IMPACT OF WORK-FAMILY CONFLICT ON JOB PERFORMANCE AND FAMILY LIFE AMONG STAFF OF KWARA STATE COLLEGES OF EDUCATION IN NIGERIA

BY

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ABSTRACT

This study investigates the intersections that are taking place as a result of juggling between work and family among the staff of Kwara State Colleges of Education in Nigeria. The study also identifies the relationship between job involvement and performance of familial responsibilities among working families of Kwara state College of Education as a case study. It examines the interference between work and family its impact on job performance (core task behaviour, organizational citizenship behaviour and counterproductive behaviour) and familial roles. Therefore, various hypotheses were formulated to respond to the identified problem in this study. A sample of 300 was taken using proportionate sampling (PPS) techniques and questionnaires were distributed accordingly to elicit data for the final analysis. In order to analyse the data, descriptive statistics, Pearson correlation and ANOVA were employed using SPSS version 16.0. The findings from descriptive statistics showed that, the majority of the respondents strongly believed that work-family conflict impacted and interfered with their job performance and family life. The finding shows that there is greater extent of work-interference in family and lower degree of family interference in work. Also, the findings from the Pearson correlation indicate that, there was positive and moderate statistical significant relationship between family interference in work (FIW) and performance in work responsibilities. It was further revealed that, there was and statistical significant relationship between work interference in family (WIF) and performance of familial duties. The finding form ANOVA reveals that work interference in family well-being, socialization, home chore management, and reproduction role. It also reveals that family interference in core task behaviour, organizational citizenship behaviour and counterproductive behaviour. Lastly, the results of interviews with HODs confirm low interference of family in performance of job, suggesting that family and work organisation should be structured to be more flexible to accommodate accomplishment of familial responsibilities in order to reduce the implication of work-family conflict on both work and family.

ملخص البحث

تبحث هذه الدراسة التقاطعات التي تحدث نتيجة للتداخل بين العمل والأسرة بين موظفي ولاية كوارا لكليات للتعليم في نيجيريا تحدد الدراسة أيضا العلاقة بين ممارسة الوظيفة وأداء المسؤوليات العائلية بين الأسر العاملة من الكليات بولاية كوارا للتعليم كدراسة حالة. فحصت الدراسة التداخل بين العمل والأسرة وأثره على الأداء الوظيفي (سلوك المهمة الأساسية، سلوك المواطنة التنظيمية، و السلوك ذو النتائج العكسية) و كذا الأدوار العائلية .و بناء على ذلك، صيغت الفرضيات المختلفة للرد على المشكلة التي تم تحديدها في هذه الدراسة . تم أخذ عينة من 300 فرد باستخدام تقنية احتمال أخذ العينات المتناسبة (PPS) وتم توزيع الاستبيانات وفقا لذلك لانتزاع البيانات من أجل التحليل النهائي من أجل تحليل البيانات والإحصاءات الوصفية، تم توظيف ارتباط بيرسون و (ANOVA) باستخدام SPSS النسخة 16.0 . تظهر نتائج الإحصاءات الوصفية أن غالبية المستطلعين يعتقدون بقوة أن الصراع بين العمل والأسرة أثرت وتدخلت مع أداء وظائفهم والحياة الأسرية. ويظهر هذا الاكتشاف أن هناك قدر كبير من تدخل العمل في الأسرة وانخفاض درجة تدخل الأسرة في العمل إضافة إلى ذلك، فإن النتائج من علاقة الأشخاص تشير إلى أنه توجد هناك علاقة إيجابية ومعتدلة ذات دلالة إحصائية بين تدخل الأسرة في العمل (FIW) والأداء في مسؤوليات العمل .تبين كذلك أن هناك تدخل إيجابي ومعتدل ذات دلالة إحصائية لعلاقة تدخل العمل في الأسرة (WIF) وأداء الواجبات العائلية .هذا الاكتشاف من (ANOVA) يكشف تدخل العمل في رفاه الأسرة، والتنشئة الاجتماعية، وإدارة العمل الرتيب للمنزل، والدور المنتج أو الإنتاجية. بالإضافة ،كشف البحث أيضا تدخل الأسرة في المهمة الأساسية للسلوك ، سلوك المواطنة التنظيمية السلوك ذو النتائج العكسية. وأخيرا، بينت نتائج المقابلات مع أرباب الأسر، تدخل أقل في مردودية أداء العمل، مما يوحي أن تنظيم الأسرة والعمل ينبغي تنظيمه بأن يكون أكثر مرونة لاستيعاب إنجاز المسؤوليات العائلية من أجل الحد من الآثار المترتبة على الصراع بين العمل والأسرة على حد سواء .

APPROVAL PAGE

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DECLARATION

I hereby declare that this dissertation is the result	of my own investigations, except
where otherwise stated. I also declare that it has no	ot been previously or concurrently
submitted as a whole for any other degrees at IIUM	or other institutions.
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This research is dedicated to:
Zaninab Alafara, Hameedat Alafara, Abdulkabir Alafara, Muslimat Alafara

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CHAPTER ONE

INTRODUCTION

BACKGROUND TO THE STUDY

Working family connotes a situation whereby husband and wife are engaged in paid productive activities; this undoubtedly has inherent peculiar characteristics that generate positive and negative frictions between family and the workplace (Strong, De Vault& Cohen, 2011). These positive and negative frictions ultimately affect the level of performance in the two important domains (Ahmad, 2010). Work and family life are closely intertwined and the pressure of one affects the other. Whatever goes on at home or in the family life influences what happens at the workplace and vice versa (Shehan, 2003). Today, the majority of adult men and women are working both inside and outside the home and face conflicting situations. Thus, this is an important aspect of study that cannot be ignored (Roechling & Meon, 2003; Shehan, 2003). The studies on working families have shown that there are shortcomings ascribed to the working family in respect to familial responsibilities (Maatta, & Uusiautti, 2012).

The recent increase in woman's participation in the labour market, particularly wives and mothers, motivates social scientists to study the connection between work and family (Shehan, 2003). Before the 1970s, most social scientists considered the world of employment and family as separate spheres (Lockwood, 2003). Findings have shown that, to succinctly understand the role of work in families there is a need to re-examine family responsibilities (Shehan, 2003). The literature suggests that usually, the majority tends to view families in terms of relationships, feelings and as an emotional unit (Dolezelova, 2008). However, recent studies have integrally

investigated families beyond the narrowness or limitation of previous studies (Shehan, 2003). For instance, recent findings show that, families are also economic units that are bounded by emotional ties (Strong, Devault, & Cohen, 2011). Inferably therefore, both paid work and unpaid family work coupled with economy itself considerably affect the manner people live as families (Heibrunn & Davidoviych, 2011).

Furthermore, mass participation of women in the labour market both in the formal and informal sectors of the economy has gained momentum in recent times. A careful perusal of present societal and cultural contexts plausibly explains a number of social and economic trends that contribute to the steady increase in female employment between 1960 and 1990 to mention but a few (Shehan, 2003). This is brought upon by an increase in women's level of educational attainment, proemployment messages and equal opportunity, emphasis on women's movement, better job opportunities for women, decline in men's wages and inability to support families on one's income (Strong, Devault, & Cohen, 2011).

The trend in women's participation in the labour market in Nigeria is similar to the above situation. Women in Nigeria have been very active in the informal sector of the economy. The recent economic expansion in Nigeria in the last few decades has generated a lot of educational and employment opportunities which have also favoured women but not in equal proportion when compared to men's ratio especially in the formal sector of the economy (Adekola, 2010). According to Otite and Ogionwo (2006), there is asymmetric gender representation in Nigerian workforce especially in public services as "women's 50 percent of the Nigerian population is not proportionate to their 36 percent of their total labor force" (p: 302). Also, Eroke (2012) reports that nearly six million of young men and women enter Nigerian labour market every year, out of which only 10% of them secure jobs in the formal sector,

and just one third out of these are women. It is added that women occupy less than 30% of all the positions in the public sector in Nigeria. Contemporarily, women are no longer restricted to domestic chores because most single earner breadwinners, especially blue collar couples, find it difficult meeting the needs of the household members; hence, pooling resources together spur many women to work (Mennino, Rubin & Bryfield 2005).

Studies have shown that workers in contemporary economic system experience greater challenges compared to workers in pre-industrial time where production is anchored in the home domain. Parents who go outside to work displace them and ultimately reduce children to parasite position as they do not contribute to the economic process. The situations is exacerbated with the fading-off of extended family relations where the modern family is oriented on the nucleus family pattern without extended family members to give support to cushion the effects of work on family members like attending to older and younger members of the family when matured members are at their workplaces (ILO, Report, 2006–2010, and Henslin, 1991).

Dual career family is saddled with multiple sets of roles which may require prompt attention at the same time and put those concerned in a very difficult situation because being part of a working family or dual career parents connotes performing at least three demanding roles simultaneously: worker, parent and spouse or partner (Strong, Devault & Cohen, 2011). In managing these roles we might experience role conflict as job demands influence the amount of time that is available to spend with families and the time of day and week that they are available (Shehan, 2003).

Families on the other hand, also influence the employment pattern of the work organization. It is incumbent upon families to socialize new generations of workers,

imparting attitudes and values which ultimately affect children's occupational choices and job performance. It is also important that family condition influences the mood of individuals, whether they are excited and able to work or not (Strong, DeVault& Cohen, 2011; Shehan, 2003).

Work-family conflict is defined according to Greenhau, and Beutel (1985: p.77) as "a form of inter-role conflict in which the role pressures from work and family spheres are mutually incompatible in some respects. That is participation in the work role is made difficult by virtue of participation in family role". This implies that work-family conflict is bidirectional. That is work-family conflict can originate from both domains, as work can interfere with family responsibilities and family can also interfere with work responsibilities. When work interferes with family, it is conceptualized as work interference with family (WIF) or work-family conflict (WFC), and when family interferes with work it is known as family interference with work (FIW) or family-work conflict (FWC). Aslam *et al.* (2011) state that family-work conflict arises when family demands create hindrance in the discharge of work responsibilities.

There is a close link between work-family conflict (WFC) or work interference with family (WIF) and family-work conflict (FWC) or family interference with work (FIW) in the sense that both are caused by inter-role conflict. Inter-role conflict, according to Kahn *et al.* (1964: p.19), is defined as "simultaneous occurrence of two or more sets of pressures such that compliance with one would make more difficult compliance with other". Explicitly, inter-role conflict occurs when difficulties in one role are irreconcilable with pressure in another (Vallone & Donaldson, 2011).

It is important to note that industrialization and dual career pursuits create a situation where family shirks away from its basic responsibilities, giving them to other agencies (Henslin, 1990). The child care functions of the family, for instance, have shifted to external agencies like nurseries, kindergartens, and maternity homes. It has also failed to give care and protection to the aged parents and the physically handicapped who oftentimes are put in various homes where they languish without the usual familial care (Heslin, 1990; Shehan, 2003).

The above illustration clearly depicts how the intimacy role of the family has been affected by industrial work. Similarly, work also encroaches on other traditional roles of the family like socialization, reproduction, economic, recreational to mention but a few (Henslin, 1990; Strong, DeVault& Cohen, 2011). The transformation of children from economic asset to economic liability has changed the important position of children in the family's economic unit where, hitherto, every child's contribution counts. This economic liability of the children has whittled down the desire to have large family size. Families in the past that used to be a recreational centre have been largely taken over by recreational and entertainment industries like movies, hotel parks and clubs (Strong, DeVault& Cohen, 2011). This is an important area of interest to sociologists.

Another important factor is job performance which has been viewed from different perspectives. According to Bermardin and Beatty (1984), job performance is the "record of outcomes produced on a specified job function or activity during a specified time period" (cited in Viswesvaran, 2005: p.114). Researchers have developed and adopted various models to study job performance and the list is inexhaustible.

One of the job performance models that aptly captures multiplicity of effect is given by Ng and Feldman (2009). This job performance model has been expanded to cover core task performance behaviour, organizational citizenship behaviour, and counterproductive behaviour. Ng and Feldman (2009) define core task behaviour as "the basic required duties of a particular job" (p: 91). Organizational citizenship behaviour is defined as "individual behavior that is discretional, not directly or explicitly recognized by the formal reward system, and that in the aggregate promotes the effective functioning of the organization" (Viswesvaren, 2005:p. 115). Counterproductive behavior is, however, the "voluntary behaviors that harm the organization" (Ng & Feldman, 2009: p. 91).

STATEMENT OF THE PROBLEM

The trend of change in the world which has also engulfed Nigeria with dual career couples has brought about new developments both in work and family domains (Adekola, 2010). This recent trend where many men and women are caught in the ebb and flow of work and family roles is further exacerbated by single working parent while telecommuting or teleworking has intensified the degree of work-family conflict (Ahmad, 2008; Shehan, 2003).

Presently, family role is affected by the forces of modernization and industrialization. As industry comes into being, work becomes specialized and moves outside the home, separating home and work into two distinct spheres which are managed separately with enormous challenges (ILO, 2007). As a result of this development, whenever mature adults leave homes to their respective workplaces, the home is empty without anybody to look after the children and the aged. This has

created a difficult situation where work impinges on adequate performance of family roles.

In contemporary era, women are no longer restricted to domestic chores because most single breadwinners find it difficult meeting the needs of household members, therefore work roles and family roles must both be fulfilled despite the difficulties and complexities involved in meeting the demands they collectively impose (Bigner, 2012; Ahmad, 2008; Robbins & McFadden, 2003; Stoltz-Loike, 1992).

Many studies have been conducted on work-family conflict but only a few of them have focussed on job performance but they too have not paid due attention to the social scenario in Nigeria. For instance, Adekola (2010) only concentrates on the intrusion of work and family in each other's sphere among female executives in Nigeria. Olasunbo and Toyin (2010) have also studied work-family conflicts, job satisfaction and labour turn over intention among state own university lecturers in Nigeria. These studies have concentrated on institutional analysis rather than on role conflict.

Although much is known and documented about work-family conflict, much more needs to be carried out to educate individuals and organizations. Rontodo and Kincaid (2008) argue that if suggestions and recommendations of previous studies which include family friendly organization, time management, flexible working schedules and benefits reported by researchers over the year are solutions to work-family conflict, the problem would have been totally eradicated. Rather, the rate is higher now compared to how it was 20 years ago. Studies (Ahmad, 2007; Aryee, 1991; Higgins, Duxubury & Irving, 1992; Rizzo, 2009) have shown that work intrusion upon family is linked to individual and organizational outcomes like job

satisfaction, labour turnover intention and workers' health. However, in order to effectively ameliorate the negative effects of work-family conflict, we need to further understand the mechanisms through which work and family intersections affect individual performance in the social organization.

The present study is designed to investigate the nature of work-family conflict and its impacts on job performance and familial role. Job performance is analyzed in terms of three dimensions: core task performance, organizational citizenship behaviour and counterproductive behaviour. Family life is analyzed in terms of basic role of the family.

The family is the basic building block of society; its fundamental roles that would be examined include socialization of new members, rearing of children, home chore management, family leisure activities, affection and intimacy, reproduction of new members and economic activities.

THE SIGNIFICANCE OF THE STUDY

The importance of studying work-family conflict lies in the assessment of effects of work on family life and vice versa; explicitly this has been in the front burner of organizational and sociological studies (Higgins & Duxbury, 2002). Work is an important aspect of life for every mature adult with significant effects on the family institution. Therefore, work and family are the two most important domains of life for every mature adult. The study is significant from the following aspects.

It is a fruitful addition to the study of family organization and changes that are taking place under the pressure of modern forces. The results will enable social scientists to find a suitable balance between two social organizations.

It may also provide better understanding of family interference in job commitment and job performance.

The findings of this study intends to offer vital information helpful in the formulation and execution of policies aimed at ameliorating the interference of job in discharging family responsibility and vice versa.

The study may also help policy-makers and other stake-holders of Kwara State Colleges of Education in Nigeria to keep abreast with problems and solutions to the work-family conflict on individual well-being, family responsibility and job performance.

In addition, the study intends to study work and family interference by testing role conflict theory among staff of Kwara State Colleges of Education in Nigeria.

RESEARCH QUESTIONS

The study plans to find answers to the following questions:

- RQ1. What extent of work-family conflict exists in working families of Kwara State Colleges of Education in Nigeria?
- RQ2. What is the relation, if any, between family interference in work and performance of work responsibilities?
- RQ3. What is the relationship, if any, between job interference in family and performance of familial duties?
- RQ4 What is the impact of work-family conflict on individual well-being, family responsibility and job performance?
- RQ5 How do Head of Department perceive family interference in the job performance of their staff?

RESEARCH OBJECTIVES

The general objectives of the study are to investigate the intersection of work and family in each other's domain the impact of work-family conflict on performance of job and family roles among staff of Kwara state Colleges of Education in Nigeria. Specifically, the following objectives are proposed:

- RO1. To assess the extent of work-family conflict that exists in the families understudy.
- RO2.To examine the interference of family on job commitment and job performance.
- RO3. To study the interference of job in discharging the responsibility of family life.
- RO4. To find out the impact of work-family conflict on individual well-being, familial responsibilities and job performance.
- RO5.To examine how Heads of Departments (HODs) perceive family interference in the work performance of their staff.

HYPOTHESES

The following hypotheses are proposed:

- H₁. Working families face greater extent of working-family conflict.
- H₂ The greater involvement in family affairs adversely affects:
 - (i) core task performance work
 - (ii) organizational citizenship behaviour
 - (iii) counterproductive behaviour.
- H₃.The greater involvement in work adversely affects the performance of familial duties.