

# WORK-LIFE CONFLICT BETWEEN JOB CHARACTERISTICS AND WORKPLACE WELL-BEING

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#### **Abstract:**

**Background:** workplace well-being is most importantly proved best working environment to the employees to handle the issues of burnout and poor work engagement, moreover best working condition like supervisor support and motivated environment can enhance the motivation and sense of accomplishment among employees.

**Objective:** The assessment of work life conflict and Relationship between job characteristics and workplace well-being.

**Method:** The correlational research study design was used. The setting of the study was public hospitals of the Lahore. The study target population was Nurses of the public hospitals convenient sampling technique was used. The sample size for this study was (171) calculated through Slovenes formula. Data analysis was analyzed by SPSS version 21.

**Results:** The study's findings indicate that the relationship between work-life conflict and job engagement is positive which is .484 and significant (p value less than .05. Similarly, work-life conflict is positively and strongly related to job demand .459, P. 0.00 Work-life conflict is favorably and strongly related to supervisor support, with SS values of .133 and P.0. Similarly, WLC is significant and positively correlated with the BO .615 and P.0, supporting the study's premise. Similarly, the connection between JD and SS was positive and significant, with P.05 and t 6.321.

**Conclusion:** The results support the hypothesis and explain the connection of employee job characteristics and their workplace well-being. The current study supports the opinion that the work life conflict play a vital role in employee job characteristics and WE. So, therefore, job characteristics play a vital role in employee workplace well-being and when it combines with work to life conflict it gives the negative interference in employee well-being.

**Key words:** Job Characteristics, (Supervisor support and word demand), workplace well-being (burnout, work engagement).

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#### **INTRODUCTION:**

The key element playing crucial role in employees work performance in employees well-being (1). The source of the employee's motivation at work place are those resources which considered as essential for forming of task and working with full attention. Those job resources might be included both physical and mental peace that ultimately effect either positively or negatively (2). The employees working condition is directly linked with well-being at workplace which is consist of major elements such as burnout and work engagement (3). As studies have explained the relationship among these elements of workplace well-being. On the other hand job characteristics having key elements like supervisor support and work demand taking core position in dealing and maintaining employees' work place well-being (4). Burnout and work engagement where making workplace balance it also having negative effects if not manage appropriately (5). So, for workplace well-being it is most importantly prove best working environment to the employees to handle the issues of burnout and poor work engagement, moreover best working condition like supervisor support and motivated environment can enhance the motivation and sense of accomplishment among employees (6).

Psychological push, counting work strain, has been detailed as a trigger for fling eating. Work strain comes about from the combination of tall mental requests and control over the work prepare (7). Work mental requests alludes to the stack and pace of exercises and the trouble of performing them, as well as clashing requests (8). Work control, in the interim, comprises two measurements: aptitude tact (openings to be imaginative, utilize mental competences and create unused abilities) and choice specialist (openings to require choices almost work). Another critical job-related issue is work-family conflict, which is defined as "a framework of inter-role contention in which the part weights from work and family spaces are frequently incongruent in a few respects"(9). In meanness of the fact that ponders of work-family strife and fling eating were not distinguished, workfamily strife has been related with wellbeing results, such as destitute self-rated wellbeing, mental ailment, and undesirable.

Burnout and work commitment are two components of well-being that are influenced by job characteristics and are partially and negatively related (10). Factors that play a negative role are burnout and work commitment, which are also positive factors (11).

Burnout majorly consist of components namely physical exhaustion and mentally detachment (12). ). According to another study, fatigue is a condition or state caused by excessive workload, which characterized by energy depletion, a condition that causes a disengaged attitude and result in burnout (13). On the other hand, a productive aspect of well-being such as an inspiration attitude towards work (14).

Similarly work resources are the working condition which limit the problems if fulfill accurately or if not produces demand on work such work resources either physical or supportive, psychological organizational or social (15). High labor demand is the main reason for work efficiency and employee well-being, and if this situation continues, employees will suffer from fatigue and feeling of helplessness, hopelessness and so developed detached attitude towards their work and so the work productivity will also affect (12). Similarly when the employees getting support from supervisors they are able to cope with uncertainties of job. Supervisor support that include employee's encouragement and appreciation give employees strength and they are able to cope with the stresses of working condition and solve their problems at work that will prevent burnout and increase work engagement. So, there are many way to deal and prevent with the burnout and enhance engagement by giving the employees extra attention and support that will prevent from feeling exhausted and developing detached attitude.

The long working hours or time-based weight complement the work – life interferer, since work over-burden and part strife are often recognized as indicators of the work-life strife. Delayed working hours are determined not as it were by expanded workload, but moreover by the new communication innovations that have driven to 24/7 workplaces.

The literature also explains that high job demands lead to stressful work experiences, leading to burnout. Similarly, as nurses mostly work in the form of small groups, administrative support is more important for them for productive in productive way and solve workplace problems. High managerial support increases employee motivation, prevents burnout and work engagement, and decline increases their stress (José et al., 2017).

Work life conflict is actually work family conflict having core importance throughout the society and as having core importance and worse effect ended up and center of research now a days in numerous nations (Aycan, 2017). Similarly work life balance mean an completing balance among work and home environment and other life related roles (soomro,2018), work life balance is very crucial in balancing emotional, cognition and psychological stability among employees, that ultimately promotes organizational now a days using strategies of knowledge extended time and administrative promise which result in work life conflict .work conflict define as the incapacity to manage time between personal and work life .that primes to overtiredness and stress amid staffs. work life conflict have negative impact on employees wellbeing and job characteristics Hence, the imbalance between personal life causes high stress that ultimately lead to burnout and poor work engagement among employees.

WFC happens once an person is incapable to adjust effort with family requests, and, as a result, work will meddled with family life (16). Nurses are vulnerable to work—life lopsidedness for numerous reasons, although upsetting work requests, extensive and sporadic effort. The present study analyzing the relationship among supervisor support and work involvement as fit as the job demand and burnout. The study aim is to compare and analyze the relationship among job characteristics (i.e. JD and SS) and workplace wellbeing (i.e. BO and engagement) and the intermediating role of WL

- 1. What is the relationship between job characteristics (Job Demand and Supervisor support) and work place wellbeing (Burnout and Work engagement)?
- 2. What is the effect of work life conflict on the relationship of job characteristics and well-being?

# Research Methodology: Introduction:

The study aim is to analyze the relationship among job characteristics which are (JD and SS) and work place wellbeing which is related to (WE and BO). The correlational research study design will be used to identify the relationship among job characteristics and work place wellbeing. The setting of the study will be the public hospitals of the Lahore. The study target population will be the Nurses of the public hospitals. Data will be gathered through self-administer questionnaire and the respondent will be selected through convenient sampling technique. The sample size for this study will be (171) calculated through **Slovenes formula**. Data analysis will be analyzed by SPSS version 21.

# **Results Demographics Analysis**

As table shows majority of the respondent belonged to age 21 to 30. Similarly 76 of respondents found to have age between 31-40 years. Whereas only 10 respondents found to have age between 51-60 years

**Research questions** 

Age	Frequency	Percent	Valid Percent	<b>Cumulative Percent</b>
21-30	121	47.5	47.5	47.5
31-40	76	29.8	29.8	77.3
41-50	48	18.8	18.8	96.1
51-60	100	3.9	3.9	100.0
Qualification	Total	255	100.0	100.0
	Frequency	Percent	Valid Percent	<b>Cumulative Percent</b>
DIMW	6	2.4	2.4	2.4
DIGN	18	7.1	7.1	9.4
POST RN	120	47.1	47.1	56.5
GENERIC	111	43.5	43.5	100.0
Total	255	100.0	100.0	
Gender				
Male	15	5.9	5.9	5.9
Female	240	94.1	94.1	100.0
Total	255	100.0	100.0	
<b>Duty shift</b>				
MORNING	217	85.1	85.1	85.1
EVENING	29	11.4	11.4	96.5
NIGHT	9	3.5	3.5	100.0
Total	255	100.0	100.0	
Nature Of duty				
CONTRACTUAL	18	7.1	7.1	7.1
PERMANENT	235	92.2	92.2	99.2
OTHER	2	.8	.8	100.0
Total	255	100.0	100.0	

Experience				
1-3	111	43.5	43.5	43.5
4-6	83	32.5	32.5	76.1
7-9	48	18.8	18.8	94.9
10-12	13	5.1	5.1	100.0
Total	255	100.0	100.0	
Length of service				
upto 1 year	16	6.3	6.3	6.3
2-5yera	135	52.9	52.9	59.2
5-10years	104	40.8	40.8	100.0
Total	255	100.0	100.0	
Department				
medical wards	111	43.5	43.5	43.5
Emergency	144	56.5	56.5	100.0
Total	255	100.0	100.0	

**Age** group 21 to 30 were 121(47.5 %), respondent with age group 31 to 40 were 76 (29.8 percent), respondent with age group 41 to 50 were 48 (18.8 %) and the respondent who were above 50 were only 10(3.9 %) of the total respondents who participate in the study willingly. Out of 255 sample size the respondents with diploma in midwifery were 06(2.4%), respondent with diploma in gernal nursing were 18(7.1%) and the respondent from post RN 120(47.1%) and the respondents other than diploma were 111(43.5%) of the total no of total respondents of the study. The data presented in the table shows that out of 255 sample the male respondents who participate in this study were 15 (5.9%) and the female respondents who participate in this study were 240(94.1%). it is quite clear that the total respondent investigated for this study, overwhelming majority 94.1% of them were female and only 5.9 % were found to be male. Those participate in the study who has experience more than 1 year were 111(43.5%), those whose experience in organization from 4 to 6 years were 83(32.5%), participants with experience 7 to 9 years were 48(18.8%), and the respondents with above then 10 years of stay in organization were 13(5.1%). The respondents who participate in the study 217 respondents from morning shift, 29 respondent from evening shift, 9 respondents from Participate in the study 18 (7.1%) night. respondent from contractual, 235(92.2%) respondents are permanent and 2(8%) respondents from others. Respondents who participate in this study who has experience up to one year were 16 (6.3%), those who experience in organization from 2 to 5 years were 135(52.9%) participants with experience 5 to 10 years were 104(40.8%). Similarly, out of 255 sample size the respondents from medical ward is 111(43.5%), and 144(56.5%) respondents from emergency.

# **Reliability statistics**

Reliability Statistics						
Name of variable	Cronbach's Alpha	N of Items				
WC	.844	11				
ВО	.880	16				
WE	.858	17				
SS	.809	05				
JD	.733	10				

Table shows the value of variable WC in Cronbach's Alpha is .844 which is greater then .7that means the standard value. The value for variable of BO in Cronbach's Alpha value is .880 which is greater than .7 that means the standard value. Cronbach's Alpha value for the variable of **WE** is .858 which is greater than .7 that means the

standard value. The value for the variable of **SS** is .809 which is greater then .7that means the standard value. The value for the variable of JD is .733 which is greater than .7 that means the standard value. So, this scales of the study is reliable.

# Validity analysis

#### KMO value and Bartlett's test

KMO WE	.864
Sig	.000
KMO SS	.718
Sig	.000
KMO value of job demand	861
Sig	.000
KMO value of work conflict	.870
Sig	.000
KMO value of burnout	.926
Sig	.000

Table shows that the KMO value is .864 which is greater than .5 and considered as significant and Bartlett test is also significant as the value is less than .05. So, this scale of WE is valid. Similarly, the KMO value is .718 which is greater than .5 and the p value is less than .05 as Bartlett test. And this scale of SS is valid. On the other hand, the KMO

value JD IS .861 and Bartlett test is considered as significant and this scale of JD is valid, the KMO value of WLC is .870 and Bartlett's test is .000 so. This scale of WLC is valid, the KMO value BO is .926 and Bartlett test value is also significant. Hence, this scale of BO is also valid.

### **Correlation analysis**

#### Correlation

Variables	WC	ВО	WE	SS	JD
WC	1	.897**	.741**	.295**	.129*
Sig	1	.000	.000	.000	.040
No	255	255	255	255	255
ВО	.897**	1	.809**	.254**	.151*
Sig	.000		.000	.000	.016
No	255	255	255	255	255
WE	.741**	.809**	1	.303**	.131*
Sig	.000	.000		.000	.037
No	255	255	255	255	255
SS	.295**	.254**	.303**	1	.241**
Sig	.000	.000	.000		.000
No	255	255	255	255	255
JD	.129*	.151*	.131*	.241**	1
Sig	.040	.016	.037	.000	
No	255	255	255	255	255

Table demonstrates the correlation among variables. The results show work life conflict is positively correlate with burn out where BO is (.897 and p.0.). Similarly, WLC is positively and significantly correlate with work engagement where WE is (.741 and p.0).

Work life conflict is positively and significantly correlate with supervisor support where SS is (.295 and p.0), work life conflict is positively and significantly correlate with job demand where JD is (.129 and p.0). which is significant.

#### **Regression analysis**

**Model summery** 

Model	R	R sequare	Adjusted R square	St. error of estimate	Durbin.watson
1	.301ª	.090	.083	.48624	.712

a. Predictors: JD, SS

b. DV: WC

Table showed that the total variation in dependent variable JD r square is 0.90 which is caused by WC independent variable SS

# **ANOVA**

Model		Sum of square	df	Mean	F	p
1	Regression	5.928	2	2.964	12.536	.000 <sup>b</sup>
	Residual	59.581	252	.236		
	Total	65.509	254			

a. DV: WC

b. Predictor: JD, SS

Table showed that the ANOVA is .000 and considered as significant

#### Coefficients

		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
Model		В	Std. Error	Beta		
1	(Constant)	2.909	.233		12.512	.000
	SS	.205	.045	.280	4.527	.000
	JD	.062	.063	.061	.988	.324

#### DV: WC

Table showed that the SS has positive and significant relationship with WLC and it has positive as t value is 4.527 and p value is .000 which is considered as significant. So, by increasing the value of SS 1 unit the change in

WC .205. Similarly, the JD has positive and significant relationship with WC and it has positive and t value is positive which is .988 So, by increasing the value of JD increases the value of WC which is .062.

## **Model summary**

			Adjusted R	Std. Error of the	
Model	R	R Square	Square	Estimate	Durbin-Watson
1	.897a	.805	.804	.23765	1.475

a. Predictor: WC

b. DV: BO

Table showed that the total variation in dependent variable BO r square is .805 which is caused by independent variable which is WC

#### **ANOVA**<sup>a</sup>

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	58.854	1	58.854	1042.107	.000 <sup>b</sup>
	Residual	14.288	253	.056		
	Total	73.143	254			

a. DV: BO

b. Predictor: WC

Table showed that the ANOVA is .000 and considered as significant.

#### Coefficient

	,					
Unstandardized Coefficients S		Standardized Coefficients				
Model		В	Std. Error	Beta	Т	Sig.
1	(Constant)	.221	.114		1.939	.054
	WC	.948	.029	.897	32.282	.000

a. Dv: BO

Table showed that the wc has positive and significant relationship with BO and it has positive as t value is 32.282and p value is .000 which is

considered as significant. So, by increasing the value of WC increases the value of BO which is . 948.

model summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.741ª	.549	.547	.28786	1.704

a. predictor: WC a. DV: WE

Table showed that the total variation in dependent variable WE r square is .549 which is caused by independent variable which is WC

# **ANOVA**<sup>a</sup>

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	25.517	1	25.517	307.931	.000 <sup>b</sup>
	Residual	20.965	253	.083		
	Total	46.481	254			

a. DV: WE b. Predictor: WC

Table showed that the ANOVA is .000 and considered as significant.

# Coefficients<sup>a</sup>

		Unstandardized Coefficients		Standardized Coefficients		
1	Model	В	Std. Error	Beta	Т	Sig.
Ī	(Constant)	1.514	.138		10.942	.000
	WC	.624	.036	.741	17.548	.000

a. Dependent Variable: WE

Table showed that the WC has positive and significant relationship with WE and it has positive as t value is is 17.548 and p value is .000 which is considered as significant. So, by increasing the value of WC increases the value of BO which is .624

#### Discusson:

The main purpose of the study was to test the job features and characteristics of the employ which contain job demand and SS and the well-being (BO and WE) and the presence of intermediating role of WLC in this relationship. The results support the hypothesis and explain the connection of employee job characteristics and their workplace well-being. The current study supports the opinion that the work life conflict play an vital role in employee job characteristics and WE. So, therefore, job characteristics play an vital role in employee workplace well-being and when it combines with work to life conflict it gives the negative interference in employee well-being. it was the important mechanism that initiate the burnout and engagement. Job characteristics not only related to negative interference but also positive part in

employee well-being. Employee health is also play an important part in it. However, if the job demand is high but it is motivational it will play important part in employee performance. Similarly, supervisor supports also donate to burnout and engagement.

Thus, this study discloses the concept that job characteristics contribute differently in explaining workplace wellbeing. Current study findings suggest that high job demand and low supervisor support contribute to increases in work to life conflict and thus initiate the development of BO and decreases the WE. Similarly, with the low job demand and high supervisor support play a crucial role in the promotion of employs wellbeing. So, with the help of these finding organization should develop dissimilar attitude in order to overcome these issues. Diminish the work load and time pressure and encourage supervisor to shape a kind arrogance with the subsidiary which created on trust and support.

#### **Conclusion:**

The current study looks at five variables (job demand, supervisor support, burn out, engagement,

and work life conflict). The study's findings indicate that the relationship between work-life conflict and job engagement is positive.484 and significant (p value less than 05. Similarly, worklife conflict is positively and strongly related to job demand.459, P. O. Work-life conflict is favorably and strongly related to supervisor support, with SS values of 133 and P.O. Similarly, WLC is significant and positively correlated with the BO.615 and P.O, supporting the study's premise. Similarly, the connection between JD and SS was positive and significant, with P.05 and t 6.321. Moreover and the relationship between SS and WE is also positive and significant .4681 and P value is 0.00 and the relationship between JD and BO is also positive and significant with the valu.4214, P .00 which is less than .05. Similarly, the relationship between supervisor support and burnout is positive and significant .1983 and P value is .00 which is less than .05.

So, the relationship between job characteristics and work place wellbeing is positive and significant and the mediation role of work life conflict positively and significantly mediating the JC relationship with wellbeing.

#### **Limitations:**

- 1.Only one organization is targeted for data collection
- 2. Only female nurses' employees are targeted

# **Recommendations:**

1. Study recommended that the future studies should take in to consideration the other mediating factors that playing important role among the relationships of nurses' JD and WE in all public sectors.

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