a third level coding integration based on second-level results and earlier case memoranda indicated some interesting overall meanings. Some of these were:

Allan: "*Have a vision, keep to it. Budget time wisely. Use jobs as stepping stones. Learn from your setbacks. Be all you can be.*"

Danielle: "*Despite the pain, acknowledge your weaknesses or sticking points, delve into your core strengths, and learn to assert your rights despite the age and gender biases of the system.*"

Garth: "*I want to preserve honour and professional reputation even if it means finishing last. I will pay more attention to not taking on too much in my next job and being a 'good soldier.'*"

Ruby: "Society *should not make raising a child for a working mum so hard. I will fight to get employers and institutions to do the right thing. I will do whatever it takes to meet all demands.*"

Many of the four respondents (and the other five) were initially circumspect in their comments about how they interpreted the job market or their treatment by employers. Only when work-life or career plans for the long term were discussed, would respondents mention system issues (employer biases and economic reforms failing). But this reluctance to verbalise seemed to reduce when the investigator posed questions that indirectly implicated more abstract systems in the community. Without such questions, respondents did not reflect, and then tended to blame themselves for their life facet failures, particularly in regards to gaining satisfying work. This confirms the uncertainty principle of Lincoln and Guba (1985), whereby the mere fact of observing will change the observed.

Research Question 4

Research Question 4 asked: *How well can Distress (GHQ-12) be predicted by various precursor demographic, personal resource, or work condition variation?* Unfortunately, due to attrition, the full set of these variables had to be reduced to enable stable solutions from Linear Mixed Modelling (as described in Handling Missing Data (Phase QN)). In the earlier Chapter 5 sections, Results: Linear Mixed Model (QN) and Results: Group Differences, the investigator found only three variables that could predict outcomes; these were *Work Condition* (permanency of job status), the *Number of Children*, and the interaction *Work Condition by Time Point*. The findings support the last 50 years of research mentioned in the first chapters, particularly those of Feather (1990), Sargent (2003), Wanberg (1995), McKee-Ryan (2003a), and Dooley (1988). Recently, more sophisticated studies (using longitudinal methods) have uncovered mechanisms to show how well discontinuously employed workers adjust over time (Marquez, 2009; Quesnel-Vallee, 2010).

The Case Cluster analysis described in Chapter 5 (Phase QN) illustrated that of the four worker clusters revealed that Group III experienced the most distress. Group III was comprised of workers who had two or more children, low authority at work, and experienced lower pay. This Clustering was found to be predictable given objective facts of labour market dynamics as Kalleberg (2000) described (and as discussed in Chapters One and Two).

It seems the present study is the first in the psychology literature to describe a *work condition* by *season* interaction. In one earlier study Fryer and Payne (1984) alluded to the possibility of a seasonal time effect.

In any event *permanency* (which includes the objective fact of continuity of work plus the intersubjective sense of mutuality) had a direct fixed predictive effect on distress. Furthermore it predicted Resilience/Coherence as well.

Research Question 5

This question asked: *How well can Coherence/Resilience (SOC-13) levels be predicted by demographic, personal resource, and work condition predictor variation?* Much of the discussion in the Method QL Findings Summary has answered this. That discussion showed that the exogenous variable *season* interacted with *work conditions* (part/full time x temporary/permanent) to determine *distress.* Other variables predicted to have an effect on resilience/coherence were not predictive: number of simultaneous jobs, satisfaction with weekly work hours, marital status.

Coherence/resilience was predicted by a Time Point and Work Condition interaction. The *coherence/resilience* measure (SOC-13) was found to be less reactive to short-term minor changes in say job-changing or job loss, but was still sensitive to respondents' life successes and failures

(Antonovsky, 1987, 1993). Sense of Coherence is a long-term disposition rather than a personality trait or state.

One weakness of the present study was a failure to include personality measurement. There exist several reports on the role of personality in job search behaviour and coping (Brown, 1984; Cochrane & Laub, 1994; Feldman, 2002; Gold et al., 2009; Leiter & Maslach, 2005; Lyness & Judiesch, 2008; Savickas, 2000). But most of these fail to place personality within a systems-model that tied personality attribute to job search persistence behaviour. A study that did do this looked at the role of the personality trait called *negative affectivity* (Payne & Morrison, 2002). These authors found that negative affectivity (mixture of depressed mood, hopelessness, expectancy of frustration) moderated both job-seeking effort and the distress of being unemployed. In addition, there have been studies related to personal expectancies of failure and success (Bandura, 1997; Cochrane & Laub, 1994; Kernis, 1995). Expectancies of failure and success are the building blocks for self-efficacy, something which is included in the LFC model. However, the present study did not include measures of such facet-specific efficacy. These should be part of a future study to assess how various self-efficacies might form and combine to generate a sense of coherence in general.

Hypothesis 1

This hypothesis predicted that Type of Contract Arrangements (union contract, individually negotiated, or casual/informal) would be associated with worker Distress, with the more permanent and/or benefitted contracts providing a buffer against distress. No association was found here using Method QN. This finding is contrary to the findings of previous studies, including those mentioned in Chapter 1 (e.g., I. Watson et al., 2003). The present finding was likely due to the 30-40% of respondents recording their Contract Type as "unknown" which had the effect of removing them from the being placed into specific categories and lowering cell-sample sizes. Future researchers may want to ask respondents to review contract or payroll remittance records to help them define more clearly, what kind of contract they were working under.

However, for method QL it was apparent that for the local cases, tenuousness of contracts (weak work condition permanency) did matter. The featured four cases showed that Ruby in particular, was distressed by both the job search and the volatile nature of her work conditions. Both her new employments resulted in the managers reversing themselves and denying her the flexible hours she required for picking up her daughter on school days. Garth was another example. Initially he was "enthralled" with the status, high pay and autonomy that he assumed would be gained as a free-lance Network Administrator. However, at Time 2 interview (just one month after his nervous breakdown), Garth found he was disavowing the benefits of contractorship ("I learned a hard lesson, that your health is never worth the gain of power, status and money.")

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For the non-featured cases (those of Natalie, Charles, Helen and Jane), the narrative text results revealed that in some way, the discontinuities imposed by ever-changing tendering (Natalie), ageism and resistance by upper management to new business methods (Charles), the phasing out of an industry (Helen), and the irregularities of casual labouring as a university lecturer/tutor (Jane) — generated disorientation at the least, and serious mental distress at the worst.

Of the nine local cases only two, Natalie and Charles, were protected under union/award type of contracts. Natalie reported that she felt secure for 10 months and the final two months felt insecure, as the final two months of each fiscal year was the time when layoffs would be announced. Charles, when he was employed at a local radio station, was provided some basic entitlements (sick leave, and a few public holidays). However, for most of his months in the study, Charles also felt insecure, and would often vent his anger about the unfairness of the Australian managers who refused to fairly evaluate new approaches to sales/marketing. All in all, the majority of local respondents felt insecure or very insecure in their work lives, and nearly all complained about the lack of work-life balance.

In most cases, frustration accompanied the coping process of handling life conflicts or role related goals. Such frustrations would only be recalled if asked about. Method QL was the better method to elicit such recall because it seemed to connect the respondent to the interviewer. More completed and accurate answers seemed to happen, when compared to the survey questionnaire answers.

The feelings and dispositions uncovered seemed to be discontinuous themselves; they were sometimes at interview turned inwards and sometimes outwards. Though the narratives texts and their summaries are not deemed to be so-called objective measures, the researcher could see they were indicating that various job factors (productivity, satisfaction, collective sense of purpose, positive regard for managers) were seen as being affected by the degrading of the work by institutions and their leaders. The words the local respondents used were coded, categorised and subjected to systematic and trustworthy integration. This revealed that the respondents were responding in a way akin to Michael Pusey's "Unreconciled Workers," mentioned in Chapters Two and Three. These were workers who felt "done in by" the economic changes which began the 1980s and continues through until now. Pusey's unreconciled workers also suffered decreasing job satisfaction, more job stress, less credulity in government and business leaders, and less positive regard and hope for their jobs and for their work-life in general. So with Method QL the hypothesis had some support.

Hypothesis 2

This hypothesis predicted that Type of Work Conditions (Permanency) would be associated with worker Distress. This was indeed the case, with the added detail that those who were self

employed or business owners had the largest change in Distress (in fact a doubling) over the three seasons. In contrast, all Part-time workers and the Permanent Full-Time workers did not vary much (more than 3 score points) until Time 3 when their distress fell to between 13 and 15 points. Temporary Full-time workers were predicted to be the most distressed. However, their distress tracked similarly to that of the Business Owners but to a lesser degree.

The most likely explanation is that both subgroups were under pressure to perform well, as the Christmas Holidays approached. In commenting on this finding simple logic would require consideration be given to *seasonality* as is done in the work of Dooley (2000) and Quesnel (2010). Both of these authors offer ways to account for, or control, variation by season. In this study, the Linear Mixed Model Method managed this, even with the high attrition rate, and thus could separate out the impact of work condition permanency. In this way, this study has contributed to the literature.

Previous coping literature (Antonovsky, 1984; Feather, 1990; Lazarus & Folkman, 1984; Wanberg, 1995) also indicated financial worries are one of the largest influences on individuals' overall *sense of manageability/control.* Chapter 3 mentioned that coherence/resilience is in part determined by one's sense of manageability (of commitments, life projects and tasks). If this is true, then lack of control over income security (due to lack of adequate employment or impermanency) should impact an individual's sense of coherence/resilience. This was found to occur as six of the nine interviewees demonstrated statistically significant changes to their resilience/coherence scores during the nine-month period. The largest of these changes (from 49 to 70) was for Charles, who struggled for about one year without steady work, until he found a contract with a mining company in the far north.

Importantly, if the number of weekly hours worked (part vs. full time status) is disregarded, then Permanent employees as a whole, experienced less *distress* than their Temporary/Casual counterparts during the nine months of the study (see Table 11, *Contract Type (Permanency) and Multiple Jobs,* page 70).

Chapter 9 Final Conclusions

Discontinuous Work as Distressing & Divisive

Overall, discontinuous work was found to be distressing for seven of the nine local respondents and for about 40% of those in the national sample who had contracts of less than a year's duration. On balance, this was because discontinuous work tended to disrupt two aspects of daily life for these Australian workers: which could be described as "natural rhythms of human exchange" and "social ties." As shown by the comments of study participants cited in the Preface, discontinuous work disrupts flows to routine and social connections. The excerpts show mostly displeasure, ranging from mild irritation to hopelessness. In this present study, both national and local samples were utilised as part of a mixed methods design, in order to help capture the finer details of coping as job routines and hours shift, impinging on family and social obligations.

The national sample data also produced answers to the survey question that asked about a recent work-life conflict. When these answers were topically coded, the result was the table of categories listed in the Appendix L: Intrusions of Work upon Family, Hassles in Changing Jobs, Concerns about Time and Time Shortages, Difficulty Working for Others vs. for Self, Finding Coping Support and Resources, Health & Wellbeing (including Stressors), Disadvantage due to Class, Gender and Race; and Business Culture. The large majority of accounts (about 80%) fell into these categories. Of these accounts, a small percentage (18%) mentioned these categories in a positive light in the context of the new world of work.

These data plus those analysed from the local sample of nine interviewees queried at length, indicated that workers overall feel they have had to compromise major parts of their lives (mainly social, leisure and family time) to meet the needs of an altered economic system, with evaluations of such compromises ranging from "being a hassle" to "serious threat to health or family."

Discontinuous work in this study was also found to be distressing because it is "divisive," requiring employees to divide their energies between family, work and community. Many of the local interviewees expressed a sense of "robbing Peter to pay Paul": Allan felt guilty over ignoring his home duties for the sake of work and school, Danielle felt torn between continuing to work for an over-bearing employer and protecting her health, Garth became so loyal to his status of being a government network contractor that he neglected his health to the point of nervous breakdown, and Ruby attempted her best to "have it all"—work, study, childcare, husband and aging parent—and failed.

Numerous disadvantages were seen to occur for workers when they found themselves placed into contingency-based work: their work hours crossed over into their home and community involvements; health, holiday and other benefits were reduced or more often lost; a loss of identity, status and self-esteem often accompanied the change in status; structural adjustments such as

mergers and buyouts forced many to reapply for their old jobs under reduced conditions; and as a net effect of the above, a general uncertainty grew regarding the future. As Michael Pusey discussed earlier, such work may provide "efficiencies" for shareholders and managers, but they often introduce tension, uncertainty, lower loyalty and resentment into the middle and bottom tiers of the economic pyramid. As Marie Jahoda (1982; 1933) found in both early and later studies of unemployment and underemployment (Chapter 1), the new world of work undercuts not only manifest worker needs as wages/benefits decrease, but also tends to dissolve continuities in relationships and the perceived adequacy of time itself. Of the eight validated local cases only Allan seemed to fare very well, and Garth and Anna moderately well, by the conclusion of the study. The other five still struggled by the end of the study, with two left moderately distressed at the end of the nine month period (Helen and Ruby).

Personal vs. Institutional Obligation for Job Quality

For some workers who are new entrants to work, they report their entry into casual or contract work with a new and refreshing expectation they will obtain "flexibility" that standard jobs do not offer (e.g., variable start and end times, or their choice of rostered days off). While such workers may be initially willing to accept variable hours to accommodate their study or childcare, in the long run the arrangement may turn out to work against their interests. If they were asked to pay closer attention to their job terms over a longer time scale they may (like Ruby) discover the employer has transferred or eliminated previous promises, e.g., over flexible days or daily hour rosters. If the contract also becomes "triangulated" (managed by third party company), the worker may discover that they have even less participation in the workplace decisions, and may terminated "at will." Longitudinal studies are needed that investigate which workers wish to continue in jobs when the flexible terms and conditions change. The earlier study mentioned numerous times above (Pusey, 2003), showed that workers over time met with increasing dissatisfaction and higher distress and anger with the decline of formerly "flexible work arrangements." A more recent study by Butterworth et al. (Hendrick, 2011) found that depression increased significantly in those workers who became re-employed into jobs where the terms and conditions (e.g., weekly hours, degree of autonomy, and the permanency/security) had degraded from the previous work assignment or history. This same pattern of "poor redeployment leading to poor mental health" was seen earlier in this thesis (Chapters 1 and 2) via the work of Dooley (2000) and Quesnel-Vallee (2010).

In addition to the threat to manifest needs of wage and benefits and general activity, and the degrading of latent benefits (status, collective purpose, identity), Time Scarcity was frequently

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mentioned. This impacted social and community ties as workers often complained of Too Many Commitments/Too Little Time ("TMC/TLT Syndrome") as demonstrated by Ruby (Chapter 8).

Where discontinuous work occurs it is usually found in so-called "non-protected" industries, where collective bargaining is absent, where women and minorities predominate, and where government regulation and oversight as to worker safety is minimal. Such non-protected contracts typically lack many clauses for leave and entitlements, benefits that have historically made it possible for workers to take leave from work, when family needs or personal health requires it. Typically, flexible time and "work-from-home" time are touted as on offer. However, as found in the personal case examples of Garth and Ruby, truly family-friendly workplaces offering flexibility are rare. Right to take leave due to illness or bereavement, religious holidays, or the ability to place phone calls to home, were once recognised as essential rights but are now becoming less frequent, or never offered in the first place upon hire, according to many news accounts, as well as the respondents in this study.

Collective bargaining contracts, which historically have protected employees from both personal and collective abuses by management, are increasingly replaced by casual, part-time, contracting, and other contingency-based work arrangements. This now amounts from estimates of 30% to just over 50% of the work force (Standing Committee on Employment, 2011), depending on who is doing the counting and which industries are studied.

Negotiating Flexibility: Pitfalls

Discontinuous work is beneficial to the extent that employers truly negotiate on equal terms. However, as seen within the narratives, this was not always the case. For example, the local interviewee Danielle (mid 50's female with osteoarthritis), was forced to resign under the abuse she was receiving, which aggravated her disability. Ruby's employers ended up pressuring her to stay back for extra hours, even after "agreeing" to give her flexible hours for her child's day-care schedule. Garth, the Network Administrator, was feeling initially proud to work as an independent contractor for the state emergency services department. However, as the calls came in faster, and he began working more late night hours, Garth reached a breaking point and eventually suffered a personal breakdown. Of the nine interviewees, only Anna and Allan seemed to appreciate the "flexibility" offered by their employers. In Anna's case, this was clearly a jointly determined flexibility; in Allan's case it seemed that the employer wanted part time hours but would not have been overly accommodating if Allan had required variable start and stop times.

With Method QN, the predictors of mental health such as marital status, age, gender, and contract arrangements were not found to buffer respondents against distress. This stands in contrast to the findings from the meta-analysis of job loss coping by McKee-Ryan (2003a). However, Method QL interviews indicated that age and type of contract did seem to impact the experience of

work-life balance and thus distress. This occurred for the variables of Age (Charles, Danielle, Helen and Ruby) and Type of Contract (Charles, Garth, and Ruby).

Relative Strengths of the Two Methods

In this study, the investigator used Linear Mixed Modelling to capture and explain coping phenomena and to separate out contributions of key predictor variables. It was thought that with a declining sample size, enough stability in the matrix algorithms would occur to test different multi-level models (Tabachnick & Fiddell, 2007). This stability, however, could only be achieved by sacrificing about 50% of the original Life Facet Model test variables. So, the planned tests of the various levels (e.g., demographic variables) could not happen. However, the reduced-set Linear Mixed Model analyses still confirmed earlier findings: that distress and resilience can be predicted from the degree of permanency granted in ones' contract (work conditions). Also predictive were the number of children and the time of year (season), and to lesser degree the level of one's education. Business owners and self-employed contractors seemed to be the most susceptible to distress, and this interacted with season of the year.

This investigator has found that the experience of coding from the ground up (Method QL) and making second and third level data "integrations," helped further confirm a model of coping featuring life facet domains. A better understanding of time scarcity and role spreading were particularly noted with the addition of case narrative analyses (Method QL).

Trustworthiness Revisited

Authors such as Cresswell (2003), Goodrick (2009), and Golden (1997) present examples of mixed methods designs which show a "fuller" more trustworthy picture of the phenomenon under study. Such newer applications assume that time, place and culture are never completely "done away with" or "fully controlled," even in apparently rigorous lab settings or designs. Validity arguments raised by research scholars such as Gergen (Gergen, 1999) and Lincoln and Guba (Lincoln & Guba, 1985) are powerful ones, particularly those regarding the role of context, local history, historical moment, cultural rules, and observer-induced uncertainty. As these meta-phenomena are always operating in the background it is very problematic to assume a linear causal line in the Antecedent→Individual Organism→Outcome paradigm. This paradigm, of course, is the one that embodies the Stress→Appraisal→Coping→Outcome paradigm in the coping-with-job-loss literature and the present study. The Life Facts Coping Model also depends on language and its own (hidden) tendency to introduce linear and causal ways of thinking. However it seems an improvement over the other models due to its modelling of context and feedback loops. It was also

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developed using mixed method data and theorising (McKee-Ryan, 2004b; McKee-Ryan & Kinicki, 2002; McKee-Ryan et al., 2004a).

More *systemic theories* might offer some help not only in how they explain things in literary form but also in mathematical form. In systemic and chaos based theories recursiveness, self-reflection, and deviations are major concepts not currently taken into account in current models of coping. In chaos research deviations are common change agents, even small ones. Under the right conditions deviations amplify themselves to the point of inducing disorder or turbulence. This state to outsiders seems to be a random, non-patterned state. However, it is not random. Underlying the disorder 'something else' (an energy input, a thought, a mood, etc.) is at work, setting off a new process or set of processes within the turbulence. The new process eventually "tames" or organises the turbulence into a new type of order (state). After some time, and seemingly on its own, the system reassembles itself, into a newer state, a different (yet ordered) system (Capra, 1996).

System-based Sense Making

The idea of the person's self-fragmenting and later reconstituting itself in this way is challenging for many psychologists and social scientists. However, it is not a new idea. For example, in earlier formulations of *systems theory* (Bateson, 1979) and in more recent statements of *chaos theory* (Al-Aliki, 2011), a major precept is that small changes often sow the seeds for subsequent ripple effects that reach other parts (or levels) of the system and then "double back" upon the initial system (or its subsystems), eventually changing both in the process. Systems psychology has several variations on this theme: one is that groups and individuals are considered as "systems in homeostasis" ("Open and Closed Systems in Social Science", 2011). Another is that actors are seen as a system embedded within levels of other systems (Bronfenbrenner, 1979). Antonovsky (below) adds that while individuals often seek stability (homeostasis), individuals (the same or others) are often found moving towards non-homeostasis, and then seeking to return to homeostasis, often repeating the cycle. That is, "challenge and danger are sometimes welcomed."

Systems theory might be applied to the case of Garth as follows: Garth tried to adapt to the increasing workload and late night hours of his job as IT trouble-shooter for an organisation of several thousand employees. He eventually could not adequately process (log, troubleshoot) Emergency Department calls. From the narrative records this led, says Garth, to external queries and concerns from superiors (subsystem A), then biological stresses within himself (subsystem B), then an array of feelings of failure and guilt (subsystem C), and then a process of decompensating (subsystem D), which stimulated a process of dialog and intervention by his wife (subsystem E). The intervention by his wife then impacted his own feelings (subsystems B & C), which then led to a decision (subsystem C) to negotiate termination (subsystem A). This is an example of one system's instability eventually stimulating changes in other systems, even larger collective ones

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considered dominant. It is an example of turbulence (tendency of disorder), crossing from one context (Garth) to another (the organisation) which eventually (over time) changes both contexts.

Salutogenic constructs when combined within a Life Facets Models and tested with further life trajectory research, may better demonstrate (than other models) how coherence (resilience) operates and develops. Life facets would be essential to include since as shown in this study workers have several motivational roles (life facet goals) operating simultaneously. In such a combined model, processes would be present to model the alignment of goals to coping actions, how actors make trade-offs amongst life facet goals, and non-linear change. Mixed methods could aid this modelling by capturing the meanings workers give to their situations and life projects. Applying this new model using mixed methods will still present challenges in terms of resources, cross-validation, and time—yet it may be worth the effort. It may help explain counter-intuitive phenomena (e.g., why having no paid work is better than having work) as well as show the contexts in which frustration and even catastrophe sometimes moves people to achieve rather than give up.

Summary

The last chapter section Making Appraisals of Events/Challenges, reveals some interesting dynamics which are accommodated best by the two coping models: Antonovsky's Salutogenic Model and McKee-Ryan et al.'s Life Facets Model. In this study, when respondents were prompted to consider whether recent months were life-affirming or not, a dynamic interaction among LFC processes was initiated. These processes included self-worth, self-efficacy, goals and commitments, and alignments of goals with coping actions and resources.

 In this study, the use of the critical incident case interview technique with its promptings, seemed to precipitate a process where respondents attempted to summarise ("snapshot") their overall progress thus far. The prompts seemed to help them crystallise their memories, feelings, and plans. It also led to a process of reflecting, which this author believes is very much under-researched. Perhaps being invited to offer a set of self-reflections is an important step which invites a sense of coherence to form.

This study's results add to the growing body of applied research which is showing that not everyone adapts well in the new world of work; the post-industrial knowledge economy is leaving many behind. Many workers are ill-prepared as workforces transform from core groups of loyalists into loosely affiliated bands of casuals, part-timers, and contractors.

Recent research supports this. An earlier study mentioned in Chapter 3 (Quesnel-Vallee, 2010) found that temporary work assignments introduced into workers' lives, produces (after two years) a 1.8 fold increase in likelihood of distress (anxiety, depression, psychosomatic symptoms). Since these workers are compared with those hired under similar contracts but with permanency

(contracts lasting a year or more), it lends weight to the findings in this thesis that there is a cause-effect connection between degree of permanency (security) and distress in workplace relationships. Further work on this topic has recently been carried out by Dr. Peter Butterworth of the Australian National University. According to a secondary source article appearing in *Web MD* (Hendrick, 2011) Butterworth discovered that a lack of quality in a re-entry job often leads to immediate declines in mental health. In Butterworth's words: "Moving from unemployment to a poor-quality job offered no mental health benefit, and in fact was more detrimental to mental health than remaining unemployed" (Hendrick, 2011).

This thesis began with a definition of discontinuous work as: "….contingent work that meets one or more of these conditions: it is *intermittent* (called for on some days or weeks, and then not called for on other days or weeks), *at-will* (termination is relatively immediate with little or no redress for wrongful discharge) or of *spot-duration* (lasting a few days, up to a year)" (p.7). The overall research question to be answered was whether such discontinuous work is psychologically healthy for Australian workers.

These well-designed prospective studies reinforce the claims of sociologist Michael Pusey (2003) that discontinuous work overall does not promote but instead inhibits worker coping and resilience, and in many cases, it seems to damage mental health. As reported in Chapter 2, Pusey found that workers, reflecting on their last 25 years of employment (1982-2007), believe the overall quality of their work-family lives had greatly declined as a result of processes set in motion from free-market economic changes: removal of trade barriers, outsourcing, opening up migration quotas for skilled and unskilled workers, job-shedding, privatisation of public sector assets, individual contracting, triangulation, and casualisation. He cited workers' beliefs that economic reform was responsible for several "discontinuities": a steady increase in weekly and daily overtime, unsocial work hours extending into holidays and weekends, the decline of neighbourhood businesses, the lack of adequate day-care, a squeeze on time for friends and family, and a lack of time and energy to volunteer. Though Pusey did not use an indicator such as the GHQ-12 to measure declines in mental health, his focus group and survey data clearly showed declines for workers in such proxy measures, thus corroborating the present study findings. Overall Pusey found that Australian workers now find themselves "floating" in labour markets characterised by uncertainty, unhappiness, and discontinuity. He calls this "the hollowing out of the middle Australia." The case narrative findings of this thesis also support his observation that such worker views are becoming more common.

Chapter 10 Implications

Implications for Job Change Stress Research

This study sought to discover more about the effects of discontinuous work at both a collective (national survey) level and an individual (case study) level. It sought through Mixed Methods to define a mechanism of how contingency-based work affects people as they earn a livelihood and try to navigate their working lives. Various predictors based on earlier job loss research were tested. The only certain predictors of distress and resilience found, were Season of Year, Number of Children, Educational Level, and most relevant, the Permanency of one's Job Contract (Work Condition).

The study's national survey that painted a picture of a moderately distressed worker population, an unexpected finding given that most workers were anticipated to be mildly distressed, or not distressed at all. Under further analyses, when workers were partitioned by Permanency status, the most distressed turned out to be the Business Owners and the Self-employed. Temporary workers followed but were much less distressed, and finally the Permanent workers were the least distressed. This was in line with previous job change and stress research. It was noteworthy that job permanency interacted with Time of Year (season) to generate levels of Distress and Resilience. At the holiday season (Time 3), the Business Owners had elevated distress, with the Full-time Temporary workers demonstrating a rise in Distress at this time, too.

When asked what work-life stresses recently occurred that presented a threat or challenge, the majority of comments (open-ended text) presented a picture characterised by concern and criticism over the new world of work. The picture included themes of work intrusions into family and personal life, national economic performance/reform, corporate leadership, biases regarding gender and age, supervision in the workplace, daily hassles, personal approaches to problem solving work-life issues, personal support and resources to cope with, difficulties working for others or for oneself, and worries about health.

Implications for Public Policy and the Greater Community

As demonstrated in this thesis, the challenges facing the family or individual who is coping with major economic restructuring at multiple levels—internationally, nationally, regionally, locally—is large. However, no great project or undertaking was ever achieved without the contributions of concerned people to change laws, norms and customs. As mentioned above, this research has shown that discontinuous and contingent work can be disruptive to natural rhythms of human interaction (Pink, 2009) and divisive to human relationships, daily routines, personal development, and work-life balance. (Pocock, 1987, 2006; Pusey, 2003; I. Watson et al., 2003).

What kind of public policy initiatives could be drafted to mitigate or resolve effects of discontinuity in people's working lives? How can essential decision-making and risk-protection be returned to families and individuals so that the natural rhythms and connections of life can be maintained or re-established? To this researcher, the best solution is to work at making the issue a very public debate, and summon and recruit community activists, workers, and political leaders who share the vision. Among such solutions are:

- An ongoing national debate on the social as well as the economic effects of discontinuous employment, convened under the auspices of non-partisan third parties (e.g., the Brotherhood of St. Lawrence).

- An ongoing national debate on the social as well as the economic effects, of extended weekly work hours, including the phenomena of "hidden overtime," "forced moonlighting," and "extreme hours work."

- Strengthening the regulation of the labour markets, whereby minimal standards are continually reviewed and adjudicated for wages, entitlements and hours.

- Automatic provision of essential entitlements (sickness, holiday, carer leave) to the employee within six months of steady and productive employment.

- Employer-paid training of employees in order to continuously upgrade the national skills base and improve worker morale and productivity; to be made mandatory after a certain threshold of profit/revenue per employee is reached.

- Increase federal government powers to police minimum wage and workplace conditions, especially for those workers in unprotected, unregulated industries.

- Run independent wage and entitlements surveys to uncover the multitude of biases in pay and entitlements by gender, age, ethnicity, disability, and other factors.

- Promote award campaigns for organisational leaders, who implement best practices for family-friendly and individual-friendly flexibility, including employee participation in rostering and longer-term assignments.

- Continuance of the social security safety net for Parental, Student, Disability, Migration Settlement, and Unemployment Allowances with regular review and indexing to keep up with inflation.

- Establish an Underemployed Workers Union, perhaps jointly run as a government-community partnership, and proactive organisations that would protect those in contingent, discontinuous employment through the courts or through Fair Work Australia.

- Alternative delivery of work via telecommuting, job sharing, videoconferencing, and remote-controlled fabrication/production.

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- Education of human resource managers and senior executives, regarding what constitutes overly competitive and/or abusive work cultures. This would include awareness training about the limits to which future employees adapt to task-overload, turbulent schedules, multiple jobs, and the shifting of organisational risk.
- A continuation and possible expansion (of eligibility or draw periods) for Paid Parental Leave, under which mothers (and eligible fathers) draw payments for non-participation in employment in order to provide at-home care of children.

Except for the last three suggestions, many people do not realise, these provisions had existed until the mid 1980's in Australia. The above changes imply a proactive institutional response such as the re-regulation of labour markets, the establishment of an Underemployed Workers Union, and the implementation of the above policy initiatives.

To this end, the Australian Council of Trade Unions (ACTU) has recently called for the establishment of both an ongoing organisation and a series of campaigns. This effort would, through advocacy and media coverage, seek further protections for discontinuous workers, whom now number two and one quarter million Australians. It is based on the Australian Governments recent assessment of contingent/discontinuous work and underemployment called *Working for Australia*'s *Future* (Standing Committee on Employment, 2011). This founding document calls for the "creation of an environment" (p.65) that discourages discriminatory employment practices, provides for family-friendly work conditions, wider publicity of extreme work hours, wider eligibility for paid parental leave, restitution of previous safety-net protections (e.g., underemployment allowance), increasing equitable and necessary minimum wage levels, and in general closer monitoring and regulation of labour markets. With such a concerted effort, perhaps less distress and more resilience for workers, and more family-friendly workplaces, will result.

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Appendices

Appendix A: Discontinuous Work Survey (Email Administration)

(co-sponsored by Edith Cowan University and Kelly Services)

● Thanks for volunteering to participate in this survey on how individuals cope with work and life changes.

● By agreeing to answer these questions you help to contribute to important research on work life.

● You will be enrolled automatically into a drawing for a prize (Ipod Music Player, Department Store Gift Voucher, Dinner-for-Two, or Career Assessment) if you answer all questions thoroughly.

● Be assured that your private details (e.g., financial information, name) will be held confidentially and masked.

● Please answer all questions especially those in the Section called Handling Life Situations— these require some reflection and writing but don't give up as they are very important to the research.

● Most people finish the survey in 10-20 minutes. Please estimate your own time in the question at the end.

● We ask that you please read the Informed Consent Statement at http://home.primus.com.au/lifepath/consent-dw

● If you wish not to be in the prize drawing— but still want to help us— then simply leave blank your name and contact details when asked for them.

You must RETURN THE SURVEY BY 21 April, 9 PM, to be eligible for a prize.

Thank you very much— Terry Olesen, Edith Cowan University, Tel: (08) 9389 1999.

Please use your mouse to tick the appropriate marks below. Circles O indicate one choice only; brackets [ ] mean multiple choices are allowed.

Q. Unique Identifier _____

Q. Consent

By answering the following survey questions, I hereby acknowledge that I am fully informed and that my informed consent has been obtained.

❍ Yes, I give informed consent and will fill the survey out now.
❍ No, I still have questions and will contact you by phone before proceeding further.

Q. MaritalStatus

My current marital status is:

❍ Married or de facto
❍ Engaged to be married
❍ Single but not engaged
❍ Divorced
❍ Separated or separating

Q. Parncnfg

I parent [check all that apply]

❑ Young children (newborn to 2 years)
❑ Toddlers (2 years plus to 5)
❑ Middle children (5years plus to 12)
❑ Adolescents (12 years plus to 19)

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❑   Adult children residing at home (19 years plus)

Q. DateBirt
My exact date of birth is :
   (for example: for 27 August 1955 write '27/08/55' _____

Q. HighEduc

My highest level of educational attainment is:
- ⭕   Less than Year 9
- ⭕   Year 9
- ⭕   Year 10
- ⭕   Year 11
- ⭕   Year 12 or HSC Certificate
- ⭕   TAFE Certificate or Diploma (or trade equivalent)
- ⭕   Bachelors Degree
- ⭕   Honors Thesis, Graduate Diploma, or Masters Degree
- ⭕   Ph.D.

Q. Unstart

My last period of being without work was:
   from (e.g., 'Jan 04') _____ to (e.g., 'Jul 05') _____

S. Your Working Conditions

Q. HrsWeek

   The total average hours I work in paid employment per week is: _____

Q. WorkCond

   Full Time Work is defined as 35 hours a week or more, on average. A person usually has some idea if they are working permanently or not. What is your current condition of employment? (Choose all squares that apply to you)
- ❑   I work permanently FULL TIME
- ❑   I work non-permanently FULL TIME (e.g., fixed term contract, casual)
- ❑   I work permanently PART-TIME
- ❑   I work non-permanently PART-TIME (e.g., fixed term contract, casual)
- ❑   I am a sole owner of my own business (sole trader)
- ❑   I am a principal or managing director of a firm
- ❑   I am a partner in a jointly own business
- ❑   I don't really know what my terms of employment are, permanent or non-permanent
- ❑   I am not in the workforce due to: [state a reason please]

_____

Q. NumJobs
   Think over your work history for the last three months. Please choose the <u>number of times</u> where you found yourself juggling two or more paid jobs during one fortnight (e.g., tending bar and doing accounting in the same fortnight). (INCLUDE CONSULTANCIES OR CASUAL

CONTRACTS.)

    ❍   0 times (two jobs never held in same fortnight)
    ❍   1-2 times
    ❍   3-5 times
    ❍   6-8 times
    ❍   9 or more times

Q. JobList

- Think back to that fortnight with the most jobs. Please list below the title of each job that you held. You may list up to 4 jobs.
- If you worked for different employers, or for different units within the same employer, please distinguish these by stating the various departments or company names.
[Job 1 = most important ('primary'), Job 4 = least important]

Job 1 _____

Job 2 _____

Job 3 _____

Job 4 _____

Q. WhyPrim

Briefly state why you consider Job 1 as 'primary' (most important)

_____

Now think of the 'juggled fortnight' that you mentioned above. The jobs below (labelled Job #1, 2, 3, etc.) should correspond to those you had in mind above.

Q. MchAut4

How much authority (control) were
you given over decision making for Job 1?
....
......for Job #2?
....
......for Job #3?
....
......for Job #4?

    ❍   Total authority
    ❍   A great deal of authority
    ❍   Moderate authority
    ❍   Little authority
    ❍   No authority
    ❍   Not applicable to me

Q. Demand4

How would you rate the
overall demands made upon
you for Job #1?
....
.........................for Job #2?
....
.........................for Job #3?
....
.........................for Job #4?

    ❍   No demands (boredom)
    ❍   Few demands
    ❍   Just the right amount of demands
    ❍   Several demands
    ❍   Extreme demands (stress)
    ❍   Not applicable to me

Q. HrsPrefer

How many hours a week would you PREFER to work (for all jobs together)?
- ❍   I prefer maintain the same hours as I have now
- ❍   I'd prefer to work this many hours instead [give an exact number even if estimated]

_____

Q. LeaveImport

If applicable, please tick below which Workplace Terms & Conditions are provided at your primary job. In the right-side columns estimate the level of adequacy of such benefits.

Level of Pay (i.e., wage, salary or fee)	❍ Very Adequate
Sick Leave	❍ Moderately Adequate
Penalty rates for overtime	❍ Slightly Adequate
Public Holidays	❍ Very inadequate
Annual Leave / Long Service Leave	❍ Missing from contract/award
Mileage claim (for your car)	❍ Of no importance to me either way
Professional development, education, training, etc.	
Maternity Leave	
Personal time off/Time Off in Lieu	
Carer's or Bereavement Leave	

Q. CSJobSat

Here are some statements about work. Please indicate whether each statement is False, Mostly False, Mostly True, or True. Answer as if you are describing your current work situation. If you are unemployed, describe your most recent job, volunteer experience or unpaid work you did for someone.

I love my job.	❍ False
My work life never conflicts with my family and/or personal needs.	❍ Mostly false
I am able to use all my skills on the job.	❍ Mostly true
My workplace is free of favouritism.	❍ True
The quality of jobs for workers over the last 20 years has declined.	
The quality of my present job has declined in the last three months.	

Q. CSWrkInv

Here are some statements about how you personally feel about your work. Please indicate as before: False, Mostly False, Mostly True, or True.

Work is a major part of my life.	❍ False
My job comes before my social life with friends.	❍ Mostly false
I am happiest when I am at work.	❍ Mostly true
My family or partner always comes before my work.	❍ True
My job has very little to do with how I feel about myself.	
For me the only real job is a paid job.	

[Congratulations! You have completed ½ of the survey. Thanks for helping out!]

S. Handling a Life/Work Task or Conflict

Feel free to include here anything to do with matters of family, work, personal, health, spiritual or legal issues— or their interaction.

Name a Life/Work Task or Conflict you had to cope with over the last 3 months. We want to know the various pressures you experienced in juggling your roles as parent, student worker, etc. Feel free to use up to ½ page, and use the paragraph below as a guide or example.

Q. Stray

'As a Dad I was caught in a predicament between work and home (the SITUATION) ...You see, my Boss wanted me to work two extra weekends (the TASK or CONFLICT) . But I was unable to oblige him because of my Daughter's contracting the mumps. So I ended up having to ask for two weeks of personal time off (at 50% pay) to take care of my daughter's situation (ACTION). My daughter got the care she needed and recovered but I lost some good will with my boss who reduced my average hours (RESULTS or IMPACTS).

_____
_____
_____

Q. SeriHlth

How serious to your health or wellbeing was this conflict? By serious we mean: did you lose sleep, become fearful/angry/sad, or feel less well, for several consecutive days or longer? If you experienced no health effects choose the last option 'Not at all serious.'

- ❍ Very serious
- ❍ Moderately serious
- ❍ Somewhat serious
- ❍ Not at all serious

Q. CopeMthd

What was your primary strategy to handle the situation (pick the one best choice):

- ❍ ignored the situation and pushed on
- ❍ delegated the problem to someone else
- ❍ asked for help from friend or relative
- ❍ offered a payment to someone to handle the problem
- ❍ solved the problem by figuring it out on my own
- ❍ did a self-talk routine in order to reduce my fear/anxiety
- ❍ other _____

Q. ResilNeg

Looking back did the situation impart a lesson, or strengthen you, in some way? Please explain.

_____
_____
_____

S. Your Life Goals

Q. LfGoalRk

Please name up to 5 GOALS that would likely improve your quality of life, if you had a magic wand to achieve them in the next year. (e.g., 'buy a new house', 'start a new job', 'have a child', 'get over a loss', etc.). Try to order these in terms of importance.

Appendix 205

Your goal 1 _____
Your goal 2 _____
Your goal 3 _____
Your goal 4 _____
Your goal 5 _____

S. Your Health Status

We want to know how your health has been in general over the last 12 weeks. Please read the questions below and each of the four possible answers. Circle the response that best applies to you. Thank you for answering all questions.

Have you recently (last 12 weeks):
Q. HS1

Been able to concentrate on what you're doing?

- ◯   less than usual
- ◯   same as usual
- ◯   rather more than usual
- ◯   much more than usual

Q. HS2

Lost much sleep over worry?

- ◯   not at all
- ◯   no more than usual
- ◯   rather more than usual
- ◯   much more than usual

Q. HS3

Felt that you are playing a useful part in things?

- ◯   more so than usual
- ◯   same as usual
- ◯   less so than usual
- ◯   much less than usual

Q. HS4

Felt capable of making decisions about things?

- ◯   more so than usual
- ◯   same as usual
- ◯   less than usual
- ◯   much less than usual

Q. HS5

Felt constantly under strain?

- ◯   not at all
- ◯   no more than usual
- ◯   rather more than usual
- ◯   much more than usual

Q. HS6

Felt you couldn't overcome your difficulties?

- ○   not at all
- ○   no more than usual
- ○   rather more than usual
- ○   much more than usual

Q. HS7

Been able to enjoy your normal day to day activities?

- ○   more so than usual
- ○   same as usual
- ○   less so than usual
- ○   much less than usual

Q. HS8

Been able to face up to your problems?

- ○   more so than usual
- ○   same as usual
- ○   less than usual
- ○   much less than usual

Q. HS9

Been feeling unhappy or depressed?

- ○   more so than usual
- ○   same as usual
- ○   less than usual
- ○   much less than usual

Q. HS10

Been losing confidence in yourself?

- ○   not at all
- ○   no more than usual
- ○   rather more than usual
- ○   much more than usual

Q. HS11

Been thinking of yourself as a worthless person?

- ○   not at all
- ○   no more than usual
- ○   rather more than usual
- ○   much more than usual

Q. HS12

Been feeling reasonably happy, all things considered?

- ◯ more so than usual
- ◯ same as usual
- ◯ less so than usual
- ◯ much less than usual

[Wow! You have completed 3/4 of the survey! Remember to click on the Submit Survey Button after you complete all the questions to be eligible for a prize.]

S. Your Overall Well-being

Here is a series of questions relating to various aspects of our lives. Mark the circle which expresses your answer on the seven point scale. If the words where 1 would be are right for you, choose the left circle. If the words where 7 would be is right for you, circle 7. Otherwise circle an in-between number.

Q. A4

Do you have the feeling that you don't really care about what goes on around you?

- ◯ 1 Very seldom or never
- ◯ 2
- ◯ 3
- ◯ 4
- ◯ 5
- ◯ 6
- ◯ 7 Very often

Q. A6

Has it happened that people whom you counted on disappointed you?

- ◯ 1 Never happened
- ◯ 2
- ◯ 3
- ◯ 4
- ◯ 5
- ◯ 6
- ◯ 7 Always happened

Q. A8

Until now your life has had:
- ◯ 1 No clear goals or purpose at all
- ◯ 2
- ◯ 3
- ◯ 4
- ◯ 5
- ◯ 6
- ◯ 7 Very clear goals or purpose

Q. A16

Doing the things you do every day is:
- ◯ 1 A source of deep pleasure and satisfaction
- ◯ 2
- ◯ 3
- ◯ 4

○   5
○   6
○   7 A source of pain and boredom

Q. A19

Do you have very mixed-up feelings and ideas?

○   1 Very often
○   2
○   3
○   4
○   5
○   6
○   7 Very seldom or never

Q. A25

Many people—even those with a strong character—sometimes feel like sad sacks (losers) in certain situations. How often have you felt this way in the past?
○   1 Very seldom or never
○   2
○   3
○   4
○   5
○   6
○   7 Very often

Q. A28

How often do you have the feeling that there's little meaning in the things you do in your daily life?
○   1 Very often
○   2
○   3
○   4
○   5
○   6
○   7 Very seldom or never

[Only 8 questions left! Good on you for helping your fellow Western Australians!]
S. FINAL QUESTIONS: Gender, Culture, Finances
Q. Postcode

My postal code is: ___

Q. Locatown

My suburb (town) is: _____

Q. Gender

What is your gender?
○   Male
○   Female

Q. CloRelat

With how many close relatives (brothers, sisters, half-siblings, and cousins) do you have regular contact?
(At least once per month): _____

Q. ImmigYr

Were you born in Australia? If 'no', when did you arrive in Australia?
- ○ Yes
- ○ No, I arrived on (e.g., ' 07/89' for July 1989) _____

Q. Country

My country of birth is: _____

Q. RateFinStatus

How would you rate your current financial status?
- ○ In serious trouble, deeply in arrears
- ○ Barely getting by
- ○ Managing but only okay
- ○ Doing well
- ○ Doing extraordinarily well

Q. TimeSurv

This survey took me this long to finish.
Time in minutes: _____

Q. ContInfo

Please fill out this section. You also will need to fill it out to be eligible for a prize draw. If you don't want to be contacted insert a 'W' (for 'Withhold') into the Last Name line
Your Last Name _____
Your First Name _____
Your Telephone (landline preferred if possible) _____
Your Email Address _____
Which kinds of prizes would you prefer if your name was drawn? (Choices: Ipod, Gift Voucher, Dinner, Career Assessment). (NB: We cannot guarantee your first choice) _____
If you have any comments about particular aspects or questions in the survey, list them here: _____
[Please be sure to check all answers for completeness in order to be eligible for a prize. You must hit the Submit Button to send the survey. Answering future surveys 2 and 3 will also place you into respective drawings for more prizes. Thanks for helping.]

Fixed Effects (Static or 1st level variables)

- *Timepoint (six week windows x 3 instances: July 2006, October 2006, February 2006)*

- *Marital Status (1=Married; 2=Single & Engaged; 3=Single not Engaged; 4=Divorced or Separated)*

- *Gender (Male vs. Female)*

- *Number of Kids (asked at Time Point 1 only)*

- *Education Level (1= Year 10 or earlier; 5 = Year 11 12 or TAFE ; 7= Bachelors; 8=Honours or Masters; 9=Ph.D. or equivalent)*

- *Work Permanency (Part vs. Full Time; Long Term /Permanent vs. Short Term/Temporary)*

- *Work Contract Arrangement (Union contract; AWA/individual contract; casual contract)*

- *Times Multiple Jobs Held Concurrently (within last 3 months)*

- *Preference for Same or New Work Hours (Prefer same=1; prefer other hours=2)*

Random Effects (Higher Level variables)

- *Marital Status*

- *Higher Education*

- *Age in Months*

Outcome Effects

- *Distress (measured by the GHQ12, which taps anxiety, worry, sadness, body aches)*

- *Coherence (measured by Antonovsky's Sense of Coherence Scale, short form)*

Interactions to be Tested

- *Work Condition Permanency * Time Point*

- *Marital Status * Time Point*

- *Higher Education * Time Point*

    ("Stress" is defined as an ongoing accumulation of events, illnesses, injuries or environmental threats over a specified time).

Table 22. Pairwise Comparisons: Work Permanency Status

Pairwise Comparisons

(I) Working Conditions (Permanency)	(J) Working Conditions (Permanency)	Mean Difference (I-J)	Std. Error	df	Sig.[a]	Difference[a]	
						Lower Bound	Upper Bound
Permanent Full Time	Temporary Full Time	-2.636	1.478	202.086	.076	-5.550	.278
	Permanent Part Time	-.628[b]	1.897	220.381	.741	-4.367	3.111
	Temporary Part Time	1.806	1.860	225.020	.333	-1.859	5.470
	Business: Owner, Partner or Managing Director	-8.748[*]	3.036	215.139	.004	-14.732	-2.764
Temporary Part Time	Permanent Full Time	-1.806	1.860	225.020	.333	-5.470	1.859
	Temporary Full Time	-4.441	2.000	232.929	.027	-8.381	-.501
	Permanent Part Time	-2.434	2.259	226.700	.282	-6.885	2.017
	Business: Owner, Partner or Managing Director	-10.554	3.339	211.440	.002	-17.136	-3.972

Based on estimated marginal means

a. Adjustment for multiple comparisons: Least Significant Difference (equivalent to no adjustments).

b. An estimate of the modified population marginal mean (J).

Table 23. Null plus Time Model (VC): Distress

Estimates of Fixed Effects[a]

Parameter	Estimate	Std. Error	df	t	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Intercept	28.251538	.823872	214.063	34.291	.000	26.627597	29.875478
Timepoint	-.772631	.494682	94.917	-1.562	.122	-1.754710	.209448

a. Dependent Variable: QHS_TOTAL(1Rev,2, 3,4,5,6,7,8,9Rev,10,11,12).

Table 24. Null plus Time: Estimates of Slopes/Covariance: Distress

Estimates of Covariance Parameters[a]

Parameter		Estimate	Std. Error	Wald Z	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Residual		14.539461	5.137223	2.830	.005	7.274340	29.060499
Intercept + Timepoint [subject = CaseID]	UN (1,1)	69.944333	19.541665	3.579	.000	40.451658	120.939656
	UN (2,1)	-25.182229	9.313054	-2.704	.007	-43.435479	-6.928978
	UN (2,2)	13.142465	5.162391	2.546	.011	6.085873	28.381200

a. Dependent Variable: QHS_TOTAL(1Rev,2, 3,4,5,6,7,8,9Rev,10,11,12).

Table 25. Null plus Time: Estimates of Fixed Effects: Coherence

Estimates of Fixed Effects[a]

Parameter						95% Confidence Interval	
	Estimate	Std. Error	df	t	Sig.	Lower Bound	Upper Bound
Intercept	54.833675	1.197695	272.946	45.783	.000	52.475781	57.191569
Timepoint	-.077409	.814170	307.370	-.095	.924	-1.679460	1.524643

a. Dependent Variable: Coherence (Sense of Coherence-short form).

Table 26. Null plus Time: Estimates of Slope Covariance: Coherence

Estimates of Covariance Parameters[a]

Parameter						95% Confidence Interval	
		Estimate	Std. Error	Wald Z	Sig.	Lower Bound	Upper Bound
Residual		25.278773	6.416746	3.940	.000	15.370486	41.574248
Intercept + Timepoint [subject = CaseID]	UN (1,1)	135.792908	28.417830	4.778	.000	90.103847	204.649574
	UN (2,1)	-27.811045	12.174689	-2.284	.022	-51.672996	-3.949094
	UN (2,2)	12.193225	6.126271	1.990	.047	4.554570	32.642978

a. Dependent Variable: Coherence (Sense of Coherence-short form).

Table 27 Step Two of Cluster Analysis: Discriminating Factors

Within Cluster Percentage of Marital Status Short List

Within Cluster Percentage of Number of Children (Time1 only)
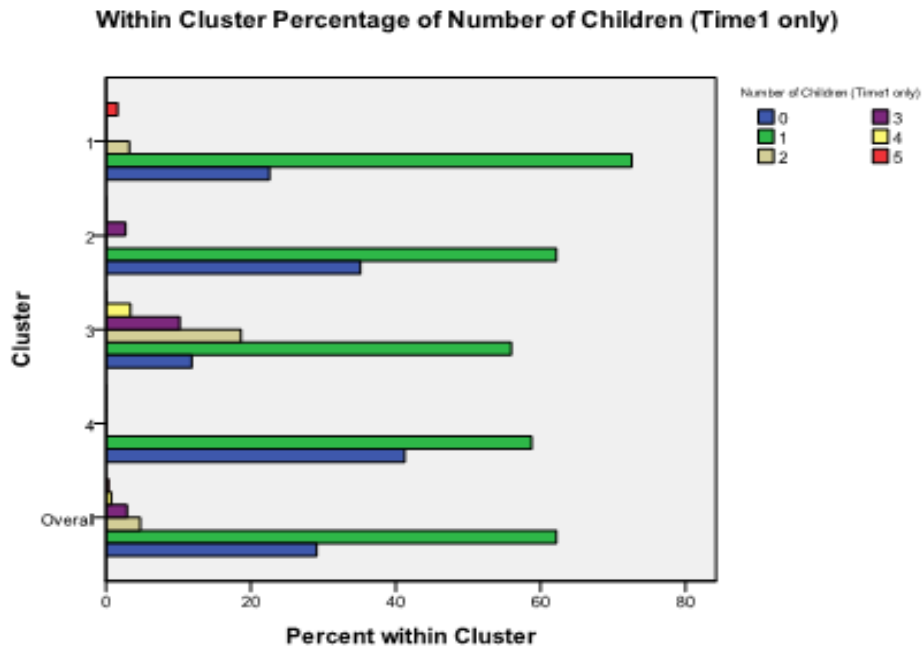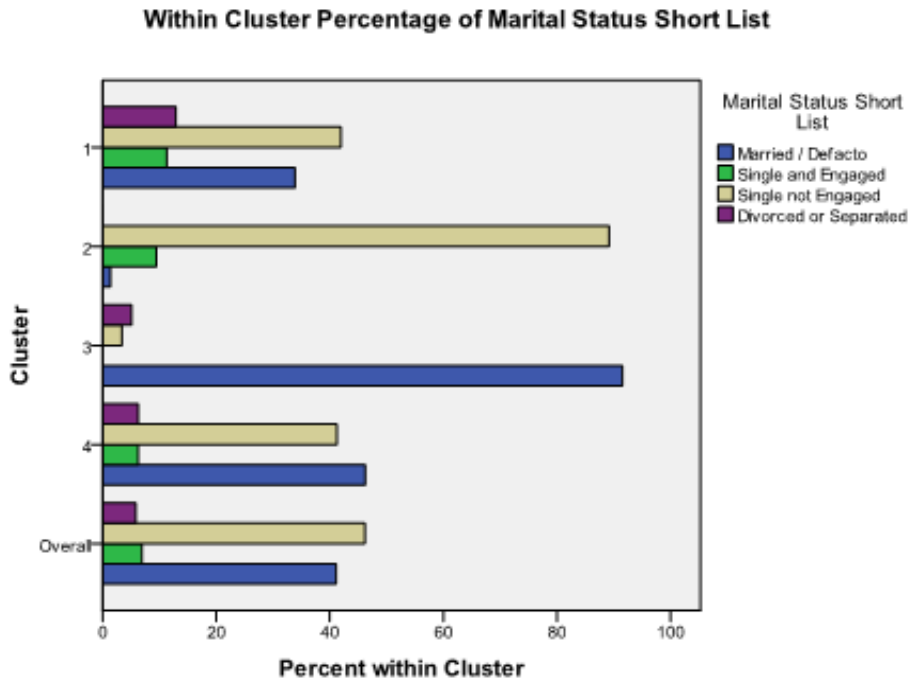
Within Cluster Percentage of Type of Contract (Short List)
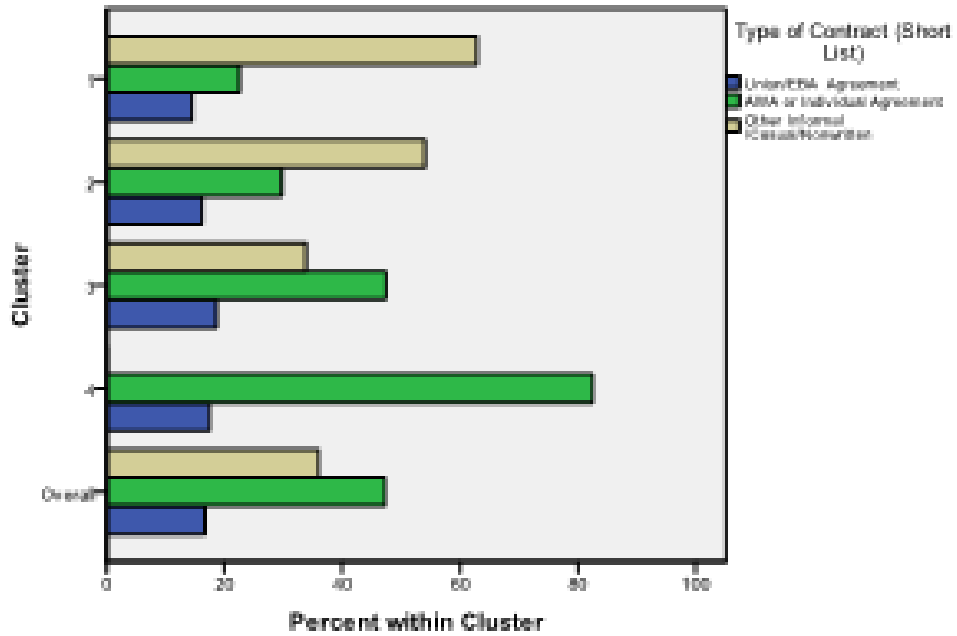
Within Cluster Percentage of Highest Education Level (Short List)
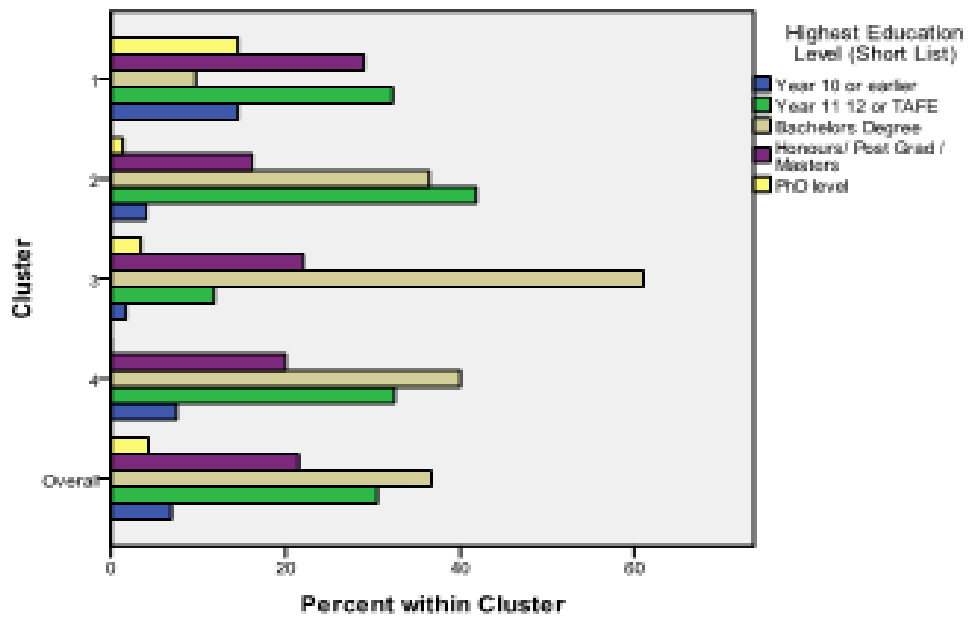
Within Cluster Percentage of Freq of Simultaneous Jobs (last 3 mos.)
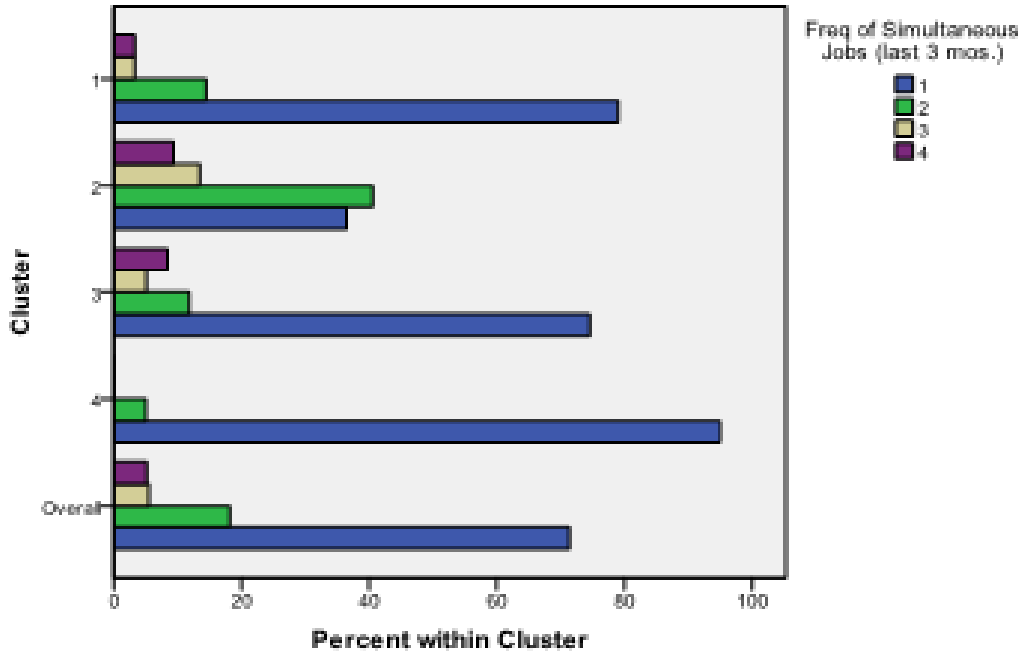
Within Cluster Percentage of Working Conditions (Permanency)

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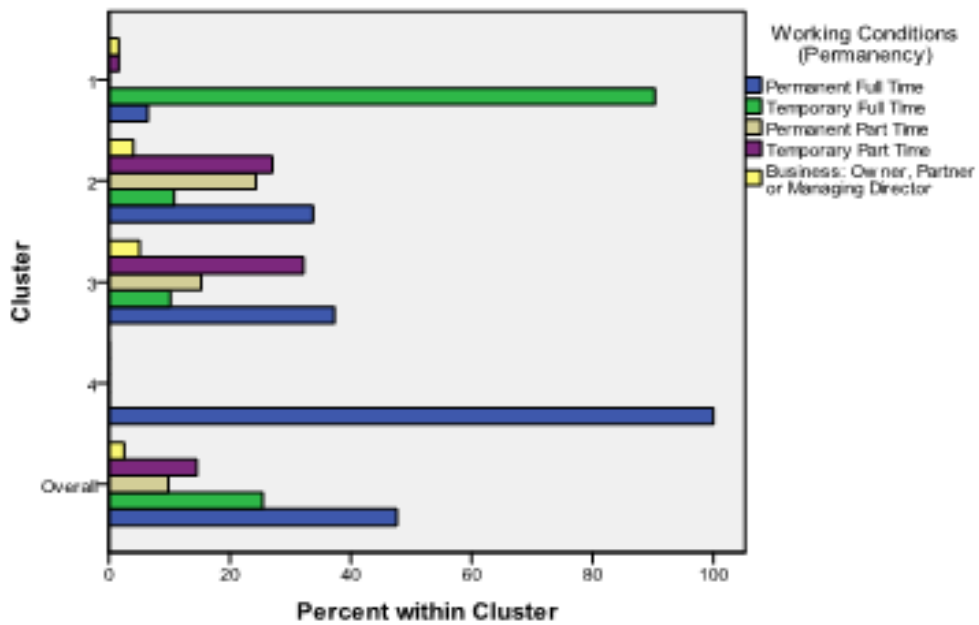
Table 28. Step Two of Cluster Analysis: Centroids (Continuous Variables)
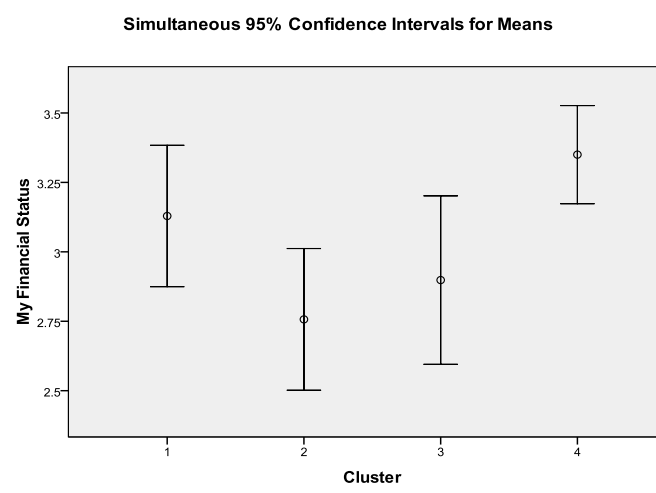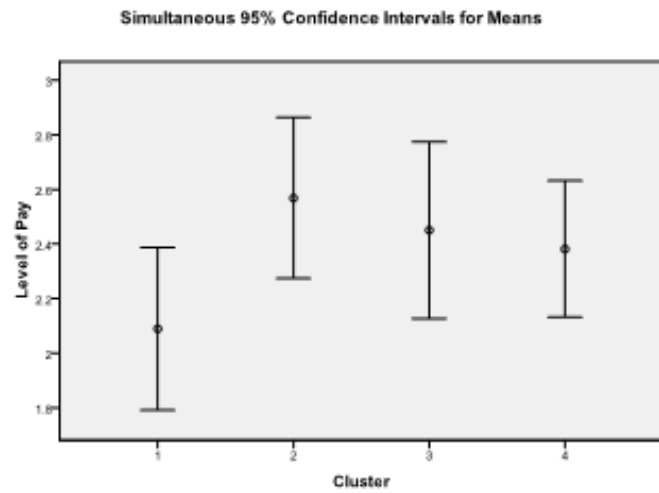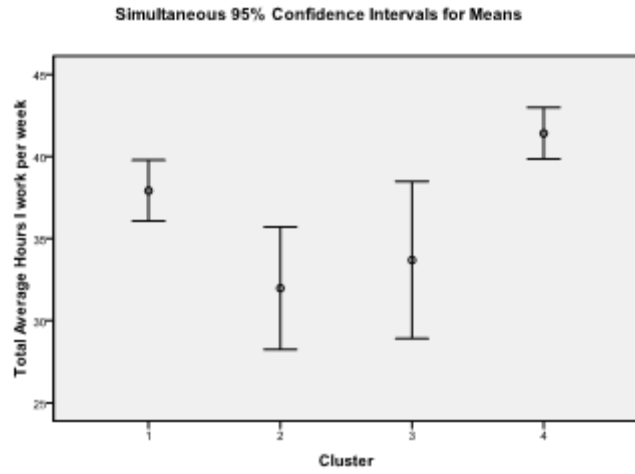
Simultaneous 95% Confidence Intervals for Means
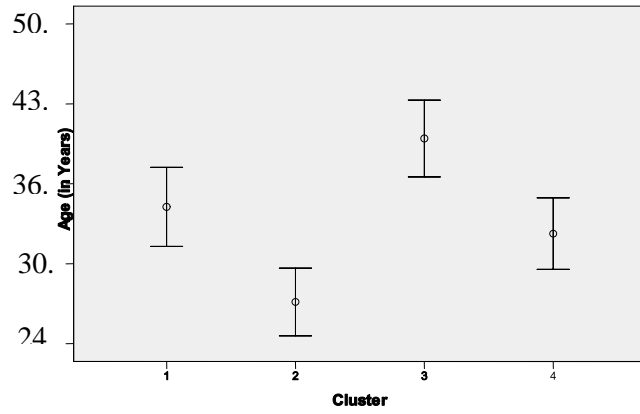
Simultaneous 95% Confidence Intervals for Means

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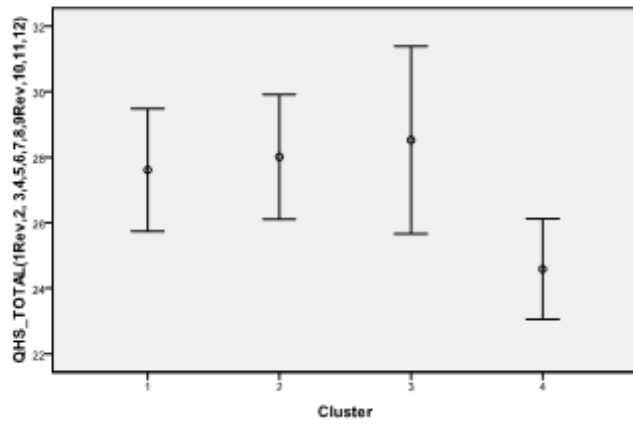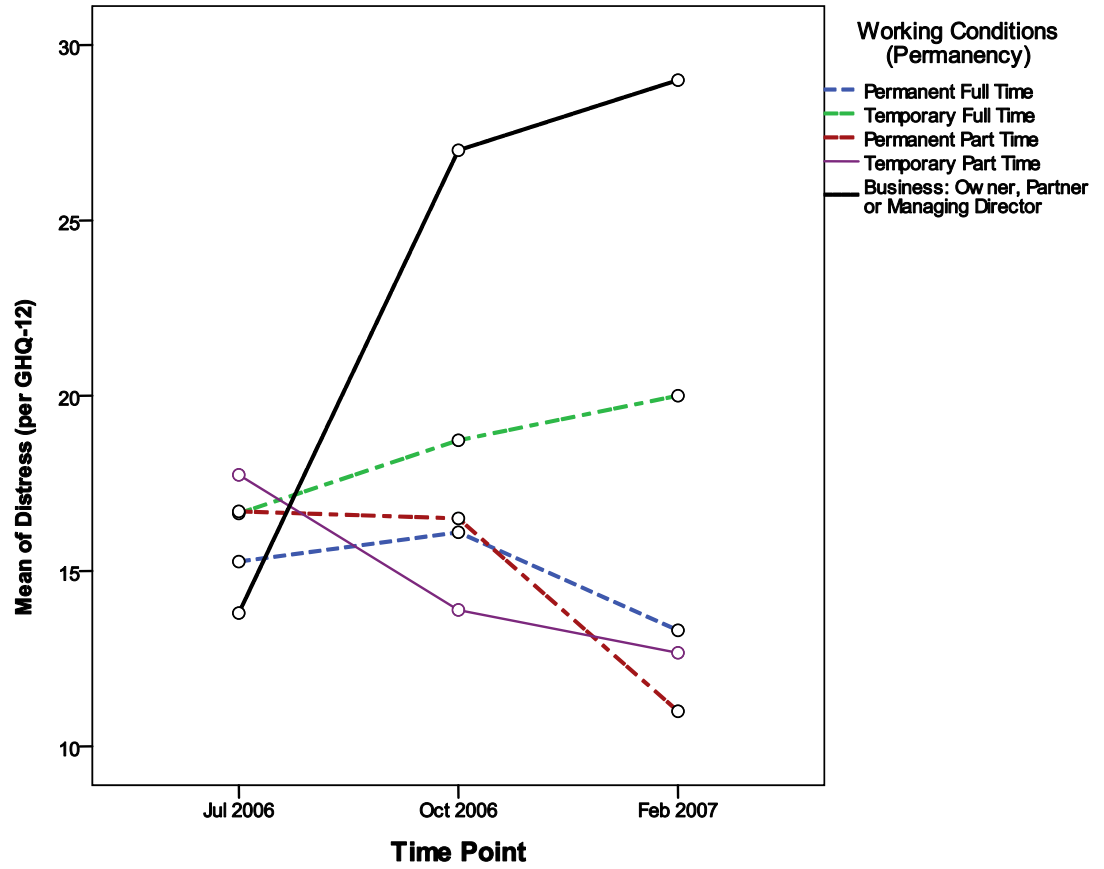
Figure 12. Plot of Distress by Time (N=305)
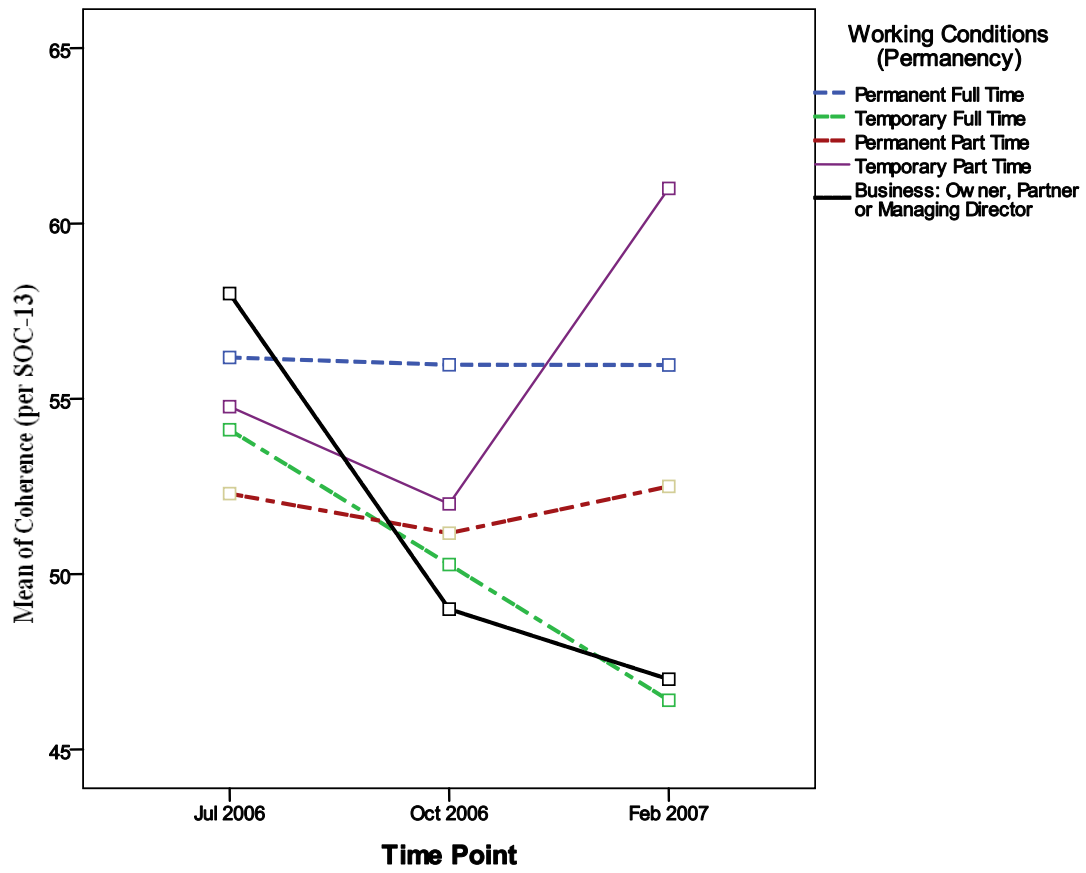
Figure 13. Plot of Coherence by Time (N=305)

Fig 1: The Big Picture: Elements of Research Design
Working Draft - Delwyn Goodrick, 2007
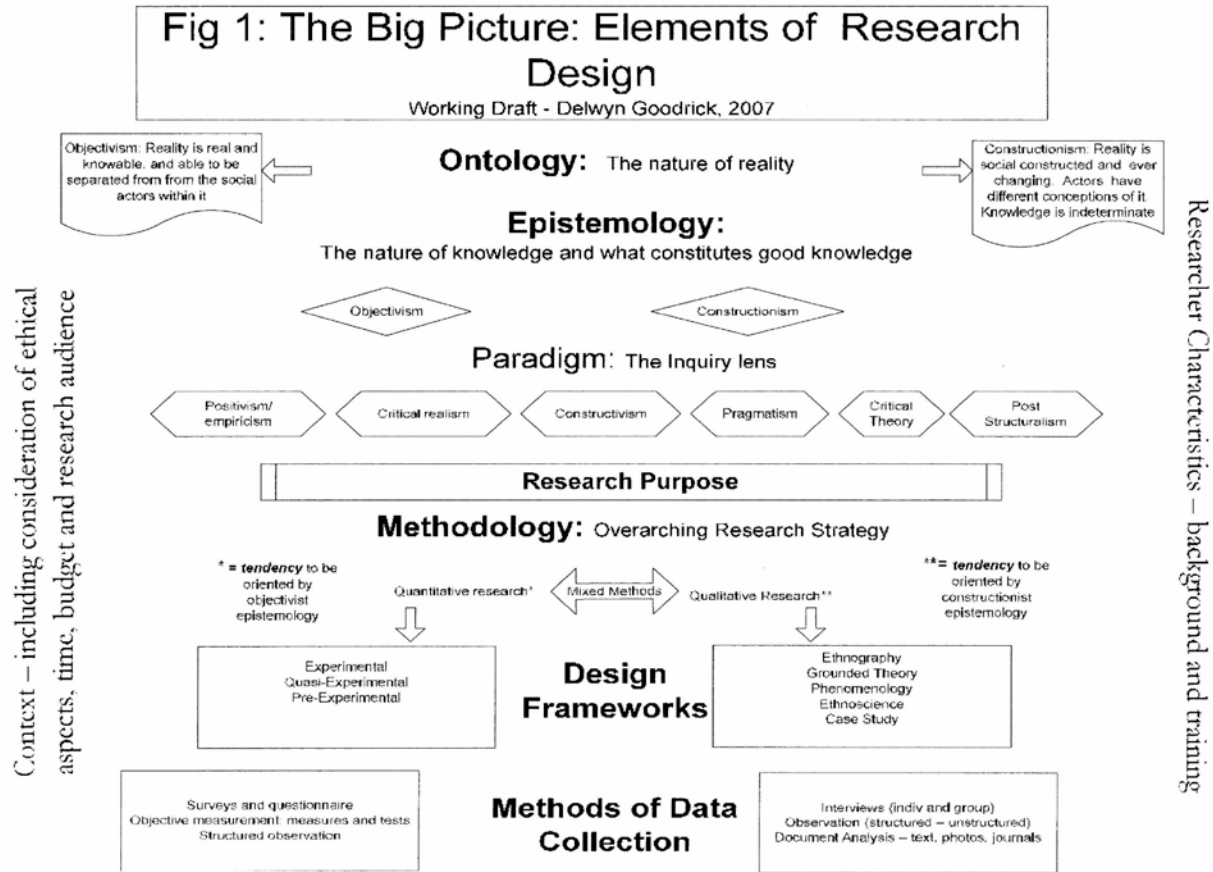
Table 29. Work/life Trends (Study July 2006- Feb 2007) for 9 DW Respondents

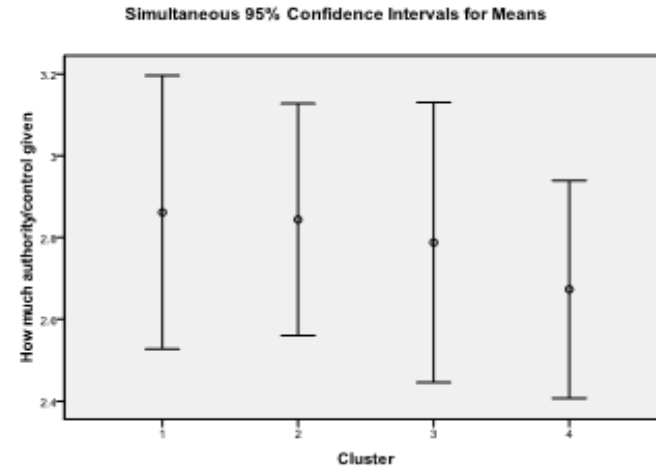| Time	Respondent	Age Yrs	Occupation	Work Status	Higher Education	Marital Status	Kids	Health Status	Work-life Issue
1	Allan	22	customer service	Perm Part-time	B.A.	Single Not Engaged	0	Healthy	Work vs. Study
2	Allan	22	customer service & student	Perm Part-time	B.A.	Single Not Engaged	0		Work vs. Study
3	Allan	22	self employed	Business Owner-Partner	B.A.	Single Not Engaged	0		Work vs. Study
2	Natalie	34	environment field officer	Temp full-time	Honours-Postgrad	Married	0	Healthy	Migration & Permanency
3	Natalie	34	environment field officer	Temp full-time	Honours-Postgrad	Married	0		Migration & Permanency
2	Charles	58	Sales manager	Perm Full-time	B.A.	Married	2	Melancholic and angry	Employer Termination
3	Charles	58	unemployed	Unemployed	B.A.	Married	2		Employer Termination
1	Danielle	58	clerk	Unemployed	Year 11-12-13-14	Partnered Not Married	0	Progressive Arthritis	Employer Termination
2	Danielle	62	bookkeeper	Temp Part-time	Year 11-12-13-14	Partnered Not Married	0		Employee Resignation
3	Danielle	62	self employed	Temp Part-time	Year 11-12-13-14	Partnered Not Married	0		Employee Resignation
1	Darius	54	waiter/bar-hand	Temp Part-time	Year 10 or earlier	Married	0	Personality Disorder & Distressed	Job Permanency
2	Darius	54	waiter/bar-hand	Unemployed	Year 10 or earlier	Married	0		Job Permanency
1	Garth	52	IT consultant	Contract Full-time	Honors-Postgrad	Married	0	Recently stressed	Time for Spouse & Hobby
2	Garth	53	IT recruiter	Perm Full-time	Honours-Postgrad	Married	0	Healthy	Mismatch to

Time	Respondent	Age Yrs	Occupation	Work Status	Higher Education	Marital Status	Kids	Health Status	Work-life Issue
3	Garth	53	IT recruiter	Perm Full-time	Honours-Postgrad	Married	0	Recently reemployed	Career Mismatch to Career
1	Helen	34	food scientist	Unemployed	Honours-Postgrad	Married	1	Cancer	Cancer, work, childcare
3	Helen	34	food scientist	Unemployed	Honours-Postgrad	Married	1		Cancer, work, childcare
1	Jane	32	tutor/PhD student	Temp Part-time	Honours-Postgrad	Single Not Engaged	0	Healthy	Job Quality conditions
2	Jane	32	temp project officer	Temp Part-time	Honours-Postgrad	Single Not Engaged	0		Job Quality/conditions
3	Jane	32	temp project officer	Unemployed	Honours-Postgrad	Single Not Engaged	0		Motivation to finish Ph.D.
1	Ruby	48	unemployed part-time	Perm Part-time	Year 11-12-13-14	Married	1	Healthy	Job quality & childcare
2	Ruby	48	bookkeeper & student	Temp Part-time	Year 11-12-13-14	Married	1		Job quality & childcare
3	Ruby	48	student	Unemployed	Year 11-12-13-14	Married	1		Job quality & childcare

NB: Some respondents had responded at only 2 time points

Appendix F: Validations of Researcher Interpretations via Respondents

During member-checking Researcher vs. Respondent *differences of interpretation* were found to be overall minor, except for the case of CHARLES. Charles's comments (points of difference) are listed below.

CHR Point of Difference #1

Charles reported that the second managing director, a female, had a 'particular strong dislike' for him. He reported that after about *12* months she and the first managing director brought in a 'sales consultant', and that the sales consultant was hired ostensibly to perform a review of Charles's work and gather opinions from the employees over which Charles has supervision. Charles says that the sales consultant concluded in his final report that Charles was the 'source of many problems' within the sales unit; and that the sales unit needed to be put under direct 'control of one of the managing directors'. *[This is not the facts; the consultant found that I was well liked and respected for the way I lead the team. I was forced without question to accept the role of Sales Manager on top of GM, double loading my workload which was already top heavy, and told it had to be done now or they would replace me]* After the release of this report Charles says that the company unjustifiably reduced his salary by $20,000 per annum. Between the lines (body language and voice tone) it was clear to the interviewer that Charles viewed this as an unfair punishment, not a "wake up call" to improve his own performance.

CHR Point of Difference #2

While it is impossible from the outsider perspective to prove to what degree Charles did or did not demonstrate adequate performance in his role of a team General Manager, it does seem likely that he encountered resistance from sales staff from his assertive personality style *[This also not true; I had no resistance from the sales team. They thrived and were successful with me at the helm. It was the female Managing Director who set out to bully me into submission. It was a power play now that the company was set up and running well]*; Charles may indeed have objectively encountered acts of subversion from managers above him.

CHR Point of Difference #3

But it also likely that to some degree Charles's initial game plan was not accepted by his own staff *[not so; the owners brought in a very under qualified and disrespected female to monitor me; she was a friend of the female owner, and the job had been promised to her over a drunken dinner. Foolishly she accepted and ran the company to a standstill again]* and this led to later problems which he solely attributes to a bullying culture within the Perth (business) community.

CHR Point of Difference #4

In terms of ***coping action,*** Charles seems to have employed forward-looking, albeit defensive, strategies with superiors. He claims that the sales consultant was just brought in more or less to undercut him, but it is just as likely that management saw a problem with his sales team and decided to investigate *[This just not the case. There was no problem with the team. The owners were hard living recreational substance abusers who were utterly inept at running the company which was taken over by a friend and they were thrown out. It may have been a move to manage Charles's performance rather than to construct a foregone conclusion or to bully Charles.

Appendix G: Experimenter Bias

"…Sackett (1979) catalogued 56 biases that can arise in sampling and measurement in clinical research, among the above-stated first six stages of research. These are as follows:"

From reading-up in the field:

the biases of rhetoric

the "all's well" literature bias

one-sided reference bias

positive results bias

"hot stuff" bias

bias in selecting the study sample

popularity bias

centripetal bias

referral filter bias

diagnostic access bias

diagnostic suspicion bias

unmasking (detection signal) bias

mimicry bias

previous opinion bias

wrong sample size bias

admission rate (Berkson) bias

prevalence-incidence (Neyman) bias

diagnostic vogue bias

diagnostic purity bias

procedure selection bias

missing clinical data bias

non-contemporaneous control bias

starting time bias

unacceptable disease bias

migrator bias

membership bias

non-respondent bias

volunteer bias

During execution of experimental manoeuvre (or exposure or collection)

contamination bias

withdrawal bias

compliance bias

therapeutic personality bias

bogus control bias

In measuring exposures and outcomes

insensitive measure bias

underlying cause bias (rumination bias)

end-digit preference bias

apprehension bias

unacceptability bias

obsequiousness bias

expectation bias

substitution game

family information bias

exposure suspicion bias

recall bias

attention bias

instrument bias

In analysing the data

post-hoc significance bias

data dredging bias (looking for the pony)

scale degradation bias

tidying-up bias

repeated peeks bias

In interpreting the analysis

mistaken identity bias

cognitive dissonance bias

magnitude bias

significance bias

under-exhaustion bias

Table 30. Kelly World Survey 2007 Profile (Australians Only) (N=18,651)

Kelly World Survey respondents by gender

	Number	Per cent
Male	9,085	49%
Female	9,566	51%
Total	18,651	100%

Kelly World Survey respondents by age

	Number	Per cent
< 20	2,042	11%
20-24	5,278	28%
25-34	6,037	32%
35-44	2,988	16%
45-54	1,766	9%
55+	540	3%
Total	18,651	100%

Kelly World Survey respondents by highest completed qualification

	Number	Per cent
Masters Degree / Doctorate	1,689	9%
Bachelor Degree	4,365	23%
Certificate or diploma	5,511	30%
Completed secondary school	5,249	28%
Did not complete secondary school	1,837	10%
Total	18,651	100%

Kelly World Survey respondents by employment status

	Number	Per cent
Full-time work	7,872	42%
Part-time work	3,065	16%
Temp / casual / contract work	4,411	24%
Returning to workforce	758	4%
Retired	13	0%
Unemployed	2,532	14%
Total	18,651	100%

Kelly World Survey respondents by industry

	Number	Per cent
Business services	2,585	14%
Central/Local government	513	3%
Education	611	3%
Engineering	759	4%
Financial Services	1,187	6%
IT	834	4%
Manufacturing	1,732	9%
Other (clerical, mining, misc)	5,617	30%
Retail	2,412	13%
Science/Pharmaceutical	810	4%
Transport/Distribution	950	5%
Travel/Leisure	435	2%
Utilities	206	1%
Total	18,651	100%

Table 31. DW Respondents- Time 1 Sample Profile (N=

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	88	31.9	38.6	38.6
	Female	140	50.7	61.4	100.0
	Total	228	82.6	100.0	
Missing	System	48	17.4		
Total		276	100.0		

276)

Age Group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20 yrs	7	2.5	2.6	2.6
	20-24	49	17.8	17.9	20.5
	25-34	122	44.2	44.7	65.2
	35-44	47	17.0	17.2	82.4
	45-54	36	13.0	13.2	95.6
	55 plus	12	4.3	4.4	100.0
	Total	273	98.9	100.0	
Missing	.	3	1.1		
Total		276	100.0		

Highest Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelors Degree	61	22.1	27.9	27.9
	Early Leave Year 12	23	8.3	10.5	38.4
	High School finished	35	12.7	16.0	54.3
	Masters/Grad Dip/PhD	48	17.4	21.9	76.3
	Tafe Certif/Diploma	52	18.8	23.7	100.0
	Total	219	79.3	100.0	
Missing	.	57	20.7		
Total		276	100.0		

Marital Status Short List

		Frequency	Percent	Valid Percent
Valid	Married / Defacto	118	42.8	42.8
	Single and Engaged	22	8.0	8.0
	Single not Engaged	122	44.2	44.2
	Divorced or Separated	14	5.1	5.1
	Total	276	100.0	100.0

Table 32. DW Respondents- Time 1 Sample Profile (N= 276)

Employment by Industry

		Number	%
Valid	Business Services	42	28.7
	Government or Non-profit	7	4.8
	Education	13	8.9
	Engineering	8	5.5
	Financial & Legal Services	14	9.6
	Information Tech & Cabling	6	4.1
	Leisure & Hospitality	9	6.2
	Manufacturing & Trades	7	4.8
	Other	10	6.8
	Retail	16	11.0
	Science, Biology, Medical	10	6.8
	Transport & Distribution	1	<1
	Travel	1	<1
	Utilities	2	1.4
	Total	146	100%

Appendix I: Estimates of Fixed Effects (Levels) Fully Loaded Model

Estimates of Fixed Effects[b]

Parameter	Estimate	Std. Error	df	t	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Intercept	45.709480	9.277525	232.019	4.927	.000	27.430519	63.988441
[Timepoint=1]	-17.350144	6.462229	223.257	-2.685	.008	-30.084913	-4.615375
[Timepoint=2]	.440522	8.367458	214.437	.053	.958	-16.052478	16.933521
[Timepoint=3]	0[a]	0	.	.	.	.	.
[QMarStatA=1]	2.901727	1.847139	177.915	1.571	.118	-.743395	6.546848
[QMarStatA=2]	3.045414	2.228589	206.470	1.367	.173	-1.348295	7.439123
[QMarStatA=3]	3.694289	1.820084	177.106	2.030	.044	.102446	7.286132
[QMarStatA=4]	0[a]	0	.	.	.	.	.
[QKidsNumbA=0]	-8.116086	6.887805	232.999	-1.178	.240	-21.686423	5.454250
[QKidsNumbA=1]	-7.356165	6.930016	232.654	-1.061	.290	-21.009772	6.297443
[QKidsNumbA=2]	-10.556608	7.168069	226.650	-1.473	.142	-24.681187	3.567971
[QKidsNumbA=3]	2.238718	7.359920	226.782	.304	.761	-12.263854	16.741290
[QKidsNumbA=4]	-13.414170	8.315481	232.982	-1.613	.108	-29.797318	2.968977
[QKidsNumbA=5]	0[a]	0	.	.	.	.	.
[QHiEdu=1]	4.851104	2.244046	164.206	2.162	.032	.420198	9.282010
[QHiEdu=5]	1.110571	1.914261	179.180	.580	.563	-2.666824	4.887966
[QHiEdu=7]	.451745	1.955947	183.787	.231	.818	-3.407251	4.310741
[QHiEdu=8]	1.471358	1.992109	171.886	.739	.461	-2.460788	5.403505
[QHiEdu=9]	0[a]	0	.	.	.	.	.
[QWorkCondPerm=1]	-14.127847	6.031119	226.692	-2.342	.020	-26.012069	-2.243624
[QWorkCondPerm=2]	-8.873153	6.413828	232.173	-1.383	.168	-21.509896	3.763590
[QWorkCondPerm=3]	-15.063324	6.677537	216.217	-2.256	.025	-28.224724	-1.901923
[QWorkCondPerm=4]	-20.135222	6.742535	232.872	-2.986	.003	-33.419387	-6.851058
[QWorkCondPerm=5]	0[a]	0	.	.	.	.	.
[QHrsPrefer=1]	-1.341213	.828956	230.958	-1.618	.107	-2.974496	.292070
[QHrsPrefer=2]	0[a]	0	.	.	.	.	.
[QContrA=1]	-.942946	1.225948	227.626	-.769	.443	-3.358603	1.472711
[QContrA=3]	-.477233	1.040268	232.999	-.459	.647	-2.526767	1.572300
[QContrA=5]	0[a]	0	.	.	.	.	.
[QNumJobs=1]	-.469632	1.798750	232.803	-.261	.794	-4.013541	3.074276
[QNumJobs=2]	.315172	1.968402	232.998	.160	.873	-3.562969	4.193312
[QNumJobs=3]	3.321291	2.480642	179.198	1.339	.182	-1.573737	8.216320
[QNumJobs=4]	0[a]	0	.	.	.	.	.
[Timepoint=1] * [QWorkCondPerm=1]	16.572307	6.621059	226.963	2.503	.013	3.525701	29.618913
[Timepoint=1] * [QWorkCondPerm=2]	11.783997	6.892026	230.707	1.710	.089	-1.795360	25.363354
[Timepoint=1] * [QWorkCondPerm=3]	19.523606	7.314232	217.914	2.669	.008	5.107914	33.939299
[Timepoint=1] * [QWorkCondPerm=4]	25.312654	7.328577	232.973	3.454	.001	10.873901	39.751408
[Timepoint=1] * [QWorkCondPerm=5]	0[a]	0	.	.	.	.	.
[Timepoint=2] * [QWorkCondPerm=1]	-.432913	8.638182	224.532	-.050	.960	-17.455190	16.589364
[Timepoint=2] * [QWorkCondPerm=2]	-3.501735	9.133577	231.407	-.383	.702	-21.497333	14.493863
[Timepoint=2] * [QWorkCondPerm=3]	0[a]	0	.	.	.	.	.
[Timepoint=2] * [QWorkCondPerm=4]	3.431602	9.141218	229.338	.375	.708	-14.579906	21.443110
[Timepoint=2] * [QWorkCondPerm=5]	0[a]	0	.	.	.	.	.
[Timepoint=3] * [QWorkCondPerm=1]	0[a]	0	.	.	.	.	.
[Timepoint=3] * [QWorkCondPerm=2]	0[a]	0	.	.	.	.	.
[Timepoint=3] * [QWorkCondPerm=4]	0[a]	0	.	.	.	.	.
[Timepoint=3] * [QWorkCondPerm=5]	0[a]	0	.	.	.	.	.

a. This parameter is set to zero because it is redundant.

b. Dependent Variable: QHS_TOTAL(1Rev,2, 3,4,5,6,7,8,9Rev,10,11,12).

Male Work/life Conflict: Young Workers (16-29)

(4 references left blank)

I was rostered on to work a night shift the night before I had an exam. I ended up sitting my exam, which was in the morning on 4 hrs sleep. I earned money but did not perform for my exam.

As a full time student it is hard to reconcile both [work and personal time].

The main conflict I find is to do with weekend work. I play in a band and often play shows each weekend. But I also have to work and so often file for annual leave. I suppose it is hardly a conflict but I'm sure the boss is annoyed. Another issue would be using up all my annual leave time on these weekends thus leaving me with nothing for the holiday break.

Living with my sister and my nephew there are often times when she needs me to look after him because of her studies. Recently she had to complete a first aid course during the day and I had to leave early from work so there would be someone to take care of him, it ended up being fine but did impact on my work.

I am un-able to take a day off work without losing money. This weekend for example, I couldn't work on Monday because of the Public Holiday, so I had already lost one day(s) pay. On the Sunday I hurt my neck playing soccer. On the Tuesday my neck was still hurting, so I decided to take the day off. Because of this I lost the extra days pay. Even though my neck was still hurting, I went to work on the Wednesday because I could not afford to lose another days pay. I can afford to be sick because I will lose to mush of my pay check.

My work wanted me to work a late shift, I had a uni exam the next morning. I had to come in to cover shift as no-one else was available. Managed to get some study in after work. Impact was lack of sleep and time to prepare for exam.

I had my parents coming over for a holiday for a period of 3 weeks, and I was scheduled to work on most of the week days, which only gave me the weekends to take my parents out to see something as I was working during the whole week. But I managed to do it even though it was really tiring took them on trips on the weekends(I tried and did my best).it would have been great if I would have got a couple of days off so that I can show them the city and some other places that you can only cover during workdays.

Timing of current job— even though it's part-time[it] does not leave much time during the day for me to do other things.

Male Work/life Conflict: Mid-Career (35-46 yrs)

(15 references, 5 references blank)Well there is none really...the only thing that can have its downfall is not seeing my girlfriend as much as I used to as I work afternoon shifts and she works days.

My work involves frequent travel which can involve long days, or a week away from home at a time.

I am currently studying to finish my masters... with full time work, I can't really concentrate in studying so when final exams come I constantly struggle to study for it... also fails to allow me to get 2nd job because of the demands of this job...

I have to travel about 3 hours a day, and my wife does not have a car licence. Becomes difficult to manage things at work especially when kids are sick and had to be taken to the doctor. I take time off from work in the day and my boss [and] though she does not mind, I feel guilty.

I find it difficult to oversee works that happen at home during renovations etc as I am stuck in my office.   On the flip side, I am able to efficiently do all my banking or internet related work and letter writing when at my office.   This causes problems in my relationship as it then becomes very onerous on my girlfriend to undertake house site supervision activities as she is shy and also has no interest in this. This causes me to have a lot of frustration, not being able to be in 2 places at the one time.

I have to take days off to take my baby to hospital fortnightly.

That's OK, money is not everything. Why [do] we have to sacrifice our love to the family just to get a boss's impression?

As a student I find it extremely difficult to study after work as a Sales/Telemarketer, it completely exhausts me and I have the dilemma of having no energy left at the end of day.

I can't have long sick days as I have to go back to work since some workmates are on holidays.

I have a personal project I am working on and I want to spend time with my partner but I have very little spare time to work on my project as a result.

Recently I had many deadlines to meet and I had to miss a parent teacher meeting for my son, which I usually go to with my wife. Instead my wife went on her own. Also, I had taken a week from work due to getting a bad case of the flu. Since I had many deadlines to meet, it meant that I had to do work from home while I was sick in order to meet the deadlines. In the end I got the work done, but it took me longer to recover from the flu.

The pressure that I have had has been to walk into a new job and perform. To be able to perform to the extreme, it has taken time to develop and grasp the new job.

Male Work/life Work Conflict : Late Career (46 yrs to older)

(8 references left blank)

Just unsociable hours.

In order to appear to be a "willing" worker, my company expects me to be available, without early notice, for night, weekend and public holiday work. This makes it very difficult to plan any social interaction and frequently leaves my wife alone to prepare meals etc. for our social visitors.

It is difficult getting home early enough to cook dinner at a normal hour, which means most of the evening is taken up with chores and running the boys to their various activities, e.g. music lessons, scouts.

There have been no conflicts between work and my personal life.

Six months ago I had a serious issue with management. I had felt harassed. During this time my health became an issue. I realised I was extremely overweight (bordering on obese). Although it never ended satisfactorily (I left that job and got another permanent one within a week), it made me realise my health was more important than anything else. I have now lost over 20Kg, walk regularly and feel so much better.

I do not have Life/ Work conflict. I work at a place that gives me any time I need. An example of this is I had to take my mother to the hospital, I simply told them a few days before and there are no problems. My most important job at the moment is not my paid job but looking after my mother whom suffers from dementia and Parkinson's. My work place approves and I am allowed all the time I need to fulfil this.

As a Dad I was caught in a predicament between work and home. Mission Australia Job Service calling to do work which can be from 6am until 6pm ...But my Boss [at second job] wanted me to work two extra times [shifts] in marking student work. But I was unable to oblige him because of my [first job] need for money. So I was hardy at home.

Misunderstanding with colleagues — [they] made it unclear on what my job description was.

As a Director I was under pressure to finalise the sale of a business while under pressure to perform as a travelling Sales Consultant while required to function as an active member of the family.

[I] wanted to take leave but couldn't due to necessary work commitments

It was necessary for me to attend an evening conference on behalf of the company, as a consequence I was unable to take my family out for the evening to celebrate my twins' birthdays.

No real conflict to speak of. We all would like more leisure time but that's the way it goes. My children are all grown so my attention as in previous years is not in demand anymore.

This hasn't been a factor for me as I only work when my services are required, as a sole trader.

Female Work/life Conflict Early Entry (youngest to 34 yrs)

As I work over the school holidays, it takes up my time, relax time. I find sometimes I don't have a real 'holiday' sometimes.

My work has always been really understanding when I've needed time off. I hardly ever need it, as I don't have many other responsibilities and my partner and friends all work full time so it never conflicts.

I am currently in my gap year between school and uni. I took this time off to have a brake however work has taken over all my spare time to spend with my friends and do anything I enjoy.

I was very low on money and had to get a second job as a waitress but this left no time for uni study and socializing, then the owner of the restaurant was upset when I left because he thought I used him just while I was going through a rough time.

I have never had a conflict of this nature

As a student having uni time, I find it's a bit hard to manage myself. this work used to be so fun and cool last year but it's getting lesser each month. As I am having exam I need to get time off but my supervisor told me 'how's about my commitment to work?'So at the end I have to go to work. Only exception when I was sick. I got Medical Certificate for a week.

At work they asked me to do overtime for when I already had plans that night for an 18th [birthday], since I was the only one who wasn't working the next day on that shift, I felt obliged to stay back and miss my sisters 18th which didn't impress my family.

Had to leave a great job when 18 to move to another job that provided a traineeship. Only reason for leaving other job to move to new was to complete certificate III in Business in order to achieve my personal goals.

The only work conflict is I'm always rushing home to pick my daughter up from day care.

I work Sunday mornings, so often that conflicts with seeing my husband, extended family or friends. However, it does not conflict with church as we go to church at night, and I get paid weekend wages, and I get Fridays off which is quite convenient. My husband and I prefer that I work Sundays with some inconveniences. If I am asked to do overtime, which is not often, I don't mind because I get paid well for this.

As a waitress I only worked part-time at this restaurant due to school [pickup] commitments. My manager was very understanding of this as she herself had children with similar circumstances. Although work itself was sometimes stressful, we had our fair share of time off.

My Team Leader wanted me to stay behind to finish off the list of data which was due on the same day, at the same time I needed to take my daughter for her check up as she was sick. So I ended up leaving my job as my daughter is more important to me than my job.

Due to being on a rotating roster, I miss out on a lot of weekends. Also, being a shift worker, I get to see my partner roughly once a week. I find this incredibly detrimental on our relationship, and my social life generally. This is an ongoing issue.

As an Actor I need a flexible job to accommodate for extended rehearsals and performance call times. I only work two days a week as I study during the remaining three. Recently I was required at a rehearsal and consequently had to take the day off work. This meant, however, that I was unable to receive the same amount of pay as I would in a normal week, and affected my lifestyle for that period.

Sometimes it can be difficult to juggle study and work - I need to work to survive, but study has to come first. Luckily, my job allows me to be fairly flexible, and my bosses are usually able to give me a shift when I need it, and find someone else when I am too busy with study.

As I am studying for the CPA course (an accounting professional body)during my work time, I feel pressure once the examination comes closer. I have to prepare for exam and do the job. Also, my work time is a night shift, and therefore changes my lifestyle. For example, I have to have a late dinner. I sometimes feel upset because I could not use my professional study for the job that I am doing now. I hope one day that I can become permanent and do the job relates to my study area.

As a person who worries a lot, I don't get enough time to relax and do the things that make me feel calm. I want to do more gardening and would love to have more time for my knitting. But if I take more time to do these things by taking less time at work, I'll have less money to play with and this would make me feel less secure financially.

My religious life conflicts with my work/life because during the week I have home fellowship. it generally runs late into the night and can't turn up for work late the next day and cannot negotiate coming in a little later because the boss wants things done first thing. my religious life is impacted and so is my work/life – I'm caught in the middle.

…was fired due to lack of skills therefore our household income was halved.

As a spouse I was caught in a predicament between work and home. You see, my Boss wants me to go to a conference over the weekend, it is compulsory with no overtime paid. My partner and I are very unhappy about this...therefore I'm leaving! My workplace is unfair and unjust and so unorganised - I can't stand working there, as soon as I get a new job, then I'll be happy.

I had less time to study for exams for my Masters than I would have liked but needed the money [from work] for rent, so my grades were less than desired.

My boyfriend was leaving to work overseas for a long period of time & I wanted to drop him off to the airport on a work morning. I came to work late & upset & this impacted my relationship with my boss as he didn't think it was very important.

Was feeling ill one day, felt as though I should have gone home sick but did not because we were short staffed at work and did not want to impact on other work mates.

I have been unwell for the past week and so has my daughter , to add to this I have had several parent teacher meetings to attend as my daughter shaving problems in school and with her health, I have been unable to attend some of these because I couldn't get the time off work and am sick as a result of being run down and exhausted due to the fact that I have two jobs to stay afloat financially.

I haven't had any conflicts of interest.

My manager has decided to resign and since then she has let some of her responsibilities slide. Since then, I've had to pick up her pieces and I often stay back late every night. This prevents me from getting to the gym on time and doing my chores. I'm still experiencing this stress.

I requested time off as I was sick and tired all the time which was affecting my work performance. due to being a busy time of year I was advised to wait 2 months for this time I pushed through it and finally got a week off. I still have growing resentment for my manager and am looking for another job

Was feeling ill one day, felt as though I should have gone home sick but did not because we were short staffed at work and did not want to impact on other work mates.

I am totally bored with my job. I don't find it demanding and therefore have no conflict with it. Apart from the slight inadequacy I feel in not achieving anything in my job, my job does not interfere with my personal life at all.

As a student I had to decide what was more important - money or education. As much as I need money I realise that if I finish my degree then I might end up with a better job which pays more. I ended up quitting my job to concentrate on finishing my masters.

I am studying part-time, however I feel unable to balance part-time study with full time work. I took one week's annual leave from work which I don't feel caused my any loss of good will as I hadn't taken any leave in a year.

I had to move [for new job] to a country town with no friends and family around to support me. This placed pressure on my relationships. There are less opportunities in the country as far as entertainment and fitness facilities are concerned.

I am a full-time student, this is increasingly hard to persist with given current working conditions. My work has, however been supportive as such with working hours, yet as a result my perceived value in the workplace is less than other employees regardless of my efforts. Juggling study and work has been a life/work conflict.

I am unhappy about working two jobs as my primary job doesn't pay enough so I have to work weekends and now I can't spend enough time with my partner and this is a huge emotional strain between us.

I wanted to take 2 days off work to see a concert out of town. However policy here says that when taking off work you have to take off a whole week. This put my immediate supervisor in a bad place, as he can't live without me. I would have been happy only taking the 2 days, but I had to stick with the work policy. I had to get another girl to fill in for me while I was away and that created undue stress on her usual job.

…being employed as permanent full time and then being told I would have to become a on call casual very hard when you don't know what days you are and are not working and I can't organize to do things with half an hour's notice that I have to be at work and if you don't drop and run the boss won't give you any shifts for a couple of weeks.

Currently work as a temp, unable to pursue full time position due to a holiday I had booked with my husband. Unfortunately I have therefore taken a decrease in pay and have no benefits, therefore resulting in financial hardship.

Female Work/life Conflict: Mid Life (35-46 yrs)

I was away sick for a whole week
I have medical problems that only allow me to work as a temporary employee. The employers
don't seem to think that a temp is as important as the permanent staff. I was at a job when a
permanent staff member threatened to "punch my face in." When I reported this to my
supervisor I got the sack. Where is the equality in this situation as temps don't have any
rights when it comes to these sorts of things. Eventually the complaint was dealt with but I
was still out of work and the person got "in house counselling."

There is huge pressure to 'self-educate' yet it's impossible to get time off for even mandatory
residential courses. Very little training of any value is on offer. There is no time for study
leave.

I am not home in time to prepare dinner and my spouse takes a bigger share of that responsibility.
This puts pressure on our relationship, but the nature of my job means that I just can't walk
out at a certain time at night. I am paid well but with that comes the expectation that I will
be available whenever the client wants me.

My son has soccer practice twice a week, to which I have to drive him. Sometimes I am asked to
stay back to do some typing which means I am late in picking up my son and he is late for
his soccer practice. Also due to working until 5.15, by the time I get home it is 6.40, and I
have 3 hungry children waiting for me, I don't even get time to sit down, I have to prepare
their dinner, wash the dishes, and other house chores, including helping the children with
their homework, and I don't get to bed myself until after 11pm. It's not easy working full
time and being a mother and housewife. It would help if I didn't have to work until 5pm, but
due to financial situation I have no choice. It leaves very little time for me, and makes me
very tired and stressed. I have had enough, but unfortunately there is no way out (unless I
win the lotto :))

...being caught between 2 fighting co workers. having to explain the situation to the boss.
explaining that I was sick of being caught between the two.

As a mother I was faced with my son's extreme depression, whilst at the same time my own
financial difficulties. I wasn't able to stop work to give him the emotional support he needs,
because I'm on a contract that doesn't include sick pay or other compensation. So I ended
up having to take the time off and borrowing money from a family member.

I belong to a dragon boating club and this year represented NSW in the National Dragon Boating
competition, which was very special to me as I have never been competitive in any sport
before. My husband and kids were very supportive and my immediate boss was
understanding to a point. I now have the opportunity to represent Australia in the World
championships but have just had to pull out as I am unable to get the time off work when
the races are being held, as I hadn't asked for it soon enough. I would have thought that in
the circumstances, the ability for an employee to be one of 22 individuals representing their
country in an international competition would have been good PR for the company and
enough to bend the rules, but obviously not. I will have to put in for time off for next year
sooner and then I can try to achieve this aim next year.

Casual working for a company who had to be audited by ATO and asked if I could work Saturday
to help the situation which conflicted with a outing that had been planned months prior.

I had a social event I had planned with my closest friends that one week out collided with a work
event. I decided not to lose good will with my colleagues by not attending but let my friends
down instead.

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…my previous manager didn't like me taking time off to take my mum to appointments, even though they still approve the time off.

I have been fine this year, my employer is sympathetic to the demands of having a young child. They are flexible with my work time.

As a single mum I was in a situation where I had to bring my sick child to work due to the fact that if I don't work I don't get paid. As I get no assistance from the government I need to work in order to pay my bills.

My job doesn't really affect my life, because job is a job, Soon after I turned off my computer in the afternoon, I never think of it....

I find that my income although steady is not sufficient for me to reduce my debt (mostly personal) as quickly or as fully as I would like.

Results - Closer to family, home life is secure   Impacts - Work jobs fell behind, Boss needs to have other replacements to be able to take over without the extra wages, cross training internally needed. Job share within the dept...

When my children are sick, I feel that I should be able to stay home and care for them, but also have a strong work ethic and feel obligated to go to work, so I put work first instead of my children at times.

Having my children come back to live with me full time has cause some problems as I was employed to work shift work, which involved weekends and early starts. I have been fortunate that my bosses are very understanding and have been happy to rearrange my roster and now I have been able to find another position within the company that allows me to work a standard working week.

There are current opportunities to work overtime and our finances could really do with the extra money. Both my sons need extra attention and care due to physio and speech, also the cost of childcare prevent me from taking on the extra work. So I feel I am seen as one that does not help the business and it is always the staff that works the overtime that gets more development. So because I can't work overtime I am not trained to progress my career.

As a part-time worker with my own business 'on the side' I constantly juggle (& struggle) with maintaining both sides. Recent conflicts have been performing month end at primary job, while getting busy with business as well. I managed by incorporating working Saturdays as well - but at my own chosen hours, and actually achieve more in primary work as there are no interruptions. I also have gotten better at saying NO to my private business clients - and new ones - if I haven't got the time. Private projects (i.e. house building etc) suffer during these times though, but are made to wait till the 'rush' - financial year end etc - is over...

My pay is not sufficient to cover the cost of bill and other financial needs so it affects me adversely. I do consider changing jobs in the near future.

As a martial artist training for a grading, I couldn't afford to miss any training sessions, but because my boss was overseas, I had to stay back after work to have meetings with him over the phone due to time differences. I often missed or was late for training and I was expected to still start work at normal starting hours instead of starting later, and I was not

offered any financial remunerations. This left me feeling resentful, unappreciated and unhappy because the right to my own life outside of work was not respected.

I was temping for this company and went fulltime. I became ill and was unable to go to work for a few days. when I went back to work I was still sick but went to work. I was unable to continue with my job and had to take more time off. my boss would call daily to find out how I was and when I would be back at work. I told her that I was not sure and was told that since I couldn't give a time that she would have to let me go.

I am studying and the deadline to submit all my assignments was close. As I could not take a few days off work to complete them, I was very stressed for a few weeks but ended up dropping one subject to resolve the issue.

Family I had not seen for nearly 12 months were coming down from interstate to visit for a week. I wanted to take time off, but was unable to get all the time I wanted due to being so close to end of financial year. Boss wanted to push product thru, get figures looking better. As a result I annoyed, unmotivated for the whole time I spent working whilst family were here.

Juggling work with sick children is always tricky. As a temp, you don't get paid for time off, as a Mother, your priority is to be with your children when they need you. I negotiate with my husband to share the time off between us. Time taken off by me reflects poorly by my employer as an indication that I am not committed to my work, and reflects poorly in my bank account.

I juggle 2 jobs and full time parenting within a child care centre setting. I am constantly under pressure to manage 35 staff and 2 businesses, and this becomes even more difficult if my son is ever sick / doesn't sleep. It has put incredible strain upon my social life / hobbies (now non-existent) / relationship with husband, household chores (barely done...causing more stress) and amount of time I can spend with my son.

I have started a new job this year (Feb 06). The job involves varying shift times. I agreed to this, as, even though we are supposed to be able to negotiate a contract with an employer, the negotiation in practice is - do you accept our work conditions or not - i.e. are you prepared to work in a manner that is what "we" (the employer) need.   The hours that I have finally been allocated are from 11am to 7:16pm 5 days a week -although, they can be changed at any time by the employer.

I do not drive, neither does my fiancé. My fiancé suffers from anxiety and depression exacerbated by my absence[s]. Although he understands that I need to work (he is unable to work at the moment) it causes him anxiety and depression not to be able to see me for any real length of time. To try to accommodate him, as I end up feeling guilty and want him to know that he is important to me, I find I spend a great amount of time travelling (i.e. having to use public transport) to be able to see him for only [a few hours per week]...

In my primary position, I am required to travel interstate on occasion. These trips are usually for 2-3 days. When I go away on business I need someone to cover for me in my other job (my own business). The only person who is really capable of doing this is my Father. Last time I went away on business I asked him to cover for me, which he agreed to do. He is, however, not in the best of health and this caused him a lot of stress. In return this caused me to feel very stressed and guilty. When I got back I felt obliged to help him out with some of his work, which made me even more stressed because I was doing my primary job, my other job and then some of my father's work as well. This happens every time I travel.

Haven't had this sort of problem in the last 3 months. I have though had to deal with bullying in the workplace, where the management has not only tolerated it, but encouraged it.

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I am asked to go on extended field trips and I go and spend 3 months in Antarctica on same 35 hourly wage but miss many events with family and friends. I am asked to manage a project that requires conducting experiments that take several weeks. I agree to do this as it's part of my job description and am unable to spend weekends away, I miss social occasions, and have little time to do chores because I have to come in on the weekends to monitor the experiments I [had] been working as a research associate for several months when my PhD thesis reviews were returned to me by the university. I was asked to complete minor corrections in the time frame of two months. I completed some corrections during work hours (9-5) and most of them in after work hours and as a result my supervisor, who worried … these corrections were interfering with the duties of my primary job, checked my progress on tasks much more often than usual and seemed to overload me with tasks that I would not normally have…

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Because of the nature of my position it is impossible to take time off and consequently there are some household matters I find hard to attend to. I need to be at home to obtain quotes for some necessary repair to my home, but have had to put these off until I finish my assignment.

No ,as it is only my partner and me at home there are no real clashes with work

I was contracted for a specific campaign, moved to a different one with 3 days training after that, had so many technical difficulties that I took 2 days off (with notification) and was told my contract had been voided [respondent was sacked] because the new IR laws now allow this to happen

Work as a temp so not really an issue. My daughter has been taking days off school when I am at work, so that could become an issue. Not getting much notice of temp jobs also means I cannot do much long term planning for other activities

My partner has weekends off but I only work part-time at my primary position and he resents that I have to work on Sundays. So on the long weekend I advised my workplace that I was not available to work, just so that I would appreciate a weekend where I was at home. All we ended up doing was working all weekend and I missed out on my weekend pay which helps to cover my personal financial commitments.

Nothing unusual in the time period specified by the survey. My conflicts are just usually extra time spent at work to the detriment of what I want to do in my leisure time.

My boss picks on me and it affects the quality of my work

As a friend, my friend was visiting from overseas for only 4 days, so I felt I should spend the time with her, so I had to tell my boss I couldn't work that day for family reasons and she had to find a replacement. I may have lost some points as to my dependability with her. And I had to forgo earning the money, which was very important at the time.

I have problems with my boss who is an incompetent person and that situation interferes with my work performance. A lot of things I do need approval or guidance from the boss and he did not provide that and makes my life a misery. Then when is the deadline I am accused of not meeting my work obligation, this situation being created by him not meeting his obligations. But the scapegoat is me

The Manager of the organisation where I work has a reactive approach to managing and this style, although not in line with the new world order, also is not in line with my personal management style. I was employed to perform a job and as is apparently her style she places more responsibilities onto the worker as has happened in my case. As I only work in a casual role - 3 days per week - since April I have had to on a number of occasions work a 2 day week and have to complete 3 days of work as well as have other tasks thrown at me ....[this] does not amount to a good working relationship

When I work I enjoy to be fully committed to doing that job well. Due to lack of proactive procedures, to leave at 3:00 to pick up children seems to be [given] little consideration by the management and they do not want to time-manage around the hours agreed upon.

As Mum, I was needed by my daughter who is suffering from an eating disorder. She required professional assessment and that required me taking time from work. The supervisor did not handle my requirements with the compassion I expected from a person in that position.

I felt that my situation was trivialised by the supervisor. Consequently my regard towards this person has changed. I was recently asked if I would have a problem with not working in that area, and I had no hesitation in walking away from it.
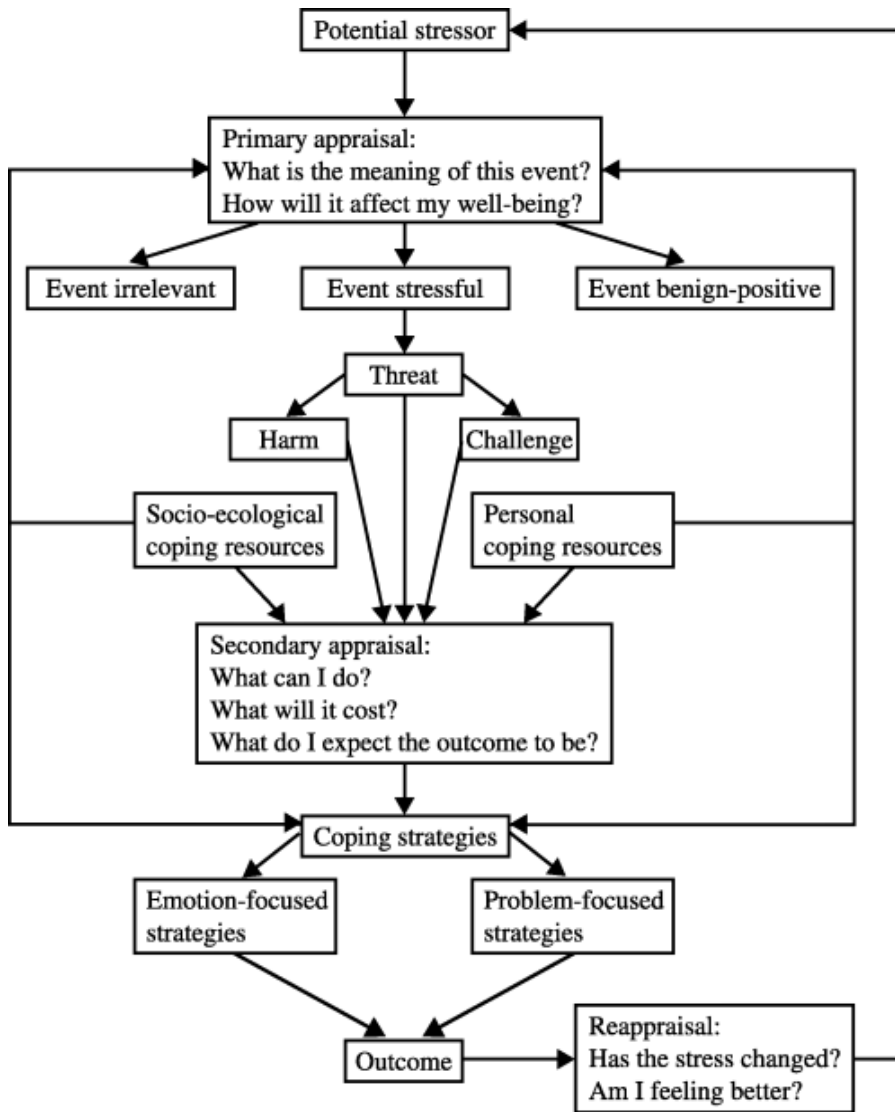
Figure 14. Lazarus-Folkman Coping Model

Source: Beresford, B. (1994). Resources and strategies: how parents cope with the care of a disabled child. *Journal of Child Psychology and Psychiatry*, 35, 171-209

Appendix L: Categories of Concern: "Work-life Conflict"

(National sample codings using NVIVO8)

Table 33. Categories of Concern (Survey Questionnaires)

Cat. No.	Topic name (provided by Investigator, in bold face)*
001	**Systemic Concerns** Govt Policy, Govt, Macro-economics, general work and labour conditions)
002	**Intrusions of Work Upon Family** (includes role conflict, spill over, childcare drops and pickups moonlighting, parenting and feeling time-poor)
003	**Changing Jobs** (incl. Applying to and Leaving from, Hiring, Job Searching, their CV or skills)
004	**Boss Characterisations** (not company-wide, includes feeling demeaned at work)
005	**Intrusions in General (**non work); (not enough Time, Time Stealing, Not enough Time for Hobby, Leisure or Friends)
006	**Difficulty Working for Others vs. for Self** (balancing costs/benefits of working for self vs. others, starting business, risk taking)
00'7	**Support / Resources** (seen as beneficial/wanted: family, friends, boss, dole payments, legal help)
008	**Health & Wellbeing (includes Stressors)** (sickness, pain, time off from work to care for sick child, parent or spouse)
009	**Disadvantage**: Ageism, Racism, Wealth vs. Disadvantage, Lack of Privilege
010	**Business Culture** (includes critiques of Management or Australian Business Practices in General)
011	**Solutions Found to Problems** (for an individual; including ability to juggle jobs, achieving flexibility or work-life balance, or de-stressing)

*With 93% Average Agreement using Cohen's Index of Agreement, N=252

[END]