An Empirical Study of Contemporary Challenges in Work-Family Field: Identifying Psychographic Predictors of Work-Family Conflict in Lahore, Pakistan

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Abstract
This study propounds to examine the dynamics of relationship among emotional intelligence, job satisfaction, and self-efficacy and work-family conflict in female lawyers. Correlational Cross-sectional research design was implicated in this research in order to test the hypothesis that emotional intelligence, self-efficacy and job satisfaction are likely to predict work-family conflict in young female lawyers. The sample comprised of n= 200 female lawyers, age ranging between 30-50 years, recruited from the civil and high court of Lahore, Pakistan. SPSS 23.0 was used to execute analyses that revealed that emotional intelligence was somehow having negative relationship with work-family conflict yet positively associated with self-efficacy. Findings of linear regression analysis divulge that emotional intelligence and self-efficacy are significant negative predictors of work-family conflict. Results from the current research provide insight for future researchers in seeking line of further inquiry on psychosocial dynamics of work-family life patterns of female lawyers.

Key Words: Emotional Intelligence, Female Lawyers, Job Satisfaction, Self-Efficacy, Work-Family Conflict

Introduction

Due to impending economic strains, women are much more actively participating in professional lives and are contributing actively both at work and family. They have to perform dualist roles and while taking up responsibilities of work and home, they become more prone to arduous challenges than what they had while they were solely performing their duties at home. Thus work and family life is two crucial elements in a working woman's life these days. When time-consuming professions such as medical practice or legal practice are there for females, they are more vulnerable to confront work-family conflicts (Wallace, 2005).

Women have to bear the brunt of domestic hassles as well as they have to confront job-oriented concerns on a daily basis. Pakistani society is going through transitive phases of stringent economic challenges wherein the phenomenon of female empowerment and economic demands are taxing the women to get away from their homes to work. Consequently there are certain tribulations that may disrupt their work-family balance. In past decade, this phenomenon of female professionals has gained significant importance (Livingston & Judge, 2008). Ever since beginning of 21st century, work and family balancing seem to demand much concern of social scientists as an issue that is inevitable. This is an imperative issue not only for females rather also for their families. This pervasive observation is specifically rampant in families where adoption of modernity and radicalization is more recent pattern of life (Giddens, 1991). This inability of females to maintain work-family balance may interfere in their smooth functioning and may cause psychosocial distress which could turn out to be quite adverse. They may not be able to perform productively at their workplace; neither may they get enabled to concentrate at their homes thus sabotaging the well-being and quality of life of their families (Geurts & Demerouti, 2003).

Pakistani society is compelled to maintain its conventional standards of gender roles in spite of all advancements that have taken place in the work spectrum and in empowerment of females. They are expected to fulfill their domestic responsibilities in addition to pursuing their careers and without getting any exemption

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from their conventional duties at home; they thrive through their professions (Boyar, Maertz Jr., Pearson, & Keough 2003). This makes them suffer in role strain which is somehow an adversary for a professional as this may reprimand his or her health and may even mar their functioning at home as an effective family member. Pakistani women perform multiple nurturing roles inside and outside of their homes. Theoretical underpinnings have also highlighted that people in multiple role restraints tend to go through inter-role conflicts that are taxing and tedious (Boyar, Maertz Jr., Pearson, & Keough 2003). Cole, Panchana Easwaran, and Daining (2004) have maintained that inter-role conflict may get worsen when professions invest much of their time in their work and in that attempt they neglect, overlook their families thus leading to impaired family functioning and personal distress. Recent empirical evidence on identification of inter-role conflict yields bidirectional results which implicate that conflict may occur not only from work to family rather also from family to work; in either ways both stakeholders are not able to manage the balance and end up in situations of chaos. There is also convincing past studies 'based literature that substantiates the distinctive relationship between work-family conflict and family-work conflict; though the two may emerge different conceptually and empirically. The adverse repercussions that the above two phenomena may ensue stay overlapping and crucial (Ajiboye, 2008).

According to Adebola (2005) women are vulnerable to face excessive work demands that make them fall into a work-family conflict which in return brings in negative family outcomes. There are several studies that report that law professionals harbored better job satisfaction patterns in spite of their dissatisfaction with work-life balance (Catalyst, 2001).

In contrary to this above-given stance lies findings by Grant-Vallone & Donaldson (2001) who established the plausible outcomes of work-family conflicts appear in form of increased strains, psychological distress, somatic complaints, poorer life satisfaction, poor quality of life, job dissatisfaction, dismal and demotivated state of sufferings. There are greater chances of job turn over, job dissatisfaction (Biçaksiz, 2009; Balmforth & Gardner, 2006), burnout (Brough, O'Driscoll & Kalliath, 2005), impaired psychological health and poorer wellbeing (Mesmer-Magnus & Viswesvaran, 2005; Noor, 2004).

Although social scientists claim that elimination of work-family conflict is almost impossible but there are certain factors such as emotional intelligence and self-efficacy that seem to contribute as buffering factors in balancing work. Family responsibility is one of the arduous challenges these days and identification of buffering factors could help in addressing this grave issue at preemptive levels. Identification of antecedents' factors is also likely to help in decreasing the impact of work-family conflict not only individualistic rather collectively as well. In developing countries, such as Pakistan there are scanty researches that have been expounded for its active redressal through focusing on psychosocial factors. Among all such dimensional factors, emotional intelligence seems to be the most relevant construct.

Emotional intelligence has been construed as an understanding of one's own feelings and capability of handling others' feelings without distressing others. This is the ability of self-surveillance and other's feelings in order to differentiate them in order to utilize them better for effective thinking and actions (Salovey & Mayer 1990). This helps in reforming our understanding of how we take up emotions and handle them. This helps in outlining our dealings and social relations with others. Empirical work has shown that emotional intelligence is one of the pivotal factors in determining our success in life in general and in our profession in particular (Freedman et al., 1998).

The classical work of Goleman on emotional intelligence has illustrated that tactful and considerate management of one's emotions may enhance one's self-deliberation, self-awareness, motivation, and self-regulation. Researches from west have revealed that emotional intelligence is a construct that moderates the relationship between work-family conflict and psychological distress. This is also ascertained that emotional intelligence is a significant factor in determining psychosocial adjustment in one's life. This has been established as equally important for surviving well in our relations and for effective family-functioning (Goleman, 1995, 1998). According to Kremenitzer, Mojsa, and Brackett (2008), creation of an emotionally intelligent culture within any organization can help in gaining several positive outcomes (Panorama & Jdaitawi, 2011)

Factors such as self-efficacy and job satisfaction are significantly associated with emotional intelligence and work-family conflicts. A colossal amount of research on work-family conflict was actually conducted in western countries and that too with doctors, health professionals and bankers. Here in current research, its exposition in

challenging professions such as in law-practitioners is enlightening and innovative. Thus, this research targets the goal of filling in sparsest Asian data by examining the dynamics that underlie emotional intelligence and work-family conflict (Kremenitzer, Mosja, & Brackett, 2008).

The top-down perspective is employed herein while developing an understanding of the phenomenon of job satisfaction in association with work-family conflict is also novel. This is being observed that job dissatisfied people are assumed to have more work-family conflicts. Organizational employees, having less work-family conflicts tend to carry constructive impact and positive features from daily life to job. Job satisfaction is illustrated as broader set of attitudes that are linked with the degree to which people may approve or disapprove their job. Some theorists have portrayed job satisfaction as affective component or more precisely the emotions that we carry towards our job. Due to poor job satisfaction, people tend to have aversive attitude towards their jobs and this may lead to adverse negative, distressing behaviors as absenteeism, work-family conflicts, demotivation, lack of interest, turnover and compromised productivity (Spector, 1997; Bond et al., 1998; Grandey et al., 2005). According to the role theory, there lies inverse relationship between work-family conflict and job satisfaction (Frone et al., 1992; Kopelman et al., 1983; Adams et al., 1996; Boles, 1996; Netemeyer et al., 1996; Perrewe et al., 1999; Carlson et al., 2000), although not in all researches same direction of relationship was established (Lyness and Thompson, 1997; O'Driscoll et al., 1992; Thompson and Blau, 1993;Aryee et al., 1999; Beutell & Wittg-Berman, 1999).

This has been reported that for both emotional intelligence and job satisfaction, self-efficacy plays a buffering role. The self-efficacy construct was derived from Bandura's social cognitive theory (Bandura, 1997, 2001). Self-efficacy involves an individual's belief in self; and his or her confidence in performing one's tasks effectively. People who hold poor self-efficacy are likely to perform worst at workplace and may end up as failures by dint of their low-esteem, pessimistic thoughts and mistrust (Schwarzer & Schmitz, 2005). In alignment with these findings, Stajkovic and Luthans (1998) indicated that greater self-efficacy envisages better performance at job tasks. Baum and Locke (2004) examined that goals, vision, and gains in self-efficacy emerge as explanatory factors for new ventures. In Pakistan, with increased awareness for professional education these days, greater number of female lawyers have joined this male-dominated profession than a decade back. This influx of greater number of women has brought in various challenges and job outcomes.

In essence, this is subsumed that work-family conflict has emerged as a burning issue for female professionals and calls for thorough understanding through empirical work so that in Pakistani workplace, the impeding pressures on females may be reduced and balance between work and family domains concurrently could be achieved. In reviewing the extensive western research literature, multifarious researches have emphasized identification of buffering that may lessen the ordeal. These buffering factors may include self-repertoire factors such as emotional intelligence and self-efficacy. Filling in the gaps of existing researches, highlighting of female law professionals work-family domains in context to psychosocial factors and identification of predictors of work-family conflict are the core target objectives of the current investigation. Beyond the wide array of hitches that female lawyers have to face in managing their time outside of work, this study also focused on female lawyers' experiences as organizational discourse of the profession.

Major hypotheses investigated herein include a) there is likely to be a significant correlation among emotional intelligence, self-efficacy, patterns of job satisfaction and work-family conflict. b) This is further hypothesized that emotional intelligence, self-efficacy, and patterns of job satisfaction may predict work-family conflict in female lawyers c) Married and unmarried lawyers may significantly vary in their work-family conflict patterns in addition to emotional intelligence, job satisfaction, and self-efficacy d) Income is likely to affect work-family conflict patterns of female lawyers.
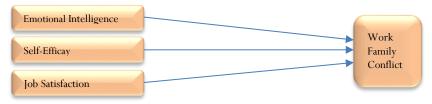

Figure 1. Research Model

Method

This research has been executed through a correlational cross-sectional survey research design. Thus this research mainly tries to examine the contribution of emotional intelligence and self-efficacy in predicting work-family conflicts and job satisfaction in female lawyers.

Sample

The sample was recruited using a non-probability purposive sampling strategy wherein the choice of respondents was contingent upon certain predetermined characteristics such as age, gender, education and experience level. The sample (N=200) was accessed from Lahore Bar Association and its allied courts and barrooms. Those practicing female lawyers who were within 30 to 50 years of age and were having legal practice experience of 3 years or more, and had family responsibility were included. This was also mandatory for their inclusion to have been living from three years with their families, and additionally having more than two dependents on them.

Measures

All the standardized scales, used in the current research were formalized after obtaining permission from their respective authors. In Pakistan, the official language in courtrooms is English and a comprehensive approach of tools understanding was gauged before employing them on respondents. The pilot study was executed that revealed that none of the participants encountered any difficulty in understanding the items. The scales were also assessed beforehand through pilot study for reliability coefficients which were quite satisfactory and emerged up to the criterion. The average time in filling in all the scales was 25 minutes and all administrations were undertaken in face-to-face manner. This was ensured that all scales were filled in duly.

The following tools were utilized with the end goal of evaluation in the present investigation.

i. Demographic Information Sheet has been used to find out participants' age, marital status, number of children, job experience, income, family type.

Table 1. Demographics of the Study Participants (N=200)

Demographics	Mean (SD)	f (%)
Age	38.73 (5.44)	
Education	15.23 (2.02)	
Marital Status		
Married		100 (50%)
Unmarried		100 (50%)
No of years in marriage	11.23 (6.21)	
Experience as a lawyer	15.34 (5.76)	
Family type		
Nuclear		72 (36%)
Joint		128 (64%)
Income		
Less than Rs. 30,000		45 (22.5%)
Rs. 30,000 to 70,000		55 (27.5%)
Above Rs. 70,000		100 (50%)
No of Children		
Two		155 (77.5%)
More than 2		45 (22.5%)

Note. SD=Standard Deviation; f=frequency

ii. The Work-Family Conflict Scale (WAFCS) by Haslam et al. (2005): This measure has been specifically designed with the goal of measuring work-to-family conflict (WFC) and family-to-work conflict (FWC).

There are two relative subscales, explicated as work to family conflict and family to work conflict scale. The scale has shown profound internal consistency.

iii. The Schutte Emotional Intelligence Test is a structured self-report measure in order to measure the three domains of EI construct, including feelings appraisal, feelings- regulation and feelings utilization. The psychometric strength of this scale (SSEIT, 1998) is well-established.

iv. Job Satisfaction Scale (JSS) by Spector (1985) is a well-standardized questionnaire. It carries sound reliability estimates. The scale measures nine dimensions of job satisfaction in which the participants are inquired to respond to 36 items, for which the response categories ranged from strongly agree to strongly disagree.

v. General Self-Efficacy Scale (GSE) (1995) is by Schwarzer and Jerusalem. This happens to be a systematic self-report measure that assesses self-efficacy. It has ten items. This has been associated with emotion, optimism, work satisfaction, etc. The scale is sound in its reliability estimates as shared by western empirical work.

Procedure

Foremostly formal permission from the Bar rooms in-charge was taken before formally collecting the data from the respondents. After carefully screening the respondents aligned with the stipulated criterion, the data was collected through standardized questionnaires. The goal, nature, and course of the study were explained to all respondents, they were informed of their rights. Written informed consent from participants was obtained after ensuring them anonymity, confidentiality, and freedom to withdraw from investigation without any liability if they felt uncomfortable. The response rate was 94%. The SPSS 23.00 version was used for descriptive and inferential analyses.

Results

SPSS version 23.00 was used for data analysis. The data analysis was carried out in a systematic manner by undertaking multifold analyses, i.e. descriptive analysis for demographic variables, reliability analysis for determining psychometric strength of scales and inferential analyses that included correlation, regression and Independent sample t-test in addition to ANOVA

Table 2. Descriptive Statistics and Reliabilities of study variables (N=200)

Variables	K	M	SD	α	Range Actual	Potential
Emotional Intelligence	33	127.23	10.01	.83	82-153	33-165
Perception of Emotion	10	37.14	4.92	.57	17-48	10-50
Managing own Emotions	9	32.11	4.03	.50	20-44	9-45
Managing other's Emotions	8	30.13	4.27	.53	15-40	8-40
Utilization of Emotion	6	23.21	3.68	.62	12-30	6-30
Self-Efficacy Scale	10	28.12	6.54	.87	18-45	10-50
Work-Family Conflict	10	49.11	11.21	.84	10-49	7-70
Work to Family Conflict	5	35.21	12.15	.74	8-32	5-35
Family to Work Conflict	5	35.33	9.01	.83	9-31	5-35
Job Satisfaction Scale	36	76.23	8.45	.87	9-164	0-170

Note. M=Mean; SD=Standard Deviation; value;

α *= Cronbach's alpha; k= no. of items.*

Table 3. Relationship in Study Variables as Computed Through Pearson Product Moment Correlation (N=200)

Variables	1	2	3	4
1.Emotional Intelligence	-	.76**	-.68**	.76
2. Self-Efficacy Scale	-	-	-.66**	.67**
3. Work-Family Conflict	-	-	-	-.56
4. Job Satisfaction Scale	-	-	-	-

*Note*p<.05, **p<.01, ***p<.001*

Table 4. Linear Regression Analysis for Computing Predictors of Work-family Conflict in female Lawyers (n=200)

Variables		Work-family conflict CI	
	B	**LL**	**UL**
Constant	37.7***	21.1	54.2
Emotional intelligence	-.25***	-.38	-.12
Self-efficacy	-.53***	.41	.99
R²	.22***		
F	17.3***		
ΔR²	.22***		
ΔF	17.3***		

*Note*p<.05, **p<.01, ***p<.001, B=Unstandardized Coefficient*

Linear regression analysis was used to find out the predictive effect of emotional intelligence and self-efficacy on the work-family conflict of female lawyers. Due to the fact that job satisfaction was not significantly associated with work-family conflict, this was found insignificant predictor and was eliminated from prediction model.

Independent sample t-test was carried out to find out the difference of emotional intelligence, self-efficacy and work-family conflict in married and unmarried female lawyers.

Table 5. Systematic Mean Score Variances across Married and Unmarried Female Lawyers (N=200)

Variables	Married		Unmarried				95% CI		
	M	**SD**	**M**	**SD**	**t**	*p*	**LL**	**UL**	**Cohen's d**
EI	125.43	15.12	112.31	11.22	5.43	0.62	.62	3.71	0.07
SE	25.54	4.78	20.22	6.2	4.14	.000	3.19	7.09	0.90
WFC	25.33	10.6	18	9.7	5.78	.000	3.34	10.2	0.68
JS	83.43	11.21	92.43	9.45	6.01	0.21	8.21	16.21	0.73

Table 6. One Way ANOVA to Highlight Difference in Income on Dimensions of work-family conflict (N=200)

	Lower (n=45)		Middle (n=55)		Upper (n=100)				
Var	M	SD	M	SD	M	SD	F(2, 198)	p	Partial η^2
WFC	19.8	9.7	23.9	11.2	12.3	10.4	2.53	.034	.071

*Note. *p < .05; lower=0-30000; middle=30000-70000; upper=Above70000; Var=Variable; M=Mean; SD=Standard Deviation; WFC= work-family conflict*

Independent measure for one way ANOVA revealed that differences in income affect work-family conflict patterns of female lawyers. The assumption homogeneity was assumed. So the results of one way ANOVA showed that there were significant differences in income on work-family conflict. Eta squared value was .071 which showed very small yet significant effect.

Discussion

This empirical research was designed with the primal goal of examining the relationship among emotional intelligence, self-efficacy, work-family conflicts and job satisfaction in female lawyers. The pivotal goal was to examine emotional intelligence, and self-efficacy as significant positive predictors of work-family conflict in female lawyers. Although theoretical framework and past empirical evidence from western researches maintain that there are adverse effects of work-family conflict on employees' well-being, its detail researches are quite scanty. By dint of its grave effects on job-related outcomes, this crucial issue has been raised with more rigor by researchers in order to gain deeper insight into phenomenon. A major literature gap lies in the factors that could potentially rampant its adverse outcomes on workers. The main hypothesis of this investigation reveals that there is significant negative relationship between emotional intelligence and work-family conflicts. Some previous empirical studies have revealed the same, in alignment of these findings that their people with lower emotional intelligence tended to report more frequent patterns of work-family conflict (Carmeli, 2003; Lenaghan, Buda, & Eisner, 2007; Biggart, Corr, O"Brien & Cooper, 2010).

Emotional intelligence has been construed as the perception of emotion. This also implicates that an individual who can control his emotions also tries to manage his own and others' emotions by effectively utilizing to attain psychosocial adjustments. This demonstrates the fact that awareness and understanding of one's emotions can help in their expression of emotions and life events. This regulation of emotions and active management help in balancing their family responsibilities. In other words, this can be inferred that people form positive relations at work only if they have balanced and self-regulated emotions. Self-efficacy was also significantly and positively associated with emotional intelligence. Overall, such findings substantiate the results that revealed significant positive relationship between emotional intelligence, self-confidence, and self-efficacy (Carmeli, 2003).

The second hypothesis targeted emotional intelligence and self-efficacy as significant negative predictors of work-family conflict. This was made clear by findings from current research that emotional intelligence is significant negative predictor of work-family conflict and positive predictor of self-efficacy in female lawyers. Female lawyers who have good emotion intelligence reported lower work-family conflicts and their self-efficacy was also better. This was revealed from current analysis that job satisfaction was not significantly correlated with other study variables, therefore it was eliminated from prediction model. Beutell and Wittig-Berman (2008) also maintained the same that emotional-intelligence helped in agreeing with the role conflicts. Similarly self-efficacy was reported to aid in resolving the role-dissensions. This in effect, helped in coping work-family conflict in effective manner. Hall et al. (2010) substantiated these findings and maintained that emotional exhaustion and self-efficacy are significant predictors of work-family conflict. This finding is in alignment with the influence of professional self-efficacy on work-family conflict and emotional exhaustion. Social cognitive theory adequately extends theoretical framework (Bandura, 1997), which is partially supported through these findings. This means that people who have self-belief and perceive themselves as self-efficacious are self-effective and experience less work-family conflict (Schaufeli & Salanova, 2007). Innstrand et al. (2011) recommend that self-efficacy feelings carry protective effects and enable people to overcome work-family conflicts. Moreover it was exposed that married woman has better self-efficacy, are more emotionally intelligent yet have more chances to encounter work-family conflict as compared to unmarried female lawyers. Such findings were also posed by Cinamon, Weisel, and Tzuk (2007) who stated that married workers confronted more patterns of work-family conflicts than their unmarried counterparts and this situation exacerbates when married people have children to take care of.

Realizing the influences of economic patterns on work-family conflicts, One Way Analysis of Variance was executed that revealed that there are marked differences in work-family conflict patterns of female lawyers across

different income groups. Though the differential effects were small yet they revealed that middle-income groups confronted maximum pressures from work-family conflicts. Mache et al., have also stressed on greater patterns of work-family conflicts on middle-income groups. Adams, King, and King (1996) have also stated that people with moderate income levels are more vulnerable to confront work-family conflict patterns.

The above-given findings bear fruitful addition to the empirical evidence related to female lawyers and considering limitation of research adds valuable insights. Yet there are certain limitations that can be overcome by future researchers. The sample was recruited from one specific courtroom so the inclusion of samples from different bars could increase generalizability of the findings. All the data was self-reported and was restrained to the survey technique so inclusion of qualitative technique is likely to bear befitting results. In addition to this, assessment of psychological constructs such as emotional intelligence definitely calls for hybrid approaches of assessment. Further researches from Pakistani perspective by inclusion of several mediating and moderating variables could yield better results; likewise, cross-comparison of same psychosocial constructs in different professions may shed better light for understanding the dynamics.

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