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A study on the Effects of Hotel employees' Work-Family Conflicts on their Job and Life Satisfaction mediated by Work Stress and Perceived Social Support

ABSTRACT

Work-Family conflict is the problems arise from the reflections of the effects of working life conflict on family life and/or vice versa. Previous studies revealed that work and family life conflicts resulted in higher levels of individuals and consequently in lower levels of job and life satisfaction. Furthermore, a number of studies showed that there is a correlation between perceived social support and the intensity of conflicts and the levels of satisfaction experiencing by individuals. The aim of this study was to ~~examine the effects of work stress, perceived social support and work-family life~~ conflict on job and life satisfaction. The study was conducted by surveying 316 participants who worked at various departments of five-star hotels in Kusadasi and Istanbul. The questionnaire included the scales measuring the variables of the study and the questions about family and work characteristics and, socio-demographic attributes of the participants. A significant positive correlation was found between conflict variables and work stress, however, a negative correlation was obtained between conflict variables and social support, and satisfaction measures. A simple linear regression analysis was used to test the predictability of work stress, perceived social support and, work-family and family-work conflicts for the job and life satisfaction and, all variables including job and life satisfaction for the work-family and family-work conflicts. The results revealed that family-work conflict, job and life satisfaction were the significant predictors of work-family conflict and, whereas work-family conflict and work stress were the significant predictors of family-work conflict. Furthermore, all variables, except family-work conflict, were the significant predictors of life satisfaction, whereas work-life conflict, work stress and life satisfaction were the predictors of job satisfaction. The findings were discussed based on the relevant literature, and suggestions were made about hotel management and future studies.

Keywords: Work-Family Life Conflict, Job Satisfaction, Work Stress, Life Satisfaction, Perceived Social Support, Hotel Industry