



The Impact of Work Family Interferences on Work Life Conflict among the Workers of Kcmmf (Milma) In Kerala

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ABSTRACT:- The definition of work conflict is a form of interface of work and family demands in which the role pressures from the work domain. It is important for any organization to know about the factors that cause the work conflict of employees, which may be related to both work and personal profile. This implies a bi-directional relationship where work can interfere with non-work responsibilities (work life conflict) and vice versa (life work conflict). It is important for any organization to know about how the workers are balancing the work and family conflict, which may be related to both work and personal profile. It is also the responsibility of the organization to evaluate these factors and provide support to the employees to balance between work life and family life. The study was conducted with the help of the structured questionnaire which was administered among the sample of 411 respondents in the MILMA units in Kerala. The data collected have been organized, classified and analyzed using a wide range of appropriate statistical tools.

Keywords:- Work conflict, life conflict, work life balance, work interference family and vice versa

I. INTRODUCTION

Frequent crop failures cause financial losses to farmers leading to acute poverty. This is a common phenomena among small and marginal farmers. In this context, Dairy farming has been regarded as one of the most common activities that could supplement the meager farm income and contribute to alleviating the poverty and unemployment especially in the drought prone and rain-fed areas. India surpassed the United States in 1998 to become the single largest milk producing country in the world. In 2005, Indian milk production represented 14.6 percent of world milk production, exceeding the combined production of the top five dairy countries in the EU-25. Milk production has grown steadily and rapidly over the last 25 years, from 50 million MT in 1979-80 to 132.43 million MT in 2012-13. The milk procurement averaged 9,41,506 liters per day in the year 2013-14 with an increase of 7.01% in comparison with average of 8,79,789 liters per day in the year of 2012-13 (KCMMF Annual report -2013-14).

Work and Family

Today, work and family issues are gaining prominence on the workplace agenda. Bardoel *et al* (2000) contend that workplaces have become more gender balanced. Similarly, Zetlin and Whitehouse (1998) use the term 'degendered' to describe workplaces as equally cohabitated by men and women. Thus there is a need to develop family-friendly workplaces to accommodate the growing requirements of men and women employed in the organisation. The agenda has shifted from the impact of family to work, to the impact of work on both the individual and personal life which involves the family (Zetlin and Whitehouse 1998).

Work and family concerns have transformed into work and life issues, but organisations have kept abreast of these changes. In 1997, Bond *et al.* asserted that while there has been some improvement in the quality of jobs and supportive workplaces over the last twenty years, there remains an opportunity to improve. Pocock *et,al.*, (2008) takes a stronger view, arguing that while there has been a change in work patterns, there is a 'solid wall of relatively unchanging labour market institutions, culture and practice' that impacts on private and public life.

Work life conflict

The work life conflict is a form of interface of work and family demands, in which the role pressures from the work and family domains are mutually incompatible in some respect. Individual behavior is affected by the quality of work life but such behavioral outcomes not affected by quality of personal life which is spent outside the organizations (Bhagat, R., 1983)]. If individuals do not feel they have a good mix and integration of work and non-work roles, they may experience negative or conflicting outcomes. This implies a bi-directional relationship where work can interfere with non-work responsibilities (work life conflict) and vice versa (life work conflict).

Impacts of work-life conflict

A meta-analysis of the consequences of work-family conflict by Allen et al., (2006) provides a viable starting point for examination of the consequences of work-family conflict. Allen et al., suggested that there are three groups of consequences; work related outcomes (e.g., job satisfaction, commitment, turnover intentions, absenteeism, performance and success), non-work related outcomes (e.g., marital, family, leisure and life satisfaction, family performance), and stress-related outcomes (e.g., psychological strain, physical health, depression, burnout, substance abuse and work and family stress).

Review of Literature

Work conflict is defined as “the conflict that occurs due to the role demand that stems from the work domain is incompatible with that of the family domain” (Greenhaus and Beutell, (1985). However, in general, work conflict can be defined as the conflict occurring due to the pressure, demand or behaviour stemming from work role is incompatible with those from the other. The rationale underlying the definition of work conflict is that today’s worker is faced with a constant struggle between remaining productive at work and tending to hearth and home. Steiber (2009) found that time-based work demands were strongly associated with the experience of work conflict both among women and men. Long working hours, working non-day schedules or at weekends and having to work overtime at short notice (‘unpredictable work hours’) showed an aggravating effect on conflict, with long and unsocial hours being more strongly related to time based conflict than to strain based conflict. K. Jawahar Rani (2012) and Mrs.R.Muzhumathi, investigated the intensity of work conflict among women professional in Chennai city. The data were collected from 491 women professionals structured questionnaire. The results of the research found that stress among women are greatly depended on work conflict. This study also indentifies indices under the broad variable that constitute the sources of stress to women professionals. The results reveal that doctors had more work conflict that lead to stress and women professionals with high work family conflict. The sources of conflict are dependent on the availability of various support systems within and outside the family as well as the organisation where she works.

Significance of the study

Conflict plays a dominant role in work and family variables. Various factors can upset the conflict between work and family. All these factors affect the employees, families, and the society on the whole. This in turn leads to higher absenteeism, reduced employee commitment, declining job satisfaction, lower work place morale and reduced satisfaction with family life. Hence, it is important for any organization to know about the factors that cause the work family conflict of employees, which may be related to both work and personal profile. It is also the responsibility of the organization to evaluate these factors and provide support to the employees to balance between work life and family life. This stands out as motivation for this study.

Statement of the problem

Various studies point that public sector of India is facing a higher rate of work life conflicts which is affecting employee’s performance and family life simultaneously. Work-life conflict has a significant negative effect on the outcome of the employees. One of the major reasons of the work-life conflict is the long working hours and the role conflict which is characterized by the work pressure as explained in Kanai, A. (2009). Work-family conflict can arise as a result of demands at work making it more difficult to accomplish tasks associated with one’s family. Works related to family can include childcare, the care of an ageing parent, household responsibilities, as well as additional responsibilities that may arise as a result of one’s role within the family. Work related tasks encompass hours of paid work, and can additionally include overtime work, work related travel, and work obligations that are fulfilled at home. Specifically, work-family conflict has been shown to have a negative impact on the quality of family life, while family-work conflict has been linked to lower job performance. The present study titled “ the impact of work family interferences on work life conflict among the workers of KCMMF(Milma) in Kerala” attempts to bridge the research gap in this direction.

II. OBJECTIVES OF THE STUDY

1. to study both the cross sectional and prospective relationships between work - family conflict among the respondents;
2. to explore bi- directional relationships between the different types of conflict (work- home interference and home-work interference) ;
3. to measure the impact of each of the selected dimensions of work domain and family domain on Work Family Conflict and Family Work Conflict;
4. to offer suggestions both at employee level and from the organisation's perspective.

Table 1-Indicating the opinion of the respondents towards work conflict

Measuring Items	Mean	SD
I do not get enough help to get my job done well	1.97	.912
I feel that I have too much of responsibilities for the work to be done by others	2.32	1.008
I think that I will not be able to meet the conflicting demands of various people work with me	2.08	.967
The work expectations from me by the people around are not known to me	2.22	1.019
I think that the amount of work that I have to do may interfere with how well it gets done	2.36	1.043
I feel that I have to do things on the job that are against my better judgment	2.25	1.004
I feel that I am unable to influence my immediate superiors decisions and his/her actions that affect me	2.35	1.013
Mean Score for Work Conflict	2.22	1.00

From the above table it is observe that there respondents agree with the statement that they think that the amount of work that they have do to may interfere with how well it gets done, they feel that they are unable to influence their immediate superior's decision and their action that affect them, they feel that they have too much of responsibility for the work to be done by others and they feel that they have to do things on the job that are against their better judgment with a mean value of 2.36, 2.35, 2.32 and 2.25 respectively.

Further the respondents agree with the statement that the work expectations from them by the people around are not known to them, they think that they will not be able to meet the conflicting demands of various people you work with them with mea value of 2.22, 2.08 respectively. The respondents strongly disagree with the statement that they do not get enough help to get their job done well with a mean value of 1.97.

The overall mean score for the work conflict is 2.22, where the respondents agree with the statement relating the work conflict that they are facing conflict in the work place.

Table 2-Indicating the opinion of the respondents towards family conflict

Measuring Items	Mean	SD
My work hours prevent me from having more quality time with my family	2.20	1.081
My work time demands more of me than my responsibility with my work	2.34	1.002
My family is able to adapt to my working hours and work demands	3.11	.971
My family is stressed because of my working hours and work demands	2.83	1.065
I can adjust my role easily at work or with my family	3.29	.939
Mean Score for Family Conflict	2.75	1.01

The respondents opined that they strongly agree with the statement that they can adjust their role easily at work or with their family, their family is able to adapt to their working hours and work demands with a mean value of 3.29 and 3.11 respectively.

Further they opined that their family is stressed because of their working hours and work demands, their work time demands more than their responsibility with their work and their work hours prevent them from having more quality time with their family with a mean value of 2.83, 2.34 and 2.20 respectively.

The overall mean score shows that the respondents are having family conflict.

Table 3-Indicating the opinion of the respondents towards Family Interfering Work Conflict

Measuring Items	Mean	SD
I'm often too tired at work because of the thing I have to do at home.	1.82	.843
My personal demands are so great that it takes me away from my work.	2.08	.972
My superiors and peers dislike my preoccupation with my personal life while at work.	2.25	.969
My family life takes up time that I would like to spend at work.	1.97	.891
My family life often interferes with my responsibilities at work.	2.09	.894
Work at home do not seem to be effective.	2.22	1.039
The stress my home often irritates me when I get to work.	1.90	.855
The behaviours (like emotional stability, aggressiveness etc.) that makes me effective at work, do not help me to be a better parent and spouse.	1.93	.933
Mean Score for Family Interfering Work Conflict	2.03	0.925

From the above table it can be inferred that the respondents agree that the statement that their superiors and peers dislike their preoccupation with their personal life, they feel that work at home do not seem to be effective and their family life often interferes with their responsibilities at work and their personal demands are so great that it takes them away from their work with a mean value of 2.25, 2.22, 2.09 and 2.08 respectively.

Further the respondents disagree with their personal life takes up time that they would like to spend at work, the behaviours (like emotional stability, aggressiveness etc.) that makes them effective at work, do not help them to be a better parent and spouse, the stress their home often irritates them when they get to work and they often too tired at work because of the thing they have to do at home 1.97, 1.93, 1.90 and 1.82 respectively.

The overall mean score for the family interfering work conflict is 2.03, where the respondents agree that the family affairs interfering their work which leads to work conflict in the work place.

Table 4-Indicating the opinion of the respondents towards work interfering family conflict

Measuring Items	Mean	SD
My work schedule often conflicts with my family life	1.97	.997
After work, I come home too tired to do some of the things I would like to	2.22	.975
On the job I have so much work to do that it takes away my personal interests	2.13	.973
My family dislikes how often I am preoccupied with my work while at home	2.16	.971
I feel don't have enough time for myself	2.06	.918
I worry about whether I should work less and spend more time with my children	2.31	1.070
My job produces strain that makes it difficult to fulfill my personal obligations	2.06	.872
The amount of travel required for my job disturbs my family life	1.90	.832
My work hours prevent me from having more time to spend with my family	1.97	.901
Because my work is so demanding, at times I am irritable at home	2.08	.953
Mean Score for Work Interfering Family Conflict	2.09	0.95

The respondents agree with the statements that their worry about whether they should work less and spend more time with their children, after work, they come home too tired to do some of the things they would like to do at home, their family dislikes often when they are preoccupied with their work while at home, on the job they have so much work to do that takes away their personal interests, because of the work is so demanding, at times they feel irritable at home and they feel that they don't have enough time for themselves with a mean value of 2.31, 2.22, 2.16, 2.13, 2.08 and 2.06 respectively.

The respondents disagree with their work hours prevent them from having more quality to them with their family, work schedule often conflicts with their family life and the amount of travel required for job disturbs their family life with a mean value of 1.97, 1.97 and 1.90 respectively.

The overall mean score for the work interfering family conflict is 2.09, where the respondents agree that the responsibilities at work interfering their family affairs which leads to family conflict.

Table 5-Indicating the consolidated mean score for conflict factors

Measuring Variables	Mean	SD
Work Conflict	2.22	1.00
Family Conflict	2.75	1.01
Family Interfering Work Conflict	2.03	0.92
Work Interfering Family Conflict	2.09	0.95
The Overall Mean Score of Conflict Domain	2.27	0.97

From the table it can be inferred that the overall opinion the respondents towards the conflicting domain, the respondents agree that they have family conflict, work conflict, work interfering family conflict and family interfering work conflict with respective mean value of 2.75, 2.22, 2.09 and 2.03.

Thus it is concluded that the respondents agree that they have family conflict and work conflict. They have also agreed that they are facing work interfering family conflict and family interfering work conflict among them.

III. FINDINGS

The overall mean score for the work conflict shows that the respondents agree with the statement relating the work conflict which means that they are facing conflict in the work place. The overall mean score for the family conflict also shows that the respondents are having family conflict. From the overall mean score for the family interfering work we can conclude that the family affairs interfering their work which leads to work conflict in the work place. Likewise the overall mean score for the work interfering family conflict, the work interfering their family affairs which leads to family conflict.

Thus it is concluded that the respondents agree that they have both family conflict and work conflict. They have also agreed that they are facing work interfering family conflict and family interfering work conflict.

IV. SUGGESTIONS

Work-Family Conflict is high among the of Kerala Co-operative Milk Marketing Federation Ltd, (MILMA) in Kerala State. But their awareness in this regard is too poor. The workers have no idea about Work-Family Conflict which they experience. Creating awareness through structured programme towards Work Family Conflict may help them to cope with and balance it. WFC is a universal phenomenon which means that an individual has to deal with the incompatibility between his work role and family role. It happens in every organisation. The result that work conflict influences WFC indicates that sometimes employees may be required to work with more than one supervisor. Hence, organisations may ensure that unity of command maintained in the work place.

The effect of the family role characteristics on FWC is another area of significance for both the employers and the family. The employee has to realise that the family is very important in his/ her life to satisfy the requirement of this domain which is unremunerated. But, the demands of the family and conflict that are intrinsic to it may result in WF incompatibility. A major responsibility lies in the hands of the individuals and their employer is helping each other to bring out an acceptable balance between family and work.

V. CONCLUSION

Work-Family Conflict is a well known social and psychological phenomenon and it is widely witnessed in western nations. Different research studies on work-family conflict elucidate the outcome of work-family conflict, which impinge on the health of employees, family system and satisfaction level in job and family. In various instances it may affect the organization also. Work-Family Conflict among the workers in KCMMF units is influenced more by work and family related variables. Mostly, the family support influences the work family conflict than work support. The causes of work-family conflict are identified as the various problems undergone by workers in KCMMF units in both the domains. If the management of KCMMF implement the work-life balance programme, it will achieve the desired result of both employer and employees.

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