



ISSN: 2230-9926

Available online at <http://www.journalijdr.com>

IJDR

International Journal of Development Research

Vol. 14, Issue, 06, pp. 66055-66059, June, 2024

<https://doi.org/10.37118/ijdr.28526.06.2024>



RESEARCH ARTICLE

OPEN ACCESS

FAMILY SUPPORT AS A MEDIATOR IN THE RELATIONSHIP BETWEEN WORK-FAMILY CONFLICT AND JOB SATISFACTION AMONG NURSES

*¹Durgesh Kumar Patel and ²Prof. Dr. Ajay Wagh

¹Research Scholar, Department of Business Management, Indira Gandhi National Tribal University, Amarkantak

²Professor & Head, Department of Business Management, Indira Gandhi National Tribal University, Amarkantak

ARTICLE INFO

Article History:

Received 11th March, 2024

Received in revised form

26th April, 2024

Accepted 14th May, 2024

Published online 30th June, 2024

Key Words:

Work-Family Conflict, Job Satisfaction, Family Support, Complementary Mediation.

*Corresponding author: Durgesh Kumar Patel

ABSTRACT

The study aimed to analyze the mediating impact of family support on the relationship of work-family conflict (WFC) with job satisfaction among nurses working in private and government hospitals in Madhya Pradesh and Chhattisgarh. Nurses were asked some questions that were structured, and responses were recorded on a 5-point Likert scale. A total of 584 responses were analyzed using different tools (SPSS-22, SmartPLS 4.0) and techniques (descriptive statistics, exploratory factor analysis, partial least square). The results show family support has a complementary partial mediation impact on the relationship of work-family conflict and job satisfaction. While WFC has a negative impact on the job satisfaction of nurses. The study concluded that even though WFC is faced by nurses, family support can mitigate the adverse impact of work-family conflict on job satisfaction.

Copyright©2024, Durgesh Kumar Patel and Dr. Ajay Wagh. This is an open access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Citation: Durgesh Kumar Patel and Dr. Ajay Wagh. 2024. "Family support as a mediator in the relationship between work-family conflict and job satisfaction among nurses". *International Journal of Development Research*, 14, (06), 66055-66059.

INTRODUCTION

Often marked by long hours, great stress, and heavy emotional and physical work, the nursing profession is naturally demanding. These expectations can lead to significant work-family conflict (WFC), in which case family life suffers from the demands of employment and vice versa. Work-family conflict is a significant issue in the healthcare sector since it can lead to various adverse consequences, such as reduced job satisfaction, decreased performance, and overall burnout (Allen *et al.*, 2000; Frone, 2003). Considering the crucial role that nurses play in the healthcare system, it is essential to understand and address the factors that impact their job satisfaction. A complex concept, job satisfaction among nurses, is shaped by both personal and occupational elements. Although several research has shown how directly job satisfaction is affected by work-family conflict (Greenhaus & Beutell, 1985; Lambert, Hogan, & Barton, 2001), the function of mediating variables in this relationship has gotten very little attention. Family support (FS) is one such likely mediator. Family support is the emotional, informational, and practical help given by family members that helps one balance job and family life by means of stress management (Beehr & McGrath, 1992). Rooted in the resource-based concept, which holds that social support systems provide necessary resources that can minimize the negative consequences of stresses, family support is significant in the context of job satisfaction and work-family conflict (Hobfoll, 1989). Family support for nurses can serve as a protective barrier, alleviating the stress caused by the conflict between work and family responsibilities and thereby enhancing job satisfaction.

This study aims to examine the role of family support as a mediator in the relationship between job satisfaction and work-family conflict among female nurses. The study attempts to provide a deeper understanding of how work-family conflict affects job satisfaction by examining the mediation effect. It also emphasizes the importance of family support as a crucial factor in determining the well-being and satisfaction of nursing professionals. Healthcare facilities and politicians rely on an understanding of these dynamics in order to improve nurse retention, job performance, and overall quality of care. Healthcare facilities can create a more supportive work environment that enhances job satisfaction and well-being for nurses by identifying effective strategies to reduce work-family conflict and enhance family support. This study adds to the body of knowledge already in use by clarifying the complex interactions among job satisfaction, family support, and work-family conflict, therefore providing useful guidelines for handling these difficulties in the nursing field. The research is arranged as follows: first section introduce the study and its aim, second section reviewed the related literatures, third part mentions the research hypotheses, fourth section describes the data and methods, fifth section presents the results of analysis, sixth is about discussion of the results, seventh concluded the study and last section express implication and future scope of the research.

REVIEW OF LITERATURE

Family support is a vital factor that acts as a mediator in the connection between work-family conflict and job satisfaction for nurses. Studies have shown that the conflict between work and family

responsibilities has a detrimental effect on nurses' job satisfaction (Setiawan *et al.*, 2024; Zhao *et al.*, 2023). Additionally, the presence of family support plays a crucial role in moderating the relationship between workplace stressors, such as incivility, and work-family conflict (Razzaq, 2023). Ultimately, this has an impact on the level of satisfaction within the family unit. Furthermore, research has indicated that the connection between work-family conflict and anxiety can be influenced by job satisfaction. This highlights the significance of fostering job satisfaction as a means to alleviate the negative impact of work-family conflict on the well-being of nurses (Zhao *et al.*, 2023). The presence of work-family conflict has been found to have a detrimental impact on job satisfaction, as highlighted by the research conducted by Kim *et al.* (2023) and Qiaolan & Man (2023). The relationship between job satisfaction and work-family conflict (WFC) is influenced by the well-being of employees, as highlighted in a study by Muzakki & Herachwati (2023). Thus, it is crucial to prioritize family support and job satisfaction in order to mitigate the adverse effects of work-family conflict on nurses' overall well-being and job satisfaction. In a study conducted by Uddin *et al.* (2023), it was found that family social support (FSS) plays a significant role in influencing employee engagement (EE). The research suggests that FSS acts as a partial mediator in this relationship, highlighting the importance of support from family members in enhancing employee engagement. The relationship between work-family conflict and job stress is influenced by social support, as highlighted in recent studies (Siswanto *et al.*, 2022; Yadav & Sharma, 2021). According to a recent study by Chan *et al.* (2019), job satisfaction can be positively influenced by the support received from family members. This support has been found to enhance work-related well-being, leading to a more fulfilling work experience. Research conducted by Orgambidez *et al.* (2022) highlights the positive impact of social support on the well-being and job satisfaction of nursing staff.

RESEARCH HYPOTHESES

- H₁:** There is a significant impact of work-family conflict on job satisfaction.
- H₂:** There is a significant impact of work-family conflict on family support.
- H₃:** There is a significant impact of family support on job satisfaction.
- H₄:** There is a significant mediating impact of family support on the relationship between work-family conflict and job satisfaction.

DATA AND METHODS

Primary data gathered for the study comes from close-ended questionnaires or surveys sent to female nurses in both private and governmental hospitals in Madhya Pradesh and Chhattisgarh. A total of 596 replies were collected using a 5-point Likert scale. Out of these, only 584 responses accurately answered the questionnaires or surveys. The data was analyzed using SPSS 22 for descriptive analysis and exploratory factor analysis. Additionally, SmartPLS-4 was used for further analysis.

DATA ANALYSIS

Demographic characteristics: Table 1 displays a study of the nursing workforce demographics. In terms of age distribution, the results show a relatively youthful workforce, with more than half of the surveyed nurses falling between the ages of 18 and 24. A total of 311 nurses, which accounts for 53.3% of the whole number, belong to this particular category. As individuals age, there is a decrease in the number of nurses, indicating that the entire workforce is relatively young. There is a clear decline in the number of nurses as age increases. Specifically, 194 nurses (33.2%) are between the ages of 25 and 34, 61 nurses (10.4%) are between the ages of 35 and 44, and only 18 nurses (3.1%) are aged 45 and above. Marital status among nurses offers a mixed picture, with a significant proportion categorized as single and a sizable contingent as married. Of the

polled nurses, 181 (31%) are married, while the majority of 403 (69%) are single.

Table 1. Demographic Profile

Variables	Description	Frequency	Percentage
Age (in years)	18-24	311	53.3
	25-34	194	33.2
	35-44	61	10.4
	45 and above	18	3.1
	Total	584	100.0
Marital Status	Married	181	31.0
	Unmarried	403	69.0
	Total	584	100.0
Monthly Income (in Rs.)	0-15,000	385	65.9
	15,001-30,000	60	10.3
	30,001-45,000	32	5.5
	Above 45,000	107	18.3
	Total	584	100.0

Source: SPSS output.

This variation in marital status highlights the multifaceted personal situations found in the nursing profession. When evaluating monthly salary, it is clear that, while a large proportion of nurses earn in the low category, there is a wide range of income levels. The majority, 65.9% of respondents, earn between 0 and 15,000 rupees per month. Nevertheless, a substantial proportion of nurses are being compensated with higher wages since 18.3% of them earn over 45,000 Rs. The variation in pay is probably a result of disparities in the level of experience, credentials, and employment locations among nurses.

Measurement model: The measurement model's validity is evaluated by closely examining the theoretical model using Smart PLS 4.0. Prior to continuing, the researcher conducted an exploratory factor analysis to remove any unnecessary elements from the constructs. Table 2 displays the precision and reliability of the measurement model. The Cronbach's alpha and composite reliability (CR) ratings surpass the threshold of 0.70, indicating the existence of dependable constructs. All of the constructs have Average Variance Extracted (AVE) values that are above the threshold of 0.50. Most item loadings conform to the acceptable criterion of 0.708, as shown in Figure 1, as suggested by Hair *et al.* (2019). The Fornell Larcker Criterion (Table 3.) compares the square root of the average variance extract of each construct with the correlation of other constructs. In order to meet the requirements of this criterion, Hair *et al.* (2014) proposed that "the square root of the average variance extracted for each construct should exceed the correlation with other constructs." In this case, all constructs meet the required standard, and the model demonstrates discriminant validity.

Structural Model: The researcher conducted hypotheses testing using the bootstrapping technique in Smart PLS 4.0. For this objective, researcher created 5,000 random subsamples of the structural model depicted in Figure 2. The results of the path analysis are presented in Table 4. The data analysis revealed that there is a negative impact of work-family conflict on job satisfaction, with a beta coefficient of -0.305 and a t-value of 7.574. Furthermore, the work-family conflict has a substantial adverse effect on family support, as evidenced by a significant negative beta coefficient of -0.240 and a t-value of 6.680. Statistical analysis ($\beta = 0.159$, $t = 3.826$) provides evidence that family support has a significant influence on job satisfaction. Thus, the results corroborate hypotheses H₁, H₂, and H₃. The structural model also incorporates mediated relations that have been established using previous literature. The typology and interpretation of mediation presented by Zhao *et al.* (2010) were used to categorize and gain an understanding of different types of mediation. A complementary mediation refers to a situation where both indirect and direct effects are present, and they align in the same direction. This is similar to what Baron and Kenny referred to as partial mediation (Baron & Kenny, 1986; Zhao *et al.*, 2010). Within the domain of mediation, a distinct form exists, referred to as competitive mediation.

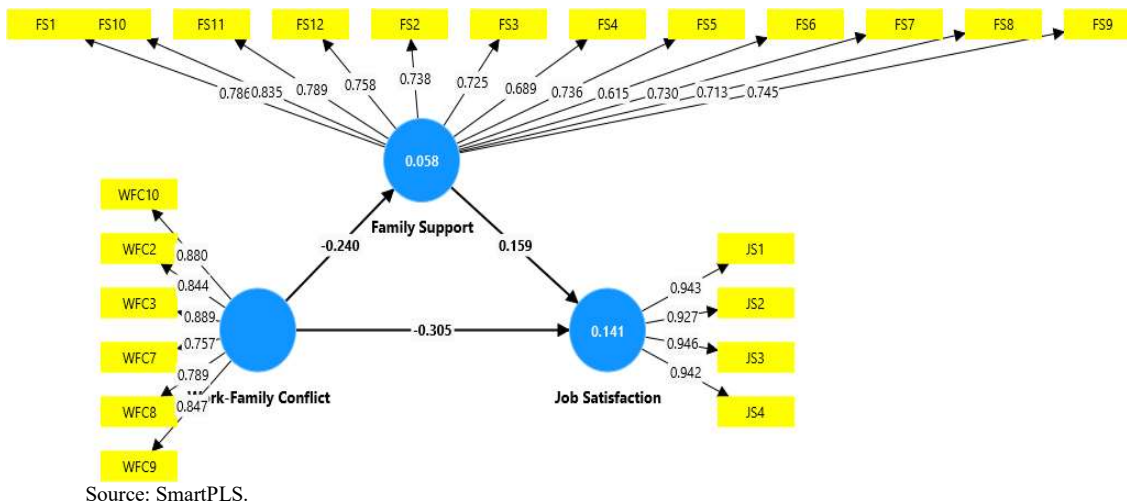


Figure 1. Measurement model

Table 2. Validity and Reliability Results

	Cronbach's alpha	Composite reliability (rho_a)	Composite reliability (rho_c)	Average variance extracted (AVE)
Family Support	0.925	0.934	0.935	0.548
Job Satisfaction	0.956	0.959	0.968	0.883
Work-Family Conflict	0.913	0.918	0.933	0.698

Source: SmartPLS.

Table 3. Discriminant Validity-Fornell Larcker Criterion

	Family Support	Job Satisfaction	Work-Family Conflict
Family Support	0.740		
Job Satisfaction	0.232	0.940	
Work-Family Conflict	-0.240	-0.343	0.836

Source: SmartPLS.

Table 4. Structural model Results

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (O/STDEV)	P values
Family Support -> Job Satisfaction	0.159	0.162	0.042	3.826	0.000
Work-Family Conflict -> Family Support	-0.240	-0.245	0.036	6.680	0.000
Work-Family Conflict -> Job Satisfaction	-0.305	-0.305	0.040	7.574	0.000

Source: SmartPLS output.

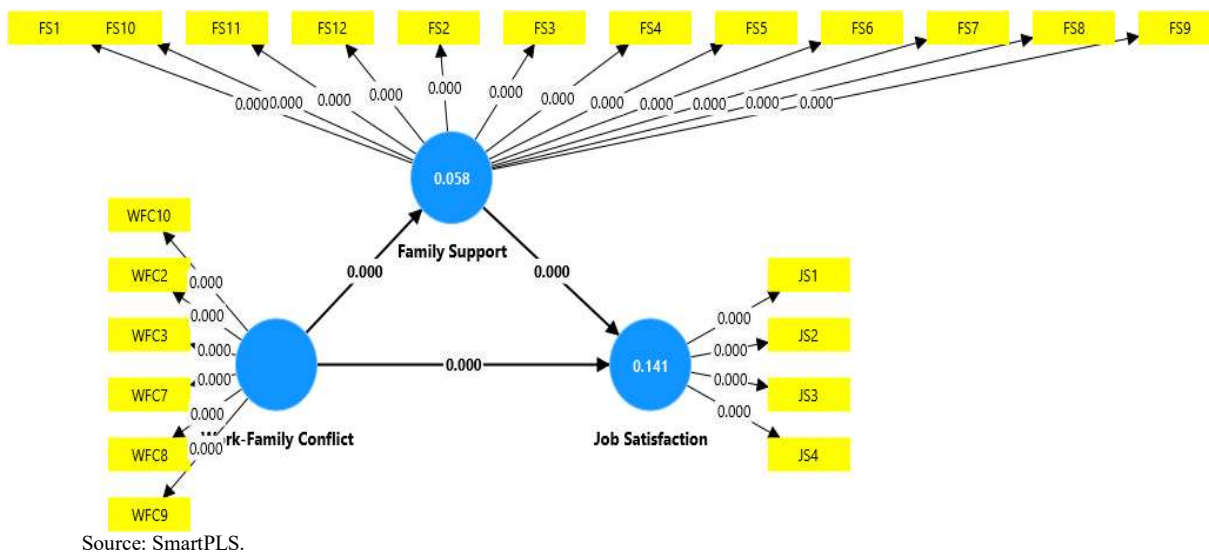


Figure 2. Structural Model

Table 5. Specific Indirect Effect Result.

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (O/STDEV)	P values
Work-Family Conflict -> Family Support -> Job Satisfaction	-0.038	-0.040	0.012	3.126	0.002

Source: SmartPLS output.

This phenomenon arises when both indirect and direct influences are simultaneously present, but they exert opposing effects. The literature has also used the term "inconsistent mediation" to describe this phenomenon (Zhao *et al.*, 2010). Indirect-only mediation refers to a third form of mediation. This type exhibits an indirect influence but lacks a direct effect. Baron & Kenny (1986) and Zhao *et al.* (2010) use the term "full mediation" to describe this phenomenon. There could be other mediators present in addition to the mediator in the model being studied, either working together or in competition with each other. An indirect-only mediation implies that the mediator fully clarifies the relationship between the variable under consideration and the ultimate conclusion. The analysis clearly shows that family support somewhat mediates the association between work-family conflict and job satisfaction. The reason for this is that work-family conflict has a notable indirect influence, as demonstrated in Table 5, on job satisfaction, in addition to its direct impact on job satisfaction. Complementary partial mediation occurs when the product of all constructs has a positive value. Thus, H4 is also corroborated.

DISCUSSION

The present study examines how family support influences the connection between work-family conflict and job satisfaction among nurses employed in government and commercial hospitals. The findings offer valuable insights into the dynamics of the healthcare system. Initially, the study demonstrated that work-family conflict has a detrimental impact on job satisfaction ($\beta = -0.305$, $t = 7.574$). This suggests that increased levels of work-family conflict are linked to decreased job satisfaction among nurses. This is consistent with prior studies that emphasize the negative impact of work-family conflict on the well-being and happiness of employees (Kossek & Ozeki, 1998; Greenhaus & Beutell, 1985). Furthermore, it is worth noting that work-family conflict has a detrimental effect on family support ($\beta = -0.240$, $t = 6.680$). This implies that the stress caused by work-family conflict goes beyond the confines of the workplace and has an impact on the support that nurses receive from their families. This discovery highlights the interdependence of work and family spheres and emphasizes the significance of resolving work-family conflict to maintain family support, which is essential for the overall well-being and performance of nurses. Furthermore, it was discovered that family support had a substantial and favorable effect on job satisfaction ($\beta = 0.159$, $t = 3.826$), highlighting its importance as a crucial asset for improving job happiness among nurses. This statement aligns with the resource-based view, which suggests that social support, particularly support from family members, can assist individuals in managing pressures and enhancing their job-related results (Hobfoll, 1989). The mediation study found that family support partially acts as a mediator in the association between work-family conflict and job satisfaction. The substantial indirect influence of work-family conflict on job satisfaction through family support, in addition to the direct impact of work-family conflict on job satisfaction, suggests a complementary kind of partial mediation. This discovery indicates that work-family conflict has a direct detrimental impact on job satisfaction among nurses. However, the presence of family support can mitigate this effect, leading to an overall increase in job satisfaction. The hypotheses H1, H2, H3, and H4 are all confirmed. H1 states that work-family conflict has a negative impact on job satisfaction. H2 states that work-family conflict has a negative impact on family support. H3 states that family support has a positive impact on job satisfaction. H4 states that family support partially mediates the relationship between work-family conflict and job satisfaction.

CONCLUSION

The study offers a thorough examination of how family support (FS) influences the connections between work-family conflict (WFC) and job satisfaction among nurses in both government and commercial hospitals. The results emphasize the intricate relationship between work and family areas and emphasize the significance of support

systems in reducing the negative consequences of work-family conflict. The findings suggest that work-family conflict has a detrimental effect on both job satisfaction and family support, highlighting the burden that work-family conflict imposes on both professional and personal aspects of life. Furthermore, the presence of family support has a beneficial impact on job satisfaction, highlighting its significance as a vital asset for improving the overall well-being and job happiness of nurses. The mediation study demonstrates that family support serves as a partial mediator in the connection between work-family conflict and job satisfaction. This suggests that family support can mitigate the adverse impact of work-family conflict on job satisfaction. This study highlights the importance of healthcare organizations addressing work-family conflict and improving family support mechanisms in order to boost job satisfaction and overall well-being among nurses. The findings suggest that these actions can serve as a partial mediator in improving nurses' well-being and job satisfaction.

IMPLICATIONS AND SCOPE OF THE STUDY

These findings have substantial ramifications for the management and formulation of healthcare policies. Healthcare organizations should give priority to implementing techniques that reduce work-family conflict, such as offering flexible scheduling, providing employee assistance programs, and conducting stress management seminars. In addition, promoting a nurturing family atmosphere by implementing family-oriented policies and providing resources might improve job satisfaction and general well-being among nurses. These interventions have the potential to enhance job performance, decrease turnover rates, and improve patient care outcomes. Further investigation is needed to examine how individual and organizational variables influence the connections between work-family conflict, support mechanisms, and job outcomes. Longitudinal studies have the potential to offer more profound understanding of the ever-changing nature of these linkages as time progresses. Furthermore, analyzing these interactions in various healthcare environments and cultural circumstances helps improve the applicability of the results.

REFERENCES

- Allen, T. D., Herst, D. E. L., Bruck, C. S., & Sutton, M. (2000). Consequences associated with work-to-family conflict: A review and agenda for future research. *Journal of Occupational Health Psychology*, 5(2), 278–308. <https://doi.org/10.1037/1076-8998.5.2.278>
- Baron, R. M., & Kenny, D. A. (1986). The moderator–mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, 51(6), 1173–1182. <https://doi.org/10.1037/0022-3514.51.6.1173>
- Beehr, T. A., & McGrath, J. E. (1992). Social support, occupational stress and anxiety. *Anxiety, Stress, and Coping/Anxiety, Stress & Coping*, 5(1), 7–19. <https://doi.org/10.1080/10615809208250484>
- Chan, X. W., Kalliath, P., Chan, C., & Kalliath, T. (2019). How does family support facilitate job satisfaction? Investigating the chain mediating effects of work–family enrichment and job-related well-being. *Stress and Health*, 36(1), 97–104. <https://doi.org/10.1002/smi.2918>
- Frone, M. R. (2003). Work-family balance. In *American Psychological Association eBooks* (pp. 143–162). <https://doi.org/10.1037/10474-007>
- Greenhaus, J. H., & Beutell, N. J. (1985). Sources of Conflict between Work and Family Roles. *The Academy of Management Review*, 10(1), 76. <https://doi.org/10.2307/258214>
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2013). Partial least squares structural equation modeling: rigorous applications, better results and higher acceptance. *Long Range Planning*, 46(1–2), 1–12. <https://doi.org/10.1016/j.lrp.2013.01.001>

- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/eb-11-2018-0203>
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2014). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Hobfoll, S. E. (1989). Conservation of resources: A new attempt at conceptualizing stress. *the American Psychologist*, 44(3), 513–524. <https://doi.org/10.1037/0003-066x.44.3.513>
- Kim, H., Park, M., & Kim, J. (2023). Effect of Work-Family Conflict on job satisfaction of Female Counselors: Mediating Effect of Person-Job Fit. *DongseoJeongsinGwahag*, 26(2), 119–132. <https://doi.org/10.55586/kewms.2023.26.2.119>
- Kossek, E. E., & Ozeki, C. (1998). Work–family conflict, policies, and the job–life satisfaction relationship: A review and directions for organizational behavior–human resources research. *Journal of Applied Psychology*, 83(2), 139–149. <https://doi.org/10.1037/0021-9010.83.2.139>
- Lambert, E. G., Hogan, N. L., & Barton, S. M. (2001). The impact of job satisfaction on turnover intent: a test of a structural measurement model using a national sample of workers. *The Social Science Journal*, 38(2), 233–250. [https://doi.org/10.1016/s0362-3319\(01\)00110-0](https://doi.org/10.1016/s0362-3319(01)00110-0)
- Muzakki, M., & Herachwati, N. (2023). Clarifying relationships among Work-Family Conflict, Employee Well-Being, perceived organizational support, and job satisfaction. *Research Synergy Foundation Conference Proceedings Series/Research Synergy Foundation Conference Proceeding Series*, 3(3), 167–178. <https://doi.org/10.31098/bmss.v3i3.661>
- Orgambidez, A., Almeida, H., & Borrego, Y. (2022). Social support and job satisfaction in nursing staff: Understanding the link through role ambiguity. *Journal of Nursing Management*, 30(7), 2937–2944. <https://doi.org/10.1111/jonm.13675>
- Preacher, K. J., & Hayes, A. F. (2008). Asymptotic and resampling strategies for assessing and comparing indirect effects in multiple mediator models. *Behavior Research Methods*, 40(3), 879–891. <https://doi.org/10.3758/brm.40.3.879>
- Qiaolan, S., & Man, J. (2023). The relationship between work-family conflict and job satisfaction of female university teachers in China: A moderated mediating model. *Educational Research and Reviews*, 18(9), 225–233. <https://doi.org/10.5897/err2023.4325>
- Razzaq, A. A. (2023). Spillover of workplace incivility on family satisfaction of nurses: role of Work-to-Family conflict and family support. *Annals of Human and Social Sciences*, 4(1). [https://doi.org/10.35484/ahss.2023\(4-i\)17](https://doi.org/10.35484/ahss.2023(4-i)17)
- Setiawan, A., Winarno, W., & Ambarwati, S. D. A. (2024). Influence Work-Family Conflict, Family-Work conflict on the performance of women nurses moderated by job satisfaction in Yogyakarta Ghrasia Mental Hospital. *International Journal of Applied Business and International Management*, 9(1), 104–119. <https://doi.org/10.32535/ijabim.v9i1.2386>
- Siswanto, N., Masyhuri, N., Hidayati, N., Ridwan, M., & Hanif, R. (2022). Impact of work-family conflict on job satisfaction and job stress: Mediation model from Indonesia. *Problems and Perspectives in Management/Problems & Perspectives in Management*, 20(2), 44–56. [https://doi.org/10.21511/ppm.20\(2\).2022.05](https://doi.org/10.21511/ppm.20(2).2022.05)
- Uddin, M. K., Azim, M. T., Uddin, M. A., & Akther, S. (2023). Influence of family social support on employee engagement: Influence of moderator and mediator. *Business Perspectives and Research*, 227853372211482. <https://doi.org/10.1177/22785337221148256>
- Yadav, V., & Sharma, H. (2021). Family-friendly policies, supervisor support and job satisfaction: mediating effect of work-family conflict. *Vilakshan*, 20(1), 98–113. <https://doi.org/10.1108/xjm-02-2021-0050>
- Zhao, L., Wu, J., Ye, B., Tarimo, C. S., Li, Q., Ma, M., Feng, Y., Guo, X., Song, Y., Zhang, M., & Fan, Y. (2023). Work–family conflict and anxiety among nurses of the maternal and child health institutions: the mediating role of job satisfaction. *Frontiers in Public Health*, 11. <https://doi.org/10.3389/fpubh.2023.1108384>
- Zhao, X., Lynch, J., & Chen, Q. (2010). Reconsidering Baron and Kenny: Myths and Truths about Mediation Analysis. *Journal of Consumer Research*, 37(2), 197–206. <https://doi.org/10.1086/651257>
