

A STUDY ON THE IMPACT OF WORK FAMILY CONFLICT ON THE JOB SATISFACTION WITH REFERENCE TO AJMI FLOUR MILLS PVT LTD

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Abstract: Conflict is necessary outcome of individual and group interaction. People with different ideologies and backgrounds try to introduce their own principles in workspects that give rise to conflict. Conflict when well managed and directed& is immensely useful in improving an organisation functioning and productivity along with providing individuals a valuable opportunities to evolve a join philosophy of work and cooperation. However if not managed conflict weakens the organisationaloutcome, creates stress for the individual, introduces dissatisfaction and reduces efficiency. Conflict is resolved through leadership, better communication and good negotiation all of them bringing the positive outcome through the issues involved inthe conflict

Keywords: Conflict, organisationaloutcome, productivity

I. INTRODUCTION

Work and family are the two most important domains of life for most adults, and the balance between work and family life has risen as one of the crucial social issues in the world. The recognition of these two aspects of life has preceded the researchers to investigate the conflicts that can occur in simultaneously meeting the demands and the expectations of work and family domains. The employees experience work–family conflict when the engagement with work makes it difficult for them to be involved with family life. Hence, if employees dedicate additional working hours and energy to the work role, then the family roles are assumed to suffer.

Over the past couple of decades, a substantial number of research studies have been conducted on the work–family conflict, and the findings illustrate that the work–family conflict is associated with various adverse health outcomes such as job stress, emotional exhaustion, job dissatisfaction and life dissatisfaction. Not only high work–family conflict causes adverse health outcomes to employees, but these negative health outcomes are also related to decreased productivity and increased employee turnover for the organizations they work. Hence, the work–family conflict has emerged as one of the frequently researched areas in organizational behavior.

Job satisfaction has been defined by experts from different view, such as attitude, feeling or perception. Thus define job satisfaction as positive or negative attitudes that individuals have for work. Further, define job satisfaction as a positive feeling about a job resulting from evaluation its characteristics. According to, job satisfaction is a result of employees' perception of how well their job provides those things that are viewed as important. It is generally recognized in the organizational behaviour field that job satisfaction is the most important and frequently studied employee attitude. Job satisfaction is basically determined by many factors.

According, the nine aspects of job satisfaction consist of pay, promotion, supervision, fringe benefits, contingent reward, operating procedures, co-workers, nature of work, and communication. He suggests the six factors that affect job satisfaction are the work itself, pay, promotion, supervision, work group, and working conditions. Job Performance In today's era of competition every organization must strive for survival and excellence. To achieve this every employee should do their job as well as possible or in other words they must have high job performance. Job performance of employees is one of the critical factors in an organization.



The organization's overall performance is determined by their members' job performance level. He defines job performance as the total expected value to the organization of discrete behaviors that an individual carries out over a standard period of time. Job performance as the behaviors an employee exhibits that are in line with their job description and the requirements of the workplace, which are geared towards overall organizational success. Performance antecedents include both direct determinants, such as knowledge, skill, motivation, habits, and situational opportunities and constraints, and indirect determinants, including individual differences in ability and personality and some types of situational variables. Performance shows the achievement of job targets related to quality, quantity, time and/or amount of effort used.

The Relationships between Work-Family Conflict and Employee Job Satisfaction The work-family conflict experienced by employees can affect their job satisfaction. Unresolved work-family conflict can lead to frustration and low job satisfaction. However, well-resolved this conflicts become a source of employee job satisfaction. A comprehensive review of various studies on the relationship between work-family conflict and employee job satisfaction conducted found inconsistent results, and several subsequent studies showed similar results. Although the relationship between work-family conflict and job satisfaction is inconsistent, the hypothesis proposed in this study.

The Relationship between Work-Family Conflict and Job Performance Work-family conflict that are not handled properly will be a prolonged problem and this can have adverse consequences for employee and organizational job performance. Their comprehensive review of various studies of the relationship between work-family conflict and employee job performance found inconsistent results and subsequent studies showed similar results. Several recent studies have also shown inconsistent results.

Relationship between Job Satisfaction and Employee Performance Every employee wants satisfaction from the work they do, so that they can contribute optimally to the achievement of the goals of the organization where they work. Employees who obtain personal satisfaction at work will feel happy and excited in the work and to make the effort as much as possible for the company where she worked. Job satisfaction motivates employees to work effectively by showing work results that exceed the minimum requirements. Various studies have examined the relationship between job satisfaction and employee performance and the results show inconsistencies.

II. JOB SATISFACTION

Job satisfaction explains how much an employee is self-motivated, content, and satisfied with his or her job. Job satisfaction happens when employees feel like they have a stable job, room to grow in their career, and a good mix between work and personal life. This means that the employee is happy at work because the work meets the person's standards.

The environment, attitude, and quality of work that a company can provide to its employees can also greatly impact employee job satisfaction. It may or may not be able to be measured, but research methods can be used to compare employees' satisfaction levels in the same company or industry based on the same questions or parameters.

Job satisfaction refers to employees' overall feelings about their jobs. It is the state of well-being and happiness of a person concerning performance in the workspace and its environment. It can be an excellent determinant of productivity within a company.

Factors of job satisfaction

Job satisfaction factors refer to an employee's general attitude because of many specific attitudes. There are various factors that affect how satisfied you are with your job. Important ones are addressed below:

Personal factors

They include things like a worker's gender, education level, age, marriage status, personal traits, family history, socioeconomic background, and other similar things.

Factors inherent in the job

Recent research has shown that these factors are important when choosing workers. Instead of being told what to do by their coworkers and bosses, skilled workers would rather be led by their own desire to choose jobs based on "what they have to do."



III. RESEARCH METHODOLOGY

Methodology is a way to systematically solving the research problems by applying the various techniques along with the logic behind the problem. According to the John Best research is defined as “A systematic analysis regarding a controlled observation that may lead to generalization and principles of theories resulting in products as control of many events that of consequence”.

RESEARCH DESIGN

It is the design of study connected with technique for collection of data and analysis of data in a manner that aims to have relevance purpose.

TYPES OF RESEARCH

DESCRIPTIVE RESEARCH

Descriptive research designs include surveys and fact-finding enquiries of different kinds. It deals with the state of affairs and is an ex post facto research.

SAMPLE SIZE

Sample size was chosen as 108, which is expected to reveal the exact facts regarding the perception of subscribers.

METHOD OF DATA COLLECTION

Data collection through the questionnaire is quite popular. Pilot study has been conducted to find the effectiveness of the questionnaire. Then, the questionnaire has been revised. It is well designed and structured in order to enable collection of appropriate data. Revised questionnaire consists of closed ended, multiple choice, dichotomous/multiple rating scale questions.

SOURCE OF DATA

There are two types

1. Primary data
2. Secondary data

Primary Data

Primary data is collected through a well-structured questionnaire. The data is collected by administering the questionnaire to the consumer directly and collecting the information immediately.

Secondary Data

Data regarding company profile and product profile are collected from company records.

IV. STATEMENT OF THE PROBLEM

Conflict has been viewed as evil, but constructive conflict management is a high point for any organization. Hence, conflict management is the means of reducing the dysfunctional aspect of this phenomenon while increasing the functional aspect of it.

Workplace conflict is to create a very good conducive workplace atmosphere free of resentment, incivility, violence, which could lead to physical, psychological or financial damages to both employees and the organization. Effective workplace conflict becomes an essential tool to encourage employee engagement and to maintain competitive advantage. Conflict is frequently seen as dysfunctional but it has been established that it is not every conflict that results in negative effects on organizations but some have positive effects on team participation.

V. OBJECTIVES OF THE STUDY

1. **To assess the work-family conflict among employees**
2. **To examine the relationship between work-family conflict and job satisfaction**
3. **To identify factors influencing work-family conflict**
4. **To explore the strategies to manage the work life conflict**

VI. SCOPE OF THE STUDY

- When there is less conflict management the organizational behaviour increases and the relationship between the workers also increases
- The occupational hazards inside the industries will lead to bigger conflict in organizations, to know how they manage conflict inside the organization.
- This study will also help to investigate the level of conflict management strategies of the respondents and the ways to rectify the symptoms of conflict.
- With good conflict management skills, the individual can be equipped to listen and respect their co-workers opinions, even if the individual disagree with them.

VII. LIMITATIONS OF THE STUDY

- The student was not allowed to interact with the employees from various departments and also was not allowed to come every day.
- The HR Manager took two weeks to get data from the employees from various departments.

FINDINGS

1. Most 33.1% of the respondents are belonging to the age group between 26-35 years.
2. Majority 79.2% of the respondents are male.
3. Mostly 38.1% of the respondents are married.
4. Mostly 37.3% of the respondents are having 2 children.
5. Mostly 34.7% of the respondent's educational qualification is 12th.
6. Mostly 45.8% of the respondents are belong to sometimes conflict between work responsibilities.
7. Mostly 28.8% of the respondents are prefer Job demands that spill over into personal time for main source of work-family conflict.
8. Mostly 39.2% of the respondents are feel agree for work family affects my job satisfaction.
9. Mostly 28.0% of the respondents are said very low about stress related to managing work and family responsibilities.
10. Mostly 35.6% of the respondents are feels satisfied about current job overall satisfaction
11. Mostly 40.7% of the respondents are belonging to agree with Work environment and culture.
12. Mostly 27.1% of the respondents said Negatively impacts slightly for work-family conflict impacts productivity.
13. Mostly 23.7% of the respondents are used to Seeking support from family or friends for strategies use to manage work-family conflict.
14. Mostly 33.1% of the respondents are feeling moderately effective strategies reducing work-family conflict
15. Mostly 35.6% of the respondents are said neutral for organization supports in achieving good work-life balance.

CHI-SQUARE TEST

Since the calculated value is less than the table value. So we accept the null hypothesis and reject alternate hypothesis. So there is no significant difference between Educational Level and Main sources of work-family conflict

CORRELATION ANALYSIS

This is a positive correlation. There are relationships between age of the respondents and Stress related to managing work & family responsibilities.

ANOVA ANALYSIS

Anova analysis , we find that calculated value of the F-value 307.670 is a positive value, so H1 accept. Since the P value 0.000 is less than < 0.05 regarding. There is a significant relationship between educational level of the respondents and Work-family conflict affects job satisfaction. The results are **significant** at 5% level.

SUGGESTIONS

- According to the results of the study, rank of duty has no significance in experiencing conflict. The conclusion to be drawn from here is that being in a position of manager does not have a significant influence on experiencing conflict. That is, the department of work does not have an important effect on experiencing conflict. Any employee, regardless of their department of work, can experience conflicts.

- The study has also shown that gender does not have any effect on conflict tendency. Whether female or male, all employees may experience the same level or different levels of conflicts. The comparison of age as another demographic property and conflict tendency has also shown no difference between conflict tendency averages.
- The employees who experience conflict are observed to be in conflicts due to their co-workers. This indicates the need to increase communication between the employer and employees in the workplace. It can be suggested that managers should motivate their workers towards specific purposes and try hard to minimize conflicts.
- When the correlation between organizational conflict and motivation is considered, factors such as interpersonal communication, motivational resources for employees and management style can be included among the important factors to minimize conflicts and increase motivation.
- The idea is that the survey analyses and interpretation of the conditions and the results may contribute to tourism sector, which has a very high turnover rate, in terms of finding out the reasons for the employees to quit their jobs, learning the sources of the problems they experience within themselves, and removing all the negative conditions or offering alternative solutions.

VIII. CONCLUSION

Every organization, be it public or private, is established to achieve certain define objectives. Thus, the success or otherwise of an organization to an extent is usually determine by the effective management of conflicts in the organization. Conflicts in organization such as Ajmi flour Industry is caused by several factors ranging from scarcity of resources, communication breakdown, differences in knowledge, heterogeneity of the workforce, competition for position, etc. which can affect performance. Management of conflicts in this guise form an integral part of any organization that wants to succeed because if not well taking care of, organization may be heading towards doom in terms of its performance. For conflicts to be managed effectively in organization, an appropriate conflict management style has to be adopted in order to curb the menace. Conflict Management strategies in place have been relatively useful in minimizing the incidence of disruptive conflicts. There is a significant relationship between conflict management strategies and employees performance in food Industry.

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