

Social Support and Work Family Life Enrichment: The Mediating Role of Emotional Intelligence

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Abstract:

Work and family are two important domains of one's life and these domains effect each other in both ways positively and negatively. The present study aimed at examining the relationship between social support and work family life enrichment among married males and females working in public sector universities of Lahore. Further, the study examined the role of emotional intelligence as mediator between the relationship of social support and work family life enrichment. The sample of 478 married males and females working in public sector universities of Lahore was selected through simple random sampling. Questionnaire method was used to collect data from the respondents. For the analysis of the data Pearson's correlation test was applied. Further mediation modeling technique by using PROCESS was used. Data was analyzed by using computer software SPSS. The findings of the study revealed that social support and work family life enrichment are positively correlated. Findings also revealed that emotional intelligence is a significant mediator between the relationship of social support and work family life enrichment.

Keywords: Social Support, Work Family Life Enrichment, Emotional Intelligence.

I. Introduction:

Work-family life enrichment is relatively a recent phenomenon that has been debated in the growing literature of interface between work and family life. Work and family are two important spheres of one's life and these spheres effect each other in both ways positively and negatively. Positive impact of work on family life and vice versa is termed as work family enrichment in literature. Theory of work-family life enrichment highlights the positive impact of role A (work or family) on the role B (work or family). Postulations of the work family life enrichment theory argue that resources generated in one role, whether this role is related to family or work, can be helpful in performing second role (Greenhouse, 2006). However, for several decades' studies have been carried out focusing on work- family life balance and conflicts that occur due to interaction between household responsibilities and professional work. Findings of such studies usually tried to document the conflict between work and family life and efforts of individuals to balance between work and family and to maintain quality of life at both level i-e work places and at home (Dyson-Washington, 2006; Geurts, 2003; Greenhous, 2006). In response to the research studies conducted of work family life conflict and work family life balance, efforts have been done by researchers to explore the personal and social factors that can reduce the conflict between work and family life. Such studies

highlighted that flexible working hours, child care facilities, workplace support, family support may have positive effect on reducing work family life conflict which may lead to work family life balance. (Carlson & Perrewe, 1999; Deelstra et al., 2003; Marcinkus et al., 2007).

Recently, there have been an emerging array of studies that are examining the potential positive effect of individuals' work life on their family life. While studying interface of work and family life, studies also highlight positive side of interplay of both roles other than conflicting situations. Various terms have been used in past to explore the positive interface of work and family life such as positive work-family spillover, work-family enhancement, and work-family facilitation (Frone, 2003; Grzywacz & Marks, 2000; Voydanoff, 2001). Furthermore, social support has also been categorized as an important factor that can help individuals to adopt coping strategies to reduce work family life conflict and to create balance between work and family, that may help individuals to enrich their work and family life. Social support is being recognized as crucial resource that can help in coping the work and family conflict. It is known as important factor in betterment of physical and mental health of employees (Erera, 1992; Kirchmeyer & Lin, 1987; Izhairi & Ismail 2004). Researchers argued that if individuals have support from organization and family then they can perform the desired roles by family and workplace in better way. This will also lead to positive effects on physical and mental health of individuals (Kinnunen et al., 2006; Parasuraman et al., 1996; Thompson & Prottas 2006).

Performing different roles and proper utilization of social support has a link with one's personality characteristics. In the area of organizational behavior and work family conflict the trait of emotional intelligence has been much in debate (Carmeli, 2003; Lenaghan et al., 2007). Emotional intelligence is an ability that involves individual differences in understanding and managing emotions in self and others (Matthews et al., 2004). Generally emotional intelligence has been studied in connection with management skills at work place. A growing body of literature has shed light on the importance of emotional intelligence for managing work successfully. Particularly, researchers have noted that emotional intelligence and social skills have become important determinants of successful managers. (Hooijberg et al., 1997; Zaccaro, 2001). However, the role of emotional intelligence as mediator between social support and work family life enrichment is less researched area. Moreover, a very little literature is available on the factors contributing in family work enrichment particularly with reference to Pakistan. The present research is an attempt to examine the relationship between social support and work family life enrichment and to study role of emotional intelligence as mediator between social support and work family life enrichment. The objectives of the study are (1) to check the effect of social support on work family life enrichment, (2) to examine the mediating role of emotional intelligence between social support and emotional intelligence.

II. Material and Methods

Quantitative research methodology was used to examine the role of social support in work family life enrichment among the married males and females working in public

sector universities of city Lahore. Survey research technique was used to collect the data from respondents. A well- structured questionnaire was developed by incorporating questions regarding socio-demographic information of the respondents and standardized scales of social support, work family life enrichment and emotional intelligence. Questionnaire was finalized after pre-testing and after checking the reliability of the scales by applying Cronbach Alpha test. The data was collected through questionnaire method.

Unit of analysis of the study was the married males and females working on 17 and above scale in the public sector universities. A sample of 478 married males and females was selected through simple random sampling technique. Mediation modeling technique was applied using PROCESS by (Hayes, 2015) to examine direct and indirect effect of social support on work family life enrichment and to examine the role of emotional intelligence as mediator on the direct effect of social support on work family life enrichment.

III. Results and Discussion

A. Correlation

To check the correlation between social support and work family life enrichment Pearson's correlation test was applied.

Table 1: Pearson's Correlation product moment of social support and work family

Variables	Social Support	Work Family Life Enrichment
Social Support	1.00	.707** .000
Work Family Life Enrichment	.707** .000	1.00

*Correlation is significant at the 0.05 level (2-tailed), **Correlation is significant at the 0.01 level (2-tailed)

B. Life Enrichment

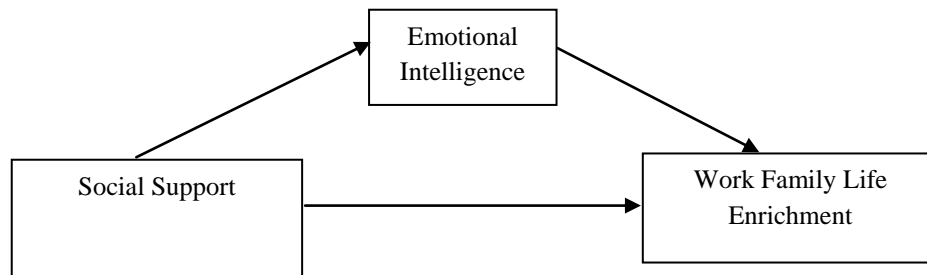
Table 1 indicates correlation among social support and work family life enrichment. It was assumed that social support is positively associated with work family life enrichment. Results of correlation shows that social support is positively correlated with work family enrichment ($r=.707$) at 0.000 level of significance. This finding suggests that if level of social support increase then level of work family life also increases. The exiting literature also confirms the finding of this study. Findings of previous studies revealed that social support provided by family, friends, colleagues and supervisors at work place is positively correlated with work to family and family to work enrichment. (Crouter, 1984; Edwards & Rothbard, 2000; Hennessy, 2007; Rashid et al., 2011).

C. Mediation Analysis

Mediation analysis was done to check the mediation effect of emotional intelligence on the relationship of social support and work family life enrichment.

Mediation analysis when social support is independent variable, work family life enrichment is dependent variable and Emotional Intelligence is a mediator.

Figure1: Model of mediator analysis when social support is independent variable and work family life enrichment is dependent variable.



A PROCESS modal 4 is performed to test the significance of emotional intelligence as a mediator between social support and emotional intelligence. Estimating EI from Social Support

Table 2 : Model Summary

R	R2	MSE	F	df2	df1	p
.1925	.0370	.4696	18.3109	1	476	.0000

Table 2 presents the Model Summary of first output of PROCESS. The results show that overall model is highly significant as $F(1, 476) = 18.3109$ has $P\text{-value} = .000 < 0.01$. The coefficient of determination, $R^2 = 0.0370$ means that 3.70% of the variation in emotional intelligence is explained by its linear relationship with the predictor Social Support.

Table 3: Coefficients of Summary of Effect of Social support on emotional Intelligence

	Co-eff	SE	t	P	LLCI	ULCI
Constant	3.1386	.1525	20.5769	.0000	2.8389	3.4384
Social Support	.1814	.0424	4.2791	.0000	.0981	.2647

Table 3 presents the Coefficient Summary of first output of PROCESS. Results shows that there is high significant effect of social support on emotional intelligence as $P\text{-value} = 0.000 < 0.01$ (that is, independent variable is a significant predictor of mediator). The regression coefficient 0.1814 shows that one-unit increase in social support will increase emotional Intelligence only 0.1814 units.

D. Estimating Work Family Life from both social support and emotional intelligence

Table 4 presents the model summary of effect of social support and emotional on work family life enrichment. The coefficient of determination, $R^2 = 0.5266$ means that

52.66% of the variation in work family life enrichment is explained by its linear relationship with the predictors social support and emotional intelligence.

Table 4: Model Summary, Effect of social support and emotional intelligence on work family life enrichment

R	R2	MSE	F	df2	df1	p
.7256	.5266	.2693	264.144	2	475	.0000

Table 5: Coefficients of Summary of Effect of social support and emotional intelligence on work family life enrichment.

	Co-eff	SE	t	p	LLCI	ULCI
Constant	.4974	.1588	3.1328	.0018	.1854	.8095
Social Support	.6989	.0327	21.3676	.0000	.6347	.7632
Emotional Intelligence	.1457	.0347	4.1976	.0000	.0775	.2139

Table 5 presents the Coefficients of Summary of Effect of social support and emotional intelligence on work family life enrichment. The results show that the effect of social support is highly significant as $t = 21.3676$ with $p = 0.0000$. The coefficient of emotional intelligence is also highly significant $t = 4.1976$ with p is 0.000 . Thus the effect of both social support and emotional intelligence on work family life enrichment are statistically significant. The direct effect (c') is the coefficient value 0.6989 shows that when SS increases by one unit then WFL increases by 0.6989 units, The coefficient value (b) 0.1457 shows that when EI increases by one unit then WFL increases by 0.1457 units. The indirect effect is the multiplication of a and b, that is; Indirect Effect = $a*b = 0.1814*0.1457 = 0.264$

E. Estimating work family life enrichment from Social support (Total Effect)

Table 6 presents the Model Summary of third output of PROCESS. The results show that overall model is highly significant as $F(1,476) = 476$ has $p\text{-value} = .000 < 0.01$. The coefficient of determination, $R^2 = 0.5090$ means that 50.90% of the variation in work family life enrichment is explained by its linear relationship with the predictor Social Support.

Table 6: Model Summary

R	R2	MSE	F	df2	df1	p
.7134	.5090	.2787	493.4408	1	476	.0000

Table 7: Coefficients of Summary of Effect of Social support on work family life Enrichment

	Co-eff	SE	t	p	LLCI	ULCI
Constant	.9548	.1175	8.1247	.0000	.7238	1.1857
Social Support	.7254	.0327	22.2135	.0000	.6612	.7895

Table 7 presents the Coefficients of Summary of Effect of Social support on work family life enrichment. The results show High significant effect of social support on WFL as $P\text{-value}=0.000 < 0.01$. The total effect is the regression coefficient 0.7254 shows that one-unit increase in Social Support will increase work family life enrichment only 0.7254 units.

Table 8 : Total, Direct & Indirect Effects for Work Family Life Enrichment

Effect	Size	SE	LLCI	ULCI
Direct	0.6989	0.0327	0.6347	0.7632
Indirect	0.0264	0.0108	0.0084	0.0509
Total	0.7254	0.0327	0.6612	0.7895

*Number of bootstrap samples for bias corrected Bootstrap confidence intervals: 5000

Table 8 shows a measure of indirect effect of social support on work family life enrichment is 0.0264. Since $c' < c$ that is, $0.6989 < 0.7454$ so there is a partial mediation. With a 95% bootstrap confidence interval which do not include zero; the mediation effect is significant at 5% level of significance. The total effect is the sum of direct and indirect effect. These finding suggests that emotional intelligence is playing a significant role as mediator between the relationship of social support and work family life enrichment. Literature also supports this finding of the present study that emotional intelligence has a significant impact on the experiences regarding work and family life. Individual's level of emotional intelligence has direct effect in creating balance and reducing conflict in work and family life (Koubova&Buchko, 2013; Sergio et al., 2015).

IV. Conclusions

The present study focused on the examining relationship between the social support and work family life enrichment among the married males and females working in public sector universities of city Lahore. Furthermore, the study also examined the mediating role of emotional intelligence on the relationship of social support and emotional intelligence. It was hypothesized that there exists a significant relationship between social support and work family life enrichment of the respondents. Pearson correlation test approved this hypothesis and it has proven that social support and work family life enrichment are significantly correlated. Further it was also hypothesized that emotional intelligence is a significant mediator between the relationship of social support and work family life enrichment. This hypothesis is also approved and results of mediating model revealed that emotional intelligence is a significant mediator between the relationship of social support and work family life enrichment.

In a net shell, it was concluded that social support and work family life enrichment are positively correlated and emotional intelligence is a significant mediator between social support and work family life enrichment.

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