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Effects of Family-Work Conflict, Locus of Control, Self Confidence and Extraversion Personality on Employee Work Stress

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Abstract

Today employees are much more employed with various stressors in organizations. It is critical to determine these various stressors since work stress continues to influence organizational structure, significantly. This paper examines the interaction between family-work conflict, locus of control, self- confidence and extraversion personality on work-stressors. For this purpose, the data (N=413) was collected from the employees working in the production, food and municipal institutions, located in Istanbul. Empirical results indicate that family-work conflict affects work-overload, poor work environment and poor role congruence stressors positively and significantly. Internal locus of control is found to be affective on poor role congruence and poor organizational structure negatively whereas external locus of control is affective on poor organizational structure positively. Results indicate no significant effect of extraversion personality and self- confidence on stressors.

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Keywords: Family-Work Conflict, Locus of Control, Personality, Work Stress, Self- Confidence.

1. Introduction

Organizational stress has been a critical determinant of employee perceptions, attitudes and behaviors in daily work environment. It is also a powerful factor of the workforce today. In recent years, as stated by numerous studies (Cropanzano et al, 1997; Parker and DeCotiis, 1983; Jaramillo et al, 2005; Jamal, 1984), interest among the work

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stress has significantly increased. Despite significant researches conducted on antecedents and consequences of work stress (Parasuraman and Alutto, 1981), predictors and its relationship with many job outcomes still remain unclear (Parker and Decotiis, 1983, 160). Regardless of the sector operating in, stress has negative consequences on employees' attitudes and behaviors. In the literature, various researchers investigated the causal relationships between stressors in various perspectives. Some researchers distinguish basic stressors such as: role ambiguity, role conflict, anxiety, psychosomatic symptoms (Spector et al, 1988; Muse et al, 2003).

Despite studies with regard to attitudinal and behavioral consequences of both family- work conflict and work-family conflict (Yavaş and Babakuş, 2008) it is hard to acknowledge that there is adequate number of evidence with its relation to employee work-stress. Even, it can be argued that the studies have focused on work-family conflict compared to family- work conflict. Supervisor support can be related to family-work conflict since research has shown that employees are more likely to take advantage of benefits when they work in a family-supportive environment (Frye and Breugh, 2004, 199-200). A substantial body of evidence suggests that employee's job stress levels are based on the social support that an employee provides from his/her social environment. According to this approach family life balance is a source of social support that can affect perceived stress of employees (Efeoğlu and Özgen, 2007, 241). Locus of control, perhaps the most studied control-related variable, reflects a person's belief in personal control in life (internality) rather than in control by outside forces or individuals (externality) (Spector et al, 2002, 454). One's sense of locus of control affects the degree of perceived stress (Pilisuk et al, 1993, 149-150). How individuals deal with stress (i.e., cope with the stress in their lives) also affects their perceptions of stress. As an example, while internal-locus-of-control individuals use solution-oriented coping, external-locus-of-control individuals tend to either ignore or to give in to problems (Rees and Cooper, 1992; Wells-Parker et al, 1990). In the relevant literature, while self-confidence was attributed with stress-related variables such as narcissism, depression, doubt and uncertainty (Campbell et al, 2004) on the other hand, in some recent studies extraversion was found to be the determinant of stress (Ebstrup et al, 2011).

In this study, we aim to examine the effects of family-work conflict, locus of control and personality on employees work stress like task stressors, physical stressors and organizational stressors). The paper is designed as follows. Following the introduction, the conceptual framework and literature of the constructs are presented in the second section. The research method, findings and results are explained in the third section. Finally, the last section presents the conclusion, discussion and the limitations of the study.

2. Theoretical Framework

2.1. Work Stress

In today's competitive and changing organizations, stress has become an important and influential factor as well as a strong predictor of various personal and work-related outcomes (Singh and Dubey, 2011, 43). Although there has been some debate as to the specific definition of stress, most researchers generally agree that it is unpleasant emotional experiences associated with "fear, terror, anxiety, discomfort, anxiety, anger, sadness, grief and depression" (Cropanzano et al, 1997, 165; Motowidlo et al, 1986, 618; Bolino and Turnley, 2005, 741). Existing evidence suggests that dissatisfaction fostered by job stress, causes problems among the workers like alienation and absenteeism (Parker and Decotiis, 1983, 161). In terms of organizational dimension, stress causes increasing costs with regard to health based expenses, absenteeism and decreasing performance (Westman and Etzion, 2001, 96). The scholars (Thayer et al, 2010; Dujits et al, 2007; Harter et al, 2002) address the substantial economic costs of work stress, such as litigation costs, sickness and decreasing productivity. Various classifications provide insights in stress theory. Leung et al (2009) have categorized stressors as; task stressors, physical stressors, psychological stressors and organizational stressors. In the classification; addition to task stressors like (work overload, role conflict, and role ambiguity, stressors like organizational stressors (the sources of stress coming from and within an organization itself (i.e.; organizational structure and career-developing environment) and physical stressors which are the environmental sources of stress existing in either the work or the home environment (like poor work environment) (Leung et al, 2009, 127-128). Stordeur et al (2001) add one stressor as a social stressor. This study is grounded on the discrimination of Leung et al (2009).

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