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AN EVALUATION OF HEALTH CARE PERSONNEL EMPLOYED IN THE PUBLIC HEALTH AGENCY OF TURKEY IN TERMS OF BUSINESS-FAMILY LIFE CONFLICT

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ABSTRACT

Purpose: The purpose of this study is to determine the understanding of the health care personnel working at Public Health Agency regarding the concept of business-family life conflict and the effects of business-family conflict and family-business conflict, which are the sub-dimensions of this concept, on the said personnel.

Material and Method: The study was administered to 147 health care staff members working at Karatay Public Health Center, Meram Public Health Center and Selcuklu Public Health Center, all affiliated with Konya Directorate of Public Health. "The Business-Family Life Conflict Scale", which was developed by Netenmeyer, Boles and McMurrian (1996), was used to collect the research data. Cronbach Alpha coefficient calculated for the overall reliability of the scale was calculated to be 0,65 ($p=0,000<0,05$). In the data analysis stage, frequency analysis was

used for descriptive statistics, reliability analysis was used to determine the reliability of the scale, t-test was used for two-way comparisons of the scale and one way anova test was used for multiple group analyses.

Findings: It was found that there was a positive correlation between the variable of business-family conflict resulting from the business life of the research participants and the hours an employee spends at work, whereas a negative correlation was identified between the variable of family-business life conflict resulting from family life and the number of children an employee has. The factor analyses made also reveal that these two

scales are empirically different from one another. The findings in question indicate that both these scales are powerful in terms of reliability and validity.

Conclusion: When the business-family life conflict was compared with demographic factors, it was found to be significantly correlated with many factors. In other words, problems in our business life affect our family life and in turn problems in our family life affect our business life. Measures should be taken on an individual, organizational and national basis to reduce these conflicts to a minimum.

Introduction

It is about to discuss whether the life quality of employees increases when balancing private and professional life. The focus then is that 'Do employees work more efficiently and creatively at work' and 'Are employees happier when spending more private time with their families? More and more publications of business life are dealing with the topic and that is the reason why this currently became an important issue of intensive researches [1]. As business and work is an issue for every individual, it is out of question that it has an effect on the life of people. Every individual struggles for better living conditions in the frame of society. Consequently, the balance between profession and privacy gets a different meaning; the people have to care about it. As changes in the world are occurring, this need of balance causes a development of strategies. The results of the researches mirror both, the focus on individuals and organisational groups. The increase of tension, the worsening performance and feeling of dissatisfaction in life are some result factors which came up in the researches [2] Thinking of a connection between privacy and profession, there are five theories to be mentioned [3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20].

'Rational Theory, Compensation Theory, Contribution Theory, Overflow Theory, Conflict Theory'

While preparing their research, the rational and compensation theories emphasized the unit of time pressure. The rational theory depicts that the conflict is caused by time. According to the compensation theory, there is an interconnection between privacy and profession. As an individual experiences inefficiency at work, he/she tries to compensate this 'loss' by turning towards the private life. This phenomenon causes an imbalance

in time. The contribution theory claims that the individual influences the organisational group and the other way around. The result is that the whole satisfaction depends on that. The overflow theory reflects that when any changes come up in private life – good or bad – this will also have an effect on the work life. The conflict theory shows that people have to fulfill many duties and they are responsible for those. In contrast, they have difficulties in realizing them because it is too demanding for them. Globalisation changed the whole World. One example of this modern progress is that, women get more and more involved into business life. This shows that the birth rates are decreasing, while the divorce rates and marriage at an old age rates are increasing. The more successful a women is in terms of career and the more she is getting into the leading position in her family provokes divorce cases. As a consequence, this is one of the most experienced privacy-profession-conflicts [21]. The research results show that it is not easy to presume that when the balance between privacy and profession is given, there will be fulfilled and satisfied employees. Identifying one reason is that both, the fields of work and family are flexibly changeable. The organisational groups are open systems and they can create a certain structure which is lived by the employees. Some factors of the organisational group influence are as following: purpose, culture, structure, styles of administration, working procedures and their administrative system arrangement. This includes also the definition and needs of a work field. To sum up, changes can occur easily. Besides that, the family itself is a kind of social organisation which is also not static. The employees face a variety of features while being at home such as biological, psychological, economic-financial, social and legal factors. As a consequence, there is obviously a flexible connection between family and work which means that it is highly possible that any slight

movement or change could create a conflict in one's life. When a conflicting situation inevitably occurs, it is necessary to manage it. To be able to tackle with problem cases between work and family, a valuable human resource policy should be developed, further organisational group arrangements and applications have to be realized. This is important for institutions and corporations because they have to know in order to act, if necessary [22]

Research Method

This research was carried out at the Karatay Toplum Sağlığı Merkezi, Meram Toplum Sağlığı Merkezi and Selçuklu Toplum Sağlığı Merkezi which are connected to the Konya Public Health Management. A group of 147 health staff members took part in the research. A limitation of the study is that some health staff members could not be reached because of their professional duties to attend the Aile Hekimliği Birimi, Aile ve Çocuk

Research Results

Sağlığı Merkezleri or some vaccination programmes at public schools. The methods of area research and literature research were used, finally the secondary literature was analyzed. The questionnaire technique was mainly used in the research. All collected data was analyzed by SPSS. The data was put together using the 'Family-Work conflict scale' developed by Netemeyer, Boles, McMurrian (1996) [23]. The first page of the scale included demographical features such as age, marital status, state of education. The second page of the scale included the family-work conflict scale questionnaire. It consisted out of total 10 questions created on the base of the 6-point Likert scale. To find out the dimensions of the family-work conflict scale, the Cronbach Alpha value was calculated as 0,88 ($p=0,000<0,05$). For proving the reliability of the questionnaire, the SPSS programme was used (65%). The data was analyzed with the help of frequency analysis, variance analysis and reliability analysis.

First, the demographical results were shown in a table, After that, the answers to the family-work conflict scale were enlisted.

Table 1: Results of the demographical data

Length of Service	N	%	Job	N	%
1-5 year	24	16,3	Doctor	28	19
6-10 year	51	34,7	Nurse	35	23,8
11-15 year	41	22,9	Accoucheuse	32	21,8
16-20 year	26	17	Health officer	12	8,2
21 +	6	4,1	Technician	11	7,5
Study Year in Community Health Center	N	%	Technician	6	4,1
1-5 year	147	100	Administrative Staff	23	15,6
Working Hours	N	%	Age	N	%
40 hour	147	100	20-25	7	4,8
Marital status	N	%	26-30	28	19
married	133	90,5	31-35	45	30,6
single	14	9,5	36-40	34	23,1
Does your spouse work?	N	%	41-45	27	18,4
Yes	115	78,2	46 +	6	4,1
No	18	12,2	Education	N	%
Full-time Job	N	%	High school	2	1,4
Yes	147	100	Associate degree	35	23,8
No	0	0	Undergraduate	110	74,8
Gender	N	%	Total	147	100
Female	88	59,9			
Male	59	40,1			
Total	147	100			

As shown on the table, the research participants were about 19% doctors, 23,8% nurses, 21,8% midwives, 8,2% health officers, 7,5% technicians and 15,6% of administrative staff. Having a look at

the age groups of the participants 30.6% are between 31-35 years old, so that they represent the majority. The minority participants are about 46 years old or older and represent 4.1%. The participants were mainly women (59,9%), the percentage of male participants were just about

40.1%. Their state of education differs, too. 1.4% were about high school graduates. The pre-license students were about 23.8%, while still the largest group was about the university graduates with 74.8%. The working years and the experience at work was mainly about 6-10 years which was in

case of 34.7% of the participants. All employees work 8 hours a day on weekdays, which comes up to 40 hours in a week. The participants were married for 90.5% and their husbands/wives were actively working in business life for 78.2%.

Table 2: Answers to the ‘Family-Work Conflict Scale

	I totally disagree		I agree little		I agree a little		I agree		I definitely agree		I absolutely agree	
	N	%	N	%	N	%	N	%	N	%	N	%
My job duties influence my family and home life in a negative way	9	6,1	18	12,2	28	19	39	27	37	25	16	10,9
As long as I work, it is difficult for me to fulfill my responsibilities towards my family	4	2,7	24	16,3	27	18,4	35	24	41	28	16	10,9
The activities I like to do at home are not to realize for me because of my job duties	9	6,1	16	10,9	29	19,7	34	23	40	27	19	12,9
The tension and pressure which are created by my work represent an obstacle for me in making my family dreams true	5	3,4	22	15	31	21,1	31	21	44	30	14	9,5
I have to change my family plans because of my job duties	7	4,8	26	17,7	22	15	32	22	43	29	17	11,6
The requirements my family need affects my work life in a negative way	56	38,1	50	34	37	25,2	3	2	1	0,7	0	0
My life at home requires that much duties that I have to postpone my work tasks	47	32	54	36,7	39	26,5	5	3,4	1	0,7	1	0,7
The responsibilities towards my family do not allow me to do professional activities I am interested in	58	39,5	50	34	35	23,8	3	2	1	0,7	0	0
My family life, arriving at work in time, fulfilling daily life needs and to work overtime are affecting my professional duties negatively	77	52,4	59	40,1	11	7,5	0	0	0	0	0	0
The tension and pressure caused by my family life affect me negatively in terms of realizing my job-related duties	58	39,5	50	34	35	23,8	3	2	1	0,7	0	0

Having a deeper look at table 2, it can be seen that the question ‘My job duties influence my family and home life in a negative way’ was answered with ‘I agree’ by 26.5%, while the percentage of people who marked ‘I totally disagree’ is about 6,1%. The statement ‘As long as I work, it is difficult for me to fulfill my responsibilities towards my family’ was ticked off ‘I definitely agree’ by 27,9% of people. Only 2,7% marked the answer ‘I totally disagree’. The next statement ‘The activities I like to do at home are not to realize for me because of my job duties’ was marked with a percentage of 27,2 as ‘I definitely agree’. In contrast, 6,1% projected their perspective

by ticking off I totally disagree. The following issue ‘The tension and pressure which are created by my work represent an obstacle for me in making my family dreams true’ is marked by 29.9% as ‘I definitely agree’. The opposite case is the percentage of 3,4% with people who ticked off ‘I totally disagree’. The issue ‘I have to change my family plans because of my job duties’ was marked by 29,3% as ‘I agree’. The minority of 4,8% marked their opinion by ‘I totally disagree’. The statement ‘The requirements my family need affects my work life in a negative way’ was marked by 38,1% as ‘I totally disagree’. Only a percentage of 0,7% marked it with ‘I definitely agree’, further

nobody ticked off the answer 'I absolutely agree'. 'My life at home requires that much duties that I have to postpone my work tasks' was marked by 36,7% of people with 'I agree little'. In contrast, 0,7% answered with 'I definitely agree' or 'I absolutely agree'. The issue 'The responsibilities towards my family do not allow me to do professional activities I am interested in' was ticked off by 39,5% as 'I totally disagree', while a percentage of 0,7% marked the answer 'I definitely agree'. The following statement 'My family life, arriving at work in time, fulfilling daily life needs

and to work overtime are affecting my professional duties negatively' was marked by 52,4% as 'I totally disagree'. Possible answers such as 'I agree', 'I definitely agree' and 'I absolutely agree' were not ticked off by any participants. The last issue 'The tension and pressure caused by my family life affect me negatively in terms of realizing my job-related duties' was answered by a percentage of 39,5% as 'I totally disagree'. A percentage of 0,7 ticked off 'I definitely agree' while the possible answer of 'I absolutely agree' was not chosen at all.

Research Analysis

Table 3: The One Way Anova Test and t Test

Work-Family Conflict								
Gerend	Average	t	p	Age	Averagea	F	p	
Female	2,975	2.11	0,011	20-25	2,2	5,935	0	
Male	2,7288			26-30	2,5393			
				31-35	3,1333			
				36-40	3,1206			
Marital status	Average	t	p	41-45	2,6741			
Married	2,9917	7,125	0	46 +	2,8333			
Single	1,7786			20-25	2,2			
Does your spouse	Average	t	p	Education	Average			F
Yes	3,0165	1,148	0,253	High school	3,35	1,373	0,257	
No	2,8333			Associate degree	3,0086			
Job	Average	F	p	Undergraduate	2,8255			
Nurse	2,9286	0,757	0,605	Experience	Average a	F	p	
Accoucheuse	2,9563			1-5 year	2,4375	3,329	0,12	
				6-10 yıl	3,0216			
Doctor	2,6643			11-15 year	2,978			
				16-20 yıl	2,848			
Health officer	2,9833			21+	2,8167			Ortalama
Administrative Staff	2,9			1-5 year	2,4375			
				6-10 yıl	3,0216			
Technician	2,9909	11-15 year	2,978					
Technician	2,6167							

The results of the research are shown in table 3. Referring to the significance test, the value ($p < 0,05$) was identified. When the participants sex is taken into consideration while trying to build up a coherence to the family-work conflict, there is a difference visible which has a certain meaning ($p < 0,05$). In comparison to men, women face situations of family-work conflicts much more often. The results which are enlisted in table 3 also include the factor 'marital status'. Once again, a

difference between single and married people, in terms of family-work conflicts, appears which also shows a certain meaning ($p < 0,05$). In comparison to singles, the possibility of experiencing a family-work conflict as a married person is even higher. According to the research results, there is no differentiating importance whether the life partner works or not ($p > 0,05$). According to the research scale results, family-work conflict stay in very strong interrelation with ages. As a result, the highest degree of family-work conflicts occur in the age group between 31-35. The lowest degree of family-work conflicts occur in the age group between 20-25. Moreover, the state of education

does not have an influential effect on family-work conflicts ($p > 0,05$). The fields of work, as the participants profession was different from each other (doctors, nurses, technicians, etc.) does not have a significant differentiating effect ($p > 0,05$). The tables which were created on the base of several analysis, there is no significant difference between family-work conflicts and work experience ($p > 0,05$). Generally, it can be said that the possibility to live a conflict is on medium-level.

Discussion and Consequence

It is confirmed that the family-work conflict scale, which was used in our research, was proven to be reliable. When considering the difference between female and male participants in the issue of family-work conflict, the discrepancy shows that there is a meaning hidden. While the family-work conflict average for women is about 2,9750, for men it is just about 2,7288. As adding the criteria of marital status, there is a very clear and striking difference between the married and the single people. The risk of being confronted with family-work conflict is much more the case for married couples. Following the percentages, the percentage of married couples is about 2,9917 while the single people only have a percentage of 1,7786. The life partners of research participants were usually working which was also a factor for provoking a family-work conflict. Further, it can be assumed that the married couples have a possibility of about medium-level to face family-work conflicts. Having a look at the participants' age groups, there is a striking difference. The average of the age group 31-35 is about 3,1333 and the average of the age group 36-40 is about 3,1206. These results show a close connection between each other, moreover these two results represent the highest averages in the research. The average of the age group 20-25 is about 2,2000 and represents the lowest average result. One reason to explain this is probably the fact that comparatively the number of single people is higher than in the elder age groups. The three

categories 'state of education', 'profession group' and 'work experience', which were involved and put into relation with family-work conflicts, do not show any deeper meaning in difference. The significant values of the categories are as following: 'state of education is about 0,257, the 'profession group' is about 0,605 and the 'work experience' is about 0,12. As the difference is higher than 0,05, the difference has no important meaning and the conflict rate is on medium-level. Modern institutions which have an understanding administrative leadership and are aware of the current problems, are already busy with creating and launching programmes against family-work conflicts. Even though, the negative affects are still not removed totally from real life. To manage with the conflict, everyone has to put personal effort in it, further it is necessary that companies and corporations have to create programmes. The managers should make the human resources employees aware of its importance (Hammonds, 1996/16).

The results of this research represent very essential and valuable content for both, researchers who are focused on studies about family-work conflicts, as well as for professional administrators.

Based on this research results, further studies on family-work conflicts can be launched on issues as enlisted:

- The Family-Work Conflict should be analyzed by taking the five theories into consideration
- This research should be applied on different profession branches
- While carrying out this research, aspects like general profile and demographical features should be taken into consideration as well

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