



Work-Family Conflicts, Psychological Well-being and Quality of Life among Working Officials: A Comparative Study

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Abstract: The current study deals with the comparison of three variables among working officials, i.e. work-family conflict with psychological well-being and the quality of life of the employees. The participants of this study were officials belonging to different fields of life, such as doctors, teachers, lawyers and bankers. The sample of this study was (N=20) individuals screened out with higher levels of work-family conflicts out of the sample of (N=100) officials. Data was collected by using three scales. The level of work-family conflict was checked by administering WFC-Scale developed by Haslam et al. (2015). The level of psychological well-being was measured by using Psychological Well-being Scale developed by Ryff (1995), and the level of Quality of Life was measured by using the Quality of Life scale developed by WHO (1998). The collected data was analyzed by SPSS. The statistical analysis of the data showed that the overall level of WFC was higher among females as compared to male working officials. The quality of life was higher among males as compared with female working officials. The comparison also showed that the WFC was higher among unmarried officials, and the PW & QL was higher among married officials. Hence, the study concluded that female officials are suffering from more WFC instead of males.

Introduction

Conflict is known as incompatible or serious disagreement with someone. In other words, we can say that a conflict occurs when two or more people do not behave in accordance with the expectation of each other. It has been observed that Parents and children look at a relationship differently; therefore, they usually reveal conflicts with each other in many life matters. Parents want authority, and children are expected to obey them even if they are adults. Moreover, the nature of work or job also plays an important role in disputes or conflicts among individuals (Smetana, 1989).

Employees have met a lot of responsibilities because they have to maintain both work and family hours. They have to keep an eye on both sides. They encounter different problems in keeping a balance between work and family, and sometimes it creates conflicts among family members and jobs. All of them create conflict among families, and they prove unhealthy not only for the children in the family but also for the adults of that family. So, conclusively there are many types of conflicts; hence, there is a dire need to discuss the types of conflict (Byron, 2005).

Types of Conflict

There are several types of conflict, but among all of them, three types of conflicts are more common and also prevailing in our society, for example, work-family conflict and interpersonal conflict (Mayer, 2010).

Work-Family Conflict

There are two broader domains which are work and family. It has been noticed that if a person remains busy at the workplace and struggles with values, only then the conflict with the family arises. There is an interaction between work and family. It is up to the person how they deal with both of them to abstain from conflict (Carlson & Kacmar, 2000). However, conflict varies from situation to situation. For example, if there is a work-based conflict, then it can also cause conflict at home with family (Barki & Hartwick, 2004).

Causes of Work-Family Conflict

The vital source of work-family conflict is interpersonal incompatibilities which become a cause of conflict between people, groups and organizations. Conflict can also arise due to personality differences and disagreements between people. For example, when two people have different opinions or points of view regarding the same topic, they do not agree to understand each other's views. It can also arise at work when there is no suitable environment according to your personality or when your colleagues do not understand you. This conflict also causes problems in a home environment, and you can have conflicts with your family too. Therefore we can say that conflicts are present in our daily routine from work to home or from home to work. It can be constructive if managed in a good way (Bazezew & Neka, 2017).

Types of Work-Family Conflicts

There are two types of work-family conflicts such as:

Interpersonal Conflicts. This type of conflict occurs in a situation of disagreement between two persons. The nature of the disagreement is usually about some goals, concepts or views or, most importantly, in case of uses or access to some authority to resources (Obrenovic et al., 2020).

Types of Interpersonal Conflicts

Individuals are struggling with many types of conflict, and interpersonal conflict is one of them. These conflicts can be verbal based on different types of arguments between two persons or can be non-verbal, using body language or expressing in an opposite way. Peoples use many types of interpersonal conflicts, such as pseudo conflict (opinion differences or misconceptions), fact conflict such as (disagreement about facts in relation to something), value conflict such as (difference of thoughts about the value of something), policy conflict (disagreement about procedure addressing to something), ego conflict such as (disagreement due to ego problems) and meta conflict such as differences of arguments (Liu et al., 2019).

Causes of Interpersonal Conflicts

Usually, in all cases, interpersonal conflicts occur due to opinion differences, personality clashes, cultural clashes or clashes of beliefs and values. One of the core causes of conflict among individuals is sickness or psychological problems like frustration, conflict and aggression. Because of these issues, many interpersonal conflicts arise, and the most common are ego conflict and policy conflict (Fitzpatrick et al., (2012).

Psychological Well-Being and Work-Family Conflict

Psychological well-being is related to mental health, and it includes enjoyment, pleasure, happiness and resilience. In the modern world, new technologies have been introduced, and the way of working has changed, so it has also changed the working environment and hours.

Now the worker has to work more to have a better living. It all produces conflict in the family. Most of the family members, including adults, suffer from it. Therefore it compromises the well-being of family members (Obrenovic et al., 2020).

Quality of Life and Work-Family Conflict

The conflict between work and family is associated with undesirable effects and stress among family members. When there is a lot of work to do at the workplace, then, it results in stress. Therefore, family life is also disturbed due to it. It compromises the quality of life of that person and also family members. Particularly if there are children and adults in that family, they face the consequences of that stress in the shape of family conflict due to work (Higgins et al., 1992).

Literature Review

Studies have indicated that exposure to negative family environments and conflicts influences young adults. The overall consistent conflict present in the family not only creates difficulties for the young adults but also leads to many other mental health issues. They can feel stress and change in behavior (Larkin et al., 2010). An experimental study was conducted to see the effects of interpersonal conflicts among young adults. The results indicated that hypertension among young adults was linked with interpersonal family conflicts (Holroyd & Gorkin, 1983).

Effective communication is very important among older adulthood individuals and family members, which are the cause of conflict. Interpersonal conflicts have a great impact on the well-being of the adult. Therefore there must be good communication settings between parents and the young adult (Weitzman and Eben, 2003). Experimental research was carried out to check the work and family-related conflicts. Two groups were selected. Young adults are living with the conflicted family and others with no conflicted families. The adults who lived with the

conflicted family showed disruption in behaviour and reported more emotional and psychological problems in their life. They experienced more disruption in their quality of life and less psychological well-being (Black et al., 2009).

Children observe and copy the behavior of others. They are unaware of the fact that these behaviors are good or conflicted. A study was conducted to indicate that adolescents who observe interpersonal conflict also copy that behavior. Results indicated that adolescent responses across situations and those conflicts have a higher level of impact on the worrying responses of adolescents (Roecker et al., 1996).

Persistent interpersonal conflicts affect emerging adulthood. It is critical for them. They can suffer from depressive disorders and anxiety disorders. When children remain in a constantly conflicted environment, then it affects their later life when they are to become adults. The impression of childhood remains with them, and they are unable to come out of the situation because the effects of conflict are long-lasting. A study examined interpersonal family conflicts and non-interpersonal family conflicts to see the level of stress over time in emerging adults. Analysis indicated that there is a high risk for depression in stressful environments, and it affects the personal health, family members' health and also psychological well-being of all members of the family (Sheets & Craighead, 2014).

The research was carried out to see the effects of interpersonal family conflicts when a child becomes an adult. They examined the temperamental differences among adults. Results indicated that children who lived with families who had conflicts showed a decline in social relationships, and they experienced a low level of confidence. They were bad at making good relationships with others and showed low levels of temperament (Newman et al., 1997).

Some males were also investigated regarding the impact of family conflicts. It was analyzed whether males who live with nonviolent families

can deal constructively in conflicted situations or not and how a man would handle the situation of living with violent and aggressive families. The quality of life and well-being of adult men were also studied in those families. The results indicated that those men who lived with non-conflict families were able to handle the conflict in a good way. They did not show any aggression or violent behavior while dealing with conflict. On the other hand, those males who lived with violent families were unable to tackle the conflict. They became aggressive and violent and could not handle the situation in a good way (Thomas et al., 2017).

Conflicts cannot be avoided. One must know how to forgive someone for creating harmony and facilitating social relationships and psychological well-being. The current study examined that tackling a conflict in a good way leads to psychological well-being and interpersonal adjustment. It helps to solve a conflict and maintain psychological well-being. It also protects against negative interpersonal relationships and the perception of depression (Tse & Yip, 2008).

Positive relations with other people lead to psychological well-being. Psychological well-being relates to self-efficacy, life satisfaction, quality of life and a good environment. Adolescents and adults live in a healthy environment, feel good in every relationship, and also have a quality of life and psychological well-being (Segrin and Taylor, 2007).

Few studies have investigated how adults look at psychological well-being and positive functioning. A study was conducted to see the balance of the need of self and other members in conflict situations. Adults were asked about an example when they found that there was a conflict between the needs of the family member or friend and loved one. They were asked how did they perform in that situation and what they felt at that time about their psychological well-being. Researchers found that young adults were ready

to compromise on handling a conflict for their psychological well-being (Yarnell and Neff, 2011).

The Rationale of the study

There is a strong relationship between work-family conflict psychological well-being, and quality of life among the working officials. Due to work overload, official timings, travelling and office hours usually become a cause of work-family conflict. Such conflicts also cause stress, depression or anxiety. There are many studies that addressed the relationship of work-family conflict among adults and found its impact on work performance among working officials. There is a gap in the literature, or rare studies available that addressed the relationship of work-family conflict of working officials with the level of their psychological well-being and quality of life of working officials. To fill the gap in research, this research was carried out to compare work-family conflicts with psychological well-being and quality of life.

Objectives of the study

1. To check and compare the level of work-family conflict, psychological well-being and quality of life among gender.
2. To check and compare the level of work-family conflict, psychological well-being and quality of life among married and unmarried working officials.
3. To find out the relationship between work-family conflict with psychological well-being and quality of life among working officials.
4. To find out the relationship b/w psychological well-being and quality of life among working officials.

Hypotheses of the Study

1. The level of work-family conflict will be higher among female working officials as compared to male working officials.
2. The level of psychological well-being would be higher among male working officials as compared to female working officials.

3. The level of quality of life would be higher among male working officials as compared to female working officials.
4. There will be a higher level of work-family conflict among married officials as compared to unmarried officials.
5. The level of Psychological well-being and quality of life will be higher among married officials as compared to unmarried officials.
6. There will be a significant negative relationship between work-family conflicts with psychological well-being among working officials.
7. There will be a significant negative relationship between work-family conflicts with quality of life among working officials.
8. There will be a significant positive relationship between psychological well-being and quality of life among working officials.

Method of the Study

Participants

The participants of this study were individuals living in Bahawalpur City. From (N=100) participants, only (n=20) individuals were screened out with work-family. All the participants were professionals, i. e. teachers, doctors, lawyers and bankers with different demographic backgrounds.

Problem statement

In the current era, every individual has to face the work-family conflict. They could not balance the demands of their work/job and their role in the family. Consequently, they face inter-role conflict Burnett et al.,(1985). As a result, due to these conflicts, the individuals engage in pathological behaviors such as stress, depression, lack of social support, poor diet etc. After an in-depth study of the literature in connection to the work-family conflict, a problem was identified, and a study was carried out to check the relationship between “Work-Family Conflicts with Psychological Well-being

and Quality of Life among Working Officials: Gender and Marital Status in Focus”.

Research Design

This was a quantitative research with a cross-sectional research design. The data was collected by using a convenient sampling method.

Instruments

This was quantitative research; therefore, the variables of the study were measured by using three valid and reliable scales. The detail is as under.

Work and Family Conflict Scale

The screening was done by using the work and family conflict scale, which was developed by Haslam et al. (2015). It is a self-report measure of work-family conflict, particularly developed for adults. This scale consists of 10 questions. Responses were scored from very strongly disagree to very strongly agree.

Psychological Well-Being Scale

Ryff's 18-item scale on psychological well-being, developed in 1995, is a self-report measure. It was administered to check the level of psychological well-being. The responses range from strongly agree to strongly disagree.

Quality of Life Scale

This scale was developed by the world health organization in 1998. It consists of 26 items. The scale is a self-report measure. The scale is scored on five-point Likert scale ranging from never to always.

Independent Variable

The independent variables of the study were the individual's with work and family conflicts.

Dependent variables

Level of Psychological well-being and quality of life were the dependent variables of this study.

Procedure

This study aimed to check the relationship of work-family conflicts with psychological well-being and quality of life. For this purpose, 100 questionnaires were administered among doctors, lawyers, teachers and bankers to screen out the individuals with work-family conflicts. Out of 100 participants, only 20 participants were identified who were facing work-family conflicts. Furthermore, the relationship of their work-

family conflicts was checked with the level of their psychological well-being and quality of life.

Ethical Consideration

Participants were ensured that there was no risk of harm in this study. Before administering the scales for data collection, their consent was taken by using an informed consent form. The confidentiality and anonymity of data were ensured. Besides this, all other ethics was kept under consideration.

Results of the Study

Table 1

Demographic variable information (N=20)

Variable Descriptions	Frequency	Percentage
Gender		
Male	10	50.0
Female	10	50.0
Age in years		
25-30 years	7	35.0
31-35 years	7	35.0
36-40 years	5	25.0
41-45 years	1	5.0
Education		
Bachelor	5	25.0
Masters	10	50.0
M.Phil& PHD	5	25.0
Marital Status		
Married	14	70.0
Unmarried	6	30.0
Profession		
Teacher	11	55.0
Lecturer	3	15.0
Banker	2	10.0
Doctor	2	10.0
Lawyer	2	10.0

Note: This table shows the demographic characteristics of the study participants.

Table 2

Comparison of study variables between male and female respondents using a T-test

Variable	Gender	Mean	SD	95% CI		T	p
				LL	UL		
Work-Family Conflict	Male	44.90	4.58	-10.01	2.81	-1.18	.253
	Female	48.50	8.49				
Psychological well-being	Male	87.40	20.48	-4.35	27.15	1.52*	.014
	Female	76.00	11.94				
Quality of Life	Male	93.40	13.28	-2.52	27.12	1.74*	.09
	Female	81.10	17.93				

*. $p < 0.05$ and **. $p < 0.01$

Note: This table shows the comparison of study variables among male and female working officials.

Table 3

Comparison of study variables as per the marital status of the participants by using a T-test

Variable	Marital status	Mean	SD	95% CI		T	P
				LL	UL		
Work-Family Conflict	Married	44.83	6.79	-9.80	4.47	-.79	.443
	Unmarried	47.50	7.03				
Psychological well-being	Married	88.33	14.83	-8.16	27.12	1.13	.274
	Unmarried	78.86	18.03				
Quality of Life	Married	92.17	4.62	-3.72	26.34	1.58	.013
	Unmarried	80.86	17.01				

*. $p < 0.05$ and **. $p < 0.01$

Note: This table shows the comparison of study variables as per the marital status of participants.

Table 4Bivariate correlation among overall variables ($n=20$)

Variables	Work-Family Conflict	Psychological well-being	Quality of Life
Work-Family Conflict	1		
Psychological well-being	-.369*	1	
Quality of Life	-.532*	.650*	1

**. Correlation is significant at the 0.01 level (2-tailed).

Note: This table shows the correlation b/w study variables.

Table 6

Regression analysis using quality of life as a dependent variable (n=20)

Predictors	B	B	T	Sig.	R ²	F
Constant	81.44	---	3.08**	.007	.522	9.28**
Psychological well-being	.462	.526	2.91**	.010		
Work-Family Conflict	-.748	-.338	-1.88*	.078		

** . Regression is significant at 0.01 level

a. Predictors: (Constant), Psychological Well-Being, work-family conflict

b. Dependent Variable: Quality of Life

Note: The above table shows the regression analysis b/w study variables.

Findings and Discussion

The aim of the present study was to check and compare the relationship between work-family conflict with psychological well-being and quality of life among working officials. In this connection, H1 of this research was generated to check the level of work-family conflicts among male and female working officials. This was assumed that the “Level of work-family conflict will be higher among female working officials as compared to male working officials”. The results of H1 revealed that the level of WFC was higher among female working officials. These results are also supported by the studies conducted in the past. Such as a study conducted by Perez (2012) showed that work-family conflict affects both males and females, but the level female working officials suffer more than male working officials. The second hypothesis of this study was aimed at checking the overall level of psychological well-being among working officials, both male and female. In this connection, it was hypothesized that the level of psychological well-being would be higher among male working officials as compared to female working officials. This hypothesis was accepted and revealed the satisfactory level of psychological well-being among male working officials as compared with female working officials. The findings from H2 substantiated the results of previous studies. A research findings by Rantanen et al. (2008) revealed that work-family conflict affects the psychological well-being of working officials,

including both males and females, but the males were slightly higher on the psychological well-being scale. The third hypothesis was generated to check and compare the quality of life among both genders of working officials. It was assumed that the “Level of quality of life would be higher in male working officials as compared to female working officials”.

The outcomes of this hypothesis reported a higher level of quality of life in male working officials. These results are the same as with the past studies. Dilmaghani et al. (2022) reported that work-family conflict affects the quality of life of working officials. The results of their study reported that male working officials have lower levels of work-family conflict. Therefore their quality of life was good. Another study conducted by Weigel (1995) revealed that work-family conflict affects the quality of life of members of families, either male or female. The fourth hypothesis was generated to compare the level of work-family conflict among married and unmarried officials. It was hypothesized that “There will be a higher level of work-family conflict among married officials as compared to unmarried officials. But the outcomes of this hypothesis reported a higher work-family conflict among unmarried officials. Hence, this hypothesis was rejected. Similarly, the fifth hypothesis showed a higher level of psychological well-being and quality of life among married officials. In connection with the fourth and fifth hypotheses, there is no

supportive data in the previous studies. Hence, the results of these hypotheses will contribute as evidence in the literature. The sixth hypothesis was generated to check the relationship between work-family conflict with the psychological well-being of working officials. It was hypothesized that “There will be a significant negative relationship between work-family conflicts with psychological well-being among working officials”. The results of this hypothesis revealed a negative relationship between these variables. The findings of this hypothesis supported previous studies, such as Fotiadis et al. (2019) concluded that work-family conflicts lead to mental health issues or lower levels of psychological well-being. Similarly, the seventh hypothesis showed a negative association between work-family conflict and quality of life. The result of this hypothesis is in line with the previous research, such as Dilmaghani et al. (2022) concluded that higher family conflicts lead to poor quality of life for both male and female working officials. Moreover, the eighth hypothesis showed a positive relationship between psychological well-being and quality of life. The outcome of the hypothesis is similar to the previous studies. Such as Ozaina (2019) reported a positive relationship of psychological well-being with quality of life.

Conclusion

The overall conclusion of this study is that working individuals have family conflicts due to the burden of jobs among both genders. Due to these work-family conflicts, they are suffering from many psychological issues or lack of job performance. So, there is a dire need to address these work-family conflicts in order to increase the mental health of working officials and also to increase their job performance at the workplace.

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