



The Relationship Between Efficacy And Work Family Conflict- A Study Among Doctor's From Private Hospitals In Delhi Ncr

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Abstract

Professionals today look for alternatives to manage the expectation from both work and life. The pressure to retain jobs for a decent livelihood means long hours' heavy work load and extended work weekends. Add to this the family demands of dependent supervision and care, household chores and want for family leisure time and self-care leads to a very natural and invincible overlap between the two cores of work and life often leading to conflicting situations. The aim of the study is to find out if individual level factor of efficacy in managing work/family demands has a significant relationship work-family conflict among professionals. The cross-sectional descriptive research study was conducted as part of ongoing thesis on work life balance among Doctors from Private hospital of Delhi NCR. The results indicate that efficacy in managing family to work conflict has a significant negative correlation with family-work conflict. However, no significant correlation found between efficacy and work-family conflict.

Key words: Work family conflict, efficacy, Doctors, work life balance

Introduction

Conflict is inevitable between the two overlapping and key spheres of our lives. Research has shown that there are many antecedents and outcomes to work family conflict. The antecedents researched are stress generated from Job and family sphere due to conflicting roles, ambiguity of roles, overload of role, role centrality, and pressure of time demands and energy demands, support extended by family members and co-workers or superiors, personality traits such as locus of control, negative affect/neuroticism). Michel, J.S., Kotrba, L.M., Mitchelson, J.K., Clark, M.A., & Baltes, B. (2011). The outcomes for conflict range from job dissatisfaction Kopelman et al. (1983), burnout, physical stress and strain, higher divorce rate (Aldous et al., 1979), emotional exhaustion, psychological distress (Hughes and Parkes (2007), impacts wellbeing Noor (2003). Frone et al. (1997) opined that conflict can be predicted as per the domain in which the interference arises. WIF "work interference with family" is predicted by work variables and FIW "family interference with work" is predicted by family variables. Domain specific outcomes like work/family performance related negatively to WIF FIW was negatively related to work performance, while WIF was negatively related to family performance.

Thus it becomes imperative to study the correlation of perceived efficacy in managing work and family domains with work-family conflict as it would have both negative and positive outcomes for the individual. Psychologist Albert Bandura, defined "self-efficacy as people's beliefs about their capabilities to produce designated levels of performance that exercise influence over events that affect their lives." It determines how goals, tasks, and challenges are dealt or approached. Thus, considering the antecedents, and outcomes of work-family conflict, and the individual's need to find balance, the study is relevant to the current work scenario faced by Doctors and attempts to find out the relationship that exists among the variables of conflict and efficacy and draw conclusions for practical policy intervention.

Literature Review

Bandura gave the theory of Self-efficacy and identified four sources, which strengthen self-efficacy. The first being, Performance Accomplishments or mastery- A resilient sense of efficacy is developed if one experiences success in overcoming obstacles through perseverant effort. This helps them to quickly rebound from setbacks and adversity. Thus, success in managing work or family domains would enhance the efficacy to face the challenges rather than succumb to it.

Vicarious Experience



Which means learning by social models. A person gets confident that they too would be able to succeed in their work or family endeavours when they witness the same success among their social models. The observer's belief is raised when they witness the ongoing effort by their social models, as it instills the confidence among them that they too possess the capabilities to achieve mastery in similar activities. The more the similarity with the model, the more persuasive are the success and failures. This means that sharing of best practices in managing work-family conflict and personal success stories by co-workers can have a positive influence on the confidence level of those who struggle in managing work-family demands.

Social Persuasion /motivation

It's a way of strengthening people's beliefs about succeeding. Motivating people verbally pushes them for greater and sustainable effort than in case where they have self-doubts and brood on personal inefficiency when problems arise. This means that efficacy builders need to give positive appraisals, structure situations that bring small but sure success and avoid premature attempts that would lead to failure. Breaking down big goals into small chores at work and in family domain help achieve success and enhance efficacy.

Physiological and Emotional States

Somatic and emotional states play an important role in assessing one's capability for handling stress or conflict. Response to stress and feeling of tension is taken as a sign of vulnerability to poor performance. Thus if one reduces one's stress reactions and regulates their negative emotional tendency and misconception of their physical states one can enhance perceived self-efficacy beliefs. Thus, stress busting activities like exercise, meditation, hobbies that bring calm and peace and positive outlook help in enhancing self-efficacy beliefs.

In their research by Wang, Peng & Lawler, John & Shi, Kan. (2010). The relationships between bi-directional work family interference WIF/FIW, job-related self-efficacy, work satisfaction, and supervisor satisfaction was examined taking the sample from China and India. The research findings highlighted that FIW and WIF are negatively linked with job self-efficacy and work satisfaction respectively. The research also suggested that women have more negative outcomes than men, when examining the relationships between WIF and work satisfaction and between FIW and self-efficacy. Both India and China showed no significant differences among these relationships.

Age, gender, education qualification, region designation and experience were factors affecting Job satisfaction (Anand, P., & Sharma, P. C. 2015). Literature states that adults are not as creative as children it is indeed contrary to the conventional wisdom whereas the problems tackled by adults are found to be diverse ((Datt, S., & Chunawala, S. 2018)

Baghban I, Malekiha M, Fatehizadeh M. in their cross-sectional descriptive research among female nurses, studied the relationship between work-family conflict and the level of self-efficacy. The study found there was significant difference in work-family conflict between the two groups of permanent and contract-based nurses, where contract based nurses had lower efficacy levels and higher work family conflict.

Methods

The study is cross-sectional and descriptive and is a part of the ongoing thesis on work life balance. The relationship between work-family conflict and level of self-efficacy in managing work-family conflict among doctors in private hospitals was assessed. The study was carried out in Delhi NCR hospital between October 2019 to February 2020. The sample size estimated 300 Doctors in the study. These Doctors were from different specializations and worked as consultants. The questionnaire was mailed and given as a hard copy. Doctors both male and female, were included in the study. The inclusion criteria were that the respondents should be married and living with at least one dependant. The sampling method was purposive and snowball.

Data gathering for the research was under taken through questionnaires that captured individual demographic data and measured level of perceived conflict through work-family conflict scale (10 items) by Netemeyer Boles and McMurrian) 1996 and perceived self-efficacy through (8 items) scale by Cinamon (2006).

Likert scale of 5 points was used for measuring work-family conflict and self-efficacy. Reliability was evaluated through Cronbach's alpha. The reliability evaluated for the of work-family conflict scale was .885 for WFC and .883 for FWC, respectively. The self-efficacy questionnaire had good reliability score as the Cronbach's alpha was calculated was 0.839. The content validity of the questionnaires pertaining to work-family conflict and self-efficacy was assessed by sending them to lecturers of the Psychology and Educational school and were edited according to their comments.



Results

Table 1 FWC family to work conflict WFC work family conflict

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Dev.
FWC Mean	300	1.00	5.00	3.5620	1.09142
WFC Mean	300	1.00	5.00	3.4260	.87934

The above table shows that work to family conflict is lower than family to work conflict in the sample respondents.

Table 2 Descriptive Statistics, Demographic Information

Marital Status		
Married		
	Frequency	Percent
Married	300	100.0
All married respondents.		
Family Type		
	Frequency	Percent
Nuclear	197	65.7
Joint	103	34.3
Total	300	100.0
Majority respondents are from Nuclear Family Dependents Children		
Dependents Children		
	Frequency	Percent
One	222	74.0
Two	78	26.0
Total	300	100.0
Respondents with one dependant at least.		
Working Hours of Spouse		
Hours	Frequency	Percent
0	14	4.7
7	18	6.0
8	32	10.7
9	68	22.7
10	69	23.0
12	71	23.7
14	28	9.3
Total	300	100.0
Majority have working Spouse		



Table 3 Descriptive Statistics

	N	Min	Max	Mean	Std. Dev.
WFSEMean	300	5	9	7.74	.872
FWSEMean	300	6	9	7.27	.652
Valid N (listwise)	300				

WFSE- Efficacy to manage work to family conflict.

FWSE-Efficacy to manage family to work conflict.

The WFSE, efficacy to manage work to family conflict is higher than FWSE, family to work conflict. Table 3 also shows that mean value for FWSE family to work self-efficacy is lower and thus conflict from family affecting work is higher among the respondents and in line with past research by Baghban I, Malekiha M, Fatehizadeh(2010) where lower levels of efficacy correlated to higher conflict among contractual nurses.

Table 4 Reliability Statistics Reliability for Work-Family Conflict Scale

Constructs	Cronbach Alpha	N of Items
Conflict	0.907	10
WFC	0.885	5
FWC	0.883	5
Efficacy to manage conflict	0.839	8

Table 4 shows that the reliability for each scale is above .7 and thus reliability is good. An α of 0.6-0.7 indicates an acceptable level of reliability, and 0.8 or greater a very good level.

Table 5 Correlations

		WFSEMean	FWSEMean
WFCMean	Pearson Correlation	.066	
	Sig. (2-tailed)	.254	
	N	.300	
FWCMean	Pearson Correlation		-.128*
	Sig. (2-tailed)		.027
	N		.300
**. Correlation is significant at the 0.01 level (2-tailed).			
*. Correlation is significant at the 0.05 level (2-tailed).			

Table 5 shows that family to work conflict FWC, has a significant negative correlation with family to work efficacy FWSE, at the 0.05 level (2-tailed). This means that the higher the efficacy to manage family demands on work the lower should be the family to work conflict and the lower the efficacy to manage family interferences or demands, the higher is the conflict. The efficacy score among respondents is low, this could be as the respondents are in nuclear set up and do not have much support to cater to the family demands at times.

However, efficacy in managing work to family demands reflects a high mean score among the respondents in the study but does not correlate significantly with work to family conflict. This could be explained in the fact that the confidence in managing work demands during family time is a norm that is socially and culturally acceptable. The nature of the job is well understood, and precedence is given to serving others than catering to family demands. The family adjusts to the demanding profession, but as the respondents are from nuclear family set up and with working spouse, it causes conflict.



Discussion

The results showed that Family to work conflict is negatively correlated to the efficacy in managing family demands on work. The family to work self-efficacy FWSE, is lower and thus conflict from family affecting work is higher among the respondents and in line with past research by Baghban I, Malekiha M, Fatehizadeh(2010) where lower levels of efficacy correlated to higher conflict among contractual nurses. The reason for this could be that as work schedules are not flexible in private hospitals, and majorly respondents are from a nuclear family set up. Both males and females need to shoulder responsibilities and demands of dependent care and household chores. Lack of extended family support and being dependant on maids who need close supervision are factors that put additional family pressure on the respondents. All these factors need to be managed around demanding work schedules unlike in joint families where work is divided among extended family member and all load is not on one member.

There is no significant correlation found between WFSE and WFC in the study this could be due to that fact that the high confidence to manage work interfering with family can be explained in the fact that families are well adjusted to the nature of the doctor's job and thus do not take it as a hindrance but a way of life as the profession is considered by one and all as a noble and one where saving and serving lives is more important than personal or family agendas. The families have adjusted to the demands of the profession, erratic hours and workload and thus conflict is of course present but not correlated to efficacy.

The conclusion that can be drawn is that work-family conflict can negatively impact a Doctor's ability to provide high quality care as it is linked with lower emotional distress, higher job dissatisfaction, enhanced fatigue and symptoms of depression. Thus, initiatives should be taken both at home and work to enhance the efficacy in managing these important spheres of work and life.

This research had some limitations. First, it is cross-sectional and has not considered unmarried, single parents or divorced individuals who live with dependants and have challenges as well to manage work-family conflict. The future scope in this research area should be focused on conducting studies based on larger sample data and better research methods. Additionally, enhanced research focus is required for studying the correlation of work-family conflict with other personality characters.

Conclusion

Efficacy in managing work family conflict can be enhanced through various behavioural interventions and trainings that aim to improve life-skills such as prioritising, time management, stress management, improving interpersonal communication for better social support, conflict resolution etc the key should be to identify the conflict source and aim at increasing the self-efficacy level in specific sphere of work and family.

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