

Work Family Conflict and Their Outcome Regarding Job Satisfaction of Female Nursing Staff

Zumirah Atiq, Aniba Zahid, Athar Maqbool, M. Sohaib Siddiq, Azmat Ali Rawn and Humna Akhtar Ali

ABSTRACT

Objective: This study aimed to examine the relationship between work-family conflict, job satisfaction, and job performance among female nurses, focusing on how work-family conflict affects job satisfaction and performance in a high-stress healthcare environment.

Study Design: Quantitative cross-sectional study

Place and Duration of Study: This study was conducted at the Department of Anatomy, M. Islam Medical College, Gujranwala from January to December 2024.

Methods: This quantitative cross-sectional study was conducted from January to December 2024, including 139 female nurses selected through non-probability sampling. Data were collected using structured questionnaires incorporating the Netemeyer Work-Family Conflict Scale and the Minnesota Satisfaction Questionnaire. Female nurses aged 20–60 years were included, while paramedics, house officers, and doctors were excluded. Data analysis was performed using regression techniques in IBM SPSS.

Results: The study revealed a weak positive correlation between work-family conflict (WFC) and job satisfaction ($r = 0.211$, $p = 0.013$), with mean scores of 14.02 ± 2.31 and 69.64 ± 10.29 , respectively. Marital status, salary, and education showed no significant impact on either variable. Most participants were unmarried (94.2%) and earned $\leq 50,000$ rupees (89.9%). These results differ from global findings, indicating that cultural and contextual factors in Pakistan may shape nurses' experiences of WFC.

Conclusion: This study reveals a complex link between work-family conflict (WFC) and job satisfaction among female nurses in Pakistan, highlighting the need for tailored interventions to improve work-life balance. The unexpected weak positive correlation calls for policies like flexible scheduling and stress management. Future research with larger, more diverse samples and longitudinal approaches is recommended to guide strategies for enhancing nursing performance and patient care.

Key Words: Work-family conflict (WFC), Job satisfaction, Female nursing staff, Healthcare setting.

Citation of article: Atiq Z, Zahid A, Maqbool A, Siddiq MS, Rawn AA, Ali HA. Work Family Conflict and Their Outcome Regarding Job Satisfaction of Female Nursing Staff. Med Forum 2025;36(8):54-58. doi:10.60110/medforum.360811.

INTRODUCTION

In demanding work environments like Healthcare Services, ensuring employee performance is crucial. Various factors influence employee performance, including work-family conflict (WFC), job satisfaction, work environment, and compensation policies, among others.

Department of Anatomy, M. Islam Medical College, Gujranwala.

Correspondence: Dr. Zumirah Atiq, Senior Demonstrator Anatomy, M. Islam Medical College, Gujranwala.

Contact No: 0322-5557161

Email: zumirahatiq@gmail.com

Received: March, 2025

Reviewed: April-May, 2025

Accepted: June, 2025

This is because performance is strongly connected to effectiveness, knowledge management, and quality on one hand, and to organizational management, funding, and growth on the other.

Multiple studies carried out worldwide have consistently identified work-family conflict (WFC) as a negative predictor of job satisfaction, with its presence contributing to decreased levels of overall job satisfaction.¹⁻⁵

The bulk of research has indeed concentrated on correlating job satisfaction with work-family conflicts, rather than exploring the relationship with the job performance of nurses, which crucially impacts their mental health and turnover.

There is a lack of published studies examining the incidence of work-family conflict (WFC) among Pakistani nurses and its impact on job satisfaction levels. In Pakistan, there's a pressing need for more research on nurses because of the high nurse-to-patient ratio and the exceptionally stressful nature of the nursing profession. According to the Pakistan Nursing

Council, in Punjab, there are 57,271 registered nurses, with females comprising the overwhelming majority at 53,721, outnumbering male nurses by a considerable margin. As highlighted earlier, global organizations recognize the importance of comprehending the differences in work-family dynamics across various countries or regions and identifying the key factors driving these variations.⁶

It is emphasized that nursing, being predominantly female and characterized by demanding work conditions, underscores the significance of examining work-family conflict, job satisfaction, and job performance within the nursing context. In this research, female nurses were chosen as the focus due to issues concerning performance variables, work-life balance, and job satisfaction, compounded by the dual responsibilities of employment and homemaking that women typically contend with. To optimize work-life balance and achieve strong performance, it's essential for a female nurse to possess a heightened sense of job satisfaction. Female nurses' performance levels are positively correlated with their satisfaction levels regarding their work; the higher the satisfaction, the better the performance.²

METHODS

This study was conducted on female nursing staff at M. Islam Teaching Hospital Gujranwala from January 2024 to December 2024. It is a quantitative, cross sectional descriptive study. Study sample consists of 139 female nurses from M. Islam Teaching Hospital Gujranwala after taking ethical approval from the Ethical Review Committee. Non probability selection technique is applied. The target population consisted of nurses in a tertiary care hospital. A sample of 139 female nurses were selected for this study. Nursing staff was given a survey questionnaire and data was collected by hand regarding their work-family conflicts and job satisfaction. Work-family conflicts were evaluated using the questionnaire from the paper by Netemeyer.⁸ Job satisfaction among nursing staff was measured using the Minnesota Satisfaction Questionnaire, developed at the university of Minnesota and data was collected by hand.

Criteria for inclusion: Female nursing staff working at M. Islam Teaching Hospital Gujranwala between ages of 20 to 60.

Exclusion criteria: Paramedic staff, House officers, Doctors of M. Islam Teaching Hospital Gujranwala. The collected data was analyzed using the regression technique by utilizing IBM SPSS software.

The following variables were considered while designing the questionnaire:

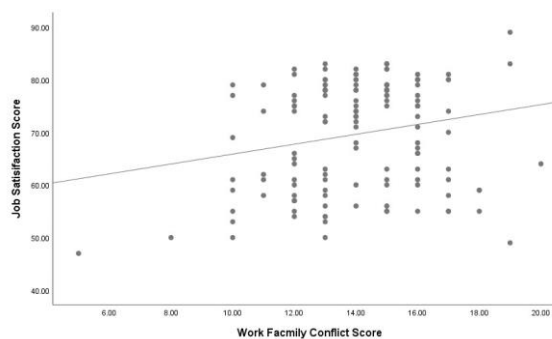
Work Family Conflict: the conflict that arises when fulfilling work responsibilities clashes with meeting family demands, impacting an individual's ability to balance both roles effectively.

Job Satisfaction: the employees' positive attitudes toward work encompass their outlook and approach to tasks, challenges, and overall work environment.

Employee Performance: the extent to which an employee successfully completes their tasks with both satisfactory quality and quantity, in accordance with their designated responsibilities.

RESULTS

Mean age of study participants was 30.79 ± 4.80 . Minimum and maximum age of study participants was 23 and 45 years. Among study participants only 8 (5.8%) were married and 131 (94.2%) were unmarried. Educational status shows that 123 (88.5%) participants were matric pass and the remaining 16 (11.5%) had BSc nursing degree. Salary status showed that 125 (89.9%) had salary up to 50,000 and 14 (10.1%) salary was >50,000 rupees. Table-1 shows mean score for each question of job satisfaction. Higher score shows higher satisfaction and lower score lower satisfaction. Table-2 presents Job satisfaction score and work family conflict score in comparison to marital status, salary and educational status of study participants. No significant difference was seen in job satisfaction score and work family conflict score in relation to marital status, salary and education.



Correlation Coefficient (r) = 0.211, p -value=0.013

Figure No.1: Scatter plot for Work family conflict score and Job satisfaction score

Weak positive correlation can be seen work family conflict score and job satisfaction score

Table No.1: Job satisfaction of Study Participants (n=139)

Sr. No.	Work Family Conflict	Mean	SD
1	The demands of my job interfere with my family responsibilities	2.44	0.86
2	Due to my job, I'm unable to stay as involved as I would like in maintaining close relationships with my family or spouse/partner	2.46	0.84
3	The tasks I want to complete at home remain unfinished because of the demands of my job.	3.12	0.73
4	My job often requires me to miss important family events.	3.03	1.1
5	My work responsibilities conflict with the commitments and obligations I have toward my family or spouse.	2.94	0.85
Total Score		14.02±2.31	
Sr.No.	Job satisfaction	Mean	SD
1	Remaining engaged at all times	3.08	1.10
2	The chance to work alone on the job	3.36	.99
3	The opportunity to try various activities occasionally	3.04	1.00
4	The chance to be "somebody" in the community	3.21	.93
5	The way my boss handles his/her workers	3.55	1.02
6	The decision-making skills of my supervisor	3.62	.89
7	Having the ability to act in ways that align with my conscience.	3.72	.96
8	How my job offers stable employment	3.37	.89
9	The opportunity to help others.	3.81	.97
10	The chance to tell people what to do	3.50	1.05
11	An opportunity to put my talents to use	3.44	1.23
12	The approach to enforcing company policies	3.54	.97
13	The compensation I receive and the workload I handle	3.59	1.12
14	The opportunities for career growth in this position	3.31	1.07
15	The ability to rely on my own discretion.	3.71	1.09
16	The opportunity to experiment with my own approach to completing the task.	3.76	.80
17	The workplace environment	3.47	1.25
18	The way my team members cooperate with each other	3.65	1.11
19	The appreciation I receive for performing well	3.36	1.20
20	The feeling of accomplishment I get from the work	3.55	.95
Total Score		69.64±10.29	

Table No.2: Compassion of Job satisfaction with Study Participants Characteristics

		n	Job Satisfaction Score		Work Family Conflict Score	
			Mean±SD	p-value ^(a)	Mean±SD	p-value ^(a)
Marital Status	Married	8	70.00±9.42	0.919	15.12±1.72	0.165
	Unmarried	131	69.61±10.38		13.95±2.32	
Salary	Up to 50,000	125	69.63±10.14	0.978	14.05±2.29	0.602
	>50,000	14	69.71±11.97		13.71±2.49	
Education	Matriculation	123	69.67±10.12	0.913	14.06±2.31	0.541
	BSc Nursing	16	69.37±11.88		13.68±2.33	

Note: (a): Independent sample t-test

DISCUSSION

The study sought to examine the connection between work-family conflict (WFC), job satisfaction, and job performance among female nurses at M. Islam Teaching Hospital in Gujranwala, Pakistan. The findings revealed a weak positive correlation between work-family conflict and job satisfaction, which contrasts with the majority of global studies that have consistently identified WFC as a negative predictor of job satisfaction.⁵ This discrepancy may be attributed to cultural and contextual differences in Pakistan, where societal norms and family structures might influence how nurses perceive and manage work-family conflicts.

Work-Family Conflict and Job Satisfaction

The study found that the mean work-family conflict score was relatively low (14.02 ± 2.31), suggesting that the nursing staff in this setting may not experience extreme levels of conflict between their work and family roles. However, the weak positive correlation ($r = 0.211$, $p = 0.013$) between WFC and job satisfaction indicates that, in some cases, higher levels of WFC were associated with slightly higher job satisfaction. This finding is unexpected, as previous research has shown that WFC typically leads to decreased job satisfaction due to the stress and strain it places on individuals⁶. One possible explanation for this anomaly could be the coping mechanisms employed by the nurses, such as social support from family or colleagues, which might mitigate the negative effects of WFC.⁸ Additionally, the predominantly unmarried status of the participants (94.2%) may have influenced the results, as unmarried individuals might have fewer family responsibilities and thus experience less conflict.

Job Satisfaction and Its Determinants

The mean job satisfaction score was 69.64 ± 10.29 , indicating a moderate level of satisfaction among the nursing staff. Factors such as salary, marital status, and educational level did not significantly influence job satisfaction or WFC scores, which aligns with some studies^{9,10} but contradicts others that have found these variables to be significant predictors of job satisfaction^{11,12}. The lack of significant differences based on these variables suggests that job satisfaction among nurses in this context may be more influenced by intrinsic factors, such as the nature of the work, relationships with colleagues, and the sense of accomplishment derived from patient care.¹³

Implications for Nursing Performance

The study emphasizes the need to address work-family conflict and job satisfaction to enhance nursing performance. Although the correlation between WFC and job satisfaction was weak, it remains essential for healthcare organizations to adopt policies that promote work-life balance, including flexible work hours, childcare assistance, and stress management initiatives.¹⁴ These measures could help reduce WFC

and enhance job satisfaction, ultimately leading to better job performance and patient care outcomes.¹³

Cultural and Contextual Considerations

The findings of this study underscore the need for context-specific research, particularly in regions like Pakistan, where cultural norms and healthcare systems differ significantly from those in Western countries. For instance, the high nurse-to-patient ratio and the stressful nature of the nursing profession in Pakistan may exacerbate WFC and job dissatisfaction.¹⁵ Therefore, interventions tailored to the local context, such as improving working conditions, providing adequate compensation, and offering professional development opportunities, are essential for enhancing job satisfaction and reducing WFC among nurses.¹⁶⁻¹⁸

Limitations

This study has a few limitations. First, its cross-sectional design restricts the ability to draw causal inferences between WFC, job satisfaction, and job performance. Second, the relatively small sample size ($n = 139$) and the inclusion of only female nurses from a single hospital may reduce the broader applicability of the results. Future studies should consider larger, more diverse samples and adopt longitudinal designs to gain deeper insights into the evolving relationship between WFC and job satisfaction over time.

CONCLUSION

In summary, this research offers important understanding of the link between work-family conflict and job satisfaction among female nurses in Pakistan. While the findings suggest a weak positive correlation between WFC and job satisfaction, they also highlight the need for further research to explore the underlying mechanisms and contextual factors that influence these relationships. Addressing WFC and enhancing job satisfaction through targeted interventions could significantly improve nursing performance and, ultimately, patient care outcomes in healthcare settings.

Acknowledgement: We sincerely thank Mr. Kashif Siddique for his contribution to the statistical analysis, which greatly enhanced the quality of this research.

Author's Contribution:

Concept & Design or acquisition of analysis or interpretation of data:	Zumirah Atiq, Aniba Zahid, Athar Maqbool
Drafting or Revising Critically:	M. Sohaib Siddiq, Azmat Ali Rawn, Humna Akhtar Ali
Final Approval of version:	All the above authors
Agreement to accountable for all aspects of work:	All the above authors

Conflict of Interest: The study has no conflict of interest to declare by any author.

Source of Funding: None

Ethical Approval: No.CM/MIMDC/21/23 Dated 28.12.2023

REFERENCES

1. Puspitawati NM, Yuliawan AK. The role mediation of work satisfaction in the effect of work family conflict on female nurse performance. *Int J Business, Economics Law* 2019;19(5):19-24.
2. Wijaya PD, Suwandana IG. The role of job satisfaction, work-life balance on the job performance of female nurses at local general hospital. *Europ J Business Management Res* 2022; 7(1): 208-12. DOI: 10.24018/ejbmr.2022.7.1.1268.
3. AlAzzam M, Abu Al Rub RF, Nazzal AH. The relationship between work-family conflict and job satisfaction among hospital nurses. In *Nurs forum* 2017;52 (4): 278-288. doi: 10.1111/nuf.12199.
4. Haji Matarsat HM, Rahman HA, Abdul-Mumin K. Work-family conflict, health status and job satisfaction among nurses. *Bri J Nursing* 2021; 30(1): 54-8. DOI: 10.12968/bjon.2021.30.1.54.
5. Selebi C, Minnaar A. Job satisfaction among nurses in a public hospital in Gauteng. *Curationis* 2007;30(3): 53-61.
6. Hajar N, Rumaya J, Yaacob S. The effect of job satisfaction and family satisfaction on work-family conflict (W-FC) and family-work conflict (F-WC) among married female nurses in Shiraz-Iran. *Asian Social Science* 2011; 7(2): 88-95. DOI:10.5539/ass.v7n2p88.
7. Safarpour HA, Sabzevari SA, Delpisheh A. A study on the occupational stress, job satisfaction and job performance among hospital nurses in Ilam, Iran. *J Clin Diagnostic Res* 2018;12(6):1-5. DOI: 10.7860/JCDR/2018/27410.11573.
8. Wang ML, Tsai LJ. Work-family conflict and job performance in nurses: The moderating effects of social support. *J Nursing Res* 2014;22(3):200-7. DOI:10.1097/jnr.0000000000000040.
9. Sudiarditha IK, Susita D, Kartini TM. Compensation and work discipline on employee performance with job satisfaction as intervening. *Trikonomika* 2019;18(2):27-34.
10. Bahalkani HA, Kumar R, Lakho AR, Mahar B, Mazhar SB, Majeed A. Job satisfaction in nurses working in tertiary level health care settings of Islamabad, Pakistan. *J Ayub Med Coll Abbottabad* 2011;23(3): 130-3.
11. Lascelles K, Groves S, Hawton K. Suicide among nurses: What can we do to protect our work force? *J Adv Nurs* 2024;80(5):1667-1669. DOI: 10.1111/jan.15956.
12. Platis C, Reklitis P, Zimeras SU. Relation between job satisfaction and job performance in healthcare services. *Procedia-Social Behavioral Sci* 2015; 175: 480-7. DOI: 10.1016/j.sbspro.2015.01.1226.
13. Ekici D, Cerit K, MERT T. Factors that influence nurses' work-family conflict, job satisfaction, and intention to leave in a private hospital in Turkey. *Hospital Practices Res* 2017;2(4):102-108. DOI:10.15171/hpr.2017.25.
14. Feskanich D, Hastrup JL, Marshall JR, Colditz GA, Stampfer MJ, Willett WC, et al. Stress and suicide in the nurses' health study. *J Epidemiol Comm Health* 2002;56(2):95-98. DOI: 10.1136/jech.56.2.95.
15. Grzywacz JG, Frone MR, Brewer CS, Kovner CT. Quantifying work-family conflict among registered nurses. *Research Nursing Health* 2006; 29(5): 414-26. DOI:10.1002/nur.20133.
16. Patel CJ, Beekhan A, Paruk Z, Ramgoon S. Work-family conflict, job satisfaction and spousal support: An exploratory study of nurses' experience. *Curationis* 2008;31(1):38-44. DOI: 10.4102/curationis.v31i1.906.
17. Ranjan KA, Khatke A. Dimensions of work life balance and its impact on job satisfaction of clinical staff in cancer hospitals. *Int J Res Engin Sci Manage* 2021;4(6):73-6.
18. Bagheri Hosseinabadi M, Etemadinezhad S, Khanjani N, Ahmadi O, Gholinia H, Galeshi M, et al. Evaluating the relationship between job stress and job satisfaction among female hospital nurses in Babol: An application of structural equation modeling. *Health Promot Perspect* 2018;8(2):102-108. DOI: 10.15171/hpp.2018.13.