# Chapter 10
# The Effects of Work–Family Conflict on Job Stress, Job Satisfaction, and Organizational Commitment:
## A Study in Turkish Pharmaceutical Industry

**I. Efe Efeoğlu**
*Adana Science and Technology University, Turkey*

**Musa Sanal**
*Cukurova University, Turkey*

## ABSTRACT

*The aim of this chapter is to investigate the effects of work-family conflict on the employees' attitudes towards their jobs and their behaviours in the workplace within the framework of job stress, job satisfaction, and organizational commitment concepts in the Turkish Pharmaceutical Industry. The data used in this study were obtained by the questionnaire survey method. One of the results of this study reveals that work-family conflict and work to family conflict have positive effects on job stress. However, family to work conflict has no effect on job stress. Secondly, work-family conflict and work to family conflict have positive effects on job satisfaction, while no evidence has been found regarding the effects of family to work conflict on job satisfaction. Thirdly, work-family conflict and work to family conflict have negative effects on organizational commitment while no evidence has been found regarding the effects of work to family conflict on organizational commitment.*

## INTRODUCTION

Studies indicate that it is not easy for employees to be happy by constructing a healthy balance in their both professional and private life, especially in their family life. The reason is that their professional and family life fields have an unstable structure. Considering organizations as open systems, it is easy to state that organizational goals which shape the employees' professional lives, organizational culture, organization structure, employees' job descriptions, job requirements, and

DOI: 10.4018/978-1-4666-6551-4.ch010

Copyright © 2015, IGI Global. Copying or distributing in print or electronic forms without written permission of IGI Global is prohibited.

job standards are basic elements and processes that are open to change. Moreover, employees' family lives are highly open to change since family with biological, psychological, economic, communal and legal features is a social institution. Therefore, the relationship between professional and family lives has a changeable structure in employees' professional lives, organizational culture, organization structure, employees' job descriptions, job requirements and job standards which are basic elements and processes open to change. This changefulness is more likely to cause a conflict in one's life. When the conflict is inevitable, it is necessary to manage the conflict.

Work-family conflict influences employees' personal happiness and life satisfaction as well as their levels of job stress, job satisfaction and organizational commitment. It is important to produce appropriate human resources policies and carry out organizational arrangements and practices in order to manage the conflict effectively. To do this, it is necessary to determine in what way and to what extent work-family conflict level of those who work in businesses actively in different institutional environments and markets affects their job-related attitudes and behaviours.

The aim of this study is to investigate the effects of work-family conflict on the employees' attitudes towards job and their behaviours in workplace within the framework of job stress, job satisfaction and organizational commitment concepts in the Turkish Pharmaceutical Industry. This study also aims to identify the obstacles and the success factors for developing appropriate human resources policies and carrying out organizational arrangements and practices in order to manage the work-family conflict effectively in the Turkish Pharmaceutical Industry.

In this study, first, a review of the literature is conducted with respect to the concepts of work-family conflict and its sub-dimensions, job stress, job satisfaction and organizational commitment. After that various perspectives developed by organizational behaviour scholars who studied on work-family life relations and the work- family life conflict relationships related to job stress, job satisfaction and organizational commitment are identified and discussed. Third, the methodology of the study is identified and the research hypotheses are developed in accordance with the theoretical framework. Fourth, the findings and the evaluations of the study are identified and discussed in details. The data used in this study were obtained by the questionnaire survey method and analyzed by using statistics software program. The last section of this study includes conclusions and recommendations regarding the effects of work-family conflict on the employees' attitudes towards job and their behaviours in workplace within the framework of job stress, job satisfaction and organizational commitment concepts. Due to a large data set available, only main findings are presented in this paper.

## REVIEW OF THE LITERATURE

### The Concept of Work-Family Conflict

Work-family conflict is accepted to be one of the special types of inter-role conflict. This conflict occurs as a result of an incongruity between the role adopted for the sake of being an organization member and the role adopted for the sake of being a family member. When a variety of studies based on the assumption that family-life fields are in interaction with the work-life fields are investigated, It **is** seen that five different theories present themselves (Bedeian, Burke and Moffett, 1988; Jones & Butler, 1980; Cooke & Rousseau, 1984; Duxbury & Higgins, 1991; Evans & Bartolome, 1984; Greenhaus & Beutell, 1985; Zedeck & Moiser, 1990; Hesketh & Shouksmith, 1986; Leiter & Durup, 1996).

Rational perspective and compensation theory explore the concept of work-family conflict basing

14 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the product's webpage:
www.igi-global.com/chapter/the-effects-of-work-family-conflict-on-job-stress-job-satisfaction-and-organizational-commitment/119736?camid=4v1

This title is available in Advances in Business Strategy and Competitive Advantage, InfoSci-Books, Business, Administration, and Management, InfoSci-Business and Management, InfoSci-Select, InfoSci-Select, InfoSci-Select, InfoSci-Select, InfoSci-Select. Recommend this product to your librarian:
www.igi-global.com/e-resources/library-recommendation/?id=74

Related Content

Leveraging Technology Options for Financial Inclusion in India
Shalu Chopra, Rajeev Dwivedi and Arun Mohan Sherry (2013). *International Journal of Asian Business and Information Management (pp. 10-20).*
www.igi-global.com/article/leveraging-technology-options-financial-inclusion/78160?camid=4v1a

Indian Tourism: Finding Ways to Reach Its Potential
Rama Mohana Rao Katta and Chandra Sekhar Patro (2019). *International Journal of Asian Business and Information Management (pp. 31-54).*
www.igi-global.com/article/indian-tourism/223887?camid=4v1a

Entrepreneurs' Contributions to Small Business: A Comparison of Success and Failure
M. Gordon Hunter (2015). *Handbook of Research on Global Business Opportunities (pp. 168-198).*
www.igi-global.com/chapter/entrepreneurs-contributions-to-small-business/119734?camid=4v1a

Dilemmas on OFDI Measuring and Interpreting: The Case of Poland
Agnieszka Kysik-Uryszek and Anetta Kuna-Marszaek (2017). *Outward Foreign Direct Investment (FDI) in Emerging Market Economies (pp. 40-58).*
www.igi-global.com/chapter/dilemmas-on-ofdi-measuring-and-interpreting/177667?camid=4v1a