Work and Family Interaction, Social Support and Job Satisfaction Among Employees in Lithuania

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Problem

- The ability to comply with work and family demands has become one of the biggest stressors in individual’s life (Burley, 1995; Schabracg, et. al, 2003).

- The results of studying Work and Family Interaction in Lithuania is quite contradictory. Therefore, studies of possible relations to this interaction is of great importance in Lithuania.
Work and Family Interaction

A process in which employee’s behaviour in one domain (e.g. family) is influenced by (negative or positive) experience from other domain (e.g. work).

Work and Family Interaction

Work-Family direction

Family-Work direction

Work

Family

Work

Family
Work and Family Interaction

Positive type
- Facilitated functioning at work/family
- Positive experience in family/work

Negative type
- Negative experience at work/family
- Reduced functioning in family/work
Job satisfaction

A pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences.

Locke, 1976
Antecedents of job satisfaction

Environmental perspective

Personality perspective

Interactionist perspective (environmental + personality approaches)
“Social support” may be best understood as a metaconstruct, referring to three subsidiary constructs:

- support network resources;
- supportive behaviours;
- subjective appraisals of support.

Aim

The aim of the present study is to examine the relationship between job satisfaction and work and family interactions (both types and directions). The impact of social support upon the relationships was also taken into account.
Research model

- Work and Family Interaction
  - Positive/Negative

- Social Support

- Job Satisfaction
The sample included 154 employees working in a service industry: 100 females and 54 males living in Kaunas (Lithuania).

- Female: mean age 31.52 (min=19; max=57; SD=9.028)
- Male: mean age 32.09 (min=21; max=50; SD=7.666)
Distribution of sample (%)

- Female: 64.9%
- Male: 35.1%
- Older (>31): 44.8%
- Younger (<31): 55.2%
- Higher education: 31.8%
- Other education: 68.2%
- Having 1 or more children: 64.3%
- Do not have children: 35.7%
Methods

• **Work and Family Interaction Scale (SWING; Geurts, et al., 2005); 27-item; Cronbach’s $\alpha = 0.848$ (subscales 0.766-0.898)**

• **Job Satisfaction Survey (JSS; E. Spector, 1994); 36-item; Cronbach’s $\alpha = 0.858$ (subscales 0.591-0.858)**

• **Social Support Behavior Scale (SS-B; A. Vaux, S. Riedel, D. Steward, 1987); 45-item; Cronbach’s $\alpha = 0.931$ (subscales 0.578-0.928)**
Results
**Older** respondents, compared to younger ones, had **higher** scores of positive family-work interaction ($p=0.014$).
Respondents with higher education, compared to respondents with other education, had higher scores on positive work-family interaction (p=0.007) and positive family-work interaction (p=0.048).
Mean Scores of Job Satisfaction Among Males (n=54) and Females (n=100)

<table>
<thead>
<tr>
<th>Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total satisfaction</td>
<td>78,95</td>
<td>69,67</td>
</tr>
<tr>
<td>Communication</td>
<td>81,97</td>
<td>73,48</td>
</tr>
<tr>
<td>Nature of work</td>
<td>80,59</td>
<td>75,83</td>
</tr>
<tr>
<td>Coworkers</td>
<td>75,64</td>
<td>76,96</td>
</tr>
<tr>
<td>Contingent…</td>
<td>89,14</td>
<td>70,38</td>
</tr>
<tr>
<td>Supervision</td>
<td>77,6</td>
<td>76,67</td>
</tr>
<tr>
<td>Promotion</td>
<td>85,03</td>
<td>72,75</td>
</tr>
<tr>
<td>Pay**</td>
<td>92,12</td>
<td>69,61</td>
</tr>
</tbody>
</table>

**Male**, compared to female, had higher scores on contingent rewards (p=0,012) and pay (p=0,03).
Mean Scores of Job Satisfaction Among Younger Respondents (n=85) and Older Respondents (n=69)

<table>
<thead>
<tr>
<th>Category</th>
<th>Younger (&gt;31)</th>
<th>Older (&lt;31)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total satisfaction</td>
<td>76,1</td>
<td>68,85</td>
</tr>
<tr>
<td>Communication</td>
<td>76,92</td>
<td>75,97</td>
</tr>
<tr>
<td>Nature of work</td>
<td>74,94</td>
<td>80,65</td>
</tr>
<tr>
<td>Coworkers</td>
<td>75,48</td>
<td>77,76</td>
</tr>
<tr>
<td>Contingent rewards</td>
<td>79,15</td>
<td>74,32</td>
</tr>
<tr>
<td>Supervision</td>
<td>77,88</td>
<td>75,9</td>
</tr>
<tr>
<td>Promotion**</td>
<td>84,13</td>
<td>68,09</td>
</tr>
<tr>
<td>Pay</td>
<td>81,54</td>
<td>72,52</td>
</tr>
</tbody>
</table>

** Younger respondents, compared to older ones, had higher scores on promotion (p=0.026).**
Relationship between Work-Family Interaction and Job Satisfaction

<table>
<thead>
<tr>
<th></th>
<th>Pos W-F</th>
<th>Neg W-F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Satisfaction</td>
<td>0.236**</td>
<td>-0.278**</td>
</tr>
<tr>
<td>Communication</td>
<td>0.122</td>
<td>-0.285**</td>
</tr>
<tr>
<td>Nature of work</td>
<td>0.274**</td>
<td>-0.255**</td>
</tr>
<tr>
<td>Coworkers</td>
<td>0.075</td>
<td>-0.315**</td>
</tr>
<tr>
<td>Cont. Rewards</td>
<td>0.159*</td>
<td>-0.165*</td>
</tr>
<tr>
<td>Supervision</td>
<td>0.186*</td>
<td>-0.169*</td>
</tr>
<tr>
<td>Promotion</td>
<td></td>
<td>-0.076</td>
</tr>
<tr>
<td>Pay</td>
<td>0.199*</td>
<td>-0.028</td>
</tr>
</tbody>
</table>

Higher scores on **negative work-family interaction** were related to lower scores of total **job satisfaction**, communication, nature of work, coworkers, **contingent rewards** and **supervision**. Higher scores on **positive work-family interaction** were related to higher scores on total **job satisfaction**, nature of work, contingent rewards, **supervision**, **promotion** and pay.

* p=0.05; ** p=0.01
Relationship between Family-Work Interaction and Job Satisfaction

Higher scores on negative family-work interaction were related to lower scores on communication and nature of work. Higher scores on positive family-work interaction were related to higher scores of total nature of work and contingent rewards.

* p=0.05; ** p=0.01
Higher scores on total social support were related to higher scores of positive work-family interaction. Higher scores on partner’s social support were related to higher scores of positive family-work interaction. Higher scores on manager’s social support were related to higher scores of total job satisfaction and positive work-family interaction.

* p=0.05; ** p=0.01
Relationship between Work and Family Interaction and Job Satisfaction when eliminating Social Support (Partial Correlation)

After partial correlation total job satisfaction had the same direction relation to positive and negative work-family interaction. There was no new significant relations, the strength of relation was quite the same, it was confirmed less relations between work and family interaction and job satisfaction.

* p=0,05; ** p=0,01
Conclusion
Conclusions

- Respondents with higher education had higher scores of both directions of work and family interaction. Older respondents had higher scores of positive family-work interaction.

- Male had higher scores on contingent rewards and pay. While younger respondents had higher scores on promotion.
Conclusions

- Higher negative work-family interaction was related to lower total job satisfaction, communication, nature of work, coworkers, contingent rewards and supervision.

- Higher positive work-family interaction was related to higher total job satisfaction, nature of work, contingent rewards, supervision, promotion and pay.
Conclusions

- Higher negative family-work interaction was related to lower satisfaction of communication and nature of work.

- Higher positive family-work interaction was related to higher satisfaction of nature of work and contingent rewards.
Conclusions

• Higher total social support was related to higher positive work-family and family-work interaction.

• Higher social support from manager was related to higher job satisfaction and positive work-family interaction.

• After partial correlation it was confirmed less relation between work and family interaction and job satisfaction, but total job satisfaction had the same direction relation to positive and negative work-family interaction. So it could be said that social support does have impact on the relationship.
Limitations and implications for further studies

- The relations found in this research statistically were quite weak. It could mean that there were more uncontrolled factors which should be taken into account in further studies.

- We should take into consideration the cultural context. Specific work domain (service industry) could impact the results also.
Limitations and implications for further studies

- The result of this research shows that it is important to study various factors in relation to work and family interaction in order to get more coloured view of how it can affect individual’s life at work and in family.

- In the future it could be worth while studying relations in different working domains, comparing results in private and public sectors or different countries and cultures.
Thank You!

ANY QUESTIONS?