THE DETERMINANTS OF FAMILY WORK CONFLICTS IN SMALL AND MEDIUM-SIZED ENTREPRISES

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Abstract: This paper aims to analyze the determinants factors of the conflict between work and family life of women in Cameroonian enterprises. We use models to explain conflict situations, the main antecedents of which are both social and family-based. The survey was conducted among 408 women in companies located in several regions of the country. The data collected was processed using exploratory and confirmatory factor analyses to construct the measurement instruments, and structural equation modeling to assess the causal relationships. The main results reveal the multidimensional nature of social antecedents, and their explanatory power as a determinant of work-family conflicts, in the same way as family factors.

Keywords: Family work conflict; Social support ; Family roles

1   Introduction

The expression of work-family conflict was first used in the late 19th century, during this time period, work and income moved from inside the homes (agricultural work) to outside the homes (factories). Industrialisation challenged the current relationship between working and family (Lavassani et al., 2014; Frank et al., 2021). Work-family conflict occurs when an individual experiences incompatible demands between work and family roles, causing participation in both roles to become more difficult causing an imbalance in the work-life interface (Greenhaus and Beutell, 1985). The past decades have brought a great increased in the number of individuals with significant responsibilities both at family and at work; single parent, working women, dual career couples, and fathers heavily involved in parenting (Greenhaus and Powell 2016). These changes have heightened interest in understanding the work family interface.

The topic emerged during a voluntary stage at Ntarikon Cooperative Credit Union LTD while participating in research projects looking (2017) at different aspects of working condition of workers, an employee said 'it is not easy managing a family and work at the same time'. Interestingly one of the worker in the account department

though that work life balance was difficult to reach. When this happened one can just imagine how women are coping with family and work.

According to, Grenhaus and Beutell (1985), defines work-family conflict as a form of inter-role conflict in which the role pressure from the work and family domains are mutually incompatible in some respects. Later in (Greenhaus and Beutell., 2001), he also stated that work-family conflict is defined as a consequence of inconsistent demands between the role of work and in the family. In other words, work-family conflict exists when the expectations related to the certain roles do not meet the requirements of the other role thus, this conflict arise. However according to Frone et al. (1997), this conflict arises when our pay and incentives have low involvement on our growth and time has high involvement, thus work-family conflict is indeed an issue that can affect almost all aspects of people's lives.

More to that, the conflict between work and family is bi-directional that is, work-to-family conflict (WFC) and family-to-work conflict (FWC). Work-to-family conflict occurs when experiences and commitment at work interfere with family life, such as extensive, irregular, or inflexible work hours, work overload and other forms of job stress, interpersonal conflict at work, extensive travel, career transition or an unsupportive supervisor or organisation, while family-to-work conflict occurs when experiences and commitment in the family interfere with work life such as presence of young children, primary responsibility for children, eldercare responsibilities, interpersonal conflict within the family unit or unsupportive family members (Greenhaus and Beutelle, 1985; 2016). Thus, from the family perspective, these conflicts are important in two ways: First, the family can be the place where conflicts arise that are transferred to the work sphere (FWC), In this case, working women may miss work activities due to the amount of time they must spend on family responsibilities, or they are preoccupied with family matters at work, and Secondly, work-family conflict can emerge because of work demands spilling over to the family (Reimann & Diewald, 2022).

In addition, Higgins Duxbury and Lee (1994) and Gutek (1991), have linked gender and WFC and suggest that gender differences affect the ability to balance work and family life in many ways, in particular women face more conflict from the family domain and men face more conflict from the work domain (Jaros et al., 1993; Molina., 2020). Hochschild, Arlie, and Machung (1989) and Staines and Pleck 1983) also determined that women spend, more hours on family responsibilities than men, and thus spending more hours in managing family-work responsibilities (Pleck, Staines, and Lang, 1980). Nevertheless, we found out that there are specific factors for examples, long working hours and scheduling mismanagement that adds to WFC and married women face FWC due to scheduling incompatibilities and married men fall in WFC due to excessive working hours (Greenhaus and Beutell., 2016). Women work to support their family's fight against inflation and poverty (Husain, 2008). Many of these women are married combating economic pressure with married couples which has a high degree of family-work conflict as compared to singles individuals (Akintayo 2010).

In recent years, the literature on Work-life balance with different perspective has been increased in number because of rising sources and outcomes of conflict between family and work life (Abu Baker., 2015). A person plays different kind of roles in the span of life such as, roles from work (worker, employer) and non-work (father, spouse, friend, sibling,), thus family-work Conflict exists when time and energy demands to satisfy one role make it difficult to participate in another (Duxbury et al., 2001; Dodanwala et Shrestha., 2021).

In the dual career family, family-work conflict is often assumed to affect women more than men (Livingston and Judge, 2008; Molina 2020). Usually, women are more exploited because of their illiteracy, unawareness, unorganized, powerless or less political representation, deprivation, rigid social customs, religious constraints and injustice by their counter partners (Greenhaus and Powel 2016; Hossain and Rahman, 1999; Afrin et al., 2008; Ranasinghe, 2008).

To date, the majority of research on the work-family interface has focused on antecedents and consequences of work-family conflict from the perspective of the working sphere (Byron, 2005; Michel et al., 2011). Though recent reviews summarized a growing literature on non-work-related issues of work-family conflict, they were looking only at the impact of work-family without including the antecedents as well (Amstad et al., 2011).

But on the contrary, Bianchi et Milkie (2010), using a much broader understanding of work-life interference focusing on the economic perspective of work-family conflict (Molina, 2020). Moreover, this study will be rooted in analyzing the determinants factors of the conflict between work and family life of women in Cameroonian enterprises, with our focus on family issues in connection with work-family conflict. From this

problem statement we bring out our principal research question articulated as thus: *what are the determinants of conflicts between family and work life?*

To answer this question, a work plan is proposed in three main points. The first one is a review of the literature to highlight definitions, theoretical and conceptual framework, and formulation of the research hypotheses. In the second, the research methodology takes into account sampling, measurement of variables and data analysis tools. Finally, the third section presents the results, not only at the factorial level, but also at the level of causal relationships.

2 Literature review

2.1 Theoretical framework

There are six models that can be used to explain the effects of family-work conflict; the segmentation model, the congruence model, the identity or integrative model, the spillover model, the compensation model and the resource drain model (Frone, Barnes and Farrell, 1994).

The segmentation model explains that life and family represents two separate unrelated domains that have no influence on each other, while the congruence model suggests that since work and family share a common cause, they can have either a positive or a negative correlation and that any relationship found between the two is spurious (Frone, Barnes and Farrell, 1994). The identity or integrative model suggests that work and family are so closely intertwined that any attempt to differentiate between the two would be futile, while the spillover model hypothesize that one domain affect another by way of a positive relationship and there is spillover from one domain to the other (Frone, Barnes and Farrell, 1994). While, for Compensation model suggests that there is a negative relationship between family and work, and that for example reduced satisfaction in one domain would lead a person to try to make up for this by increasing energy exerted towards some aspects in the other domain, finally, the resource drain model states that the negative relationship that exist between work and family occurs as a result of one domain using up time and energy that are needed for the other domain (Frone, Barnes and Farrell, 1994).

2.2 Research hypotheses

The family-work conflict is a topic of increasing interest in psychology and human resource management (Colombo and Ghisleri, 2008). Similarly, women hold a number of roles, which in order to fulfil their family and work responsibilities they consume resources such as time and energy, and also with their involvement in multiple roles results in the allocation of much greater resources to one role than the others (Greenhaus and Powel, 2003). As a consequence, the women's effectiveness in some life roles is being compromised and thus the experience of conflict between the family and work domain is inevitable (Karatepe and Bekteshi, 2008). According to the theory, this family-work conflict situation can be broken down into three points for the one hand, and for the second hand, can be influenced by social support (both satisfaction and frequency) and by different family roles.

Dimensions of family-work conflict

The family-work conflict is a form of inter role conflict occurring as a results of general requirement and strains, created by the job, meddling with one's ability to perform family related responsibilities (Netemeyer, Boles, and McMurrian, 1996). There are three different types of conflict: time-based, strained-based and behavior-based conflict (Lelloway, Gottlieb and Barham, 1999). Time based conflict is experienced when time pressure of one role prevent an employee from being able to allot time to meet the demand of another person. Stressed-based conflict occurs when weight or strain from one role affects how a person performs in another role, and behavior-based conflict occurs when behavior patterns required and exhibited in one role are incompatible with those required for another role (Greenhaus and Beutell, 1985). Accordingly, we hypothesis the following:

H1: Family-work conflict is a multidimensional concept

Social Support and family-work conflict

Social support refers to instrumental aid, emotional concern, informational, and appraisal functions of others that serve to heighten one's feelings of self-Importance (Carlson and Perrewe, 1999; House, 1981; Matsui, Ohsawa, and Onglatco, 1995). Social support in the family domain may come from the spouse and or the family as a

whole, meanwhile work domain may come from several sources such as coworkers, the immediate supervisor, and the organization itself. Social support is seen as an antecedent of family-work conflict (Frone et al., 1997; Glass and Estes, 1997; Greenhaus and Beutell, 1985; Greenhaus and Parasuraman, 1999). For example, Galinsky (1994) found that women in unsupportive work environment experienced more negative family consequences.

The linkage between social support and family-work conflict can be explained through role theory and resource drain theory. As implied by role theory, an individual has multiple demands and expectations within the family and work domains. Social support experienced in either domain should lead to a reduction of the time, attention and energy needed to perform that role (oslen 1983). Both role theory and resource drain theory imply an inverse relationship between social support and family-work conflict. For example, if spouse support is experience in the family domain, demands within the domain will be met more effectively (e.g. adjustment of role expectation, assisted role performance). Subsequently, the individual should experience a reduction of role pressure within the family domain, and maintenance of limited physical and psychological time, attention and energy. Therefore increased support in one domain will results in a reduction of cross-domain conflict. In the study of social support, one dimension of interest is the quality or sense of satisfaction. This dimension reflects the discrepancy among the interactions between real and desired (or necessary) support. The relevance of this distinction is that satisfaction with social support provides a better explanation of the quality of life and health outcomes when compared with the mere provision or number of support providers (Fernández-Peña, Molina and Valero, 2020). This number of support providers is also known as frequency of support according to McNeace (2019). For him, it is then important to investigate how do frequency of social support seeking relate to well-being. Accordingly, we hypothesis the followings:

H2: Satisfaction of social support has a negative effect on family work conflict

H3: Frequency of social support has a negative effect on family work conflict

Family roles and family work conflict

Family role conflict refers to the extent to which a woman experiences incompatible role pressure or the simultaneous occurrence of two (more) sets of pressures such that compliance with one would make more difficult compliance with the other (Beehr, 1995; Kahn et al., 1964; Kopelman, Greenhaus and Connolly, 1983), it is a measure of how much stress occurs as a person undergo her role at home. The family roles involve the role conflict perspective which is based on two phases: according to the first phase, because women have limited time and energy, the demands of performing simultaneous multiple roles (family and work roles) leads to the experience of role conflict (Greenhaus and Beutell,1985). According to the second phase, the experience of role conflict causes Psychological distress and exhaustion and reduces the sense of wellbeing (Baltes and Heydens-Gahir, 2003).

More to that, Boles et al. (1997), stated that women will experience role conflict if she gets two impossible expectations to be accomplished simultaneously. At home, it can be a wife who has so many responsibilities in a very limited time. These responsibilities require a lot of time to do and difficult to achieve at the same time, similarly another example is a mother who has the responsibility of taking care of children is also burdened with the responsibility for maintaining the house, when this happens, the potential for family-work conflict will increase. That is why role conflict has been suggested as an antecedent of family-work conflict (Greenhaus and Beutell, 1985) and is associated with higher levels of family-work conflict (Bedeian, Burke, and Moffett, 1988; Greenhaus, Parasuraman, Granrose, Rabinowitz, and Beutell, 1989; Kopelman et al., 1983).

Family time demand is also one aspect of family roles. It refers to time imposed on someone at home similarly. Family and work time demands have been demonstrated to be positively related to family-work conflict (Frone et al., 1997). More to that, young children typically requires more care, and more resources from their care givers most especially from their mothers. In support of this notion, parents with younger children at home report more conflict between family and work (Burke, Weir and Duwors, 1979) and have fewer time and energy resources (Grandey and Cropanzano, 1999). The linkage between the role stressors and family-work conflict can be explained through the role theory and resources drain theory (Kahn et al., 1964). Role theory implies that family and work roles results from the expectation of others and what is believed to be appropriate behavior for a particular position e.g. subordinate spouse and both family and work domains entails multiple roles where numerous demands are places on the individual (Kahn et al, 1964), in an attempt to meet various role expectations, many individuals succumb to role pressure. Resource drain views resources such as time, attention, and energy (physical and psychological) as finite (Edwards and Rothbard, 2000; Small and Riley, 1990.; Staines,

1989; Tenbrunsel Brett, Maoz, Stroh and Reilly, 1995); thus role stressors that occur in each domain subtract from the finite resources available to the individual. Both role theory and resource drain theory imply a positive relationship between role stressor and work-family conflict.

The role overload is a specific stressor that reflects the perception that the demands of one' work role exceeds personal resources (Eatough et al., 2011). Role overload also refers to the perception of having too many role tasks or multiple roles simultaneously and lack resources or enough time, energy and capability to perform them (Bacharch, Bamberger, and Conley, 1990; Caplan, Cobb, and French, 1975; Kahn, 1980). Role overload occurs either when there are too many roles at one time for a woman and her roles are changing and too many new roles develop at once, that is a young person coming in to the work forces must radically change her lifestyle. Role overload is associated with an array of negative consequences such as psychological strains (Glazer and Behr, 2005), turnover intentions (Jesen et al., 2013) and lack of organizational commitment (Fisher, 2014). This pressure situation can represent a potential source of stress, just like role ambiguity according to Doherty and Hoye (2011). We formulate the following hypothesis:

H4: Family roles have a positive effect of Work-family conflict

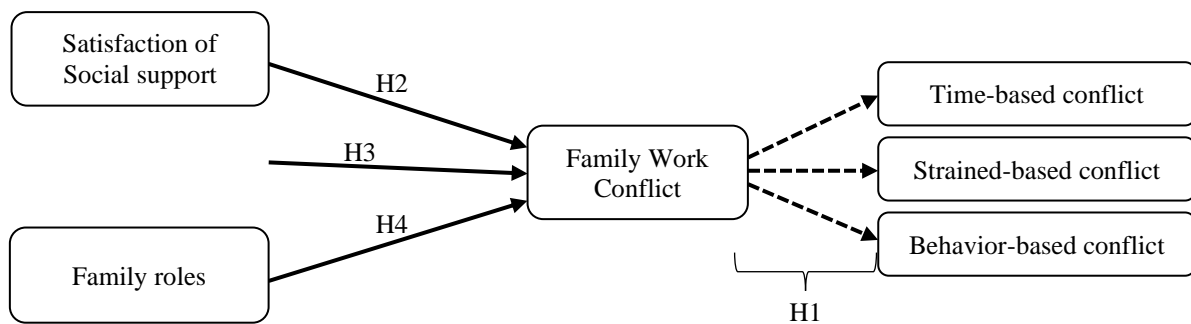Based on the hypotheses formulated above, we propose the following research model:

Figure 1. Conceptual model of research.

3 Methodology, Results and Discussion

3.1 Methodology

3.1.1 Sampling

As part of this survey, we used one main tool which is questionnaire, which after pre-tested will be self-administered to our population, being the women in Cameroonian enterprises. Therefore, for those enterprises that granted permission for the request to distribute questionnaires, a total number of 800 questionnaires was given out and 690 was recovered and 408 copies which the respondents were able to answer all the questions. In each company selected, women are invited to answer the questionnaire according to their availability. Out of the total number of Cameroonian enterprises we visited in the various regions, the statistic are as follows: in Littoral we gave out 200 questionnaires and received 150, with 82 that the various correspondents had responded to them. Then in North-west Region, we distributed 150 questionnaires and was able to recover 120 copies with 102 which the females took out time to answer. More to that, in the West region we gave out 140 questionnaires to the enterprises available and were able to recover 117 from the respondent. Then in Yaoundé (Centre), we distributed 200 copies and were able to recover 107 questionnaires from the female employees. All these enterprises are specialized in different activities: general trade (50%), banking (25.1%), education (18.2%) and so on.

We can also characterised the sample by giving other informations in the tables below. The number of children varies between 0 and 10, but women have on average 5 children. Nearly 66% have children aged 12 or younger. In addition, we note that 81% of women are under 45 years old and almost half are married (46.6%) with an university level of education (49.9%).

Table 1. Number of children currently living at home.

N	Valid	390
	Missing	18
Mean		4,53
Median		5,00
Mode		6
Std. Deviation		2,297
Minimum		0
Maximum		10

Table 2. Age of youngest child.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No children	44	10,8	11,0	11,0
	Youngest children less than 6	125	30,6	31,3	42,3
	Youngest children between 6 and 12	138	33,8	34,5	76,8
	Youngest children between 13 and 18	58	14,2	14,5	91,3
	Youngest children between 18 and 21	19	4,7	4,8	96,0
	Youngest children over 21	16	3,9	4,0	100,0
	Total	400	98,0	100,0	
Missing	System	8	2,0		
Total		408	100,0		

Table 3. Age of participants.

Age intervals		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-25	72	17,6	17,7	17,7
	25-35	123	30,1	30,3	48,0
	35-45	134	32,8	33,0	81,0
	45-60	60	14,7	14,8	95,8
	60 and above	17	4,2	4,2	100,0
	Total	406	99,5	100,0	
Missing	System	2	,5		
Total		408	100,0		

Table 4. Marital status * Level of education.

			Level of education			Total
			Primary	Secondary	University	
Marital status	Married	Count	40	40	104	184
		% of Total	10,1%	10,1%	26,3%	46,6%
	Single	Count	21	45	50	116
		% of Total	5,3%	11,4%	12,7%	29,4%
	Widow	Count	11	20	11	42
		% of Total	2,8%	5,1%	2,8%	10,6%
	Divorced or separated	Count	6	7	22	35
		% of Total	1,5%	1,8%	5,6%	8,9%
	Living as married (cohabiting)	Count	5	3	10	18
		% of Total	1,3%	0,8%	2,5%	4,6%
Total		Count	83	115	197	395
		% of Total	21,0%	29,1%	49,9%	100,0%

3.1.2 Measuring variables

The following table summarises the operationalisation of the variables. For each type of variable, dependent (Family-Work Conflict) and independent (his antecedents), the measurement indicators and theoretical sources are specified.

For the measure of dependent variable, Family-Work Conflict (FWC), we adopt the scale proposed by Grice et al. (2007) in three dimensions: Time-based conflict, Strain-based conflict and Behaviour-based conflict. For the measure of independent variables, the following scales are taken into account:

- Role conflict (RC) is proposed by Beehr (1985), Kahn et al, (1964), Rizzo, House, and Lirtman (1970) through the incompatibility among conflicting priorities, withdrawal behaviors and lack of clarity of job description;
- Family role ambiguity (FRA) is also proposed by Beehr and Glazer (2005), Kahn et al. (1964) and Rizzo, House, and Lirtman (1970). This scale takes into account three elements : dissatisfaction, stress and tension;
- Family-time demand (FTD) comes from Frone et al (1997), Kahn et al (1964) and Beehr Walsh and Taber (1976). Three kinds of demand characterized it: childcare demand, home-making demand and eldercare demand;
- Role overload (RO) comes from Eatough et al, (2011), Kahn (1980) and Reilly's (1982), and it is characterized by psychological strain, depression and emotional;
- Social support (SS) is a scale proposed by Greenhaus and Beutell (1985), and Sarason, Levine, Basham and Sarason (1983). This scale takes into account different types such as emotional support, instrumental support, appraisal support and informational support; satisfaction and frequency of this support are also two important dimensions which characterized this antecedent.

3.1.3 Data analysis

Before dealing with the relationship between family work conflict and his antecedents, we have to examine the quality of measurement tools. We adopt the Roussel et al. (2002) procedure, which consists in factorial analyses, both exploratory and confirmatory, and then apply structural equation modeling (SEM).

This is done by exploring the dimensional structure of variables by an exploratory factor analysis (EFA) using principal component analysis (PCA) and validating it by confirmatory factor analysis (CFA). After evaluating the dimensional structure of dependent and independent variables, SEM is used to examine the dependency relationships between family work conflict and his antecedents.

3.2   Results

3.2.1   Results related to EFA and CFA

Support social satisfaction

Sixty two (62) indicators were used to measure the social support satisfaction. The results resumed in the table below are obtained after the deletion of 44 items, 36 of which were due to the poor quality of inter-item correlations, which can be verified through the anti-image correlation matrix. It shows that despite the fact that KMO indices by item are at the appreciable levels (higher than 0.5), there are many very low correlations, some of which tend towards 0.

Table 5. EFA results – Social support satisfaction.

	Components				
	superior support	family support	organiza tional support	instrume ntal support	Spousal Emotion al Support
17.My supervisor grants me special favors	,745				
22.My supervisor is very friendly	,718				
41.My supervisor understands if I'm late because of family responsibilities	,681				
1.My organization attendance policy allows me to accommodate family needs	,658				
55.My supervisor lets me leave work early to accommodate my family responsibilities	,553				
25.Members of my family are willing to straighten up the house when need be		,777			
21.I can depend on my family to help if I really need it		,734			
31.My friends advice and encourage me in many area where I am lacking		,689			
13.My friends care about my family life		,582			
29.My coworkers are understanding of my family responsibilities		,566			
60.Help is available from my organization when I have a family problem			,780		
59.The organization cares about my family			,746		
61.The organization attendance policy allows me to accommodate family needs			,743		
57.My organization attendance policy allows me to accommodate family needs			,585		
58.My supervisor encourages me and treats me differently from the others			,539		
34.My organization lets me arrive late to work in order to accommodate family duties				,793	
35.My coworkers will volunteer to pick up the slack if I have to attend to family need				,773	
10.My partner understands how important my job is to me					,733
16.My partner makes sacrifices to help me out at home					,680
Cronbach's alpha	,807	,785	,829	,607	,618
KMO: 0,845 Bartlett's Test of Sphericity: 0,000 Total Variance Explained: 64, 458%					

The CFA results lead to proposing two 2nd order models. The first takes in to account the first-order latent factors *Family support* and *Partner emotional support*. The higher-order latent variable generated is named *close*

relative support satisfaction (figure 2). The second combines the lower latent factors, *hierarchy support*, *organizational support and instrumental support*. The top latent variable created is named *professional based support satisfaction* (figure 3).

These two models are characterized by a better fit (table 5 figures 2 and 3). That of figure 2 relating to close relative support is distinguished by a more significant adjustment to the extent that all of the indices are satisfactory. As for figure 3 involving professional based support, its adjustment has slight flaws but remains acceptable.

Table 6. EFA results – Social support satisfaction.

Figures	Fit indices								
	Absolute				Incremental			Parsimony	
	Chi-2 faible	GFI >0,9	AGFI >0,9	RMSEA ≤0,1	IFI >0,9	TLI >0,9	CFI >0,9	Chi2/dll <3	CAIC** MT<SM
Figure 2	16,38*	0,97	0,92	0,08	0,97	0,94	0,97	2,05	95,68 <128,10
Figure 3	73,38*	0,91	0,83	0,10	0,94	0,91	0,94	3,06	201,47 <274,49

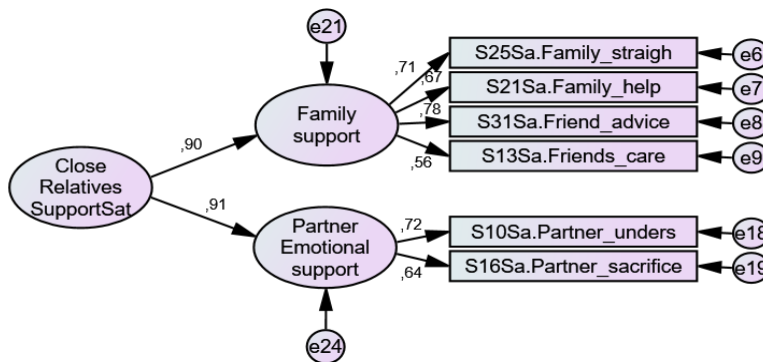*P-value<0,05 ; **MT=Model Tested; SM=Saturated model

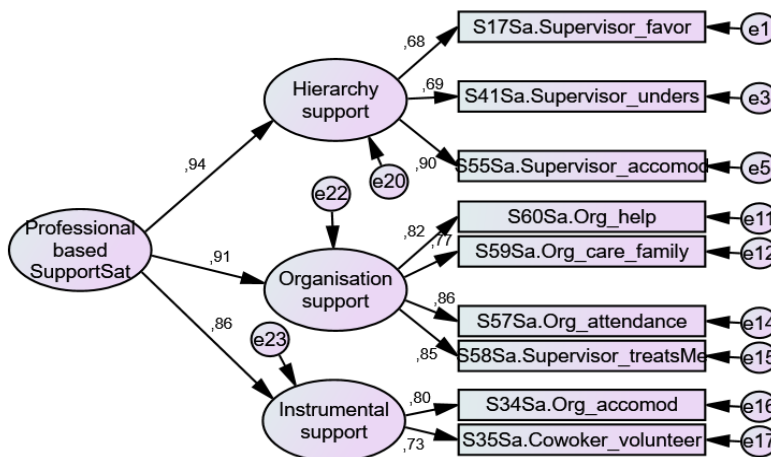**Figure 2.** Measurement model of support social Satisfaction – 2nd order (1).

Figure 3. Measurement model of support social Satisfaction – 2nd order (2).

Support social frequency

Sixty two (62) indicators were also used to measure the social support frequency. The final factorial solution, resumed in the table below, was obtained after deleting 51 items, 29 of which were due to the poor quality of inter-item correlations, which can be seen in the anti-image matrix correlation (appendix 2- 29). Though the KMO indices for each item are quite important, i.e. above 0.5, it displays very weak inter-items correlations, some of which are non-significants.

The remaining items are deleted for several reasons: low or negative factor weights, single-item components, doubly correlated items.

Table 7. EFA results – Social support frequency.

	Component		
	organizational support	instrumental support	family and community support
59.The organization cares about my family	,822		
61.The organization attendance policy allows me to accommodate family needs	,773		
57.My organization attendance policy allows me to accommodate family needs	,744		
58.My supervisor encourages me and treats me differently from the others	,671		
56.My coworkers care about my family life	,593		
39.My organization lets me arrive late too work in order to care for my personal needs at home		,783	
43.My organization let me leave work early to accommodate family responsibilities		,754	
41.My supervisor understands if I'm late because of family responsibilities		,676	
27.My supervisor asks about my family		,545	
49.My partners opinion counts a lot in my life			,800
21.I can depend on my family to help if I really need it			,710
53.The community advices and encourages me in areas lacking in my life			,610
Cronbach's alpha	,842	,768	,589
KMO: 0,815 Bartlett's Test of Sphericity: 0,000 Total Variance Explained: 61, 454%			

The CFA results of first order latent variables of social support frequency are also characterized by a good fit (table 8), despite the slight defect observed in the AGFI absolute index. The 2nd order model is therefore validated within the second half of the sample as the frequency of social support.
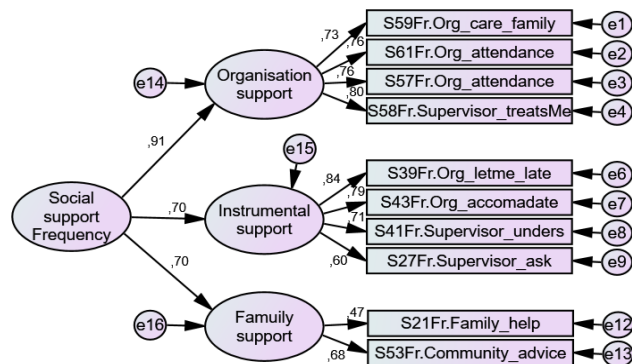

Figure 4. Measurement model of support social frequency – 2nd order.

Table 8. CFA Fit indices – Social support frequency – 2nd order.

Figures	Fit indices								
	Absolute				Incremental			Parsimony	
	Chi-2 faible	GFI >0,9	AGFI >0,9	RMSEA ≤0,10	IFI >0,9	TLI >0,9	CFI >0,9	Chi2/dll <3	CAIC** MT<SM
Figure 5	76,39*	0,93	0,88	0,08	0,95	0,92	0,95	2,36	220,70 <347,50

*P-value<0,00 ; **MT=Model Tested; SM=Saturated model

Family roles

Family roles are measured by twenty one (21) indicators. After purification of this measurement scale, that is the deletion of 04 items because of low extraction values and doubly correlated items, we obtain the results resumed in the table below. However, the very low reliability of the fourth factor and its very small number of items lead to consider eliminating it.

Table 9. EFA results – Family roles.

	Component			
	Conflicts and role overload within the family	Conflicts and demands on family time	Ambiguity of family roles and work time	Ambiguity of family roles
74.I receive an assignment without adequate resources and material to execute it	,808			
82.I do not even seem to have any time for myself	,786			
75.There are time when I cannot meet everyone's expectation	,745			
83.I work on unnecessary things	,727			
72.I cannot even seem to catch up	,649			
81.I receive incompatibility request from two or more people	,613			
68.I have difficulty in satisfying work demands of all the people I deal with because of time limitation	,572			
78.I do things that are apt to be accepted by one person and not by others		,656		
70.I work with two or more groups who operate quite differently		,637		
77.I am not given enough time to do what is expected of me in my job		,582		
69.I need more hours in the day to do all the things that are expected of me		,562		
64.I have a clear planned goals and objective for my job.			,748	
79.Explanation is clear about what has to be done			,743	
80.I often feel that I have caught up with work and have everything under control			,684	
71.I know what my responsibilities are			,675	
73.I know exactly what is expected of me				,778
67.I know that I have divided my time probably.				,710
Cronbach's alpha	,884	,762	,702	,467

KMO: 0,870 Bartlett's Test of Sphericity: 0,000 Total Variance Explained: 60, 980%				

The execution of the CFA procedure leads to the association of the first two factors, because of a structural estimate greater than 0.9 (Roussel et al., 2002). The CFA results in figure 6 are also characterized by a good fit (table 10), despite the slight defect observed in the AGFI absolute index. The 2nd order model is therefore validated within the second half of the sample as family role.
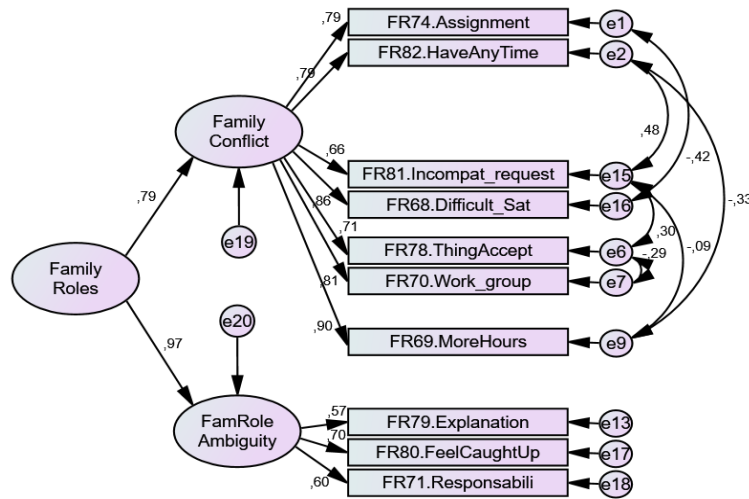

Figure 5. Measurement model of Family roles – 2nd order.

Table 10. CFA Fit indices – Family roles -2nd order.

Figures	Fit indices								
	Absolute				Incremental			Parsimony	
	Chi-2 faible	GFI >0,9	AGFI >0,9	RMSEA ≤0,10	IFI >0,9	TLI >0,9	CFI >0,9	Chi2/dll <3	CAIC** MT<SM
Figure 6	80,61*	0,92	0,83	0,10	0,95	0,91	0,95	2,88	245,31 <335,49

*P-value<0,00 ; **MT=Model Tested; SM=Saturated model

Family work conflict

Fifteen (15) items are used to measure family-work conflicts. The purification procedure led to the deletion of three (03) indicators, due to their disruptive nature or low extraction values. We obtain the results resumed in the table below. However, the very low reliability of the third factor, its very small number of items and his non-dominant interference mix lead to consider eliminating it.

Table 11. EFA results – Family work conflict.

	Component		
	Diverse Interference	behavior-dominant interference	interference
86.Due to stress at home I am often preoccupied with family matters at work	,829		

85.The time I spend on family responsibilities often interfere with my work responsibilities	,824		
88.The time I spend with family often causes me not to spend time in activities at work that could be helpful to my career	,763		
87.Do you feel tired from all the things you had to do at your homes and it's hard to have all the energy to do your job.	,702		
89.The behavior i devote to my job keeps me from participating equally in household responsibilities and activities	,684		
90.Do the demands for family-life limit the number of hours you are able to work	,653		
96.Behavior that is effective and necessary for me at home would be counterproductive at work		,720	
91.I have to miss work activities due to the amount of time I spend on family responsibilities		,688	
98.Tension and anxiety from my family life often weaken my ability to do my job		,671	
99.The problem solving behavior that works for me at home does not seem to be as useful at work		,637	
93.Your working hours interfere with the amount of time you spend with your children			,787
94.The behavior that work at home do not seem effective at work			,705
Cronbach's alpha	,893	,757	,455
KMO: 0,893 Bartlett's Test of Sphericity: 0,000 Total Variance Explained: 65, 498%			

The execution of the CFA procedure also leads to the association of the two first-order latent factors, because of a structural estimate greater than 0,9 (Roussel et al., 2002). The CFA results in figure 7 are then characterized by a good fit (table 12). The 2nd order model is therefore validated within the second half of the sample as family work conflict.
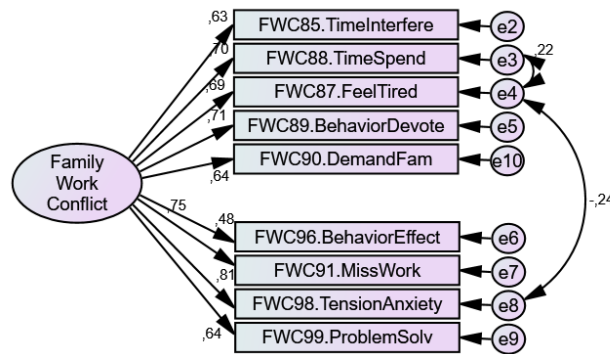

Figure 6. Measurement model of FWC – 1st order.

Table 12. CFA Fit indices – FWC -1st order.

Figures	Fitindices								
	Absolute				Incremental			Parsimony	
	Chi-2 faible	GFI >0,9	AGFI >0,9	RMSEA ≤0,10	IFI >0,9	TLI >0,9	CFI >0,9	Chi2/dll <3	CAIC** MT<SM
Figure 7	60,91*	0,94	0,90	0,08	0,95	0,93	0,95	2,45	187,27 <284,31

*P-value<0,00 ; **MT=Model Tested; SM=Saturated model

The unidimensional aspect of FWC in this work is not in accordance with the most common theoretical frameworks, such as those discussed by Grice et al. (2007) and Carlson et al. (2000). In this way, we assume that the first hypothesis is not validated, that is, the FWC is not a multidimensional concept. The research shows that the arguments proposed in the literature are not in line with the results obtained. In other words, the women investigated do not differentiate the conflicts they face to. For them, time-based conflict, strain-based conflict and behavioral-based conflict are all the same nature.

This result can be explained by the weight or importance of the conflict situations experienced by female workers. Therefore, the higher the conflicts, the more difficult it is to distinguish them according to their nature.

3.2.2 Results evaluating the antecedents of family-work conflict

The ability of social support to explain work-family conflicts is examined by considering the satisfaction and frequency aspects of social support. We have previously distinguished two forms of social support in terms of satisfaction: the first is based on profession and the second on close relatives. The following figure shows the model estimated to evaluate this role of influence.
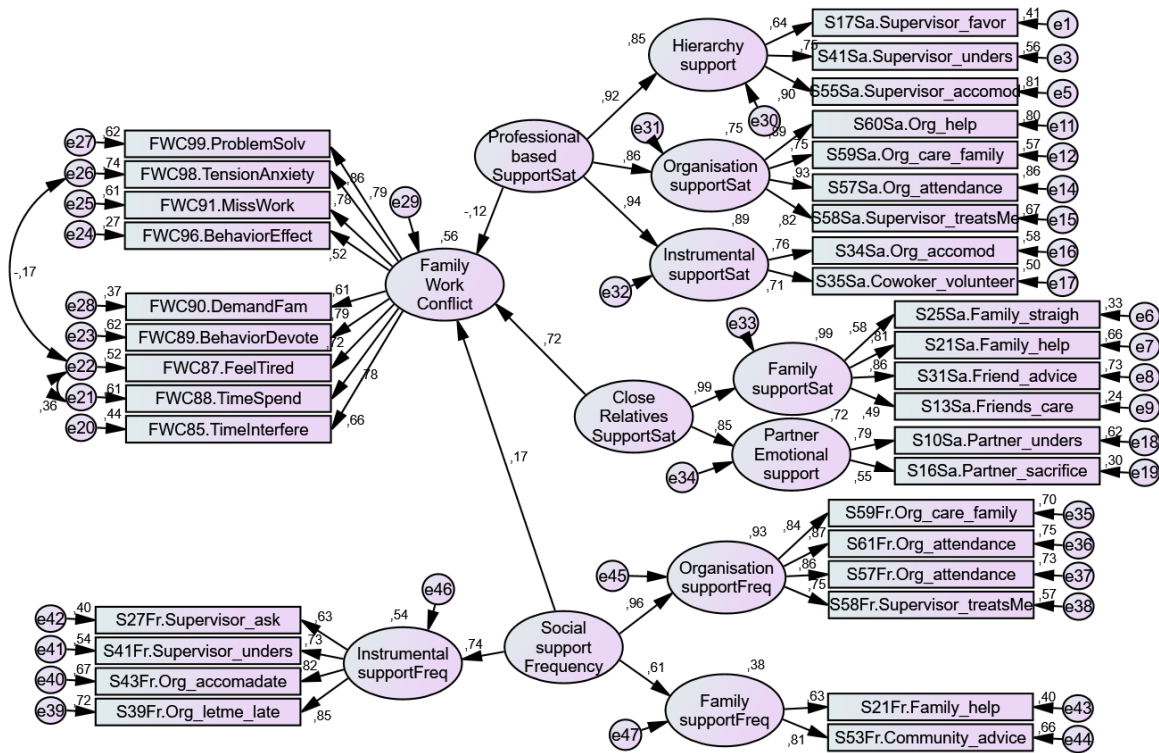

Figure 7. Estimating the explanatory power of social support.

The fit indices of this model are acceptable, despite certain weaknesses (see following table), mainly in the absolute indices. It can be seen that both the GFI value and its adjusted version are below the minimum thresholds allowed.

Table 13. SEM Fit indices – Support social and Family Work Conflict.

Figures	Fit indices								
	Absolute				Incremental			Parsimony	
	Chi-2 faible	GFI >0,9	AGFI >0,9	RMSEA ≤0,10	IFI >0,9	TLI >0,9	CFI >0,9	Chi2/dll <3	CAIC** MT<SM
Figure	2050,22*	0,89	0,85	0,09	0,91	0,90	0,91	2,97	2516,86 <3552,04

*P-value<0,00 ; **MT=Model Tested ; SM=Saturated model

An examination of structural coefficients reveals the following (table 15). At the Exogenous level:
- We note that satisfaction with social support related to the profession significantly reflects its three dimensions. In terms of the proportion of variance it explains, instrumental support is the most satisfactory, followed by support from hierarchy or supervisors, and finally support from the organization. Satisfaction with social support related to close relatives also reflects these two dimensions significantly. In proportion to the variance explained, support from family comes first, followed by support from spouse.
- Similarly, the frequency of social support significantly reflects its three dimensions. In terms of the proportion of variance explained, organizational support comes out on top, followed by family support and finally instrumental support.

Table 14. Standardized Regression Weights - Support social and Family Work Conflict .

		Estimates	Standard Error	T Student $\geq 1,96$	P-value[1]$<0,01$	R^2
Exogenous structural relationships						
Professional based_SupportSat	Hierarchy_support	,920	,228	7,504	,001	,847
	Organisation_supportSat	,864	,154	7,114	,002	,746
	Instrumental_supportSat	,944	/	/	,003	,892
Close_Relatives SupportSat	Family_supportSat	,994	,068	10,510	,001	,988
	Partner_Emotional_support	,848	/	/	,002	,719
Social_support Frequency	Organisation_supportFreq	,963	/	/	,004	,928
	Family_supportFreq	,613	,119	4,678	,000	,376
	Instrumental_supportFreq	,735	,158	5,287	,001	,541
Causality - Structural relationships						
Professional based_SupportSat	Family_Work_Conflict	-,122	,049	-1,718	,445 ns	
Close_Relatives SupportSat		,718	,117	6,347	,001	,559
Social_support Frequency		,166	,051	2,196	,325 ns	

ns : Non Significant

At the causal level, the role of social support in family work conflicts is mixed. The results show that satisfaction from social support received has a positive and statistically significant influence on family work conflicts. This result only concerns support from close relatives. That from profession has a negative effect on FWC, but being insignificant due to the weakness of the structural coefficient. This means that the satisfaction with social support received from the professional context reduces the FWC. But this reduction is non-significant certainly because professional based support women receive is not enough.

This situation can also explain why when the support comes from family, friends and spouse, it tends to create more FWC or inadequation between work constraints and family responsibilities. As a result, women have no control over behavioral interference (good coordination of her actions) and temporal interference (good planning).**This result is not in line with hypothesis H2, according to which satisfaction with social support has a negative effect on FWC.**

In terms of frequency, the results show that the regularity of social support has no statistically significant influence on work-family conflicts. This means that the regularity of the instrumental support a woman receives from the organization and her family is not likely to enable her to manage FWC situations. **This result is not in line with hypothesis H3, according to which frequency with social support has a negative effect on FWC.**

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[1] Estimates/Bootstrap : Bias-corrected percentile method with Two Tailed Significance

The credibility of these results is reinforced by collinearity tests. The values associated with the Tolerance and VIF indicators are satisfactory (Table 14). Consequently, the three independent variables are not strongly correlated with each other. The risks of redundancy and multicollinearity are ruled out.

Table 15. Collinearity Statistics - Family_Work_Conflict Model.

	Tolerance (~1)	VIF*≤10
Social_support_Frequency	,446	2,244
Close_Relatives_SupportSat	,926	1,080
Professional_based_SupportSat	,433	2,311

*Variance Inflation Factor

Ultimately, we can conclude that the first hypothesis is partially validated, because just one aspect of social support explains the family work conflict.

Evaluating the role of family roles on family work conflicts

The ability of family roles to explain family work conflicts is examined using the following estimation model.
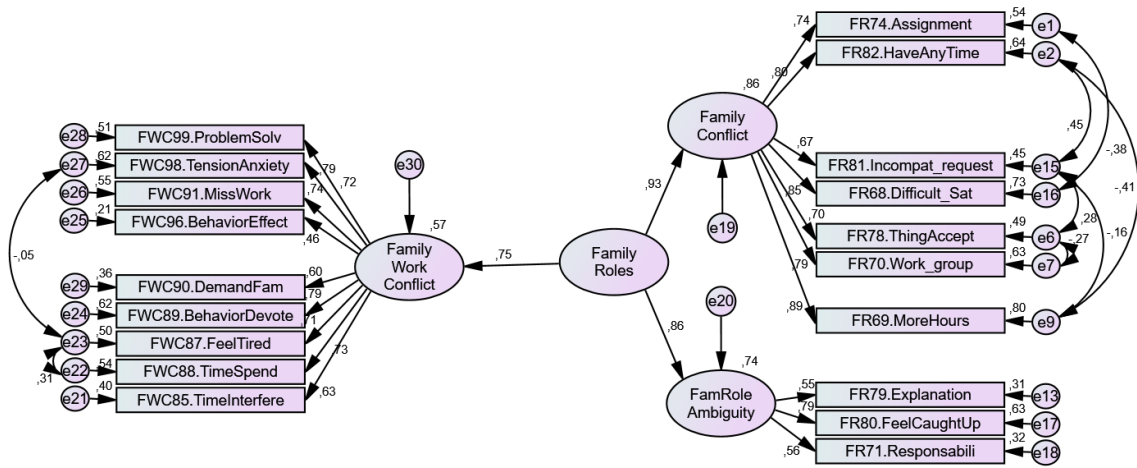

Figure 7. Estimating the the effect of family roles on FWC

The fit indices of this model are acceptable, despite some shortcomings (Table 16). These mainly concern the absolute indices, where several values remain at the limit of authorized thresholds.

Table 16. SEM Fit indices – Family roles and Family Work Conflict.

Figure	Fit indices								
	Absolute				Incremental			Parsimony	
	Chi-2 faible	GFI >0,9	AGFI >0,9	RMSEA ≤0,10	IFI >0,9	TLI >0,9	CFI >0,9	Chi2/dll <3	CAIC** MT<SM
Figure 9	375,36*	0,90	0,82	0,08	0,92	0,90	0,92	2,28	762,61 <1158,98

*P-value<0,05 ; **MT=Model Tested; MS=Saturated model

Examination of the structural regression coefficients reveals the following (Table 17):
- At exogenous level, the variable family roles significantly reflects its two variants. According to the proportion of variance explained (R^2), it is firstly conflicts within the family ($R^2=0.86$), then the ambiguity of family roles ($R^2=0.74$) that are valued;
- On the causal level, we observe that the effect of family roles on work-family conflicts is positive and statistically significant at 1%.

Table 17. Standardized Regression Weights –Family roles and Family Work Conflict

		Estimates	Standard Error	T Student $\geq 1,96$	P-value[2]$<0,01$	R^2
FamRole_Conflict	Family_Roles	,926	,370	5,349	,003	0,86[+]
FamRole_Ambiguity		,861	/	/	,002	0,74[+]
Family_Work_Conflict	Family_Roles	,753	,086	6,510	,002	0,57[++]

. [+]Strong quality ; [++]Average quality

The results show that family roles have a positive and statistically significant influence on work-family conflicts. This means that the family responsibilities women face enable them to adjust better to work constraints. In other words, they have better control over conflict situations, and better manage role incompatibilities or misunderstandings as a function of the limited time they spend with their families.

This result is consistent with the hypothesis that family roles have a positive effect on work-family conflict, and it can be deduced from this relationship that the effect of family role ambiguity and family conflict on family-work conflict is significant. In this configuration, role ambiguity makes a smaller contribution to controlling family work-conflict than family conflict.

This means that for the women surveyed, the clarity of their family role, or the idea they have of their family role, is clearly dependent on their work commitments. This may be the case for women who believe less and less in the traditional role of woman, i.e. that a woman's priority is to look after her family. Consequently, it would be inconceivable for this duty not to take professional considerations into account. **This result validates hypothesis H4, according to which family roles have a positive effect on FWC.**

The credibility of these results is reinforced by tests of collinearity. The values associated with the Tolerance and VIF indicators are satisfactory (Table 18). Consequently, the two independent variables are not strongly correlated with each other. The risks of redundancy and multicollinearity are ruled out.

Table 18. Collinearity Statistics - Family_Work_Conflict Model based Family roles.

	Tolerance (~1)	VIF*≤ 10
FamRole_Ambiguity	,212	4,712
Family_Conflict	,212	4,712

*Variance Inflation Factor

3.3 Discussion

The relative importance of social support for the women

This research shows that social support satisfaction has a positive effect on work-family conflict. This is not in line with the works of Oslen (1983). The linkage between social support and family-work conflict can be explained through role theory and resource drain theory, as implied by role theory, an individual has multiple demands and expectations within the family and work domains. Social support experienced in either domain should lead to a reduction of the time, attention and energy needed to perform that role (Oslen, 1983). Both role theory and resource drain theory imply an inverse relationship between social support and family-work conflict. Our research also gives this result, particularly for the professional based social support, but it seems non-significant and cannot be considered. For example, if spouse support is experience in the family domain, demands within the domain will be met more effectively (e.g. adjustment of role expectation, assisted role performance). Subsequently, the individual should experience a reduction of role pressure within the family

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[2] Estimates/Bootstrap : Bias-corrected percentile method with Two Tailed Significance

domain, and maintenance of limited physical and psychological time, attention and energy, therefore increased support in one domain will results in a reduction of cross-domain conflict.

Contrary to this, Carlson and Perrewe (1999), House (1981), Matsui, Ohsawa, and Onglatco, (1995), found that women in unsupportive work environment experienced more negative family consequences. That is, social support in the family domain may come from the spouse and or the family as a whole, meanwhile work domain may come from several sources such as coworkers, the immediate supervisor, and the organization itself. Social support is seen as an antecedent of family-work conflict (Frone et al., 1997; Glass and Estes, 1997; Greenhaus and Beutell, 1985; Greenhaus and Parasuraman, 1999).

On the one hand, the results we have obtained are close to the work of previous authors, and on the other, they diverge from it. The two forms of social support mentioned above emerged from the confirmatory results concerning satisfaction with social support. The first, relating to the family in general, stood out as a significant antecedent of family-work conflict, in line with the findings of previous authors. As for the second, i.e. satisfaction with social support from the work environment in general, the results indicate that it cannot be considered an antecedent of family-work conflict. A conclusion not shared by the authors cited above.

Finally, it's worth noting that the research currently being carried out emphasizes the importance of the family environment in regulating stressful events that can disrupt the family-work balance. According to Kossek et al. (2011), social support in the workplace is the extent to which people perceive their welfare as important by work environment sources, such as colleagues, managers or supervisors and the broader organization in which they are employed. But in terms of current research, this perception is far less important than that of family members. We share the contribution of Bajaba et al. (2022), by which the connection between family social support and family work conflict in our study may be attributed to the fact that family plays a pivotal role in african societies, and when the female employees receive support from their family in discharging their work responsibilities, they tend to be more involved in the organization. This is why Gjesfjeld et al. (2010) think that family social support acts as a buffer in protecting the individual from the negative consequences of traumatic incidents, contributing to a greater perceived sense of well-being. In the professional domain, we are agree with Zhou et al. (2020) who found that a higher level of family support reduces individuals' harmful experiences at work.

Due to the fact that family social support is a priority for women employees, it can be useful to give more attention to the Perceived Social Support from Friends and from family of Procidano and Heller (1983, cited by Beauregard and Dumont, 1996). Because this instrument evaluate different kinds of support needs satisfied by family and by friends.

Another aspect of the results shows that frequency of social support has no effect on work-family conflict. This is in opposition with the works of Sarason et al. (1983), on which one of the most promising and recently developed support questionnaire was adopted. With the role of social support in preventing the negative consequences of stressful life events which has attracted considerable research attention in recent years (Levine, 1983). Despite this, our work reveals that in the face of such stressful situations, the frequency of social support seems inoperative or irrelevant.

The way in which the frequency of social support was operationalized may account for the difference in outcome revealed above. The pioneering work of Sarason et al. (1983), taken up by Bruchon-Schweitzer and Quintard (2001), and that of Norbeck et al. (1981), proposes a measure to which the respondent must indicate the number of people around him who provide this support. The pioneering work of Sarason et al. (1983), taken up by Bruchon-Schweitzer and Quintard (2001), and Norbeck et al. (1981), proposes a measure to which the respondent must indicate the number of people around him who provide this support. In this research work, the measure chosen is based on different statements taking into account the type (emotional, instrumental or informational) and the source (family, friends, spouse, colleagues, hierarchical superiors, organization) of support, with a seven-position likert metric.

The interest of family roles for female employees

This result obtained is in line with the works with Abu Bakar and Salleh (2015). In agreement with these authors, we show that role conflict is a relevant component of the demand roles, but also that it is positively related to family-work conflict, and sometime can be associated with higher level of family-work conflict.

In addition to the position mentioned above, Boles et al. (1997) stated that women will experience role conflict if she gets two impossible expectations to be accomplished simultaneously. At home, it can be a wife who has so many responsibilities in a very limited time. These responsibilities require a lot of time to do and difficult to

achieve at the same time. Similarly another example is a mother who has the responsibility of taking care of children is also burdened with the responsibility for maintaining the house. When this happens, the potential for family-work conflict will increase. That is why role conflict has been suggested as an antecedent of family-work conflict (Greenhaus and Beutell, 1985) and is associated with both higher and lower levels of family-work conflict (Abu Bakar and Salleh, 2015; Bedeian, Burke, and Moffett, 1988; Greenhaus et la., 1989; Kopelman et al., 1983).

Another way is to consider that family role ambiguity has a positive effect on family-work conflict, an outcome in line with the works of Doherty and Hoye (2011). Family role ambiguity is when a woman is experiencing the vagueness of her role at home and even at her job side. That is role ambiguity occurs most especially when a women being a worker or a wife is confused on what to do. So the affairs at home or in the office are never completed and raise its own problems. That is when a woman is uncertain about her responsibilities at home, this will increase the potential of family-work conflict in that the ambiguity of how to perform the role is a potential source of stress (Doherty and Hoye, 2011).

Kahn et al. (1964) also viewed role ambiguity broadly by including uncertainty about role definition, expectations, responsibilities, tasks, and behaviors involved in one or more facets of the task environment. But they realized that ambiguity is likely to vary with different facets of the role of women (family, boss, office work), because role ambiguity is thought to impede the opportunity to improve commitment. That is the direct effect of role ambiguity on commitment is negative. This perception side differs from our results because these do not clarify if role ambiguity situation, which women of our study faced to, rely specially on family or professional environment.

According to Spector (1997), role ambiguity is the degree of certainty the employee has about what his or her functions and responsibilities are. According to the classical theory, every position in a structural organization should have a specified set of tasks or position responsibilities, and role ambiguity reflects the degree of employees' uncertainty regarding the appropriate actions in performing job functions. Due to uncertain role expectations, female employees can hesitate to make decisions and will have to meet the expectation by the trial and error process (Rizzo, House and Lirtzman, 1970). Therefore, role ambiguity results in the following situations "a person will be dissatisfied with his role, experience anxiety, distort reality and thus perform less effectively" (Rizzo, House and Lirtzman, 1970).

4   Conclusion

This research aimed to achieve the objective identify the determinants of family-work conflict. The contribution of this research is at two levels, the theoretical contributions and methodological contributions.

At the theoretical level, we can take into account the decomposition of social support satisfaction in to two forms: the first is the nature of social support (emotional and material) and the second refers to the actors of social support. We therefore have organisational actors such as company, superiors and colleagues, and community actors such as the spouse, family and friends.

At the methodological level, this research work proposes a measure of social support that is more extensive than the social support questionnaires (SSQ). In addition, unlike many works that measure the frequency of social support by identifying the number of people, currently this research adopts a Likert-type attitude scale.

According to these results, one of the main implications can takes into account the fact that the social support received from professional context and close relatives is not something interesting for women we investigated. The professional environment has the first responsibility to manage this situation, to help women to align work constraints and family responsibilities. At this moment, the adjustment of these two environments is not yet perceived significantly and that is why family work conflicts take more and more place. The main research perspective that can be noted is to evaluate the consequences of family work conflicts, positives or negatives, on the commitment of women to work.

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