Perceived Stress and Role Conflict in Dual-Career Couples - A Didactic Approach

By

FaheemaValli

Submitted in partial fulfilment of the requirements for the degree of

Masters of Social Science (Industrial Psychology)

In the School of Applied Human Sciences,

College of Humanities

University of KwaZulu-Natal

Supervisor: Professor J.H. Buitendach

Date Submitted: November 2012

DECLARATION

I declare that this dissertation is my own unaided work. All citations, references and borrowed ideas have been duly acknowledged. It is being submitted for the degree of Masters of Social Science in the Faculty of Humanities, Development and Social Sciences, University of KwaZulu-Natal, South Africa. None of the present work has been submitted previously for any degree or examination at any other University.

Faheema Valli

November 2012

Date

ACKNOWLEDGEMENT

I would first and foremost like to thank my creator Allah, without whose divine intervention and mercy I would not be on this journey of acquiring knowledge. He has given me the strength and conviction to complete my dissertation.

I would like to extend my sincerest gratitude and appreciation to my supervisor, Professor Joey Buitendach for her guidance, direction and support throughout my research. Her wealth of knowledge and dedication to my research has proven invaluable.

I would like to acknowledge and thank my family: my parents Dr Suleman and Farida Valli and my brothers for their unwavering support and encouragement. A special thank you to Yazeed, for his motivation and support throughout my research. Their love and inspiration, has made this achievement possible.

I acknowledge my close friends as well as my classmates at the University of KwaZulu-Natal for their guidance. Last but not least thanks also go to my colleagues at Discovery Health for their support, during my efforts to fulfill the requirements for my Masters Degree.

ABSTRACT

The objective of this research was to explore perceived stress and role conflict that dual-career couples are facing in South Africa. The relationship between work and family is a common topic in the field of Industrial and Organisational Psychology. Research has been conducted in other countries, in particular the United States; however not much research has been undertaken in South Africa. Hence, the purpose of this study was to explore the effect of stress and role-conflict on dual-career couples and the relationship on work-family balance in this context. This research aimed to look at gender differences on work-family conflict, in an attempt to understand perceived role conflict and the interplay of spillover on dual-career couples. A cross-sectional research design with a snowball sampling technique was used. The sample obtained for this research comprised of 105 participants who fulfilled the dual-career couple status. The Work Family Linkage Questionnaire (WFLQ) by Sumer and Knight (2001), with two additional questions on stress included by the researcher, were used as the measuring instrument. The results indicated that there were statistically and practically significant relationships between perceived stress and role-conflict in the different domains. Although no statistically significant results were obtained in the gender experience of role-conflict, when looking at the mean scores it was evident that men and women experienced role conflict differently. There were no significant differences between dual-career couples with and without children across all the sub-scales. However, the descriptive statistics suggested that dual-career couples without children experienced higher stress caused by work life than their counterparts with children. For future research it is recommended that more questions on stress be added, and also that variance in sample size of gender and couples with children and without children be increased as this was also a limitation of the current research.

TABLE OF CONTENTS

LIST OF TABLES

CHAPTER ONE: INTRODUCTION

1.1 Introduction

Compared to the past it has become more common in society today for parents to have multiple roles which result in domain specific stress and work-family interference (Zedeck, 1992). Due to these multiple roles, balancing the demands of work and family has become a principal daily task for many as a result of the changes in employee demographics and societal attitudes about work and family (Zedeck, 1992). In a financial crisis downturn economy, due to inflation, more and more dual-career couples are emerging, as both couples need paid jobs for a family to survive. Stay-at-home mums are less frequent in modern cities and dual-earner couples have increased dramatically. However stress factors that stimulate role conflicts and influence dual-career couples lives, needs to be further researched in a South African context in order to find an amicable balance between work and home life (Haddock, Zimmerman & Ziemba, 2006).

This study focused on the gender differences in the experiences of work-family conflict as dual-career couples struggle with the demands placed on them by their work and family. This is an important issue for both the individual and organisation. This conflict, as a source of stress has resulted in negative outcomes including health issues for dual-career couples, poor performance and decreased satisfaction with work and family, demotivation in the work place, increased drinking, fatigue, high absenteeism rates at work, turnover intentions and decreased mental and physical health (Higgins, Duxbury & Lyons, 2010). The conflict can

also extend to domestic and marital strains and may affect the children of dual-career couples.

While Gove (1972) and Sieber (1974) have suggested that having multiple roles provides individuals with psychological benefits such as status and ego gratifications as well as increased self-esteem, many studies have found negative consequences resulting from work-family conflict. Cooke and Rousseau (1984) found that these very same individuals can suffer from role accumulation, role strain, psychological distress and have somatic complaints. Howard (1992), states that dual-career couples balancing multiple roles are prone to stress and burnout. Wortman, Biernat, and Lang (1991) indicated that over 75 percent of married working women reported that they experienced conflict between the responsibilities of work and family every day. According to Higgins, Duxbury and Lyons (2010), increase in strains on dual-career couples have resulted in role-overload as they struggle to find work-family balance

Given the disparity in research findings and the clear gap that exists in the literature regarding the effects of role conflict on dual-career couples in South Africa, it was imperative that the researcher examined gender differences in the effects of role conflict in dual-career relationships.

1.2 Rationale for the Study

According to Greenhaus, Collins and Shaw (2003) and Lewis and Cooper (1995), family and work are the two essential parts in the life of an employed person. Additionally, previous research has shown that dual-career couples experience unique problems in their work, family and personal life (Hall & Hall, 1979; Moen, 1985) as the conflict arising from work and family life increases the risk of stress due to the couple having to balance the demands of managing two careers and a family (Gupta & Jenkins, 1985; Hall & Hall, 1979; Lewis & Cooper, 1988; Sekaran, 1986). Couples are overwhelmed by trying to perform multiple roles which require time and energy and thus may experience conflict from work to family or family to work domains. Thus it is for this reason that the current study aimed to look at dual-career couples in South Africa and the challenges they face.

Previous research has focused on the inter-role conflicts of either married women, employed mothers or employed fathers leaving a gap in the literature for comparison studies between groups of men and women (Beutell & Greenhaus, 1983; Holahan & Gilbert, 1979a; MacEwen & Barling, 1988; Barling, 1986). Existing studies which have examined work family stress amongst both men and women in dual-career relationships focused on inter-role conflict as a whole (Lewis & Cooper, 1987; Sekaran, 1985), and on conflicts between work and other specific roles such as professional versus spouse or professional versus self (Holahan & Gilbert, 1979a, 1979b). Higgins et al. (2010) explored overload and stress in men and women in dual-earner families and they commented that "given the prevalence of overload and its negative consequences, it is surprising that the concept has garnered

relatively scant research attention" (p. 847). Therefore it was necessary to consider this issue in further research in order to understand the impact of role-conflict and stress on dual-career couples within the South African context as this research has predominantly been conducted in the United States. The current study also focused on gender differences in the experience of role-conflict and stress. It was important to understand the burden placed on the couple and whether this was equally distributed. Spillover and its effect on work-family balance were also examined.

1.3 Research Objectives

The general objective of this study was to explore perceived stress and role conflict faced by dual-career couples in South Africa. The study aimed to explore the following specific objectives:

1.3.1 To determine the relationship between perceived stress and role conflict and which sphere of life (home or work) contributes more to stress.

1.3.2 To determine whether there are gender differences in the experience of role conflict.

1.3.3 To determine whether dual-career couples with children encounter more stress than their counterparts without children.

1.4 Research Questions

The following research questions were addressed:

- What is the relationship between perceived stress and role conflict, and which sphere of life (home or work) contributes more to stress?
- What gender differences are there in the experience of role conflict?
- Do dual-career couples with children report more stress than their counterparts without children?

1.5 Chapter Outline

The first chapter of this report provides the reader with an introduction to the research by providing an overview of the research problem and the rationale for the study. The research objectives have been highlighted for the reader and what the researcher hoped to achieve out of the research study.

The second chapter provides the reader with a literature review. This chapter discusses the current and past literature on perceived stress and role conflict in dual-career couples. Additionally, the researcher explains why research in this particular topic is necessary and the theoretical framework is also highlighted. The researcher presents how the theory is applicable to the current research problem.

Chapter Three provides a detailed description of the research methodology. The chapter describes in detail sampling, data collection and data analysis. It also covers the research

design, a description of the participants and the instruments the researcher used and how they were constructed. In addition, this chapter discusses the procedures followed by the researcher in obtaining ethical clearance. The ethical considerations of the research study are also discussed.

Chapter Four is the presentation of the results, obtained from the statistical analysis of the data collected.

Chapter Five is the discussion of the results. It also provides the reader with a summary of the research study in terms of the aims and outcomes of the study.

Finally, the last chapter is the presentation of conclusions drawn, recommendations for future research are provided, and limitations of the current study are also discussed. Contributions to knowledge are also highlighted.

1.6 Summary

This chapter has given a brief overview of the topic, the aim and rationale for the study and questions that the study aimed to answer.

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction

In a changing society, men and women face the challenge of successfully combining their family life and work life (Wierda-Boer, Geris & Vermulst, 2009). According to Greenhaus and Beutell (1985), work-family interference is experienced when the demands and responsibilities of the different roles clash with each other. The relationship between the domains of work and home has become the centre of attention in the field of industrial and organisational psychology (Zedeck, 1992). This relationship is bidirectional, meaning that either one can have an effect on the other one; this is the basic premise of Spillover Theory which is an appropriate theoretical framework with which to understand the role conflict experienced by dual-career couples. Although some of the research on the stress and role-conflict dual-career couples face has been conducted many years ago, the findings are still relevant. Given the current economic crisis, we are seeing an increase in dual-career couples as it becomes virtually impossible for families to cope with the financial strain and resultant inflation (Haddock et al., 2006).

With inflation, it has become difficult for families to cope with only one bread winner; thus many married couples are living a dual-career life-style with both partners in stable full-time employment. This explains the increase in dual-career couples (Haddock et al., 2006).

The literature defines dual-career couples as "mixed-sex couples who are married or cohabiting and who are both currently employed outside the home" (Ugwu, 2009, p. 2239). It was estimated by Rice (1979) that in 1978 there were 3 million dual-career marriages in the United States with a seven percent increase per year. Deducing from these figures, it seems that by 1982, 15% of marriages (3.8million) would have been dual-career couples (Paddock & Schwartz, 1986). According to Coleman and Coleman (2012), the percentage of dual-career couples rose 31% between 1996 and 2006 in the United States, increasing by 2012 to 47.5%. The percentage of dual-career couples in Canada is now 70%. No current statistical information could be found for South Africa, underscoring the importance and value of research in this area.

Given that to be economically viable, families require two pay-checks, the question arises regarding whether this has an impact on work-family balance (Haddock et al., 2006). Due to the changing demographics in the workplace, dual-career couples outnumber couples who conform to the traditional roles of the male being the breadwinner and the female taking on the role of the homemaker. By the turn of the century in the United States, dual-career couples outnumbered those who conformed to the traditional roles of male breadwinner and female homemaker by three to one (Hayge, 1990; U.S. Bureau of the Census, 2001). Additionally, Haddock et al. (2006) noted an increase in the numbers of mothers with children under the age of one in the workforce. The number of mothers had increased from 49.4% in 1985 to 61.8% by 1998 (U.S. Bureau of Census, 1999). This increase would have an impact on both women as well as men, with a shift in roles.

According to Smit (2006), family roles are changing in terms of role structure and role content. Greenhaus and Beutell (1985, cited in Wierda-Boer et al., 2009, p. 6) report that "In most Western societies, men and women face the challenge of satisfactorily combining family life and work, and either partner may have difficulty reconciling these domains. When demands and responsibilities in one role conflict with the other, work-family interference is experienced", and this can be especially true for men who no longer find themselves the main "provider" of the family because wives have entered the labour market and have become less dependent on their husbands. Women have gained more decision making and bargaining power in the dual-career couple relationship (Smit, 2006). Smit (2006) further postulates that much of the focus of research in the past two decades has been on the changing nature of the role of the man in the family. According to a South African study conducted by Viljoen and Steyn (1996) husbands are no longer seen as the male authority figure, but rather as the head of the household, with the wife as junior or equal partner in decision making. Given this change, the current study examined whether there are gender differences with regard to stress and role conflict.

Researchers have made use of various theories to understand how people cope with both the domains (work and family) at the same time (Xu, 2009). The current study used the three models of work-family linkage, particularly the following theories: Compensation and Spillover Theories as well as Mood Spillover. Compensation Theory according to Lambert, (1990), operates on the idea that when individuals' needs are not satisfied at work, they engage in activities outside of work which satisfy these needs. Spillover Theory states that the leisure activities individuals engage in often have characteristics similar to their job

related activities and tasks (Wilensky, 1960). Mood Spillover is defined across two dimensions: domain and person. The experience of moods (positive/negative) can transfer from one life domain to another (work to home or home to work), or from one person to another, thus influencing each domain or person. The former is considered as spillover and the latter as crossover (Song, Foo & Uy, 2008).

This research focused on role-conflict, how it relates to the couple, and gender differences in the experience and management of this conflict. The study focused on both males and females in relationships since there is very little research in this area. In addition, the researcher explored stress and spillover and its relationship to work-family balance. In the next section, the relationship between dual-career couples and stress is discussed.

2.2 Dual-Career Couples and Stress

Stress is a broad concept, but for the purpose of the current study it is defined as an affective reaction to stressors (job and parenting stress) experienced in the work and family domain (Wierda-Boer et al., 2009). Stress impacts on dual-earner families as financial demands increase, with a concomitant increase in role-overload which is placed on dual-career couples by the responsibilities of their work and family lives (Higgins et al., 2010).

According to the findings of Williams, Suls, Alliger, Learner and Wan (1991), multiple role juggling is a daily stressor for employed mothers. Stress is felt as anxiety and fear and can be

positive or negative. As a positive action it can make us aware of new ideas, and certain people thrive under stress (Wierda-Boer et al., 2009). However, too many stressful factors may have a negative influence on the personal and work life of the person, such as feelings of rejection, anger, depression, headaches, poor performance and related symptoms and this is where Spillover Theory contextualises these experiences in the different domains (work/family) (Duxbury & Higgins, 2003). Thus dual-career couples may experience negative stress as they try to balance work and family life. Stress from one domain may influence the other domain as couples try to cope with the demands of the different environments. This research investigates the effect of role stress on the different life domains by determining which sphere of life causes more stress on the dual-career couple.

According to Folkman (1984, cited in Hancock & Desmond, 2001, p. 7), "Stress is a quality of transactions between personal and environmental demands". Put simply, stress is how someone reacts to a situation. One's body, mind and personality are all affected by stress, and everyone reacts differently. In the current study, the researcher was interested in exploring how couples reacted to stress and how this influenced their relationship. According to Parker and Arthur (2004), balancing the demands of home and work life contributes to increased stress and coping resources in the dual-career couple relationship. The way these demands are managed by the dual-career couple impacts both marital satisfaction and conflict.

Stress is often a result of role-conflict between husband and wife (Paddock & Schwartz, 1986). This conflict often stems from a historical generalisation of the roles of the husband and the wife in society. "Nature defines a woman as a wife, a child-bearer, and a homemaker,

and not as a contributor to economic life" (Stellman, 1977, p. 3). However, in today's society, there is a change in attitude among many couples as they try to work out a solution to divide responsibilities equally. Women are no longer seen as the sole person responsible for the household. Women employed outside the home have to bear the burden of two jobs. Household responsibilities are often not shared between husband and wife even if both hold jobs outside the home. Gender differences affect relationships between work and family as men place importance on their work role and women on their family role (Higgins et al., 2010).

Social support is one of the factors that research has shown mediates the relationship between demands of work and stress (Ugwu, 2009). According to Etzion (1984), women seek social support from family and friends whereas men tend to seek it in the work environment (cited in Hancock & Desmond, 2001). Social support at work clearly plays a key role in managing stress, so that it has less effect on the family. This research looks at the effect of differences in the experiences of role-conflict and stress in both spheres of life.

According to findings from research on women police officers, women experience the same sources of stress as male officers (Hancock & Desmond, 2001). However, women also report gender discrimination as a major source of stress that affects family life. Work stress affects partners, thereby affecting relationships. Far more important than the quantity of support received, is the quality of support (Rice, 1998). Individuals with a lot of support that is of low quality, experience greater loneliness than those with less support that is of high quality. Social support is seen as a mechanism for reducing individuals' exposure to stress (Beehr,

1992). According to Carey (2002), having someone to whom one can open one's heart can reduce stress. Women tend to have more social support than men outside their homes (Shapiro, 1983).

Aspects that make a job dissatisfying and stressful to a man also make it dissatisfying and stressful to a woman. Higgins et al. (2010) reported a correlation for both men and women in terms of work demands and role overload. Their findings indicated that "work rather than family demands are the primary source of total-role overload for dual earner men and women" (p. 855). However, while women showed higher levels of overload and stress, work demands had a greater impact on men than they did on women, and this can be attributed to men placing greater emphasis on their work role. In light of the above, it is important to explore what the literature has to say on role overload and how men and women experience and handle it.

2.3 Role-overload

Role-overload can be defined as "a time-based form of role conflict in which one perceives that the collective demands of multiple roles exceed available time and energy resources, thereby making an individual unable to fulfil adequately the requirements of various roles" and it "has numerous stress related outcomes" (Higgins et al., 2010, p. 847).

Ugwu (2009) found that dual-career couples that are experiencing role-overload and receive support from family or friends experience reduced stress levels, supporting the findings of

previous research by Cohen and Wills (1985). Dual-career couples living with children experience more role-conflict than those without children and the level of conflict also depends on the dependency of the child (Ugwu, 2009). Role-overload is also affected by the number of children in a household and the age ratio of these children. A high number of children in a home can also contribute to the demands placed on the couple as well as time spent on family work (Davis & Greenstein, 2004). The researcher aimed to evaluate the dynamics of stress on couples with children and their counterparts without children.

Researchers (Coverman, 1989; Frone, Russel & Cooper, 1997; Greenhaus & Beutell, 1985) have also found that the number of activities associated with family and work involvements has resulted in an increase in role strain. The experience of negative spillover from work to family has been attributed to the pace at which couples are required to get work-related tasks done. Temporal boundaries from work frequently get crossed and impact home life. Spillover is likely to occur as a result of a lack of time, which is found to be a significant issue in the lives of dual-career couples, as they seek to manage multiple roles (Grzywacz, 2000).

Dual-career couples display commitment to their careers and families. A sense of self is intertwined with both these quests, as a career-minded spouse will display both a strong career and professional identity. Threats to identity are very stressful and result in self-protection responses. Thus when career and family commitments compete, conflict arises as spouses try to protect their sense of identity. Finding a good balance in identity between these two roles is important for dual-career couples (Thoits, 1991).

The working woman is generally expected to be responsible for the efficient running of the home, and ensuring that children's needs are catered for; her absence from the home during working hours is replaced after work (Paddock & Schwartz, 1986). The pressure of the "double shift" places a burden on the working woman, both physically and mentally. The multiple roles that she plays add to the pressures that she has to cope with (Saxbe, Repetti, & Graesch, 2011). Some of these roles such as motherhood, the mentor-role for her children and husband, the role of wife and friend, the role of emotional leader and other responsibilities she faces are the mind map behind this research study. In addition, it has been assumed that the primary breadwinner is the male in the family, and should this role be reversed, the demands and conflict increase in the life of the working woman. It may also increase stress as the male partner perceives the female as more successful and a bigger contributor to the household (Higgins et al., 2010). In a study done in India, it was found that working woman, in dual-career relationships lose interest in household tasks as they feel that these tasks are a contributor to their stress if they continue to do them. And thus they reduce the hours spent doing household tasks because of their job responsibilities and time constraints (Panda, 2011).

Men also experience role-overload; however, the perception created that work and family issues exclude men is still very prevalent in many organisations (Perry-Jenkins, Repetti & Crouter, 2000). Traditional gender role expectations often result in men placing more emphasis on their work, and women on their family. However, it is reported by Higgins et al. (2010) that there are many other factors that play a role in men experiencing lower levels of overload and stress. According to findings by Higgins et al. (2010), men choose better coping

strategies than women, and the nature of demands on women and men differ. Blaire (1992, cited in Higgins et al., 2010, p. 855) indicates that "time spent in home chores and dependent care is not a good predictor of role overload for women. Rather, it may be the type of task". Better predictors of "total-role overload for women" (Higgins et al., 2010, p. 855) maybe the tendency to multitask (Beaujot, 2000), responsibility for family roles (Greenhaus & Parasuraman, 1999), or parental overload (Frone et al., 1997). This research endeavoured to explore work and family demands on men and women and the levels of stress affecting both these domains.

Given the disparities in what the literature states regarding role conflict and stress in dual-career couples in terms of the theory, it is important to examine how the theories have previously been used to link role conflict and stress in dual-career couples.

2.4 Theoretical Framework

Having multiple roles often results in strain and overload for the individual involved as well as for their family (Sumer & Knight, 2001). The mutual effects between work and family have been studied for quite some time and the theory that best explains these effects is known as Spillover (Wilensky, 1960). This theory recognises that each of these systems may have spillover effects on the other (Staines, 1980). For example, being part of a dual-career couple who has to balance both work and family and in some cases children, may result in stress and overload which will "spillover" into other areas of your life (Sumer & Knight, 2001).

A tendency to excessively engage in work-related activities may result in negative effects on an individual's family life (Belsky & Eggebeen, 1991; Kelly & Voydanoff, 1985; Perry-Jenkins et al., 2000; Piotrkowski, 1979). In the current study the researcher examined whether stress in the one domain spilled over into the other domain. The experiences gained in one's family life may have an effect on one's work life (Belsky, Lang & Rovine, 1985; Crouter, 1984). Kirchmeyer (1992), examined spillover between family and work, by sampling 110 men and women from a range of businesses. The outcome of the study displayed a stronger family to work spillover than work to family. The dynamics of the findings were based on the type of family domain, the quality of life, and the gender of the individuals in the different domains. Wilensky (1960) posits that the spillover hypothesis claims that satisfaction experienced in one life domain will result in the experience of satisfaction in other domains (Liou, Sylvia, & Brunk, 1990). Although evidence suggests the existence of a reciprocal and dynamically interacting relationship between the work and family domains, research has focused on the spillover of work experiences and outcomes to family. Empirical evidence suggests, however, that the experience of spillover from family life to work is a reality (Sumer, 2001, p. 3). Generally, the pattern formed by spillover effects tends to shift attention away from the effects of social institutions on each other to the effects that family members have on each other, ignoring the social and political consequences of the work and family context (Xu, 2009). However, there is a need for further attention and investigation of spillover between the two domains.

Spillover may be positive or negative. Positive spillover refers to satisfaction and achievement in one domain bringing about satisfaction and achievement in another domain

(Xu, 2009). Negative spillover refers to the experience of difficulty and depression in one domain bringing about similar experiences and emotions in another domain (Grzywacz, 2000). Negative events from one life setting, either work or family, may spill over and have a negative effect on another. Negative spillover between work and family, and work-family conflict have been found to undermine individual well-being and negatively influence work-family balance (Grzywacz, 2000). According to Sumer and Knight (2001), negative spillover appears to be most intense from the home to the work environment. However, a different dimension, the negative side of domain spillover is noted by Sieber (1974) and Thoits (1986). The common perception of a multitude of domains results in the experience of role-overload and conflict. This has made it difficult to look at the positive aspects of a multitude of domains. The aim of the current research study examined the nature of spillover, positive and negative from the different domains (family domain and work domain), seen in the light of gender and role-conflict factors.

Supporting previous research Grzywacz's (2000) findings indicated that work-family spillover affects the health of both partners equally, and is not just an issue for women. Both positive and negative spillover has an effect on one's health and well-being. Negative spillover is associated with high levels of drinking and reduced physical activity. Positive spillover strengthens social ties and reduces negative impact. Negative spillover between work and family is viewed as stress (Grzywacz, 2000). The key factor in Grzywacz's (2000) study seems to be role accumulation which may add to a complex cognitive representation of the self. This may assist in moderating the outcome of stress. Similarly, Froberg, Gjerdingen,

and Preston (1986) found that the benefit of having multiple roles outweighs the strains. The current study intended to expand on these previous findings.

A theory that is often contrasted with Spillover Theory is Compensation Theory (Zedeck, 1992). This theory asserts that when an employee experiences compensation from work, they experience greater job satisfaction that leads to family satisfaction (Xu, 2009).

2.5 Compensation and Segmentation

The Compensation Model is defined as a negative relationship between work and non-work satisfaction. According to Sumer and Knight (2001), the Compensation Model suggests that work life and family life create opposing demands, indicating that there is an inverse relationship that exists between work and family. This theory has been used to explain why in some cases workers may seek greater contentment from their work or family life and it posits that they do this because they are dissatisfied with each other (Lambert, 1990). According to Lambert (1990), this theory provides a plausible reason as to why people exhibit greater involvement in work when experiencing difficulties in their home life. Attempting to compensate for demands not being met in one domain often results in an imbalance due to involvement increasing in one domain while decreasing in another (Lambert, 1990). The effects experienced in one domain usually have an outcome in another domain. Increased dissatisfaction in one domain causes an eager involvement or compensation in the other domain. Therefore a weakness in the one domain becomes a strength in the other. This theory

overlaps with spillover; the researcher investigated the correlation between compensation and spillover from one domain to the other.

"Segmentation has been operationalised as the lack of correlation between work and non-work attitudes" (Sumer & Knight, 2001, p. 653). According to segmentation, work and family domains exist independently and are unrelated. The outcome of the current research highlights which theory best supports the findings. Although there is research on all three models of work-family conflict the Spillover Model is supported more than other models (Sumer & Knight, 2001). However the Spillover Model also displays weaknesses which the current study aimed to examine.

2.6 Mood Spillover and Crossover

According to Song et al. (2008), affective experiences are important components of work and family domains as it is common for the mood of one partner to affect the other and be transferred. Song et al. (2008), state that according to numerous researchers (Demerouti, Bakker, & Schaufeli, 2005; Eckenrode & Gore, 1990; Larson & Almeida, 1999), the transfer of moods is characterised along two dimensions; namely, those of domain and person. Previous research has found that there are significant relationships between moods, and work and family outcomes and this is due to work and family domains being interconnected (Fisher, 2002; Larson & Almeida, 1999; Watson, 2000; Zedeck, 1992). Simply put, positive and negative experiences have an effect of spiralling from one domain to another (referred to as spillover), and from one person to another (known as crossover).

Similarly, Song et al. (2008) state that studies indicate that there are controversial findings regarding daily mood spillover in so far as both positive and negative moods in both work and home domains are concerned. The different experiences in spillover are as a result of differing role identities in the two life domains. "Spillover is the mood transfer within a person but across domains. The process is likely influenced by individual difference factors, such as role identities associated with different life domains" (Song et al., 2008, p. 444).

Crossover is best described as a process whereby one person receives or transfers the effect of another person (Rusbult & Van Lange, 1996; Song et al., 2008) whereas Spillover Theory suggests that a person's experiences at work can filter through into the family domain and the converse can also occur. Crossover occurs by the transfer of experiences from one member to another (Westman, 2001; Zedeck, 1992). Crossover is prominent amongst individuals in close-knit relationships such as married couples because in these relationships one partner has the ability to influence affect, cognition and behaviour of the other partner (Rusbult & Van Lange, 1996). The difference between spillover and crossover is mainly that while crossover between spouses takes place within the family domain, spillover is inter-domain (meaning it takes place between two domains), and intra-individual (meaning that it occurs within the individual) (Westman, 2005).

The research conducted on mood spillover and crossover amongst dual-earner couples by Song et al. (2008) examined the nature of work and the effects of moods on work and family outcomes. The results displayed consistent mood transfer across spillover and crossover. It highlighted an individual psychological boundary and connected the different experiences

from life situations. The findings from the research indicated that “those with a stronger work orientation are more likely to bring home their negative affective experiences from work” (Song et al., 2008, p. 448). The research shows that a strong career identity has a downside. Those who spend long hours at work, put more effort into their jobs and chase salary increases and this eventually seeps negatively into the domain of family life. Therefore the proposed solution to negate the ill effects of too much of one over the other is suggested by the researchers: Employers are encouraged to build a family friendly workplace culture to reduce spillover. They should also encourage employees to partake in physical exercise and take short breaks from the office. Ill effects can also be reduced by being able to build a conscious, clear line between work and family.

Song et al. (2008) also indicated that having children assists in reducing the crossover of negative moods between married couples or parents. The current research explored mood spillover and its dynamics in order to gain a better understanding of the effects of spillover in the two domains. The study of mood transfer and role conflict in the form of spillover and crossover provides an understanding of how the family system functions and also how individuals set their psychological boundaries between their work and family domains with respect to their spouses (Larson & Almeida, 1999).

2.7 Previous research, results and findings on Spillover

Research conducted by Sumer and Knight (2001) on whether different models of work-family relationships could be applied to individuals with different attachment styles used the following four hypotheses to assess the relationship between work-family and attachment style: Individuals who possess negative self-images show a greater likelihood of experiencing negative spillover from the family to work domain than individuals with positive self-images; individuals exhibiting preoccupied attachment patterns are more likely to experience negative spillover from the work to family domain than either secures and dismissings**;** individuals exhibiting a secure attachment pattern are likely to experience positive spillover in both work and family domains; individuals displaying a dismissing attachment pattern show a greater likelihood of experiencing segmentation than members belonging to the other attachment groups.

Sumer and Knight (2001) also considered the conventional job satisfaction, life satisfaction and individual approach to work-family balance. The survey was completed by a sample of 190 men and 291 women within the age median of 43 years. The majority of the participants (85.4 %) were either married or in a relationship. The findings explain why certain individuals experience difficulty in keeping their personal lives from interfering with their work, go on to spread negative affectivity, and tend to be more prone to engaging in interpersonal conflict. The attachment style was the key factor in determining the ability of a person to handle stressful situations. A limitation of Sumer and Knight's (2001) study, however, was the measures used. Although the subscales appeared to have acceptable internal

consistency reliabilities and the factor analysis showed evidence of construct validity for the scale, additional research was suggested by Sumer and Knight (2001) to establish both reliability and validity of the WFLQ scale. Additionally, whilst the study provided an attachment style as a general framework to understand the interplay between work and family domains, it did not provide a comprehensive framework. However, the results suggested that an individual's self-image and interpersonal relationships are key factors that determine how the person tries to balance work and life (Sumer & Knight, 2001).

2.8 Summary

This chapter defined role-overload, stress, spillover and the theoretical framework used. It also highlighted previous research findings, and the relationship between role-overload and stress, as well as gender differences in the experience stress resulting from work-family conflict. The next chapter focuses on the methodology and design used in the current research.

CHAPTER THREE: METHODOLGY

3.1 Introduction

This chapter describes how the research problem was explored and how the participants of the study were selected. The procedure followed to gather data, as well as the ethical considerations that were addressed in conducting this research study, are also detailed. The measuring instruments as well as their psychometric properties are discussed and finally, the data analysis is explained.

3.2 Research Design

A quantitative research design was used. The quantitative research approach was most appropriate because a standardised questionnaire, guided by theories and previous research findings, was available. The relationship between the participants and researcher was limited and brief, in keeping with the quantitative approach, and the researcher remained as objective as possible. According to Struwig and Stead (2001), "Quantitative research examines constructs (variables) which are based on the hypothesis derived from a theoretical scheme" (p. 4). The actual design used was a cross-sectional research design whereby groups of subjects at one specific time are studied concurrently, and the data collection survey method used collects information by means of questionnaires from the target population, with no repeat measures carried out (Burns & Grove, 1993).

3.3 Participants

Non-probability sampling, specifically snowball sampling, was used to conduct the research. "In non-probability sampling, the probability of any particular member of the population being chosen is unknown" (Struwig & Stead, 2001, p. 111). "Snowball sampling refers to a variety of procedures in which initial respondents are selected by probability methods, but in which additional respondents are then obtained from the information provided by the initial respondents" (Struwig & Stead, 2001, p. 112). This technique was used as the questionnaire was sent out in a corporate setting to a few people and they were asked to refer more respondents to whom the survey applied.

A questionnaire package using Survey Monkey, an online survey tool, was sent to participants in a corporate setting, and couples were asked to forward on to other couples whom they knew. Participation in the study was voluntary and confidentiality was guaranteed as the survey was anonymous.

Respondents had to meet certain criteria. These criteria included working in a corporate environment, being married or cohabiting, and being in full time employment. Having children was a preferred criterion but couples without children were also included in the survey.

The sample was therefore made up of dual-career couples, with and without children, randomly selected from different corporate environments. The aim was to keep the survey

close to the target population as certain variables had to be covered in the target population to ensure validity and reliability of this study. They included:

1. Both spouses had to be working in a full time job as the research aim was to look at the gender differences and role conflict in both spouses and the effect on work and family.

2. Participants had to preferably be working in a corporate setting as this would add to the role-conflict and stress and the impact on work and family domains.

3. Another requirement was that participants should be married/cohabiting with or without children as the aim of the research is also to see the impact of stress on both partners and role strain as couples try to find balance from work to family life and vice versa.

A total number of 134 survey questionnaires were returned. However, only 125 were completed; of these, 3 were eliminated because spouses were working part time, and another 17 were discarded because respondents did not have spouses who were working. Thus the final study sample comprised 105 full time employees, 36% male and 64% female, with ages ranging from 24 to 54, and a mean age of 35.72 (SD=6.53). The majority of the participants (61%) age ranged from 30 to 39 years. A breakdown by race indicated that 8.6% of participants were Black, 8.6% Coloured, 17.1% Indian and 65.7% White. Only 25.7% of participants did not have children, while 74.3% of participants had between 1 and 6 children,

with the mean number of children being 1.36 (SD=1.10). The mean number of years of marriage among the participants was 9.10 years (SD=6.54). The language distribution among the participants was as follows: 72.4% were English speaking; 19.0% Afrikaans speaking; 5.7% Zulu speaking; 1.9% Sotho speaking, and 1.0% other. Table 1 below indicates the characteristics of the participants.

Table 1

Characteristics of Participants (N=105)

Item	Category	Frequency	%
Gender	Male	38	36.2
	Female	67	63.8
Ethnicity	Black	9	8.6
	Coloured	9	8.6
	Indian	18	17.1
	White	69	65.7
Language	Afrikaans	20	19.0
	English	76	72.4
	Other....	1	1.0
	Sotho	2	1.9
	Zulu	6	5.7
Number of Children	0	27	25.7
	1	28	26.7
	3	40	38.1
	4	8	7.6
	5	1	1.0
	6	1	1.0
Age Group	20-29	17	16.2
	30-39	64	61
	40-49	20	19
	50+	4	3.8

3.4 Research Instruments

A biographical questionnaire and The Work Family Linkage Questionnaire (Sumer & Knight, 2001) were used to obtain the data. The biographical questionnaire (Appendix B) did not require the name or other identifying details from the participants, ensuring that anonymity and confidentiality were maintained. Information required included gender, age, number of years married/cohabiting, employment type, employment status of spouse, job level and number of children.

The Work Family Linkage Questionnaire (Sumer & Knight, 2001) (Appendix C), a 27 item measure, assesses relative amounts of spillover, compensation and segmentation. The questionnaire adapted existing scales of Kirchmeyer (1992) and Kopelman, Greenhaus, and Connolly (1983) (Sumer & Knight, 2001). The WFLQ (Sumer & Knight, 2001) contains a 7 point Likert scale ranging from strongly disagree to strongly agree. However, a pilot study conducted by the researcher indicated that the seven point scale was too confusing to respondents and it was also difficult to analyse data effectively and efficiently with a large scale. Therefore, based on feedback from respondents, the scale in the questionnaire was reduced to a 5-point scale in which participants were asked to indicate to what degree they agreed with a statement, ranging from strongly agree, agree, unsure, disagree, to strongly disagree. Two additional stress questions were added at the end of the WFLQ questionnaire by the researcher. The additional questions added were *Most of my stress is caused by work life* and *Most of my stress is caused by home life*. These questions were added to the WFLQ scale to identify the domain that causes more stress.

The final version consisted of the 27-item version of the WFLQ which consisted of seven subscales and two additional questions on stress. Four spillover scales assessed: Negative Spillover from Work (NSW) consisting of 6 items (e.g. My work schedule often conflicts with my home life); Negative Spillover from Home (NSH) consisting of 5 items (e.g. My home life tires me out so I feel drained for work); Positive Spillover from Work (PSW) consisting of 4 items (e.g. My job gives me access to certain facts/information which can be used to improve my home life); and Positive Spillover from Home(PSH) consisting of 5 items (e.g. My home life develops skills in me that are useful at work). Two compensation scales assessed: Compensation of What is Missing at Work (COMPW) (e.g. If things are not going well with my job, I turn to my family/ "significant other" for fulfilment and development); and Compensation of What is Missing at Home (COMPH) (e.g. I become more involved in my work when I experience problems at home). The Segmentation scale consists of 2 items (SEG) (e.g. When I come home, I leave all the problems at work behind).

Sumer and Knight (2001) found the following Cronbach alpha reliabilities for the WFLQ and its subscales: Negative Spillover from Work contained 6 items with α=0.80; Negative Spillover from Home comprised 5 items with α=0.75 and Positive Spillover from Work contained 4 items with α=0.68; Positive Spillover from Home consisted of 5 item with α=0.68; and Segmentation contained 2 items with α=0.72.

3.5 Research Procedure

An initial pilot study was conducted in a corporate setting. The purpose of the pilot was to ensure that questions were clearly understood by respondents and covered all areas of the research. A questionnaire was sent to 10 participants. The package included, information about the research, contact details and a consent form informing the participants that the survey was voluntary and confidential (Appendix A). In addition, a link to the survey was provided. Those who volunteered to participate were requested to complete the biographical questionnaire which was used to obtain general information on the participants to assess suitability for inclusion in the survey.

The survey comprised of the Work-Family Linkage Questionnaire (WFLQ) with two additional questions on stress added to the questionnaire by the researcher. The pilot was approved by the researcher on the basis that the data analysis acquired from the questionnaire covers all aspects of the research and changes were made, including reducing the scale from a 7 point Likert scale to a 5 point Likert scale as respondents indicated that it was confusing. The surveys from the pilot were also included in the research. For the final study, a sample of participants from a corporate setting was chosen and the survey was e-mailed to them. Follow up e-mails were sent to the initial participants who showed a willingness to complete the survey reminding them and their spouse to complete the survey, after a period of 2 weeks elapsed. The researcher did not want to pressurise participation within a short time frame in order to ensure reliability of information obtained and voluntary responses. Thereafter the snowball sampling technique was carried out from these participants.

3.6 Ethical Considerations

Ethical Clearance was obtained from the Principals of the various schools at the University to conduct the research study on 'Perceived Stress and Role Conflict in Dual-Career Couples – A Didactic Approach".

It is the ethical duty of the researcher to ensure that the confidentiality of the respondent as well as of the information is maintained. Thus the letter of consent summarised the purpose of the study, and included information with regard to the research being confidential and voluntary. The questionnaire was sent out using an on-line survey tool. Opening the supplied link was regarded as consent to partake in the survey. The respondent's confidentiality was maintained even in the biographical data sheet as no form of identification was captured. Answering the questionnaire was regarded as consent to utilise the information. Although the consent form which included the survey link was initially sent to people utilising their e-mail addresses in a specific area in a corporate environment, the completed questionnaire did not contain this information. Hence, anonymity was still maintained, and the snowball sampling approach further ensured confidentiality.

3.7 Data Analysis

The data were edited and encoded and entered onto an Excel spreadsheet in order to render them more meaningful for interpretation. The data were then analysed with the use of the Statistical Package for the Social Sciences (SPSS version 20).

"Essentially, editing refers to the elimination of errors in the raw data, and encoding refers to the assignment of data to the appropriate categories" (Struwig & Stead, 2001, p. 151). This allows for the elimination of errors so that data can be placed into categories for tabulation and interpretation. Data were analysed using both descriptive and inferential statistics.

Descriptive statistics provide a summary of the research findings. Descriptive statistics, according to Sekaran (2003), describe the phenomena of interest. They summarise and classify data using measures of central tendency, and measures of dispersion of dependent and independent variables of the data. The mean, standard deviation, skewness and kurtosis were primarily used to describe the data. Cronbach's Alpha (α) was used as a measure of internal consistency for the WFLQ. Since it is the ratio of two variances alpha can vary from zero to one and can take on any values empirically less than or equal to one. Higher values are better. Nunally and Bernstein (1994) state that Cronbach's alpha reliabilities should be greater than or equal to 0.70 in order to be considered as acceptable. However for research purposes a much lower alpha is acceptable. Owen and Taljaard (1996) stated that a reliability as low as 0.3 can still be acceptable if used for research.

Inferential statistics is the use of sample of observations. Inferential statistics used included Pearson product-moment correlation, T-Tests and Factor Analysis.

Exploratory Factor analysis was conducted using principal component analysis with a Varimax rotation. "Factor analysis allows you to condense a large set of variables or scale items down to a smaller, more manageable number of dimensions or factors" (Pallant, 2005,

p. 96). Principal component analysis is regarded as a great statistical tool as it aims to explain the variables by reducing them to a limited number of components (Pallant, 2005). Factor analysis was conducted on the WFLQ as the questionnaire contains seven subscales, to determine how many factors best fits the data in the current study.

The 27 Questions in the WFLQ and the researcher's two additional stress questions were subjected to principal component analysis with a Varimax rotation. The 27 questions in WFLQ Questionnaire and the additional two stress questions can be divided into seven subscales: four Spillover (Negative Spill over from Work, Negative Spillover from Family, Positive Spillover from Work and Positive Spillover from Family); two compensation (Compensation of What is Missing at Work, and Compensation of What is Missing at Home); and one Segmentation (Segmentation).

Inferential statistics were also used to explore the relationships among variables and the differences and strengths between groups. Pearson product-moment correlation *(*Pearson *r)* was used. Pearson *r* "is used to determine the extent to which variation in one continuous variable explains the variation in another continuous variable" (Struwig & Stead, 2001, p. 160). This allows us to determine the relationship between two variables. Pearson correlation gives an indication of the strength and direction (positive or negative) of the relationship. In a positive correlation as one variable increases, so does the other. In a negative correlation, as one variable increases the other decreases (Pallant, 2005). For the purposes of this research the Pearson *r* was a suitable measure as it allowed the researcher to compare seven subscales. Practical and statistical significance were examined. The level of statistical significance used

was $\rho \leq 0.01$ and $\rho \leq 0.05$. Cohen (1988) used the following criteria to assist in interpreting the correlation coefficient for practical significance: small effect > 0.10; medium effect > 0.30 and large effect > 0.50.

A T-test and Levene's test were also used. A T-test was used to measure statistical significance between the means of males and females. "T- Tests are used when you have two groups (e.g. males and females) or two sets of data (before and after), and you wish to compare the mean score on some continuous variable" (Pallant, 2005, p. 97). Levene's test was used to test for equality of variance. It is an inferential statistic used to test the equality of variances of scores for two groups. It tests the null hypothesis that the population variances are equal (Pallant, 2005).

3.8 Summary

This chapter explains the research design and ethical clearance. The research instrument used was a Biographical Questionnaire and the Work Family Linkage Questionnaire (WFLQ) with two additional stress questions added at the end. It also highlights the characteristics of the participants, procedure and statistical method used.

CHAPTER FOUR: RESULTS

4.1 Introduction

This chapter highlights the results obtained from the statistical analyses of the data collected. It provides the descriptive and inferential statistics for the sample. The results of the exploratory factor analysis are presented, followed by descriptive statistics and finally inferential statistics using Pearson Correlation analysis and independent sample t-tests.

4.2 Exploratory Factor Analysis

Factor analysis was used to test the reliability of the scales and to identify factors that best represent the data obtained, as well as to see if the two questions added to the Work Family Linkage Questionnaire (WFLQ) Scale fitted logically into the existing seven factor structure. Exploratory factor analysis was conducted on the Work Family Linkage Questionnaire (WFLQ), through the inspection of eigenvalues (≥1). Analysis confirmed that 7 factors emerged from the data and each question loaded on one subscale as per analysis done by Sumer and Knight (2001), except for four questions which were: questions 13 and 34 (loaded on positive spillover from work); question 21 (loaded on positive spillover from home); and question 35 (loaded on compensation of what is missing at home), and thus the current study could replicate the analysis done by Sumer and Knight (2001). The two additional questions on stress loaded on the right factors: *Most of my stress caused by home life* loaded on negative spillover from home; and *Most of my stress caused by work life* loaded on negative spillover from work. Factor loading is reliable as most of the variables load onto a factor with

a loading of 0.40 and higher, but mostly higher than 0.50. The seven factors explained 61.5 % of the variance.

4.3 Descriptive Statistics

The descriptive statistics for the sample are depicted in Table 2. As can be seen in the table all the variables have a skewness and kurtosis of smaller than 1.00. According to Struwig and Stead (2001, p. 159), "Skewness refers to the degree of deviation from symmetry, while kurtosis refers to how flat or peaked the distribution is". The kurtosis values indicate that the distributions tend to be mesokurtic (approaching normal distribution) on average. As the skewness values for all the subscales except for Positive Spillover from Home (PSH) are in the range -0.5 to + 0.5, they are all approximately symmetric. PSH, is moderately negatively skewed as its skewness value is slightly over – 0.5. As can be seen in the table 2 below, all the scores have a skewness and kurtosis of smaller than 1.00 indicating that the distribution is normally distributed (Tabachnick & Fidell, 2001).

Cronbach's alpha coefficients were used to test the reliability of the WFLQ. According to Nunnaly and Bernstein (1994), Cronbach's alpha coefficients have to be greater than or equal to 0.70 to be regarded as reliable and acceptable. Table 2 reports the Cronbach's alpha coefficients for the questionnaire and the factors and are acceptable and close to the Cronbach's alpha scores reported in previous research. However, compensation (COMPW and COMPH) was not included in the previous research analysis. Compensation of what is missing at work consisted of only two items which resulted in a low Cronbach's alpha score

Table 2

Descriptive Statistics for subscales

Subscales	Min	Max	Mean	SD	Skewness	Kurtosis	α
Positive Spillover from Work	2.00	5.00	3.78	0.62	-0.49	0.12	0.61
Negative Spillover from Work	1.17	5.00	3.34	0.86	-0.39	-0.59	0.84
Positive Spillover from Home	2.40	4.80	3.94	0.56	-0.54	-0.24	0.61
Negative Spillover from Home	1.00	4.20	2.28	0.66	0.45	0.35	0.77
Compensation of What Is Missing at Home	1.00	5.00	2.63	0.75	0.25	0.10	0.56
Compensation of What Is Missing at Work	1.00	4.50	2.93	0.76	-0.28	-0.02	0.41
Segmentation	1.00	5.00	2.99	1.01	0.12	-0.90	0.77

N, number of respondents; α, Cronbach alpha coefficients; SD, standard deviation.

of 0.41; Compensation of what is missing at home consisted of three items yielded an α = 0.56. Cronbach's alpha scales are sensitive to the number of items in the scale (Pallant, 2005). According to Owen and Taljaard (1996), reliability scores as low as 0.3 can still be acceptable if used for research.

The Cronbach's alpha coefficient for the Work Family Linkage Questionnaire was α= 0.67, and the values for the subscales were: Negative Spillover from Work (α = 0.84); Negative Spillover from Home (α = 0.77); Positive Spillover from Work (α = 61); Positive Spillover from Home (α = 0.61); and Segmentation (α = 0.77). The current study compared favourably Sumer and Knight's (2001) study which found good internal consistency with Cronbach's alpha coefficients of 0.80 for Negative Spillover from Work; 0.75 for Negative Spillover

from Home; 0.68 for Positive Spillover from Work; 0.68 for Positive Spillover from Home; and 0.72 for Segmentation.

4.4 Pearson Correlation

Table 3 shows the results of the Pearson correlation coefficient analysis. Pearson correlation coefficient analysis was used to determine the relationship between the various subscales of the questionnaire. Correlations are presented in Table 3.

Table 3 shows that the following subscales were practically and statistically related to each other. Positive Spillover from Work (PSW) was practically and statistically related to Positive Spillover from Home (PSH) ($\rho<0.01$) (medium effect). Negative Spillover from Work (NSW) was practically and statistically related to Negative Spillover from Home (NSH) ($\rho<0.01$) (medium effect). NSW was significantly correlated with Compensation of What is Missing at Home (COMPH) ($\rho<0.01$). NSW was also practically and statistically related to segmentation (SEG) ($\rho<0.01$) (large effect) and Most of my Stress is Caused by Work Life (Q38) ($\rho<0.01$) (large effect). PSH was statistically related to Most of my Stress is Caused by Home Life (Q37) ($\rho<0.01$). NSH was found to be significantly related to COMPH ($\rho<0.01$) and Segmentation ($\rho<0.05$), and practically and statistically related to Most of my Stress is Caused by Home Life (Q37) ($\rho<0.01$) (medium effect). COMPH was significantly correlated to Most of my Stress is Caused by Home Life (Q37) ($\rho<0.01$). Segmentation was practically and statistically related to Most of my Stress is Caused by Work Life (Q38) ($\rho<0.01$) (medium effect).

Table 3

Pearson's correlations between all subscales for entire sample (N=105)

Items	1	2	3	4	5	6	7	8	9
1. Positive Spillover from Work	1.00	-0.08	0.46†**	-0.12	-0.10	-0.18	0.03	-0.10	-0.09
2. Negative Spillover from Work		1.00	0.09	0.34†**	0.26**	0.14	-0.55‡**	-0.11	0.58‡**
3. Positive Spillover from Home			1.00	-0.01	-0.09	0.06	-0.01	-0.25**	0.01
4. Negative Spillover from Home				1.00	0.29**	0.19	-0.21*	0.39†**	0.11
5. Compensation of What Is Missing at Home					1.00	0.19	-0.18	0.29**	-0.07
6. Compensation of What Is Missing at Work						1.00	0.05	0.07	0.15
7. Segmentation							1.00	-0.07	-0.35†**
8. Stress caused by home life (Q37)								1.00	-0.15
9. Stress caused by work life (Q 38)									1.00

** Statistically significant at $\rho<0.01$; * statistically significant at $\rho<0.05$(2-tailed);†practically significant (medium effect > 0.30);‡ practically significant (large effect > 0.50)

Pearson correlation was done on all the subscales for both males and females in the sample to see whether there were similarities or differences in scores obtained from each subscale. Correlations between subscales and stress questions for males are presented in Table 4.

Table 4

Pearson's correlations between all the subscales for Males (N=38)

Items	1	2	3	4	5	6	7	8	9
1. Positive Spillover from Work	1.00	-0.07	0.35†*	-0.08	-0.23	-0.27	-0.03	0.03	-0.10
2. Negative Spillover from Work		1.00	0.19	0.49†**	0.24	0.11	-0.60‡**	-0.17	0.34†*
3. Positive Spillover from Home			1.00	0.02	-0.18	0.07	-0.19	-0.23	0.13
4. Negative Spillover from Home				1.00	0.37†*	-0.08	-0.44†**	0.34†*	0.14
5. Compensation of What Is Missing at Home					1.00	0.00	-0.09	0.12	-0.21
6. Compensation of What Is Missing at Work						1.00	0.26	-0.11	-0.01
7. Segmentation							1.00	0.24	-0.28
8. Stress caused by home life (Q37)								1.00	0.00
9. Stress caused by work life (Q38)									1.00

** Statistically significant at ρ<0.01; * statistically significant at ρ<0.05(2-tailed);†practically significant (medium effect > 0.30);‡ practically significant (large effect > 0.50)

According to Table 4 the following were found to have a practically and statistically significant relationship for males: PSW was practically and statistically related to PSH (ρ<0.05) (medium effect); NSW was practically and statistically related to NSH (ρ<0.01) (medium effect) for males; NSW was practically and statistically related to SEG (ρ<0.01) (large effect) and Most of my Stress Caused by Work Life (Q38) (ρ<0.05) (medium effect); NSH was practically and statistically related to COMPH and Most of my Stress Caused by

Home Life (Q37) ($\rho<0.05$) (medium effect) and practically and statistically related to SEG ($\rho<0.01$) (medium effect).

Table 5 shows the correlations between subscales and stress scores for females.

Table 5

Pearson's correlations between all the subscales for Females (N=67)

Items	1	2	3	4	5	6	7	8	9
1. Positive Spillover from Work	1.00	-0.08	.551‡**	-0.15	-0.03	-0.13	0.06	-0.18	-0.08
2. Negative Spillover from Work		1.00	0.01	0.24*	0.27*	0.16	-0.51‡**	-0.09	0.73‡**
3. Positive Spillover from Home			1.00	-0.03	-0.04	0.05	0.13	-0.28*	-0.06
4. Negative Spillover from Home				1.00	0.24*	0.34†**	-0.05	0.43†**	0.09
5. Compensation of What Is Missing at Home					1.00	0.28*	-0.23	0.37†**	0.01
6. Compensation of What Is Missing at Work						1.00	-0.06	0.15	0.22
7. Segmentation							1.00	-0.24	-0.41†**
8. Stress caused by home life (Q37)								1.00	-0.22
9. Stress caused by work life (Q38)									1.00

** Statistically significant at $\rho<0.01$; * statistically significant at $\rho<0.05$(2-tailed);†practically significant (medium effect >0.30);‡ practically significant (large effect > 0.50)

PSW was practically and statistically related to PSH ($\rho<0.01$) (large effect). NSW was practically and statistically related to SEG ($\rho<0.01$) (large effect) and Q38 ($\rho<0.01$) (large effect). NSW was only statistically related to NSH and COMPH ($\rho<0.05$). PSH was only

statistically related to Most of my Stress Caused by Home Life (Q37) ($\rho<0.05$). NSH was practically and statistically related to COMPW ($\rho<0.01$) (medium effect) and Most of my Stress Caused by Home Life Q37 ($\rho<0.01$) (medium effect). NSH was statistically related to COMPH ($\rho<0.05$). COMPH was practically and statistically related to Most of my Stress Caused by Home Life (Q37) ($\rho<0.01$) (medium effect) and statistically related to COMPW ($\rho<0.05$). SEG was practically and statistically related to Most of my Stress Caused by Work Life (Q38) ($\rho<0.01$) (medium effect).

4.5 Independent Samples Tests

Independent samples tests were used to compare the mean scores for men and women in dual-career couple relationships as well as to compare scores for respondents with children and those without, to determine whether they differed in their report of stress and conflict experienced in their work life and home life. Table 6 presents the results of mean differences for males and females obtained from the t-test. An inferential statistic used was the Levene's test, which tests the equality of variances of scores for two groups, meaning that it tests whether the variance or variation of scores for the two groups is the same. According to Pallant (2010), the significance value for Levene's test should be larger than 0.05 for equal variance to be assumed for the two groups. An independent samples t-test was conducted to compare the scores obtained on the subscales for males and females. Table 6 presents the results of the t-test.

Table 6

Descriptive statistics for males compared to females

Gender_Coded		N	Mean	Std. Deviation	Std. Error Mean
PSW	Male	38	3.79	0.67	0.11
	Female	67	3.77	0.60	0.07
NSW	Male	38	3.23	0.89	0.14
	Female	67	3.41	0.84	0.10
PSH	Male	38	3.90	0.63	0.10
	Female	67	3.96	0.53	0.06
NSH	Male	38	2.31	0.73	0.12
	Female	67	2.27	0.62	0.08
COMPH	Male	38	2.58	0.74	0.12
	Female	67	2.67	0.76	0.09
COMPW	Male	38	2.95	0.68	0.11
	Female	67	2.93	0.80	0.10
SEG	Male	38	3.11	1.06	0.17
	Female	67	2.92	0.98	0.12
Q37	Male	38	2.13	0.96	0.16
	Female	67	2.25	1.05	0.13
Q38	Male	38	3.61	1.05	0.17
	Female	67	3.45	1.25	0.15

Descriptive statistics analysed the differences in how males and females experienced the factors associated with WFLQ. Table 6 above shows that males experienced higher levels of Positive Spillover from Work (M=3.79), while females experienced higher levels of Positive

Spillover from Home (M=3.96). Females experienced higher Negative Spillover from Work (M=3.41), while males experienced Higher Negative Spillover from Home (M=2.31). Males experienced higher levels of Compensation of What is Missing at Work (M=2.95) and higher Segmentation (M=3.11). Females experienced higher levels of What is Missing at Home (M=2.67). Females experienced a higher level of Stress Caused by Home Life (Q37) (M=2.25) while males indicated a higher level of Stress Caused by Work Life (Q38) (M=3.61).

Table 7

Independent sample: T-tests for males compared to females

Items	t	df	ρ
PSW	0.13	103.00	0.89
NSW	-1.04	103.00	0.30
PSH	-0.51	103.00	0.61
NSH	0.29	103.00	0.77
COMPH	-0.57	103.00	0.57
COMPW	0.14	103.00	0.89
SEG	0.91	103.00	0.36
Q37	-0.59	103.00	0.56
Q38	0.66	103.00	0.51

** Statistically significant at $\rho<0.01$;
* Statistically significant at $\rho<0.05$

According to Table 7, the variance for NSW and NSH is the same for both males and females in the study. There was no significant difference in mean scores for males and females in relation to the scores they obtained on the subscales of the questionnaire. The magnitude of the differences in the means was very small.

Table 8 reports on the statistics obtained from the independent sample t-test comparing dual-career couples with children and those without.

Table 8

Descriptive statistics for children vs. no children

	Children_Coded	N	Mean	Std. Deviation	Std. Error Mean
PSW	No Children	27	3.85	0.47	0.09
	One or more children	78	3.75	0.66	0.07
NSW	No Children	27	3.53	0.80	0.15
	One or more children	78	3.27	0.87	0.09
PSH	No Children	27	3.94	0.61	0.11
	One or more children	78	3.93	0.54	0.06
NSH	No Children	27	2.26	0.58	0.11
	One or more children	78	2.28	0.68	0.07
COMPH	No Children	27	2.66	0.65	0.12
	One or more children	78	2.62	0.78	0.08
COMPW	No Children	27	3.05	0.71	0.13
	One or more children	78	2.89	0.77	0.08
SEG	No Children	27	3.01	0.93	0.17
	One or more children	78	2.97	1.04	0.11
Q37	No Children	27	2.33	1.03	0.19
	One or more children	78	2.16	1.01	0.11
Q38	No Children	27	3.88	0.97	0.18
	One or more children	78	3.37	1.21	0.13

From the descriptive statistics depicted in Table 8, dual-career couples without children experienced higher levels of Positive Spillover from Work (M=3.85) in comparison to those without children (M=3.75). Dual-career couples without children also experienced higher Negative Spillover from Work (M= 3.53) than those with children (M=3.27). Positive Spillover from Home was almost the same for those with children (M=3.93) and those without children (M=3.94). Couples with children experienced higher Negative Spillover from Home (M=2.28) than those without children (M=2.26). Dual-career couples without children experienced a higher Compensation of What is Missing at Home (M=2.66) than those with children (M=2.62). Compensation of What is Missing at Work was experienced more by couples without children (M=3.05) than those with children (M=2.89). Segmentation was higher for couples without children (M=3.01) than those with children (M=2.97). Stress Caused by Home Life was higher for couples without children (M=2.33) than those with children (M=2.16). Dual-career couples without children experienced higher Stress Caused by Work Life (M=3.88) than those with children (M=3.37).

Table 9 shows that overall there was no significance in the mean differences for couples who had children and those who did not have children. However *Most of my Stress is Caused by Work Life* (Q38) was statistically significant as couples without children obtained a higher mean score ($p < 0.05$).

Table 9

Independent sample: T-tests for children vs. no children

Items	t	df	ρ
PSW	0.71	103.00	0.48
NSW	1.35	103.00	0.18
PSH	0.04	103.00	0.97
NSH	-0.12	103.00	0.90
COMPH	0.25	103.00	0.80
COMPW	0.97	103.00	0.33
SEG	0.19	103.00	0.85
Q37	0.73	103.00	0.47
Q38	1.99	103.00	0.05

** Statistically significant at $\rho<0.01$;
* Statistically significant at $\rho<0.05$

4.6 Summary

This chapter includes the findings of the study and the analysis of the data using descriptive statistics, principal component analysis, and correlations between variables (gender and dual-career couples with children vs. their counterparts without children). The following chapter discusses these findings.

CHAPTER FIVE: DISCUSSION

5.1 Introduction

This chapter provides a discussion of the research findings. In order to contextualise the research, comparisons are drawn with available literature with particular reference to the theoretical framework underpinning the study, namely the Spillover Theory.

5.2 Discussion of the Results

The current study was directed at investigating the relationship of stress and role-conflict among dual-career couples (as measured by the WFLQ). The general objective was to explore perceived stress and role-conflict facing dual-career couples in South Africa. This was done in order to study gender differences in work-family conflict, in an attempt to understand perceived role conflict and the interplay of spillover on dual-career couples. The study seemed to be relevant given the scarcity of research conducted in this area in South Africa. The current study aimed to expand on previous findings from research done in the United States on dual-career couples and their experiences of perceived stress and role conflict. Secondly, the research attempted to determine whether there was a significant difference in how couples with children and those without children experienced stress and role conflict.

The first objective of the study was to conceptualise the different constructs from the literature review. Firstly, the focus was on dual-career couples, stress and role-overload. In the current study, a dual-career couple was defined as "mixed-sex couples who are married or cohabiting and who are both currently employed outside the home" (Ugwu, 2009, p. 2239). For the purposes of the current study, stress was defined as an affective reaction to stressors (job and parenting stress) experienced in the work and family domain (Wierda-Boer et al., 2009). Folkman (1984, cited in Hancock & Desmond, 2001), defines stress as multiple transactions between the demands of person and environment. Put simply, stress is how someone reacts to a situation. One's body, mind and personality are all affected by stress, and everyone reacts differently. Higgins et al. (2010), using Cohen, Kamarck and Mermelstein's (1983) Perceived Stress Scale, measured stress as a reflective construct. The scale was amended to reflect a high level of stress with a high score. This was linked to the Dual Employed Coping Scale used by Skinner and McCubbin (1987). This showed that dual-career couples use coping behaviours to manage multiple roles. Research found that dual-career couples used the following strategies to mitigate stress: Obtaining social support from outside the family, strengthening the family system, managing psychological tension and strain, modifying the interface of work and family and generally improving lifestyle. Higgins et al. (2010) adapted the strategy and initial hypothesis on which the research was performed and, in addition, conducted a test using an independent sample. Their findings indicated that there was no link between role-overload and level of stress. However a second dimension of their findings was that women experience a higher level of stress than their counterparts in dual earner families. Their findings also drew a path between work and family and found that the demand at work was the primary source of role-overload for the dual-career couple. The

current study also found statistically and practical significant relationships between perceived stress and role-overload in the different domains for the dual-career couple.

In addition to stress, role-overload was another construct. According to the literature role-overload is defined as "a time-based form of role conflict in which one perceives that the collective demands of multiple roles exceed available time and energy resources, thereby making an individual unable to fulfil adequately the requirements of various roles" and it "has numerous stress related outcomes" (Higgins et al., 2010, p. 847). The researcher aimed to canvass role conflict caused by role-overload, which in turn causes a strain on the work and family balance. Sumer and Knight's (2001) study dealt comprehensively with spillover wherein the attachment style was used as a framework to explain the differences in the interaction between the different domains of work and home. The area of stress and role-overload was identified as a future research area by these authors. A study by Helms, Walls, Crouter and McHale (2010) explained how the spouse-provider role influences the context of role-overload and the division of roles. This was seen in the context of dual-earner couples where the dyadic focus of theoretical work was used and both spouses attitudes towards breadwinning, linked with marital experience and role related stress was canvassed. They assessed the complexity of roles over periods of time and with changing social circumstances to assess whether the outcomes differed. The common factor was that in most dual-earner couples the female experienced higher degrees of role-overload than her male counterpart. This was also a common finding by Ferree (2010) and Sullivan (2004).

A Principal Component Analysis (PCA) was carried out first, in order to examine the structure of the various factors of the WFLQ scale and the two extra questions added on stress by the researcher. Exploratory factor analysis was carried out in the research as opposed to confirmatory factor analysis which was used by Sumer and Knight (2001).

However, a more detailed inspection of the item-scale correlations (loadings) does present several differences. As per Sumer and Knight (2001), each question loaded onto one subscale except four questions which loaded on the scale they were supposed to, but had a higher loading on another scale. However these scales were left according to the original article in order to do comparisons with previous research. Inter-correlations of the items of the questionnaire yielded similar results. Factor loading was reliable as most of the variables loaded onto a factor with a loading of 0.40 and higher, but mostly higher than 0.50. Thus, reliabilities of the scale compare well with those found in the work of Sumer and Knight (2001). Since the reliabilities weren't influenced, the questionnaire was left as is in order to compare the results to those of Sumer and Knight (2001). Total variance explained by the seven factor solution was 61.51% and thus can be considered as meaningful factors.

Based on descriptive statistics, the psychometric properties of the Work Family Linkage Questionnaire with the two extra questions added on stress were presented for all the subscales. As recommended by Nunnally and Bernstein (1994), Cronbach's alpha coefficients (α) were used as estimates of the reliability of the instruments used and were found to be $\alpha \geq 0.70$ and $\alpha \geq 0.30$, acceptable if used for research, as stated by Owen and Taljaard (1996). Descriptive statistics also indicated that the data were normally distributed.

The Cronbach alphas for the subscales of the Work Family Linkage Questionnaire were close to those obtained by Sumer and Knight (2001) which had acceptable internal consistency. Sumer and Knight (2001) reported Cronbach's alpha coefficients in their findings as α=0.80 for Negative Spillover from Work; α=0.75 for Negative Spillover from Home; α =0.68 for Positive Spillover from Work; α=0.68 for Positive Spillover from Home; α=0.72 Segmentation.

In the current research the Cronbach alpha coefficient was α=0.84 for Negative Spillover from Work; α=0.77 for Negative Spillover from Home; α=0.61 for Positive Spillover from Work; α=0.61 for Positive Spillover from Home; and α=0.77 for Segmentation. The Compensation Scales (COMPW and COMPH) were not included in the previous research analysis. The Compensation Scales of what is missing at work and home consisted of few items which resulted in low Cronbach's alpha scores of α=0.41 and α=0.56, respectively. Thus the findings of both the current research and previous research by Sumer and Knight (2001) may be accepted as reliable for the scales measured.

A Pearson product-moment correlation coefficient was used to answer the first objective which was to identify the relationship between perceived stress and role conflict in determining which sphere of life (home or work) contributes to stress. The results showed that there was a statistically and practically significant relationship between perceived stress and role conflict. These findings are consistent with findings in Higgins et al. (1992), which indicated that women reported higher levels of over-load and stress than men even though

their work demands were lower and family demands were the same as those of men. Their findings also revealed that work demands rather than family are the source of total role-overload for dual-career couples, and men reported higher levels of role-overload than women. According to Jick and Mitz (1985), men place greater emphasis on the work domain and thus are more affected by demands in the work domain. Higgins et al. (1992), study contained a number of limitations, the most significant being that they focused only on behavioral coping strategies and very little emphasis was placed between total role-overload and the psychological forms of coping. The researcher focused on gender differences and the domains from which stress impacts. The current study is limited insofar as discussing coping mechanisms for role-overload and stress. It was therefore necessary to consult the findings of Higgins et al. (1992) wherein the coping mechanisms of stress were explored. This amplified the current research limitations.

The results indicated a statistically and practically significant positive relationship for females between stress caused by home life and both compensation of what is missing at home and negative spillover from home. Stress caused by home life results in women compensating at home. For women, there was also a significant negative correlation between stress caused by home life and positive spillover from home. Stress caused by work life was also negatively correlated with segmentation for females both statistically and practically. Segmentation is when each domain is seen independently. As stress increases, their ability to separate the different domains decreases. According to research conducted by Williams et al. (1991), managing multiple roles has been found to be a daily stressor for employed mothers. This concurs with the current research findings. Similarly, research done by Duxbury and

Higgens (2003) has indicated that dual-career couples may experience negative stress as they try to balance work and family life.

For men, stress caused by home life was positively correlated with negative spillover from home both statistically and practically, indicating that family life makes work life more difficult as indicated by Duxbury and Higgens (2003). Furthermore, stress caused by work life was positively correlated with negative spillover from work both statistically and practically indicating that work life makes family life more difficult. Similarly, the findings of Song et al. (2008) indicated that people with stronger work orientation were more likely to bring home their negative experiences from work.

Results for the entire sample indicated that stress caused by home life had a significant positive and practical relationship with negative spillover from home. This would indicate that, for the entire sample, as stress increases in their home life, negative spillover from home increases. Thus the negative effect of home life to work life increases. Folkman (1984, cited in Hancock & Desmond, 2001) saw stress as the quality of transactions between a person and their environmental demands, meaning that given the situation our body reacts in a certain way. Dual-career couples are no different, and as the results would indicate, stressful situations at home were related to an increase in negative spillover from home life to their work life making work life more demanding (Crouter, 1984).

Stress caused by work life had a positive statistically and practically significant relationship with negative spillover from work, indicating that as stress caused by work life increased, the

negative spillover from work to home also increased. Similar to findings by Crouter (1984), stress caused by work life had a negative statistically and practically significant relationship with Segmentation.

The second objective of the study was to determine whether there are gender differences in the experience of role conflict. To determine whether there was a difference in how couples experienced role conflict, independent sample t-tests were conducted. Previous research (e.g. Coverman, 1989; Frone et al., 1997) has found that role-strain increases with the number of activities associated with family and work involvements, meaning that men and women generally deal with different activities and thus would experience a difference in their role conflict. While the current findings did not indicate a statistically significant difference, the mean scores suggested that men and women experience role conflict differently. A possible explanation for this could be due to the variance in the sample as more women participated in the study than men. However, the mean differences represented in the descriptive statistics indicated that females experienced higher negative spillover from work than males. In addition, women also experienced higher positive spillover from home, as well as compensation of what is missing at home. Kirchmeyer's (1992) findings indicated that "domain involvement appeared to enhance both positive and negative sides of spillover, whereas domain satisfaction enhanced the positive but reduced the negative" (p. 231). Kirchmeyer's findings also indicated that women disagreed more than men with statements regarding negative spillover. This also corroborates the findings of Spain and Bianchi (1996) that women find it difficult in combining the different demands. Higgins et al., (2010) found that work rather than family demands are the primary source of role-overload for dual-career

couples. Demands created by work was a stronger predictor of role overload for men, indicating that men also experience role overload, according to Perry-Jenkins et al. (2000).

According to Spain and Bianchi (1996), even though the roles of men and women are similar, women are under more pressure than men, as they take more responsibility over the household. Hochshild (1989) refers to the double shift that women do after work at home, also known as the "second shift". According to Paddock and Schwartz (1986, p.454), "household tasks and childcare are performed most frequently by the female partner". This "double shift", requiring the working woman to be responsible for the efficient running of the home and to be fully present at work, places a heavy burden on women, so that women find it difficult to separate their work and family domains (Paddock & Schwartz, 1986).

According to previous research (Gray, 1983; Yogev, 1981) married, working, women experience positive spillover from home to work with their family life enhancing their work-life. Women also consider the rewards of having a career and family well worth the effort required to deal with the conflict (Kirchmeyer, 1992). According to Kirchmeyer's (1992) findings, negative spillover from home was lower for women as found in the current research, as career women found having a family and a career rewarding enough to deal with conflict that arises from role-overload (Gray, 1983).

The results showed that women experienced lower segmentation than men, as men found it easier to separate their work and life domains. Thus women experienced higher stress caused by home life than men. According to Pietromonaco, Manis and Frohardt-Lane (1986),

women with more roles, have higher levels of self-confidence and experienced greater job satisfaction. These findings were unrelated to life stress. Thoits (1983) found a negative correlation between the number of roles men and women held and their psychological distress, meaning that as the number of roles increased, men and women dealt with it differently either experiencing an increase or decrease in their psychological distress. Research done by Cooke and Rousseau (1984) and Linville (1987) supports this as they state that in some cases the accumulation of roles can contribute positively to the self and this in turn can moderate the outcomes of stress. Similarly, the descriptive statistics indicate that both male and female spouses are almost identical in the extent to which they experience compensation of what is missing at work and positive spillover from work to home, with men obtaining slightly higher scores than females on both these scales. This means that men experience higher stress caused by work and higher positive spillover from work as men place more emphasis on their work and women on their family (Perry-Jenkins et al., 2000). The current study indicates that there are also differences in the way dual-career couples experience negative spillover in the domains of work and family-life, as women experience higher levels of negative spillover from work to family than men. Men experience a higher level of negative spillover from family to work, on the other hand. According to Higgins et al. (2010), women in dual-career relationships experience higher levels of stress than men, which inevitably affects their family domain in a negative manner.

The third objective of this study was to determine whether dual-career couples with children encounter more stress than their counterparts without children. The independent sample t-tests found no significant differences between dual-career couples with and without children

across all the sub-scales. This could be due to the variance in the sample size of only 27 out of 105 respondents were without children. From the descriptive statistics dual-career couples without children experienced higher stress caused by work life than their counterparts with children which is contrary to the findings of Davis and Greenstein (2004) who found that children increase demands placed on a couple, and this in turn increases levels of stress. The variable that affects stress levels could be the presence or absence of children in the dual-couple relationship. However, the variance being couples without children was a limitation of the research, as 27 out of the 105 respondents were without children. A comparative study done by Matsui, Ohsawa and Onglatco (1995) reported that the husband's support can serve as a buffer in the dual-couple relationship by sharing in parental demands and work-family conflict. There is common ground in the study of Matsui, Ohsawa and Onglatco (1995) and the conclusions drawn by the current research in that support in general, either from friends or family, is found to reduce stress levels.

Lothaller, Mikula and Schoebi (2009) indicated that both genders reported feelings of fulfillment from doing childcare rather than household tasks. These findings were also supported by Aldous Mulligan and Bjarnason (1998) and Bryson (1983) who found that family work should be viewed not only as a burden but also as a benefit as it provided valued outcomes for men and women. The explanation provided by Lothaller et al. (2009) was that gender attitudes affected men's perception of household chores and not childcare. Household chores are seen as unpleasant in comparison to childcare. These studies did not examine the effect of gender attitudes in the work domain and concentrated exclusively on the division of family work between sexes in the family domain.

In summary all three objectives are answered. The first objective was to determine whether there was a relationship between perceived stress and role conflict in the different domains. Results indicated that there was a statistically and practically significant relationship. The second objective was to determine whether there were gender differences in the experience of role conflict. Results found no statistically significant results. However, when analysing the mean scores it was evident that men and women experienced role conflict differently. The third objective was to determine whether dual-career couples with children encountered more stress than their counterparts without children. Results showed no significant differences. However, the descriptive statistics suggested that couples without children experienced higher stress caused by work life than their counterparts with children.

5.3 Summary

This chapter focused on providing a discussion and explanation of the results of the study and also links the findings to previous research by highlighting similarities and differences. Statistically and practically significant relationships were found between perceived stress and role-conflict. There were no statistically significant results for gender differences in the experience of role-conflict; however, from the mean scores it was evident that men and women differed in their experience of role-conflict. Also, no statistically significant differences were found between dual-career couples with children and their counterparts

without children. However, the descriptive statistics indicated that couples without children experienced higher stress caused by work life.

CHAPTER 6: CONCLUSIONS, LIMITATIONS AND RECOMMENDATIONS

6.1 Introduction

This chapter provides conclusions drawn from the results and discussion chapters. The practical implications and "value-add" of the study are also highlighted. Recommendations are made for future research and limitations of the study are presented.

6.2 Conclusion

The conclusions below are based on the empirical findings of the present study and are in accordance with specific objectives as stated in the literature review.

6.2.1 Conclusions in terms of the specific literature objectives of the study

The following conclusions can be made with regards to the constructs of dual-career couples, stress and role-conflict.

- **Dual-career couples**. For the purpose of this research dual-career couples were defined as "mixed-sex couples who are married or cohabitating and who are both currently employed outside the home" (Ugwu, 2009, p.2239). Inflation has resulted in many married couples entering the workforce. The demands placed on dual-career couples from both the work and home domains has resulted in stress and role-conflict as they struggle to find work-family balance. The study was conducted to explore the

relationship between perceived stress and role-conflict on dual-career couples in the South African context from the different domains.

- **Stress**. For the purpose of this research stress was defined as affective reaction to stressors experienced in the work and family domain (Wierda-Boer et al, 2009). Stress is affected by various factors such as, financial demands, role-conflict, children, family, work demands and responsibilities. Stress can be positive or negative; however gender differences are seen to affect relationships between work and family.
- **Role-conflict.** For the purpose of this research role-overload was defined as "a time-based form of role conflict in which one perceives that the collective demands of multiple roles exceed available time and energy resources, thereby making an individual unable to fulfill adequately the requirements of various roles" (Higgens et al., 2010, p. 847), having numerous stress related outcomes evident in the lives of dual-career couples. Friends, family support and couples with children are dynamics seen to affect role-conflict and stress. The lack of research on this topic in South Africa served as motivation to conduct the current study.

6.2.2. Conclusions in terms of the specific empirical results of the study.

The empirical findings based on the research objectives are summarised as follows:

- **To determine the relationship between perceived stress and role conflict and which sphere of life (home or work) contributes more to stress.** The results of the

study showed, that there were statistically and practically significant relationships between perceived stress and role-conflict in the different domains.

- **To determine whether there are gender differences in the experience of role conflict.** Although there were no statistically significant results in gender differences in the experience of role-conflict, the mean scores of men and women indicated that they experienced role-conflict differently. An essential differentiation is that women experienced higher negative spillover from work to family than men as they still have the "second shift" to do when they get home, as home duties and childcare responsibilities are predominantly carried out by women. Men experience higher negative spillover from family to work, as previous research findings indicate that men find it easier to separate the two domains because it was found that they have better coping skills in comparison to their female counterparts.

- **To determine whether dual-career couples with children encounter more stress than their counterparts without children.** Although no statistically significant results were obtained between dual-career couples with children and their counterparts without children, the mean scores indicated that dual-career couples without children experienced more stress than their counterparts with children. The presence of children and husband support is seen as a buffer as there is mutual sharing of the parental demands and children assist the dual-career couple in relieving stress accumulation. The study contributes to raising awareness among organizations about

stress and role-overload that spillover from work and family produces among dual-career couples.

6.3 Recommendations

It is recommended that more questions be added to certain scales of the Work Family Linkage Questionnaire to establish reliability and validity of the WFLQ although the current study appeared to have acceptable internal consistency. More questions can also be included on stress to ensure the reliability of the scale and also to ensure that stress is addressed from both sides of the different domains. In future administration of a validated WFLQ, a larger sample should also be used with improved variance of gender and dual-career couples with children and without children. Although a cross-sectional design was used in the current study, it would be advisable for future research conducted on this topic that a longitudinal research design be used in order to measure stress at two different times on the same sample.

6.4 Limitations

In the results and discussion chapter some of the limitations have been highlighted in order to explain the non-significant results.

Firstly, the sample size seemed to have limited the findings of the study. Despite the use of the snowballing technique, ensuring confidentiality and anonymity, many possible respondents did not answer the questionnaire. More women than men answered the questionnaire, creating a limitation in the equal representation and analysis of the data. The variance on the couples with children (N=78) and without children (N=27) also created a limitation as the study was not an adequate representation of the population at large. The

questionnaire comprised of 29 questions with 7 sub-scales. All the sub-scales were not adequately represented with variables for two of the sub-scales containing limited items. Moreover, this resulted in these factors not being adequately measured. Segmentation and stress comprised only of two items, whilst some of the other scales such as positive spillover from work and negative spillover from work comprised of six items each. It is recommended that future research conducted add additional items into the segmentation and stress sub-scales to establish reliability and validity of the WFLQ.

Although the questionnaires were sent out separately, spouses were requested to get their partners to answer the questionnaire by forwarding the link. It is possible that respondents did not answer truthfully as they wanted to be seen in a positive light by their partners, despite the anonymity of the questionnaire. Participants might have feared that their home or work problems would be revealed. Analysis further revealed that job levels were skewed to more respondents answering the questionnaire at a higher level. This could be attributed to the fact that lower level staff generally do not have as much time to answer voluntary surveys.

6.5 Contribution to Knowledge

The current research has potential to contribute to knowledge in the South African context expanding on existing evidence of the gender differences in the experience of work-family conflict as dual career couples struggle with the demands placed on them from the different domains. The current study assists organisations in understanding the stress and role-overload that men and women face in dual-earner families from the different domains, thus assisting

organisations in trying to establish a better working environment by realising the importance of family and support. It is important to acknowledge the negative effects of stress and role-conflict on the dual-career couple and the effect it may have on the individual, family, individual performance at work and the organisation.

6.6 Summary

In this chapter conclusions were made from the theoretical and empirical findings of the study. Limitations of the study were also suggested and recommendations for future study were made. Finally potential contributions to knowledge were highlighted.

REFERENCES

Aldous, J., Mulligan, G.M., & Bjarnason, T. (1988). Fathering over time: What makes the difference? *Journal of Marriage and the Family, 60*, 809-820.

Barling, J. (1986). Interrole conflict and marital adjustment amongst working fathers. *Journal of Occupational Behaviour*, *7*, 1-8.

Beaujot, R. (2000). *Earning and caring*. Peterborough, ON: Broadview Press.

Beehr, T.A. (1992). *Psychological stress in the workplace*. London: Routledge.

Belsky, E., & Eggebeen, D. (1991). Early and extensive maternal Employment and young children's socio-emotional development: Children of the national longitudinal survey of youth. *Journal of Marriage and the Family, 53* (4), 1083-1110.

Belsky, J., Lang, M.E., & Rovine, M. (1985). Stability and change in marriage across the transition to parenthood: A second study. *Journal of Marriage and the Fa*mily, *47*, 855-865.

Beutell, N.J., & Greenhaus, J.H. (1983). Integration of home and non-home roles: Women's conflict and coping behavior. *Journal of Applied Psychology*, *68*, 43-48.

Bryson, L. (1983). Thirty years of research on the division of labor in Australian families. *Australian Journal of Sex, Marriage and Family, 4* (3), 125-132.

Burns, N., & Grove, S.K. (1993). *The practice of nursing research: Conduct, critique and utilization,* (2nd Ed.) Philadelphia: W.B. Saunders.

Carey, B. (2002). Don't face stress alone. In K.G. Duffy (Ed.). *Personal Growth and Behaviour, 98*, 310-357.

Cohen, J. (1988). *Statistical power analysis for the behavioural sciences.* Orlando, CA: Academic Press.

Cohen, S., & Wills, T.A. (1985). Stress, social support and the buffering hypothesis. *Psychological Bulletin, 98*(2), *310-357.*

Cohen, S., Kamarck, T., & Mermelstein, R. (1983). A global measure of perceived stress. *Journal of Health and Social Behaviour, 24*, 385-396.

Coleman, J., & Coleman, J. (2012). How two career couples stay happy. *Harvard Business Review.*

Cooke, R.A., & Rousseau, D.M. (1984). Stress and strain from family roles and work-role expectations. *Journal of Applied Psychology, 69,* 252-260.

Coverman, S. (1989). Role-overload, role-conflict, and stress: Addressing consequences of multiple role demands. *Social Forces, 67*, 965-982.

Crouter, A. (1984). Spillover from family to work: The neglected side of the work-family interface. *Human Relations, 37*, 425-442.

Davis, S. N., & Greenstein, T. N. (2004). Cross-national variations in the division of labor. *Journal of Marriage and the Family, 66*, 1260-1271.

Demerouti, E., Bakker, A., & Schaufeli, W. (2005). Spillover and crossover of exhaustion and life satisfaction among dual-earner partners. *Journal of Vocational Behaviour, 67*, 266-289.

Duxbury, L., & Higgens, C. (2003). *Work-life conflict in Canada in the new millennnium: A status report.* Ottawa: Health Canada.

Eckenrode, J., & Gore, S. (1990). Stress and coping at the boundary of work and family. In J. Eckenrode & S. Gore (Eds.). *Stress between work and family* (pp. 1-16). New York: Plenum Press.

Etzion, D. (1984). Moderating effect of social support on the stress-burnout relationship. *Journal of Applied Psychology, 69*, 615-622.

Ferree, M.M. (2010). Filling the glass: Gender perspectives on families. *Journal of Marriage and the Family, 72*, 420-439.

Fisher, C.D. (2002). Antecedents and consequences of real-time affective reactions at work. *Motivation and Emotion, 26*, 3-30.

Froberg, D., Gjerdingen, D., & Preston, M. (1986). Multiples roles and women's mental health: what have we learned? *Women and Health Review, 11*, 79-96.

Frone, A.R., Russell, M., & Cooper, M.L. (1997). Relation of work-family conflict to health outcomes: A four-year longitudinal study of employed parents. *Journal of Occupational and Organizational Psychology, 70*(4), 325-335.

Gove, W.R. (1972). The relationship between sex roles, marital status and mental illness. *Social Forces, 51*, 38-44.

Gray, J.D. (1983). The married professional woman: an examination of her role conflicts and coping strategies. *Psychology of Women Quarterly, 7*, 235-243

Greenhaus, J.H., & Beutell, N.J. (1985). Sources of conflict between work and family roles. *Academy of Management Review, 10*, 76-88.

Greenhaus, J.H., Collins, K.M., & Shaw, J.D. (2003).The relation between work-family balance and quality of life. *Journal of Vocational Behaviour, 63*, 510-531.

Greenhaus, J.H., & Parasuraman, S. (1999). Research on work, family, and gender: Current status and future direction. In G.N. Powel (Ed.), *Handbook of gender and work* (pp. 391-412). Newbury Park, CA: Sage.

Grzywacz, J.G. (2000). Work-family spillover and health during midlife: Is managing conflict everything? *American Journal of Health Promotion, 14*(4) , 236-243.

Gupta, N., & Jenkins, G.D. (1985). Dual-career couples: Stress, stressors, strain, and strategies. In T.A. Beehr, & R.S. Bhagat (Eds.), *Human Stress and Cognition in Organizations. An Integrated Perspective* (pp. 141-175). Wiley Interscience: New York.

Haddock, S.A., Zimmerman, T.S., & Ziemba, S.J. (2006). Practices of dual earner couples Successfully balancing work and family. *Journal of Family and Economics, 27*, 207-234.

Hall, F.S., & Hall, D.T. (1979). *The two-career couple*. Reading, MA: Addison-Wesley.

Hancock, P.A., & Desmond, P.A. (2001). *Stress, workload and fatigue*. London: Lawrence Erlbaum Asscociates.

Hayge, H.V. (1990). Family members in the work force. *Monthly Labor Review, 113*(3),14-19.

Helms, H.M., Walls, J.K., Crouter, A.C., & McHale, S.M. (2010). Provider role attitudes, marital satisfaction, role-overload, and housework: A dyadic approach. *Journal of Family Psychology, 24*(5), 568-577.

Higgins, C.A., Duxbury, L.E., & Lyons, S.T. (2010). Coping with overload and stress: men and women in dual-earner families. *Journal of Marriage and the Family, 72*(4) , 847-859.

Holahan, C.K., & Gilbert, L.A. (1979a). Conflict between major life roles: Women and men in dual-career couples. *Human Relations, 32*, 451-467.

Holahan, C.K., & Gilbert, L.A. (1979b). Inter-role conflict for working women: Careers versus jobs. *Journal of Applied Psychology, 69,* 86-90.

Hoschild, A.R. (1989). *The second shift.* New York: Avon Books.

Howard, A. (1992). Work and family crossroads spanning the career. In S. Zedeck (Ed.), *Work, Families and Organisation*. San Francisco: Jossey-Bass Publishers.

Jick, T., & Mitz, L. (1985). Sex differences in work stress. *Academy of Management Review, 10,* 408-420.

Kelly, R., & Voydanoff, P. (1985). Work/family role strain among employed parents. *Family Relations, 34*, 367-374.

Kirchmeyer, C. (1992). Perceptions of nonwork-to-work spillover: challenging the common view of conflict-ridden domain relationships. *Basic and Applied Social, Psychology, 13*(2), 231-249.

Kopelman, R.E., Greenhaus, J.H., & Connolly, T.F. (1983). A model of work, family, and interrole conflict: A construct validation study. *Organizational Behavior and Human Performance, 32,* 198-215.

Lambert, S.J. (1990). Processes linking work and family: A critical review and research agenda. *Human Relations, 43*, 239-257.

Larson, R., & Almeida, D.M. (1999). Emotional transmission in the daily lives of families: A new paradigm for studying family process. *Journal of Marriage and the Family, 61*, 5-20.

Lewis, S.C., & Cooper, C.L. (1987). Stress in two-earner couples and stage of the life cycle. *Journal of Occupational Psychology, 60*, 289-303.

Lewis, S.C., & Cooper, C.L. (1988). Stress in dual-earner families. In B.A. Gutek, A.H. Stromberg, & L. Larwood (Eds.), *Women and Work: An Annual Review, 31*, Beverly Hills, CA: Sage Publications.

Lewis, S., & Cooper, C.L. (1995). Balancing the work/home interface: A European perspective. *Human Resource Management Review, 5*(4), 289-305.

Linville, P.W. (1987). Self-complexity as a cognitive buffer against stress-related illness and depression. *Journal of Personality and Social Psychology, 52,* 663-676.

Liou, K.T., Sylvia, R.D., & Brunk, G. (1990). Non-work satisfaction and job satisfaction revisited. *Human Relations, 43,* 77-86.

Lothaller, H., Mikula, G., & Schoebi, D. (2009). What contributes to the (im) balanced division of family work between the sexes? *Swiss Journal of Psychology, 68*(3), 143-152.

MacEwen, K.E., & Barling, J. (1988). Inter-role conflict, family support and marital adjustment of married mothers: A short-term, longitudinal study. *Journal of Organizational Behavior, 9,* 241-250.

Matsui, T., Ohsawa, T., & Onglatco, M. (1995). Work-family conflict and the stress-buffering effects of husband support and coping behaviour among Japanese married working women. *Journal of Vocational Behaviour, 47,* 178-192.

Moen, P. (1985). The two-provider family: Problems and potentials. In B.C. Miller, & D.H. Olson (Eds.), *Family Studies Review Yearbook, 3* (pp. 397-427). Beverly Hills, CA: Sage Publications.

Nunnally, J.C., & Bernstein, I.H. (1994). *Psychometric theory* (3rd Ed.). New York: McGraw Hill.

Owen, K., & Taljaard, J.J. (1996). *Handbook for the use of psychological and scholastic tests of the HSRC*. Pretoria: HSRC.

Paddock, J.R., & Schwartz, K.M. (1986). Rituals for dual-career couples. *Journal of Psychotherapy*, *23*, 453-459.

Pallant, J. (2005). *SPSS survival manual.A step by step guide to data anlysis using SPSS* (2nd Ed.). New York: Open University Press.

Pallant, J. (2010). *SPSS survival manual*. *A step by step guide to data anlysis using SPSS* (4th Ed.). New York: McGraw Hill.

Panda, U.K. (2011). Role conflict, stress and dual-career couples: An emperical study. *The Journal of Family Welfare, 57*(2), 72-88.

Parker, P., & Arthur, M.B. (2004). Giving voice to the dual-career couple. *British Journal of Guidance and Counselling*, *32*, 3-23.

Perry-Jenkins, M., Repetti, R.L., & Crouter, A.C. (2000). Work and family in the 1990s. *Journal of Marriage and the Family*, *62*(4), 981-998.

Pietromonaco, P.R., Manis, J., & Frohardt-Lane, K. (1986). Psychological consequences of multiple social roles. *Psychology of Women Quarterly, 10,* 373-382.

Piotrkowski, C.S. (1979). *Work and family system: A naturalistic study of working class and lower-middle class families.* New York: Free Press.

Rice, D. (1979*). Dual-career marriage: Conflict and treatment*. New York: Macmillan.

Rice, P.L. (1998). *Stress and health*. London: Brooks/Cole Publishing Company.

Rusbult, C.E., & Van Lange, P. (1996). Interdependence processes. In E.T. Higgins & A.W. Kruglanski (Eds.), Social Psychology: *Handbook of basic principles* (pp. 564-596). New York: Guilford Press.

Saxbe, D.E., Repetti, R.L., & Graesch, A.P. (2011). Time spent in housework and leisure: Links with parents' physiological recovery from work. *Journal of Family Psychology, 25*(2), 271-281.

Sekaran, U. (1985). The paths to mental health: An exploratory study of husbands and wives in dual-career families. *Journal of Occupational Psychology, 58*, 129-137.

Sekaran, U. (1986). *Dual-career families*. San Francisco: Jossey-Bass.

Sekaran, U. (2003). *Research methods for business: A skill building approach*, (4^{th}Ed.). Malaysia: John Wiley and Sons Inc.

Shapiro, J. (1983). Family reactions and coping strategies in response to the physically ill or handicapped: A review. *Social Science and Medicine, 17,* 319-931.

Sieber, S.D. (1974). Toward a theory of role accumulation. *American Sociological Review, 39,* 567-578.

Skinner, D.A., & McCubbin, H.I. (1987). DECS: Dual-employed coping scales. In H.I. McCubbin & A. Thompson (Eds.). *Family assessment inventories for research and practice*. Madison: University of Wisconsin-Madison.

Smit, R. (2006). *The changing role of husband/father in the dual-earner family in South Africa.* Department of Sociology: Rand Afrikaans University.

Song, Z., Foo, M.D., & Uy, M.A. (2008). Mood spillover and crossover among dual-earner couples: A cell phone event sampling study. *Journal of Applied Psychology, 93*(2), 443-452.

Spain, D., & Bianchi, S.M. (1996). *Balancing Act: Motherhood, marriage, and employment among American women*. New York: Russell Sage Foundation.

Staines, G.L. (1980). Spillover versus compensation: A review of the literature on the relationship between work and non-work. *Human Relations, 33,* 111-129.

Stellman, J. (1977). *Women's Work, Women's Health.* New York: Pantheon Books.

Struwig, F.W., & Stead, G.B. (2001). *Planning, reporting and designing research.* Cape Town: Hanli Venter (Pearson Education South Africa).

Sullivan, O. (2004). Changing gender practices within the household: A theoretical perspective. *Gender & Society, 18,* 207-222.

Sumer, H.C., & Knight, P.A. (2001). How do people with different attachment styles balance work and family? A personality perspective on work-family linkage. *Journal of Applied Psychology, 86*(4), 653-663.

Tabachnick, B.G., & Fidell, L.S. (2001). *Using multivariate statistics* (4th Ed.).Needham Heights, MA: Allyn & Bacon.

Thoits, P.A. (1983). Multiple identities and psychological well-being: A reformulation and test of the social isolation hypothesis. *American Sociological Review, 48,* 174-187.

Thoits, P.A. (1986). Multiple identities: Examining gender and marital status differences in distress. *American Sociological Review, 51,* 259-272.

Thoits, P.A. (1991). On merging identity theory and stress research. *Social Psychology Quarterly, 54,* 101-112.

U.S. Bureau of the Census (1999). *Statistical abstract of the United States*. Washington, DC: Government Printing Office.

U.S. Bureau of the Census (2001). *Little progress on closing wage gap in 2000*. (Current Population Survey).Washington, DC: Government Printing Office.

Ugwu, L. (2009). Dual-career couples: Coping with multiple role stress. *Gender and Behaviour, 7*, 2238-2255.

Viljoen, S. & Steyn, A.F. (1996). *Waardes wat kwaliteit gesinslewe rugsteun:'n Verkennende beskrywende studie.* Pretoria:HSRC.

Watson, D. (2000). *Mood and temperament*. New York: Guilford Press.

Westman, M. (2001).Stress and strain crossover. *Human Relations, 54*, 557-591.

Westman, M. (2005a). Cross-cultural differences in crossover research. In S. Poelmans (Ed.). *Work and family: An international research perspective* (pp. 241-260). Mahwah, NJ: Erlbaum.

Westman, M. (2005). Crossover of stress and strain between spouses. In M. Pitt-Catsouphes, E.E. Kosseck, & P. Raskin (Eds.). *Work-family encyclopedia*. Chestnut Hill, MA: Sloan work and Family Research Network. Retrieved March 3, 2007, from http://wfnetwork.bc.edu/encyclopedia_entry.php?id=1961

Wierda-Boer, H.H., Gerris, J.R., & Vermulst, A.A. (2009). Personality, stress, and work-family interferences in dual earner couples. *Journal of Individual Differences, 30*(1), 6-19.

Wilensky, H.L. (1960). Work, careers, and social integration. *International Social Science Journal, 12,* 543-560.

Williams, K.J., Suls, J., Alliger, G.M., Learner, S.M., & Wan, C.K. (1991). Multiple role juggling and daily mood states in working mothers: An experience sampling study. *Journal of Applied Psychology, 76,* 664-674.

Wortman, C.B., Biernat M.R., & Lang, E.L. (1991). Coping with role overload. In M. Frankenhaeuser, M. Chesney & U. Lundberg (Eds.). *Women, work and health: Stress and opportunities* (pp. 85-110). New York: Plenum.

Xu, L. (2009). View on Work-family Linkage and Work-family Conflict Model. *International Journal of Business and Management, 4*(12), 229-233.

Yogev, S. (1981). Do professional women have egalitarian marital relationships? *Journal of Marriage and the Family, 43,* 865-871.

Zedeck, S. (1992). Introduction: Exploring the domain of work and family concerns. In S. Zedeck (Ed.). *Work, families, and organizations.* San Francisco: Jossey-Bass.

APPENDICES

APPENDIX A: LETTER OF INFORMED CONSENT

University Of KwaZulu-Natal

Faculty of Humanities, Development and Social Sciences

Consent Form

Researcher: Faheema Valli (0835664478)

Supervisor: Prof J. H. Buitendach (031-2602407)

Dear Respondent

I, Faheema Valli will be conducting research for the purpose of completion of my Masters of Social Science - Industrial Psychology at the University of KwaZulu-Natal.

My area of focus is "Perceived Stress and Role Conflict in Dual-career Couples - A Didactic Approach". The purpose of this research is therefore to study the differences in the

experiences of work family conflict and the challenges faced. I would like to invite you to participate in this study.

The aim of this study is to:

- To determine whether women have more role conflict than men.
- To determine whether women suffer from more stress than men.
- To determine whether dual-career couples with children report more stress than their counterparts without children at home.

Through your participation this research will contribute to the bigger picture on work-family conflict in dual-career couples, as well as a better understanding of the potential impact that work family conflict has on the male and female spouse. This may also contribute to helping organizations in understanding the stress and burden placed on dual-career couples.

Participation in this research will entail completing the attached biographical data sheet and questionnaire. Your participation in this project is voluntary. You may refuse to participate or withdraw from the project at any time with no negative consequences. There will be no monetary gain from participating in this survey. While there are questions about your personal circumstances, no identifying information, such as your name or identity number, is asked for, and thus you will remain anonymous and results will be treated confidentially. Your responses will be looked at in relation to all other responses in the sample group and not independently. If you have any questions or concerns about completing the questionnaire you may contact me on the number listed above.

University Of KwaZulu-Natal

Faculty of Humanities, Development and Social Sciences

Consent Form

Researcher: Faheema Valli (0835664478)

Supervisor: Prof J. H. Buitendach (031-2602407)

By clicking on the link below I hereby confirm that I understand the contents of this document and the nature of the research project, and I consent to participating in the research project.

I understand that I am at liberty to withdraw from the project at any time, should I desire.

https://www.surveymonkey.com/s/XWQGJD2

APPENDIX B: BIOGRAPHICAL QUESTIONNAIRE

Biographical form

Please indicate the correct response by ticking the appropriate box:

1. Gender:

Male		Female	

2. Age: _____

3. Number of children: _____

4. Number of years married / cohabiting: _____

5. Ethnicity:

White	Black	Coloured	Indian	Chinese

6. Home Language:

English	Afrikaans	Zulu	Xhosa	Sotho	Other

7. Employment Type:

Full time		Part time	

8. Is your spouse/life partner employed?

Yes		No	

9. What is your job level?

General Manager	Deputy General Manager	Divisional Manager	Manager/ Specialist	Team Leader/ Associate Specialist	Staff

Please note that all information obtained will be treated in the strictest confidence.

Thank you for your co-operation.

APPENDIX C: WORK FAMILY LINKAGE QUESTIONNAIRE

Please choose a response between: Strongly Agree and Strongly Disagree.

**Remember there is no right or wrong answer, or good or bad answer. Just be honest.*

1. My job shows me ways of seeing things that are helpful outside of work. (PSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

2. My job develops skills in me that are useful at home. (PSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

3. After work, I come home too tired to do some of the things that I would like to do. (NSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

4. My home life develops skills that are useful at work. (PSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

5. My family / spouse provides me with support to face the difficulties at work. (PSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

6. Quality of my job performance improves if I am satisfied with my home life. (PSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

7. My home problems produce tensions and anxieties that decrease my work performance. (NSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

8. Problems at work make me so irritable that I take it out on my family / spouse. (NSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

9. My home life energises me so that I can tackle the challenges of my job. (PSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

10. My job tires me out, which makes me feel drained when performing my home responsibilities. (NSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

11. The demands of my home life make it difficult to concentrate on my job. (NSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

12. Quality of my home life improves if I am satisfied with my job. (PSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

13. My home life makes me so irritable that I take it out on the people at work. (NSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

14. My job gives me access to certain facts / information that can be used to improve my home life. (PSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

15. My work takes up time that I would prefer to spend with my family / spouse. (NSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

16. My work schedule often conflicts with my home life. (NSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

17. My home life tires me out so I feel drained at work. (NSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

18. If my home life is less satisfying, I become involved with my work for fulfillment and development. (COMPH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

19. I sometimes let my personal problems affect my work performance. (NSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

20. I sometimes let my work problems affect my home life. (NSW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

21. When I come home, I leave all the problems of work behind. (SEG)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

22. I become more involved in my work when I experience problems at home. (COMPH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

23. I keep my work and non-work life completely separate. (SEG)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

24. My job gives me a chance to do the things that are lacking in my home life. (COMPH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

25. My family / spouse gives me ideas that can be applied on the job. (PSH)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

26. I become more involved in my family / spouse when I experience problems at work. (COMPW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

27. If things are not going well with my job, I turn to my family / spouse for fulfillment and development. (COMPW)

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

28. Most of my stress is caused by home life.

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	

29. Most of my stress is caused by work life.

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	