

THE INFLUENCE OF SOCIAL SUPPORT, PERCEIVED CONTROL, LOCUS OF
CONTROL AND JOB/HOME DEMANDS ON COPING WITH WORK-FAMILY
CONFLICT

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ALEV DEMOKAN

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Approval of the Graduate School of Social Sciences

Prof. Dr. Sencer Ayata
Director

I certify that this thesis satisfies all the requirements as a thesis for the degree of Master of Science.

Prof. Dr. Nebi Sümer
Head of Department

This is to certify that we have read this thesis and that in our opinion it is fully adequate, in scope and quality, as a thesis for the degree of Master of Science.

Prof. Dr. H. Canan Sümer
Advisor

Examining Committee Members

Prof. Dr. Deniz Şahin (HÜ, PSY) _____

Prof. Dr. H. Canan Sümer (METU, PSY) _____

Assoc. Prof. Reyhan Bilgiç (METU, PSY) _____

I hereby declare that all information in this document has been obtained and presented in accordance with academic rules and ethical conduct. I also declare that, as required by these reules and ethical conduct, I have fully cited and referenced all material and results that are not original to this work.

Name, Surname: Alev Demokan
Signature:

ABSTRACT

THE INFLUENCE OF SOCIAL SUPPORT, PERCEIVED CONTROL, LOCUS OF CONTROL AND JOB/HOME DEMANDS ON COPING WITH WORK-FAMILY CONFLICT

Demokan, Alev

M.S., Department of Psychology

Advisor: Prof. Dr. H. Canan Sümer

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The aim of this study was to examine the effects of social support, perceived control, locus of control and demand on adopting coping strategies to deal with work-to-family conflict (WFC) and family-to-work conflict (FWC). A questionnaire was administered to Turkish dual-career couples with diverse occupational backgrounds ($N = 300$). Results suggested that (a) those who received social support adopted problem-focused coping strategies through the effect of having high perceived control, (b) those with external locus of control adopted emotion-focused coping strategies which in turn increased family-to-work conflict, but not such relationship was observed on work-to-family conflict, and (c) work/home demands moderated the relationship between perceived control and coping strategies only when it was measured as a combination of both self-reports and objective demand indices. Practical implications of the findings are discussed along with the limitations of the study.

Keywords: Social Support, Perceived Control, Locus of Control, Coping Strategies, Work-Family Conflict

ÖZ

SOSYAL DESTEK, KONTROL ALGISI, KONTROL ODAĞI VE İŞ/EV YÜKÜNÜN İŞ-AİLE ÇATIŞMASI İLE BAŞETME STRATEJİLERİNE OLAN ETKİSİ

Demokan, Alev

Yüksek Lisans, Psikoloji Bölümü

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Bu çalışmanın amacı, sosyal destek, kontrol algısı, kontrol odağı ve iş/ev yükünün, iş-aile çatışması ve aile-iş çatışması ile başetme üzerine olan etkilerini incelemektir. Çeşitli meslek gruplarından hem eşi, hem kendisi kariyer sahibi Türk katılımcılar üzerinde bir anket çalışması uygulanmıştır ($N = 300$). Araştırma sonuçları, a) sosyal desteğe sahip kişiler için, kontrol algısı arttıkça problem-odaklı başetme stratejilerinin tercih edildiğini, b) dışsal kontrol odağına sahip kişilerin duygu-odaklı başetme stratejilerini tercih ettiklerini, bunun da aile-iş çatışmasını azalttığını, fakat benzer bir ilişkinin iş-aile çatışması üzerinde gözlemlenmediğini ve c) iş/ev yükünün sadece bileşik indeks (nesnel ve öznel ölçümlerin birleşimi) olarak hesaplandığında, kontrol algısı ve başetme stratejileri ilişkisi üzerinde bir aracı etkisi olduğunu göstermiştir. Sonuçların uygulamaya yönelik doğurguları ve çalışmanın kısıtlılıkları tartışılmıştır.

Anahtar Kelimeler: Sosyal Destek, Kontrol Algısı, Kontrol Odağı, Başetme Stratejileri, İş-Aile Çatışması

*To my wonderful parents,
Nur Demokan & Prof. Dr. Ordal Demokan*

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CHAPTER I

INTRODUCTION

1.1 Overview

The balance between the two competing domains of life, work and family, has been received considerable research attention in the literature and is becoming a major issue as the population of women in the workforce is increasing. While the rapid increase in dual-earner, dual career and single-parent families have led to greater satisfaction of the individuals by means of higher family income and/or gender equality in social and business life, having to deal with the competing demands of work and family seem to have made both men and women vulnerable to conflict. Furthermore with the advances in technology such as the Internet, laptops, and cellular phones, these two competing domains are getting more and more interlocked, causing strain over individuals while trying to coordinate their interdependent roles in these domains.

This incompatibility between work and family demands which results in an inter-role conflict constitutes the core of work-family relationship literature. Research on work-family conflict has revealed several negative consequences on both well-being of individuals (Burke & Greenglass, 2001; Frone, Russell, & Cooper, 1992; Kossek & Ozeki, 1998), and efficiency of organizations (Aryee, Srinivas, & Tan, 2005; Cullen & Hammer, 2007; Kossek & Ozeki, 1999; Melchior, Berkman, Niedhammer, Zins). Although, the body of research into work-family relationship with its antecedents and consequences has grown substantially in recent years, still little is known about which individual and situational factors are effective in allowing employees to better cope with work-family conflict (Baltes & Heydens-Gahir, 2003). In the present study a number of individual and situational variables deemed to be critical in the balance/conflict between work and family domains are examined.

Among individual and situational variables critical in the way work and family domains interact, *coping strategy* and *control* (both perceived control and locus of control) are studied in the present study. Several typologies of coping behavior exist in the literature, a widely accepted typology being the bi-dimensional dichotomy of problem-focused coping versus emotion-focused coping (Fortes-Ferreira, Peiro, Gonzalez-Morales, & Martin, 2006). However, the stress-reducing properties of coping behavior has been established for the coping construct in general (Lazarus & Folkman, 1984), with lack of research on the characteristics of unique coping strategies as well as their effectiveness depending on context (Somech & Drach-Zahavy, 2007), especially in work-family conflict situation. Moreover, despite a number of studies on the moderating effect of coping on stressor-strain relationship (Aryee, Luk, Leung, & Lo, 1999; Matsui, Oshawa, & Onglatco, 1995), relatively limited research attention has been given to the mediating influence of coping strategies between work-family conflict and its antecedents.

Control is another major individual-level variable studied in the relationship between work and stress (Grönlund, 2007). A range of intervention studies along with meta-analyses have illustrated constructive effects of having control on diverse outcomes such as health, job satisfaction, employee attitudes, transfer of training, and productivity (Teuchmann, Totterdell, & Parker, 1999). Although the general, stress-buffering effect of control on strain has been well-established in the literature, there seems to be a need to differentiate between different aspects of control. *Control* as a construct is comprised of situational (i.e., *perceived control*) and dispositional (i.e., *locus of control*) components, which are both included in the present study. The two components of *control* differ from each other in a way that the *locus of control* is a generalized control expectancy that remains stable across circumstances, whereas *perceived control* represents a more context-dependent form of control which varies across situations and actions (Ajzen, 1991).

In terms of its main effect, research on *perceived control* shows that its relationship with work-family conflict is negative (Duxbury, Higgins, & Lee, 1994;

Grönlund, 2007; Weinberg, Cooper, & Weinberg, 1999). However, literature reveals contradictory results regarding the influence of perceived control on work-family conflict when the impacts of other variables, like demand, are also considered (Butler, Grzywacz, Bass, & Linney, 2005; Grönlund, 2007; Karasek, 1979) such that at high levels of demand, the effect of perceived control on experienced conflict becomes counterproductive (Butler et al., 2005).

Contrary to the presence of a substantial literature on the role of *perceived control* on work-family conflict, there are few studies on the effect of control from dispositional perspective, that is *locus of control*, on work-family interface (Mulvaney, O'Neill, Cleveland, & Crouter, 2006; Noor, 2002). Moreover, this limited research provides inconsistent results about whether those with internal or external locus of control are more prone to experiencing work-family conflict (Noor, 2002).

In addition to the effects of the major individual-level variables, situational-level variables also play a critical role in dealing with work-family conflict. In the present study, the effects of two such variables, social support and demand, on work-family conflict are examined.

Social support is one of the widely studied contextual antecedents of work-family conflict with a greater emphasis given on organizational rather than familial support (e.g., Adams, King, & King, 1996; Lapierre & Allen, 2006). The relevant literature supports the stress-buffering role of *social support* on work-family conflict both directly in terms of its main effect and indirectly through increased sense of perceived control (Thomas & Ganster, 1995). However, not much research attention has been given to the indirect effect of social support on the choice of adaptive coping strategies through an increased sense of perceived control.

Demand is a physical or psychological strain associated with role requirements, expectations, and norms to which individuals must respond or adapt by exerting physical and/or mental effort (Voydanoff, 2004). Research supports the direct positive influence of *demand* on work-family conflict as a main effect (Frone,

Yardley, & Markel, 1997; Grzywacz & Marks, 2000). However, the literature provides contradictory evidence regarding the significance and nature of the influence of *demand* on work-family conflict (e.g., Dollard & Winefield, 1998; Grönlund, 2007; Karasek, 1979; Rodriguez, Bravo, Peiro, & Schaufeli, 2001). In some studies, high demand combined with high control appears to be detrimental to the work-family experience (Butler, Grzywacz, Bass, & Linney, 2005; Rodriguez et al., 2001) whereas the prominent theory of Karasek's job demands-control model, support the beneficial influence of high demand combined with high control (Karasek, 1979), and still others report no significant interaction effect (Grönlund, 2007; Van der Doef & Maes, 1999). Hence the effect of *demand-control* interaction on work-family conflict needs to be clarified.

Previous research has either focused on the isolated effects of the situational or individual level variables in the process of work-family interface. In order to extend previous research, the aim of the present study was to develop a relatively more comprehensive understanding of the work-family and family-work balance/conflict processes by examining the mediated/moderator influence of *control, coping strategies, support* and *demands*.

The reason both work-to-family and family-to-work processes are examined in the present study is that empirical evidence suggests that family interferes with work (family-to-work conflict, FWC) and work interferes with family (work-to-family conflict, WFC) (Gutek, Searle, & Klepa, 1991). In other words, the nature of the relationships between the two domains have been established to be bidirectional. And also, researchers have stressed the need to examine work-family conflict from these two perspectives due to empirical evidence reporting different antecedents and outcomes for each of them (Burke & Greenglass, 2001; Mesmer-Magnus & Viswesvaran, 2006).

In order to examine the situation of work interfering with family, *perceived control at work, supervisory support* and *work demands*, were used along with *locus of control, problem-focused and emotion-focused coping strategies* in the WFC

model, whereas, to examine the situation of family interfering with work, *perceived control at home, spousal support and home demands* were used along with *locus of control, problem-focused and emotion-focused coping strategies* in the FWC model.

In the following sections of the introduction, a review of the relevant literature on work-family interface in general, and on coping strategies, perceived control, locus of control, social support and demand, which constitute the conceptual framework of the present study, are presented both from Western and cross-cultural perspectives. Subsequently, in the light of the reviewed literature, hypotheses about the linkages between these variables are presented.

1.2 Work-Family Interface

The increasing trend of women's participation in labor force has given rise to a considerable research interest in work and family issues (Aryee, Luk, Leung, & Lo, 1999; Aryee, Srinivas, & Tan, 2005) in both organizational behavior and I/O psychology fields (Premeaux, Adkins, & Mossholder, 2007). Contrary to this trend, work-family research rarely specifies a solid theory and foundation on which to base predictions related to work-family interaction (Grandey & Cropanzano, 1999). The most prominent theoretical foundation associated with work-family interaction is the role-theory, which posits that individuals generally engage in multiple roles and that they try to behave according to their prescribed role definitions (Kahn, Wolfe, Quinn, Snoek, & Rosenthal, 1964 cited in Bolino & Turnley, 2005). On the basis of role-theory, the permeability of the boundaries between work and family domains in which the positive and negative effects travel across domains leads to mutuality of these demands (Ford, Heinen, & Langkamer, 2007).

This influence across domains is theoretically conceptualized in the literature in terms of two opposing perspectives (Edwards & Rothbard, 2000). The first one, *work-family conflict* perspective (as expressed by concepts like resource drain, resource scarcity, negative spillover), deals with the negative influence of one domain on the other. The second perspective, *work-family facilitation* perspective (as

expressed by concepts like enhancement, enrichment, positive spillover), comprises the positive influence of one domain on the other.

Work-family conflict, which can be described as “a form of interrole conflict in which role pressures from the work and family domains are mutually incompatible in some respect” (Greenhaus & Beutell, 1985), has dominated the research on this mutual relationship with much less attention paid to work-family enhancement (Frone, 2003). In the present study also, the interface between work and family is examined from a conflict perspective. According to the theories of resource scarcity and resource drain, the essence of conflict perspective comes from the incompatibility of work and family demands, which leads to the inevitable consideration of work-family experience as problematic and fraught with tension (Jennings & McDougald, 2007). Among the commonly studied antecedents which are negatively associated with conflict, coping plays a significant role in dealing with work-family conflict (e.g., Baltes & Heydens-Gahir, 2003; Rotondo, Carlson, & Kincaid, 2002; Somech & Drach-Zahavy, 2007).

According to a meta-analytic examination, work-family conflict was initially conceptualized as an all-inclusive construct in which work interfering with family and family interfering with work were not separated (Mesmer-Magnus & Viswesvaran, 2007). As research in this area has progressed, researchers have started to stress the need to conceptualize and measure work-family interface from two directions (from work and from home) (Premeaux et al., 2007). *Work-to-family conflict* occurs when work demands interfere with family demands and *family-to-work conflict* exists when requirements of family domain impede performance in the other domain (Frone et al., 1992). In line with this differentiation, the present study investigated work-family interface from these two directions/perspectives by means of constructing different models for each.

The literature supports several negative consequences of work-family conflict like reduced psychological well-being (Burke & Greenglass, 2001; Frone, Russell, & Cooper, 1992), job/family dissatisfaction (Kossek & Ozeki, 1998), low organizational

commitment (Aryee, Srinivas, & Tan, 2005; Kossek & Ozeki, 1999), greater absenteeism (Kossek & Ozeki, 1999; Melchior, Berkman, Niedhammer, & Zins, 2007), increased turnover (Kossek & Ozeki, 1999), reduced job performance (Kossek & Ozeki, 1999), and incompliance with safety rules (Cullen & Hammer, 2007). This counterproductive influence of work-family conflict on both individual well-being and organizational performance draws the attention on the examination of possible antecedents of this conflict in order to implement effective individual and organizational level practices to deal with it.

Among the several possible individual and situational-level antecedents of WFC, individual-level antecedents comprise of age (Grandey & Cropanzano, 1999), gender (Duxbury & Higgins, 1991; Gutek, Searle, & Klepa, 1991; Frone, 2003), and personality characteristics (Aryee, Srinivas, & Tan, 2005; Bruck & Allen, 2003; Carlson, 1999), with gender being the most commonly studied one (Jennings & McDougald, 2007). The large body of literature on the gendered experience of work-family conflict showed that women were more likely to experience work-family conflict than their male counterparts (Jennings & McDougald, 2007). In terms of personality characteristics, Type A behavior, negative affectivity (Bruck & Allen, 2003; Carlson, 1999), attachment style (Sumer & Knight, 2001), and Big Five dimensions, like conscientiousness, agreeableness (Bruck & Allen, 2003), and neuroticism (Aryee, Srinivas, & Tan, 2005) are the commonly studied antecedents of work-family conflict.

Situational or job-related antecedents of WFC involve job autonomy (Premeaux et al., 2007), hours worked (e.g., Byron, 2005; Ford, Heinen, & Langkamer, 2007), organizational support (e.g., Aycan & Eskin, 2005; Baltes & Heydens-Gahir, 2003), job involvement (Adams, King, & King, 1996; Byron, 2005), role-related variables like conflict, overload and ambiguity (Kahn & Byosiere, 1992), and family-friendly policies (e.g., Mesmer-Magnus & Viswesvaran, 2006; Premeaux et al., 2007). Results of the studies investigating WFC suggest that high levels of job autonomy, organizational support, job involvement and family-friendly policies lead

to a decrease in work-family conflict whereas an increase in role-overload, role-ambiguity, role-conflict and long work hours lead to an increase work-family conflict.

Family-related antecedents which influence FWC include spousal support (Aycan & Eskin, 2005; Ford, Heinen, & Langkamer, 2007), household demands (Baltes & Heydens-Gahir, 2003; Frone et al, 1992), age and number of children (Voydanoff, 1988; Carlson, 1999) marital and parental conflict (Byron, 2005), and presence of an elderly in need of care (Premeaux et al., 2007). These research results shows that an increase in number of children, household demands, and presence of an elderly in need of care predict an increase in the experienced work-family conflict whereas an increase in the age of children, and spousal support predict a decrease in experienced conflict.

In the following sections, a review of the literature on work-family interface, antecedents and consequences of WFC and FWC and their interactions on the two types of conflict are presented, findings of previous research and drawbacks are overviewed, hypotheses regarding the relationships between major variables involved in WFC and FWC are formulated.

1.3 Conceptual Framework of the Present Study

In this section, a review on both the individual-level variables (which are coping strategies, perceived control and locus of control) and the situational-level variables (which are social support and demands) are presented along with an examination of the direct as well as mediating and moderating influences of perceived control, locus of control, support and demand on both WFC and FWC.

1.3.1 Coping Strategies

Coping can be defined as constantly changing cognitive and behavioral efforts individuals use to manage simultaneous external and/or internal demands imposed on them that exceed their personal resources (Lazarus & Folkman, 1984). Empirical evidence supports the stress-buffering role of coping by showing that

coping leads to an increase in job satisfaction (Burke, 1998) and decrease in emotional distress symptoms (Grossi, 1999).

A variety of coping typologies exist in the literature. However, coping strategies in general can be understood in a dichotomy in which the first part (direct-action, problem-focused, active, control) refers to attempts to respond to a situation of threat with the aim of removing it whereas the second part (palliative, emotion-focused, passive, avoidance) refers to attempts made to reduce only the emotional discomfort associated with the source of threat with no intention of eliminating it (Aryee et al., 1999; Fortes-Ferreira et al., 2006). This dichotomy is recognized as either *direct-action* versus *palliative* or *emotion-focused* versus *problem-focused* coping in the literature (Folkman & Lazarus, 1985; Fortes-Ferreira et al., 2006). Examples of emotion-focused coping behaviors include denial, wishful thinking and self-blame whereas problem-focused coping consists of efforts to manipulate the source of strain, including proactively seeking out information, changing one's behavior or attempting to change the environment (Lazarus, 1991).

The literature on work-family interface has focused on the strategies used by individuals to cope with work and family demands (Jennings & McDougald, 2007). Empirical evidence supported the fact that an increase in the employment of direct-action coping predicted a decrease in psychological distress, whereas an increase in the employment of palliative coping predicted an increase in psychological distress (Fortes-Ferreira et al., 2006). Similarly, direct-action coping was found to be negatively related to FWC and avoidance coping was associated with higher conflict (Rotondo et al., 2002). However, as Fortes-Ferreira et al. (2006) also argued, work-related stress literature needs to further investigate the effectiveness of different coping strategies.

Contrary to the general view on the effectiveness of problem-focused coping strategies in dealing with strain, some studies have supported the dependence of this effectiveness on other contextual factors. Aryee et al. (1999) reported that emotion-focused coping was effective in reducing organizational stress because individuals

often have little ability to change work-related stressors, thus making problem-focused coping ineffective in work context. Similarly, Wallace, Edwards, Arnold, Frazier, and Finch (2009) support the context-dependency of the effectiveness of specific coping strategies by stating that employees are unlikely to assume a positive relationship between effort expenditure (problem-focused coping) and overcoming a stressor when they believe that the stressors is not under their control and they would be confident that effort expended on coping with stressors which are perceived to be under their control will be effective.

Coping strategies have also been investigated in terms of their moderating effects in the work-family relationship. A study conducted on Chinese dual-career parents reported a significant moderating influence of emotion-focused coping on the relationship between FWC and job satisfaction (Aryee et al., 1999). Another study supported the attenuating role of a specific coping strategy, which is informal work accommodations to family, on the positive relationship between FWC and stress (Behson, 2002). Moreover, active coping was also found to moderate the interaction between demand and control on burnout as a three-way interaction in which a misfit between level of control and individual coping style intensified the stress-enhancing effect of job demands (De Rijk, Le Blanc, Schaufeli, & De Jonge, 1998). Despite these studies on the moderating role of problem-focused and emotion-focused coping strategies in work-family context, there is a lack of research on the mediating influence of coping strategies. Since, coping has been conceptualized as something one can undertake *before* stress occurs (Greenglass & Fiksenbaum, 2009), it is plausible to expect that it might also serve as a mediator between the stressful situation which is WFC/FWC and its antecedents.

1.3.2 Social Support

Social support refers to the exchange of resources between at least two parties, with the aim of helping the person who receives the support (Van Daalen, Willemsen, & Sanders, 2006). Two forms of social support have been conceptualized in the

literature, which are emotional and instrumental (Adams et al., 1996). *Emotional support* consists of “emphatic understanding and listening, affirmation of affection, advice and genuine concern for the welfare of the partner whereas *instrumental support* refers to tangible help from the partner in household chores and childcare (Aycan & Eskin, 2005).

Social support, which has been identified as an important resource in reducing work-family conflict (Behson, 2005), can come from both work and nonwork sources with more emphasis given to work-related support than familial support (Adams, King, & King, 1996).

In terms of nonwork social support, spousal support has received a great deal of attention in the literature (Carlson & Perrewe, 1999). However, research reveals contradictory results regarding the effect of spousal support on work-family conflict. For instance, Lapierre and Allen (2006) support the beneficial effect of family support in decreasing work-family conflict. Likewise, a study conducted on a Turkish sample showed that spousal support reduced family-to-work conflict (Aycan & Eskin, 2005). Yet, in other studies, including a meta-analysis, social support from family and friends was found to be weakly associated with work-related strain (Adams et al., 1996; Mesmer-Magnus & Viswesvaran, 2006). This inconsistency in findings might be due to limited representation of the content of social support in measures (King, Mattimore, King, & Adams, 1995). Subjects might have been asked to respond to only one or few general items to measure emotional and/or instrumental social support, which may cause unrepresentativeness of the social support domain, therefore leading to mixed results. In the present study, this potential problem is dealt with by employing an all-inclusive questionnaire which consisted of support items with both emotional and instrumental content.

Organizational support has been recognized as playing a prominent role in employee’s ability to balance work and family demands (Aycan & Eskin, 2005; Carlson & Perrewe, 1999; Lapierre & Allen, 2006; Van Daalen et al., 2006). However, Aryee, Srinivas, and Tan (2005) argue that future research should examine

different sources of organizational support like coworkers and supervisor. As in the case of spousal support, supervisory support also has two components: instrumental and emotional (Frone et al., 1997). Instrumental supervisory support refers to direct assistance and advice given by the supervisor with the aim of helping the employee meet family demands (Frone et al., 1997). Emotional supervisory support, on the other hand, involves understanding, listening, sensitivity and concern for the well-being of employee and his/her family (Frone et al., 1997).

Work-family literature supports the constructive effect of social support in reducing conflict either directly or indirectly through altering the impact of stressors (Van Daalen, Willemsen, & Sanders, 2006). In one study, employees who described their supervisor as supportive reported less distress at work (Frone et al., 1997). According to Carlson and Perrewe (1999), social support could best be conceptualized as a variable that directly influences perceived stressors. However, the literature also reveals significant indirect effects of social support on work-family conflict through the influence of especially individual-level variables (Carlson & Perrewe, 1999; Greenglass & Fiksenbaum, 2009; Thomas & Ganster, 1995).

Research on the relationship between social support and work-family conflict suggests the mediating role of coping strategy as an individual-level variable. In the past, research on coping and social support was mostly separate, conceptually and empirically. However, more recently, research has increasingly started to link coping and social support within the framework of an interpersonal theory of coping with stress (Greenglass & Fiksenbaum, 2009). Social support, which constitutes resources from one's network, including information, practical assistance, and emotional support, has started to be recognized as an important resource for the construction of one's individual coping repertoire (Greenglass, 2002). A study on the field of health psychology supported this link by discussing the effectiveness of interpersonal factors in predicting the coping ability of families dealing with Alzheimer's disease (DeLongis & O'Brien, 1990, cited in Folkman, 2009). Another research on this relationship have also confirmed this link by finding social support to have both

direct and indirect effects on positive affect through proactive coping (Greenglass & Fiksenbaum, 2009).

1.3.3 Perceived Control

Perceived control is the degree of control that individuals perceive to be able to take action concerning events in their lives (Ferguson & Cox, 1996). Individuals who believe that they can readily influence their environments have high perceived control whereas those who believe that they cannot influence their environment have low perceived control (Bullers & Prescott, 2001).

Perceived control is a commonly studied individual-level variable in the work-family conflict literature. According to one of the most prominent models, that is Karasek's job demands-control model, job control or decision latitude reduces the negative effects of job stress (Rodriguez et al., 2001). Based on this model, it can be inferred that control is an essential resource in buffering the stress-inducing effect of work-family conflict. There is a large body of literature on the stress-buffering effect of control in reducing work-family conflict (e.g., Butler et al., 2005; Duxbury, Higgins, & Lee, 1994; Grönlund, 2007; Grzywacz & Marks, 2000; Weinberg, Cooper, & Weinberg, 1999).

A meta-analysis on work-family conflict suggests that future research should investigate individual differences in coping abilities and tendencies to explain additional variance in work-family conflict (Mesmer-Magnus & Viswesvaran, 2006). The effectiveness of coping depends on the context in which coping strategies are used (e.g., Bowman & Stern, 1995; Wallace et al., 2009). Empirical studies from the life-stress literature have confirmed that specific coping strategies may be more or less effective depending on their goodness-of-fit with the type of stressor being faced. (Bowman & Stern, 1995). Research regarding the effects of perceived control on coping strategies posits that individual's choice of coping strategy is related to stressor controllability. When the situation is perceived as changeable, which means under control, individuals more often use problem-focused coping, and when the

situation is perceived as unchangeable, which means out of control, people generally use emotion-focused coping strategies (e.g., Bowman & Stern, 1995; Wallace et al., 2009). Research also reports that situational appraisals of control are linked to active problem-solving (Greenglass & Fiksenbaum, 2009). This perception of controllability of the situation, or in other words perceived control, is also characterized by a “take charge” approach, which involves making a plan of action, focusing efforts on solving a problem, and taking direct action (Greenglass & Fiksenbaum, 2009). Hence, in the present study, based on the positive association between control and coping strategies the effect of perceived control on conflict (both WFC and FWC) was hypothesized to be mediated by the choice of specific coping strategies.

Hypothesis 1a: Perceived control at work positively predicts adopting problem-focused coping strategy and negatively predicts adopting emotion-focused coping strategy, which in turn predicts WFC.

Hypothesis 1b: Perceived control at home positively predicts adopting problem-focused coping strategy and negatively predicts adopting emotion-focused coping strategy, which in turn predicts FWC.

In addition to the well-established direct and expected indirect effects of control on reducing work-family conflict (Butler et al., 2005; Duxbury, Higgins, & Lee, 1994; Grönlund, 2007; Grzywacz & Marks, 2000; Weinberg, Cooper, & Weinberg, 1999), research also provides evidence on the mediational influence of perceived control in the work-family relationship (Bowman & Stern, 1995; Folkman & Lazarus, 1985). Research on this area has focused on the role of perceived control as a mediator, especially on the relationship between social support and work-family conflict. A study conducted on health professionals working in acute-care facilities, found significant indirect effect of supervisor support on work-family conflict through perceived control, besides its significant direct effect. However, the indirect effect of support was stronger when the dependent variable was job satisfaction instead of work-family control (Thomas & Ganster, 1995). Likewise, another study supports the significance of a mediational path in which social support reduces

perceived role stressors and indirectly decreases work-family conflict in turn (Carlson & Perrewe, 1999). In this case, the positive effect of support was tested in terms of leading to a decrease in the level of stressors, which might also correspond to an increase in perceived control. Manne and Glassman (2000) also emphasize the direct link between support and perceived control by claiming that patients who perceive higher levels of unsupportive responses from their spouses have a tendency to report less perceived control and lower coping efficacy. Further research posits that organizational support increases an employee's sense of control, which in turn reduces the stress and strain and increases the quality of work-family interface (Thompson & Prottas, 2005).

Although research supports a positive link between social support and perceived control as well as an indirect effect of social support on work-family conflict through perceived control, there is a lack of empirical evidence concerning the presence of this indirect influence of support on the adoption of specific coping strategies, besides conflict. In a rare example, Thompson and Prottas (2005) studied this indirect effect of support on coping strategy and found that those with well-developed psychosocial resources (including a sense of personal control, high self-esteem, and optimism) were more likely to cope proactively with their health, which may minimize stressful effects. All told, research seem to support the positive influence of social support on action-oriented (proactive/problem-focused) coping through an increased sense of perceived control, and no such influence has been reported concerning emotion- focused coping. Hence, based on the reviewed evidence, it was hypothesized that:

Hypothesis 2b: Supervisory support is positively associated with problem-focused coping through its effect on perceived control at work in the WFC model.

Hypothesis 2a: Spousal support is positively associated with problem-focused coping through its effect on perceived control at home in the FWC model.

1.3.4 Locus of Control

According to Rotter's (1966) most widely used definition, locus of control is the generalized belief that one's behavioral outcomes are either under one's own control (internal locus of control) or a result of outside factors like luck, fate or powerful others (external locus of control). Researchers observe that locus of control is an important personality variable at work (Ng, Sorensen, & Eby, 2006). Yet, there are relatively few studies on the effect of locus of control on the work-family interface with contradictory results regarding its effectiveness in reducing conflict (e.g., Mulvaney et al., 2006; Noor, 2002)

Locus of control is a commonly studied individual-level variable, which is essential to include in work-family research. Research shows that those with internal locus of control are better able to cope with job stress whereas those with external locus of control are less likely to take any action to prevent the occurrence of job stress since they believe it is beyond their control (Kahn & Byosiere, 1992). According to control perspective, it is assumed that when people believe they have control over situations, they would be likely to experience low levels of distress. Hence, internal locus of control is expected to reduce work-family conflict to a greater extent than external locus of control.

Although control is a well-studied variable in work-family literature, there is a lack of research on the relationship between the dispositional level control, which is locus of control, and type of coping strategy chosen. According to a recent article, there has been no meta-analytic review of the literature on the relationship between core self-evaluations, a construct including locus of control, and coping strategies in occupational settings (Kammeyer-Mueller, Judge, & Scott, 2009). In order to display the association between locus of control and coping strategy, Bennet and Kelaher (1993) state that external control may be similar to external coping (emotion-focused) in which those with external control might be more likely to use external coping strategies because they believe that they cannot manipulate their environment and must accept the control of others or luck/fate. Likewise, internal control may be

similar to internal coping (problem-focused) in which internally controlled individuals might be more likely to use internal coping strategies because they believe that they can control their environment. In their own longitudinal study which was conducted on a sample of nurses, doctors, and social workers to investigate the effect of coping on burnout, they found that external coping, as opposed to internal coping, predicted burnout more. Similarly, another study conducted on a sample of nurses also found a positive relationship between internal locus of control and the adoption of internal coping strategies as well as external locus of control and adoption of emotion-focused coping strategies (Gueritault-Chalvin, Kalichman, Demi, & Peterson, 2000).

In line with the control perspective which states that when the situation is perceived under control, people engage in problem-focused coping and when the situation is perceived beyond control, people engage in emotion-focused coping, locus of control might be associated with the type of coping strategy chosen to deal with WFC/FWC. It is assumed that those with internal locus of control, who believe that they control their destiny (Dağ, 1991), are more likely to engage in problem-focused coping strategies since they have high perceptions of control and likely to take action. Those with external locus of control however, who believe that outside factors control their destiny (Dağ, 1991), are expected to be more likely to use emotion-focused coping strategy due to the fact that they believe they have less control over the situation and therefore avoid taking any action.

Besides the investigated direct effect of locus of control on conflict and coping strategy chosen, research also reveals support for an indirect effect of locus of control on WFC/FWC through coping. A study which investigates the indirect effect of locus of control on burnout through coping on a sample of AIDS caregivers found a significant mediating effect for external coping in which those who believed that they had no control over their environment were more likely to use external (emotion-focused) coping strategies which in turn led to increased levels of burnout, but no

such relationship for internal locus of control was found (Gueritault-Chalvin et al., 2000).

Based on the general findings in the literature regarding the influence of locus of control on WFC/FWC and its impact on the type of coping strategy chosen, it was hypothesized that coping strategy mediates the relationship between locus of control and WFC/FWC as follows:

Hypothesis 3a: External locus of control predicts employment of emotion-focused coping strategy which in turn increases WFC and FWC.

Hypothesis 3b: Internal locus of control predicts employment of problem-focused coping strategy which in turn decreases WFC and FWC.

1.3.5 Demands

Demands are physical or psychological strains associated with role requirements, expectations, and norms to which individuals must respond or adapt by exerting physical or mental effort (Voydanoff, 2004). Research reveals the stress-inducing role of demand by stating that high level of demand is associated with high level of work-family conflict (e.g., Butler et al., 2005; Frone et al., 1997; Grzywacz & Butler, 2005; Grzywacz & Marks, 2000; Voydanoff, 1988).

Demand can be conceptualized as job and home demands based on the context of threat. Job demands refer to work stressors originating from the physical nature of work, like physical exertion, as well as psychological aspects of the job, like repetitiveness and arbitrary supervision (Butler et al., 2005). Moreover, inclusion of family demands is believed to help develop a more complete understanding of the work-family interface. Traditionally, family/home demand, which refer to the presence of family-related stressors like childcare, house chores and such, has been measured by objective criteria like age and number of children, presence of an elderly in need of care and occupational status of partner in the work-family literature (Peeters & Rutte, 2005). However, a recent review by Montgomery (2003, cited in Montgomery, Panagopolou, & Benos, 2006) has indicated that there is little evidence

linking objective family demand indices to work-family interface. According to this finding, a self-report measurement of demand was assumed to be more accurate.

Concerning the demand-control relationship, which forms the basis of *job demands-control model*, literature reveals contradictory results. On the one hand, studies show a significant association between demand and control but with inconsistent directions of influence. For example, one study showed that when demands are high, the effect of perceived control on experienced conflict becomes counterproductive (Butler et al., 2005). Whereas, the prominent job demands-control model proposes that high job demands combined with high control results in a more active job which is optimal for learning by leading to development of better strategies for dealing with high demands and lower levels of psychological strain (Karasek, 1979). On the other hand, another line of research studying demand-control relationship posits no significant interaction between the two (Grönlund, 2007). Hence, this area of research needs further clarification in terms of the combined influence of demand-control interaction on stressors like conflict.

Empirical evidence suggests that there should be other factors which interact with demand in order to influence WFC and FWC (Grzywacz & Marks, 2000; Voydanoff, 2004). Likewise, Lazarus and Folkman (1984) state that the level of stress depends on the interaction between the degree of threat (demand) in the environment and beliefs about the likelihood of being able to prevent the distressing situation (control). Some studies have shown control to be ineffective in reducing conflict, when combined with other variables like demand. Voydanoff (1988) found that control did not buffer the relationship between demands and work-family conflict for men and actually worsened the relationship for women. This finding reveals the fact that job control is not a desired thing under all circumstances, in fact when demands are high, control may have a counterproductive effect on work-family conflict.

Although the prior research has widely investigated the combined influence of demand and control on work-family conflict, including Karasek's job demands-

control model, to the knowledge of the author, there is no study to date that has examined this combined effect on the type of coping strategy chosen, instead of conflict as the outcome variable. Based on the reviewed literature, it may be assumed that since control loses its stress-buffering effect when demands are high, people might adopt an ineffective coping strategy which is emotion-focused coping under such circumstances (Bowman & Stern, 1995; Greenglass & Fiksenbaum, 2009). Therefore, it was hypothesized that job demands moderate the relationship between perceived control and type of coping strategy chosen. That is, the influence of having control on the effectiveness of the chosen coping strategy depends on the level of demands imposed on an individual.

Hypothesis 4a: Work demand moderates the relationship between perceived control at work and coping strategy chosen in WFC model in which perceived control at work is positively related to problem-focused coping at low level of work demand and positively related to emotion-focused coping at high level of work demand.

Hypothesis 4b: Home demand moderates the relationship between perceived control at home and coping strategy chosen in FWC model in which perceived control at home is positively related to problem-focused coping at low level of home demand and positively related to emotion-focused coping at high level of home demand.

1.4 The Proposed WFC and FWC Models/Frameworks

The hypotheses of the present study were examined in two models. The first model, which is labeled as the “The Proposed Model of Work-to-Family Conflict” (Figure 1), involves the distal effect of supervisory support on coping strategy (problem-focused/emotion-focused) through perceived control at work. Then, it continues with the indirect influences of perceived control at work as well as locus of control (external/internal) on work-to-family conflict through coping strategy chosen.

Finally, it also involves the moderating influence of work demands on the relationship between perceived control at work and coping strategy.

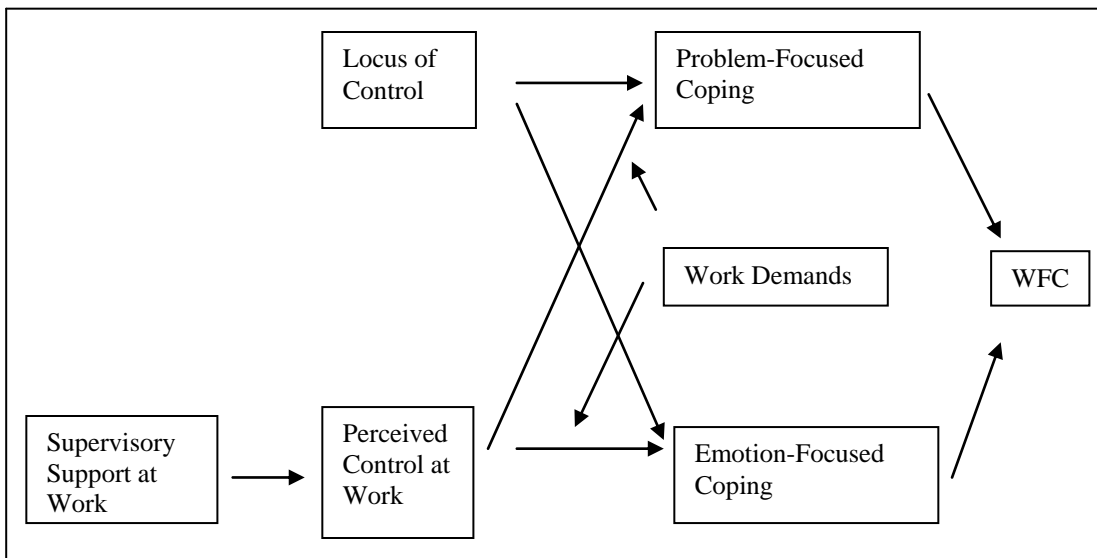


Figure 1 The Proposed Model of Work-Family-Conflict

The second model, which is labeled as the “The Proposed Model of Family-to-Work Conflict” (Figure 2), tests the distal effect of spousal support on coping strategy (problem-focused/emotion-focused) through perceived control at home. Then, it examines the indirect influences of perceived control at home as well as locus of control (external/internal) on FWC through coping strategy chosen. Finally, it also involves the moderating influence of home demands on the relationship between perceived control at home and coping strategy.

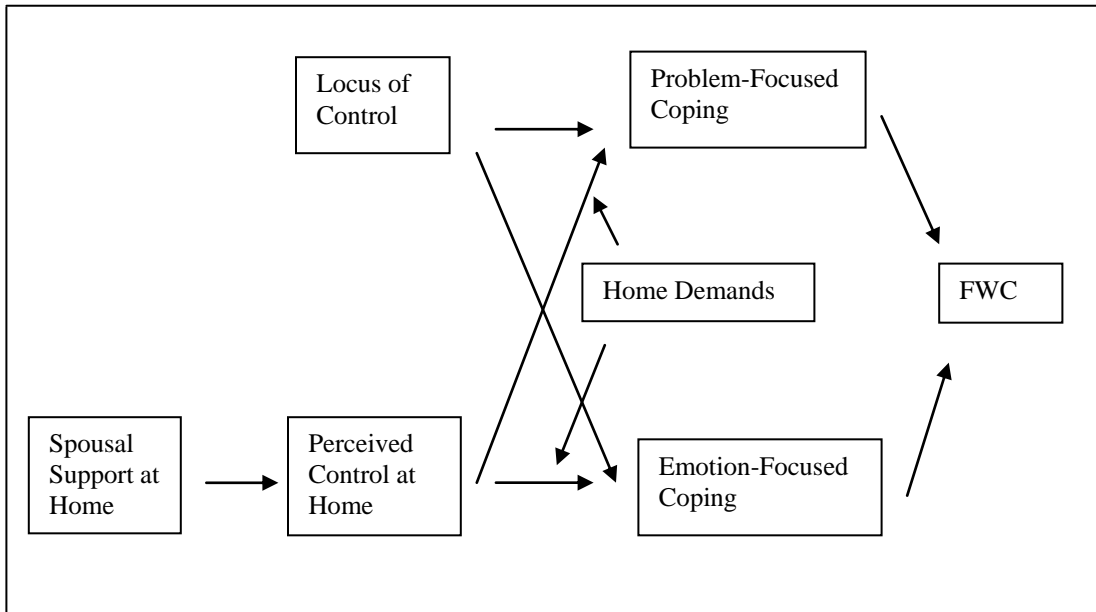


Figure 2 The Proposed Model of Family-to-Work Conflict

CHAPTER II

PILOT STUDY METHOD AND FACTOR ANALYSIS

A pilot study was conducted to assess the reliabilities and validities of Perceived Control at Work and at Home, Work-Family/Family-Work Conflict and Work/Home Demand Scales which were constructed for the purpose of the present study.

2.1 Sample

The sample of the pilot study consisted of 70 dual-career people working in professional occupations. Their ages ranged from 21 to 59 with the mean age being 37.5 ($SD=9.79$). The gender distribution of the sample was almost balanced with 39 (55.7%) of them being female and 31 (44.3%) of them being male. Since the sample was composed of mainly academicians, the percentage of doctoral-level graduates was highest (45.7%), with the remaining having a two-year college or lesser (4.28%), undergraduate-level (30%) and graduate-level (20%) degree. In terms of their occupations, the sample consisted of mainly academicians (77%) and the remaining held private-sector jobs.

2.2 Procedure

Data were collected using a survey package involving the newly-constructed scales as well as demographics (Appendix B4). The survey packages were distributed along with an informed consent form (Appendix A) mainly in METU to both administrative and academic staff in order to obtain a convenient sample in order to meet the requirements of the study. Since, the return rate from distributed surveys in METU was very low, additional surveys were distributed to a photography hobby class to obtain a significant sample size.

2.3 Measures

2.3.1 *Work-to-Family and Family-to-Work Conflict*

The shortened version of the recently developed 48-item Work-Family Conflict and Work-Family Facilitation scale (Van Steenbergen, Ellemers, & Mooijart, 2007) was used. This scale was chosen in order to provide a comprehensive and accurate assessment of work-family interference due to the fact that it measures work-family interface from bidirectional (work-to-family and family-to-work), dual effect (conflict and facilitation) and multiple components (time-based, strain-based, behavior-based, psychology-based and energy-based) perspectives. The original scale consists of 16 subscales measuring all these components with each one comprised of 3 items rated on a 5-point Likert scale (1 = *Strongly Disagree* 5 = *Strongly Agree*). In the present study, only a shortened version of the enhancement and conflict items were used with each subscale assessed by a single item, which corresponds to 16 items that are translated into Turkish (Appendix B2). In order to maintain conceptual equivalence, the scale was translated into Turkish by two different people and then a bilingual person was asked to decide on the most similar translation of the original item by either choosing one of two translations or writing her own translation. An exploratory factor analysis was conducted on the 8-item work-family conflict scale by forcing the number of extracted factors to two, expecting that the previously labeled work-to-family and family-to-work conflict factors would emerge. Although the two factors accounted for 47.65% of the variance and all of the item loadings were greater than .30, the emerging factor structures were not interpretable and failed to reflect the expected family-work/work-family division. Following factor analyses, the reliabilities were calculated for the family-to-work conflict and work-to-family conflict items separately and both family-to-work conflict ($\alpha = .21$) and work-to-family scales ($\alpha = .48$) had very low reliabilities, suggesting the need to employ an alternative conflict scale to be used in the main study.

2.3.2 Perceived Control at Work

Perceived control at work was measured by Worker Control Scale developed by Dwyer and Ganster (1991). The scale consists of 21 items, rated on a 5-point Likert type scale (1 = Very Little 5 = Very Much). The sample items include, “How much control you have over the policies and procedures in your work unit”, “How much control you have over when you come to work and leave” and “How much control you have over how you do your work”. The items were translated to Turkish and tested for conceptual equivalence before the original study (Appendix B1). Again, an exploratory factor analysis with varimax rotation was conducted by forcing the number of factors to one. Although the single factor accounted for a relatively low percentage of variance (i.e., 30.23%) in the variable, to be consistent with the literature, a decision was made to treat the scale as a single-factor one. The internal consistency of the scale was .86, which provided some support for the single-factor treatment.

2.3.3 Perceived Control at Home

Perceived control at home was assessed by the Powerlessness subscale derived from Alienation Test (Maddi, Kosoba, & Hoover, 1979). The scale consists of six items aimed to measure general control in life. However, for the aim of the present study, the scale is made relevant for home environment by rewording them to correspond to home life (Appendix B1). The items were coded on a 4-point Likert scale (1 = *Strongly Disagree* 4 = *Strongly Agree*) and sample items are as the following: “There is little I can do to change many of the important things in my home life” and “There is no way I can solve the problems regarding family issues”. The items were translated to Turkish for use in the present study and tested for conceptual equivalence by a bilingual person. Despite small number of items, the scale had satisfactory reliability ($\alpha = .77$). In order to test the accuracy of single-factor solution, factor analysis with varimax rotation was carried out. The forced one-

factor solution accounted for 39.83% of the variance in the variable and all the items had loadings greater than 0.30 with no cross-loadings.

2.3.4 Home Demands

Home demands measure was comprised of Home Demands Scale developed by Peeters, Montgomery, Bakker and Schaufeli (2005). This scale consists of 8 items three subscales: Quantitative Home Demands subscale ($\alpha = .80$) is assessed by two items (e.g., Do you have to do many things in a hurry when you are at home?). Emotional Home Demands subscale ($\alpha = .76$) will be measured by two items (e.g., How often do emotional issues arise at home?). Finally, Mental Home Demands subscale ($\alpha = .80$) consists of four items (e.g., Do you find that you have to plan and organize a lot of things in relation to your home life). These items were translated into Turkish for the purpose of the present study (Appendix B3) and the accuracy of translation was tested based on conceptual equivalence by a bilingual person before the original study ($\alpha = .89$). The exploratory factor analysis with varimax rotation and single-factor extraction accounted for 54.71% of the variance. All the factor loadings were greater than .30 with no cross-loaded items.

2.3.5 Work Demands

Similar to home demands, work demands were also measured by 8 items, which are identical to home demand items except the wording changed to refer to home/family demands (Appendix B3) and checked for conceptual equivalence ($\alpha = .84$). The exploratory factor analysis with one-factor extraction accounted for 47% of the variance in the variable with all the loadings being greater than .30.

CHAPTER III

MAIN STUDY METHOD

3.1 Sample

The sample of the study consists of 302 dual-career people working in professional occupations. Their ages ranged from 23 to 59 with the mean age being 38 ($SD=8.85$). The gender distribution of the sample was almost balanced with 176 (58.7%) of them being female and 124 (41.3%) of them being male. They were mostly university graduates (61%), with the remaining having a graduate-level (25.3%) and doctoral-level (13.7%) degree. Half of the participants were members of a private organization while 48.7% were members of governmental and only 1.3% having their own organizations. The occupation of the sample was categorized into five: administrative, technical, healthcare, education and other. In terms of subjects' own occupations, 102 (34%) were in administrative, 89 (29.7%), technical, 47 (15.7%), education, 39 (13%), healthcare and 22 (7.3%) in other professions. Likewise, partners' occupational distribution is composed of 109 (36.3%) administrative, 84 (28%), technical, 52 (17.3%), education, 36 (12%), healthcare and 18 (6%), in other professions.

3.2 Procedure

Data were collected using a survey package, which was both distributed via a commercial website (www.questionpro.com) and obtained through psychology students who received experimental credit for administering the package to a predetermined number of dual-career people. An informed consent form was obtained from the participants (Appendix A). The commercial survey construction website provided great many conveniences in obtaining the consent of the participants, such as not allowing continuing for those participants who checked the following

conditions displayed under the informed consent form: “I do not meet the required conditions to participate in the study” and “I do not want to participate in this study”. Also it allowed calculating the response rate accurately based on the number of people who only viewed, started and completed the questionnaire. Based on the statistics derived from the website, 54.3% only viewed the survey, 30.9% started but not completed the survey and 14.9% completed the survey. Moreover, from a total of 409 surveys distributed to two psychology classes in METU, the return rate was 57.7% but nearly half of them were discarded due either the amount of excessive missing data or most of the participants stating their partners’ occupational status as “unemployed”. Consequently, 173 surveys from class participation were qualified enough to be used in the study and 129 from internet participation, making a total of 302.

3.3 Measures

3.3.1 Work-to-family and family-to-work conflict

Based on poor pilot study results concerning the factor structure and reliability analyses of work-to-family and family-to-work scales, a 10-item scale developed by Netemeyer, Boles and McMurrian (1996) and translated into Turkish by Apaydin (2004) was used (Appendix C2) with satisfactory reliabilities of .87 for work-to-family conflict and .71 for family-to-work conflict.

3.3.2 Coping Strategies

The coping strategies were assessed by Coping Styles Inventory (Sahin & Durak, 1995), which is a shortened version of the inventory derived from Lazarus and Folkman’s (1984) Ways of Coping Inventory and translated into Turkish. The scale consists of 30 items with response options ranging from 1 (Strongly Disagree) to 4 (Strongly Agree). Although the Turkish version of the inventory was found to be consisted of five factors (i.e., self-confident, helpless, submissive, optimistic, and

seeking social support) by Şahin and Durak, in the present study, to be consistent with the literature, a distinction was made between problem-focused coping and emotion-focused coping only. Still, confirmatory factor analyses were carried out on the items of the inventory in order to compare the fit of the two-factor and five-factor structures. The results showed a better fit of the data to the five-factor structure ($\chi^2_{\text{difference}}(\text{df}_{\text{difference}}) = 176.68, p < 0.001$) when compared to the two-factor structure, with acceptable levels of fit indices; GFI = 0.95, AGFI = .94, RMSEA = .06, SRMR = .04, CFI = 1.00. However, as the hypotheses of the study were constructed based on the common two-factor treatment of coping strategies in the literature and as the fit indices of the two-factor solution were also acceptable; GFI = 0.91, AGFI = .89, RMSEA = .02, SRMR = .05, CFI = 0.96, with an even lower amount of error (RMSEA) when compared to the five-factor solution, the coping scale was decided to be treated as a two-factor one.

The factor structure of this inventory is consistent with the theoretical typology of emotion-focused and problem-focused coping which will be used as main variables in the present study. The sample items involve: “I certainly believe that I can find a way to solve the problem”, “I believe everything cannot be the way I want it”, “I think that fate is the cause of what has happened”, “I try not to get angry and think about the situation with a clear head”, “I consult others to understand the reason behind the situation” (Appendix B7). The reliabilities were calculated for problem-focused ($\alpha = .85$) and emotion-focused coping ($\alpha = .86$) separately and found to be satisfactory.

3.3.3 Supervisory Support

In order to assess supervisory support, a 10-item scale developed by Ayca and Eskin (2005) in Turkish, was used in the present study (Appendix C4). As stated by Ayca and Eskin (2005), the items were both in the form of showing sympathy and understanding, which corresponds to emotional support (e.g., “My supervisor gives advice on how to handle my work and family responsibilities”) and helping the

employee to arrange work schedule in order to accommodate family demands which corresponds to instrumental support (e.g., “My supervisor allows for flexibility in my working arrangements to enable me to handle my family responsibilities”) which provides high construct reliability of support by providing a better representation of the construct. The items were rated on a 5-point Likert scale (1 = *Almost Never*, 5 = *Almost Always*) with high scores corresponding to high level of support. The scale was found to be reliable in a Turkish sample ($\alpha = .88$).

3.3.4 Spousal Support

Spousal support was measured by the Turkish translation of Family Support Inventory (King, Mattimore, King, & Adams, 1995) by Aycan and Eskin (2005). This measure has 2 subscales: emotional sustenance ($\alpha = .94$), that examines spousal attitudes and behaviors aimed to provide encouragement, understanding and guidance, and instrumental assistance ($\alpha = .93$), which focuses on behaviors and attitudes concerning sharing of family/household tasks and organizing family life in a way that is congruent with spouse’s work schedule (Appendix C4). The Turkish version of the original scale consists of 43 items, which was then shortened into 19 items based on factor analysis results. The results of the factor analysis revealed 8 factors, from which the first two factors, instrumental and emotional support, explained the greatest variance (54.2%). Then, the scale was further shortened into 12 items by eliminating nearly repetitious items. Hence, the shortened version of the scale, which was used in this study, consisted of 4 instrumental and 8 emotional support items, a total of 12 items. The rating will be done on a 5-point Likert scale with response options ranging from 1 (*Strongly Disagree*) to 5 (*Strongly Agree*). High scores obtained from the scale indicate high degree of spousal support. The internal consistency of the spousal support scale was .89 for the present study.

3.3.5 Locus of Control

Locus of control was assessed using a shortened version of the Turkish Locus of Control Scale developed by Dağ (2002). The original scale consists of 47 items (α

= .92) which are based on mostly Rotter's Internal-External Locus of Control Schedule, with partial changes and some additional items from other locus of control scales. The shortened version of this scale, which was used in the present study, consists of 16 items (Appendix C5), which are selected based on their item-total correlations ($r > .40$). The main purpose of reducing the number of items in the scale is to increase the response rate of the participants. The responses are made on a 5-point Likert scale ranging from 1 (*Very Inappropriate*) to 5 (*Extremely Appropriate*). For the purpose of the study, the scale was divided into two subscales which are internal locus of control ($\alpha = .75$) and external locus of control ($\alpha = .78$).

3.3.6 Perceived Control at Work

Since the pilot study results of Perceived Control at Home scale was not satisfactory with poor factorability, the scale was further shortened in the actual study by discarding those items which are related to control over the physical environment of the workplace (i.e., "I have control over how to decorate my office" and "I have control over the physical conditions of the office) to make the general format of the scale homogeneous which involves only those items which are related to the control over how the job is done. The shortened version of the scale consisted of 15 items (Appendix C1), rated on a 5-point Likert type scale (1 = Very Little 5 = Very Much) with a satisfactory reliability ($\alpha = .87$). The sample items include; "I cannot control the frequency of disturbance while I am working", "I have control over how I do my work" and "I decide on the amount of materials and equipment that I will use while performing my job".

3.3.7 Perceived Control at Home

Two more items which aims to measure "control over family members' decisions" and "control over maintaining home life as the way one desires to" were added to the previously used Perceived Control at Home scale, making a total of eight items (Appendix C1), rated on a 5-point Likert type scale (1 = Very Little 5 = Very Much) with a satisfactory reliability ($\alpha = .82$).

3.3.8 Home Demands

According to pilot study results, the scale has good reliability and all the items were retained for the actual study due to none of them increasing the reliability any further when discarded. Therefore, home demand was assessed by both an eight-item self-report scale ($\alpha = .90$) and 10 objective indices consisted of the presence and frequency of a housekeeper, the respective percentage of time spent in house chores among partners, presence of children, the number and ages of children, presence/ extent of dependency/having an assistant in care of an elderly/sick/disabled person in need of care and amount of time spent in domestic responsibilities (Appendix C3).

3.3.9 Work Demand

Again, the scale was used in its original format (Appendix C3) in pilot study due to having satisfactory reliability and none of the items leading to an additional increase in the reliability when deleted along with objective demand indices. The objective indices part consists of 7 items including the presence of shift work, working hours, working at weekends, presence of and time spent in off duty working hours, flexibility in work schedule and frequency of travelling. The reliability of the self-report scale in the actual study was .82.

CHAPTER IV

MAIN STUDY RESULTS

4.1 Overview

This study aimed to investigate the relationship between work-family/family-work conflict and their commonly studied antecedents which are control, support and demand in a causal framework involving mediational influences and moderated relationships. The findings of the study are presented under six headings: a) data screening process, b) zero-order correlations, means and standard deviations of the variables of interest, c) exploratory and confirmatory factor analyses along with reliability analyses for the newly constructed scales, d) analyses for the hypothesized mediational relationships e) hypothesis-testing for the moderated relationship and f) exploratory analyses.

In the first section, the data is screened both for univariate and multivariate outliers that includes missing values as well as assumptions of multivariate statistics and reverse items are recoded. In the second section, the significant bivariate correlations of the study variables, (i.e., perceived control at home, perceived control at work, work-family conflict, family-work conflict, work demand, home demand, spousal support, supervisor support, external locus of control, internal locus of control, problem-focused coping with stress, and emotion-focused coping with stress) are investigated. Additionally, descriptive statistics like means, standard deviations, and internal consistency reliabilities of the variables of interest are presented. In the third section, exploratory and confirmatory factor analyses were conducted to reveal the factor structure of those scales which were constructed for the purpose of the present study and to test the goodness of fit of the data to the presumed single-factor model. Then, the reliabilities of the scales were calculated. Consequently, the scales were revised based on the results of factor analyses and reliability analyses. In the fourth section, a series of regression analyses are conducted to test the three hypothesized mediational relationships. First, the mediational influence of perceived

control on the relationship between social support and coping with stress; second, the mediational effect of coping with stress on the relationship between perceived control and work-family/family-work conflict as well as on the relationship between locus of control and work-family/family-work conflict are analyzed. In the fifth section, the changes in the relationship between perceived control and coping with stress are examined as a function of the demand variables when considered as a moderator by conducting hierarchical regression analyses. In the final section, exploratory analyses are presented which examined the influence of combining objective indices of demand along with self-report scores while investigating the moderation effect of demand on control-coping interaction.

4.2 Data Screening Process

Prior to conducting the analyses, data cleaning was conducted on the variables to be included in the analysis based on the procedures described by Tabachnick and Fidell (2001). Inspection of the data revealed no out-of-range values and plausible mean scores and standard deviations for all the variables that will be used in the analysis with the mean scores being greater than their respective standard deviations. The normality, linearity and homoscedasticity assumptions of multivariate statistics were checked by examining skewness and kurtosis values as well as the scatterplots depicting the relationships between variables and found to be satisfactory. The two cases with significant missing values were deleted. Further screening on the variables revealed missing values which are less than 5% of the total number of cases and no missing data replacement technique was employed to preserve the original data but the cases were excluded pairwise instead of listwise in regression analyses in order not to reduce the sample size, leaving 300 cases for further analyses. Before proceeding with the analyses, all the reverse items were recoded.

4.3 Exploratory and Confirmatory Factor Analyses

A series of exploratory and confirmatory factor analyses are conducted to test the goodness of fit of the data for the presumed one-factor structure of the newly constructed scales, which are *perceived control at work*, *perceived control at home*, *work demand* and *home demand*. Work-family/family-work conflict scale was also developed for the purpose of the present study but due to its low reliability observed in the pilot study, this scale was replaced by a well-established work-family conflict scale (Apaydın, 2004) with high internal consistency found in a Turkish sample. Hence, no exploratory or confirmatory factor analyses were conducted on this scale.

Analyses of the newly constructed *perceived control at home*, *perceived control at work*, *home demand* and *work demand* scales involved conducting principal component analyses first, in order to reveal the factor correlations which, would then be taken into account in choosing the appropriate rotation method in prosecuting further exploratory factor analyses. Following the exploratory analyses, confirmatory factor analyses were conducted using LISREL 8.8 (Jöreskog & Sörbom, 2006) to test the appropriateness of the data to single-factor models for each of these scales with the suggested modifications (Appendix D) along with reliability analyses to investigate the internal consistencies. Finally, the scales were finalized based on the results of the exploratory and confirmatory factor analyses as well as the reliability analyses. Since, the support and work-family/family-work conflict scales had well-established reliabilities and validities which were tested in the Turkish samples, there was no need for further exploration of their factor structures. As indicated in the method section, the coping inventory was treated as a two-factor structure (i.e., problem-focused coping and emotion-focused coping).

4.3.1 Perceived Control at Home

A principal component analysis was carried out using direct oblimin rotation and only one component was extracted. The descriptive statistics, Bartlett's test of sphericity and KMO measure of sampling adequacy (0.85) all indicated good

factorability. The results of the following factor analysis with varimax as the rotation method, forcing the solution to a single-factor, showed that the single factor accounted for 41.45% of the variance in the variable. The item “I think I have an important role on the decisions made by other family members concerning their lives” was found to have no loading on the single factor which, might be due to being the only reverse item in the scale. Then, a confirmatory factor analysis with LISREL 8.8 was conducted on this scale to examine the appropriateness of the data to the one-factor model. The χ^2 statistic indicated significant differences between the observed and the estimated matrices $\chi^2(20) = 192.31, p < .001$, and the χ^2 :df ratio was above the suggested convenience of 5:1 ratio (Tabachnick & Fidell, 2007), which was 9.6. In addition, the relative fit indices were low, GFI = .88, AGFI = .78, RMSEA = .16, SRMR = .08, CFI = .87. The same item with no loading in the exploratory factor analysis had a path coefficient of -.22 which is below the acceptable level of .30. Although χ^2 was still significant after the deletion of this item, $\chi^2(65) = 444.05, p < .001$; the 5:1 criterion improved slightly to 6.8 and also the relative fit indices were close to acceptable levels with still high levels of RMSEA; GFI = .80, AGFI = .72, RMSEA = .15, SRMR = .08, CFI = .88. The item-total statistics also revealed an increase in the Cronbach’s α after deleting this item and reliability analysis showed satisfactory reliability for the scale ($\alpha = .82$) when this item was not included.

4.3.2 Perceived Control at Work

The exploratory factor analysis with varimax rotation and with single-factor indicated that the forced-factor explained accounted for 33.21% of the observed variance. The item “My earnings are under my control” had no loading and “I can not control the frequency of disruption of my work” item had the lowest loading of .34 on the single factor. The confirmatory factor analysis results on this scale which was conducted to test the appropriateness of the data to the single-factor model showed significant differences between the observed and the estimated matrices $\chi^2(90) = 510.11, p < .001$ and the χ^2 :df ratio was slightly above the suggested convenience of 5:1 ratio (Tabachnick & Fidell, 2007), which was 5.6. In addition, the

relative fit indices were close to acceptable levels, GFI = .80, AGFI = .73, RMSEA = .13, SRMR = .08, CFI = .88. The same items, which also had the lowest loadings in exploratory factor analyses, also had the lowest path coefficients of -.41 and .29, respectively. Therefore, these two items were eliminated from further analyses. Although the χ^2 was again significant when these items were deleted, $\chi^2(14) = 68.60$, $p < .001$, the 5:1 criterion was met and the relative fit indices improved; GFI = .94, AGFI = .87, RMSEA = .12, SRMR = .05, CFI = .95. The reliability analysis also showed an increase in internal consistency from .86 to .87 when these two items were deleted.

4.3.3 Home Demand

The results of factor analysis with varimax rotation forcing the solution to a single-factor one showed that a considerable portion of the total variance was explained by this single factor (50.5%) and all the loadings were greater than .30. Then, a confirmatory factor analysis was carried out to test the fit of the data to the single-factor model and the results showed significant differences between the observed and the estimated matrices $\chi^2(20) = 402.73$, $p < .001$, and the χ^2 :df ratio was well above the suggested convenience of 5:1 ratio (Tabachnick & Fidell, 2007), which was 20. Whereas, the relative fit indices were close to acceptable levels, GFI = .75, AGFI = .55, RMSEA = .25, SRMR = .11, CFI = .83. In this model, the items “Emotionally wearing situations can happen at home” and “Sometimes, I experience disappointing situations at home”, which are the only emotional domain items, had the lowest path coefficients of .35 and .34, respectively. Therefore, despite having loadings greater than .30 in exploratory factor analyses, these two items were eliminated from further analyses based on confirmatory factor analyses. After deleting these items and adding an error covariance between conceptually very close items (“I have to do many things at home in a hurry” and “I have to do many things at home”; “I have to plan and organize many things related to home life” and “I have to remember many things related to home life”) as suggested by modification indices, the model statistics improved. Despite a significant $\chi^2(\chi^2(7) = 67.85$, $p < .001$), the

relative fit indices improved to a great extent, GFI = .93, AGFI = .78, SRMR = .05, RMSEA = 0.18, CFI = .96, but still with high levels of RMSEA. Furthermore, reliability analysis also showed an increase in internal consistency from .88 to .90, when these items were deleted based on item-total statistics.

4.3.4 Work Demand

An exploratory factor analysis with varimax rotation and single-factor extraction was conducted to test the appropriateness of the one-factor solution, which accounted for 38.58% of the variance. The item “Sometimes, I experience disappointing situations at work” had the lowest loading of .37. Prosecuting confirmatory factor analysis results by using LISREL revealed a significant difference between the observed and the estimated matrices $\chi^2(20) = 262.62, p < .001$, but the χ^2 :d.f. ratio was well above the suggested convenience of 5:1 ratio (Tabachnick & Fidell, 2007), which was 13, whereas the relative fit indices were acceptable, GFI = .82, AGFI = .67, RMSEA = .20, SRMR = .11, CFI = .82. In this one-factor model, both the item “Sometimes, I experience disappointing situations at work”, which also had the lowest loading in exploratory factor analysis, and the item “Emotionally wearing situations can happen at work”, (the two emotional domain items), had relatively low path coefficients of .45 and .30, respectively. Furthermore, reliability analysis also showed an increase in internal consistency from .82 to .83, when the first item was deleted based on item-total statistics. Therefore, these two items were eliminated from further analyses. After deleting these items and adding two error covariances between conceptually very close items (“I have to do many things at work in a hurry” and “I have to do many things at work”; “I have to carefully coordinate the things I have to do at work” and “I have to remember many things related to work life”), as suggested by modification indices, the model fit statistic was still significant, $\chi^2(7) = 33.15, p < .001$, but the relative fit indices improved to a great extent, GFI = .97, AGFI = .90, SRMR = .04, CFI = .97, supporting the goodness of fit of the single-factor model.

4.4 Correlations and Descriptive Statistics

The means, standard deviations and zero-order correlations among the study variables and reliabilities are presented in Table 1.

Concerning the significant correlations between major study variables, a low but significantly positive association was found between perceived control at work and perceived control at home ($r = 0.12, p < 0.05$). Similarly, perceived control at work was found to have a moderate correlation with problem-focused coping ($r = 0.32, p < 0.01$) and supervisor support ($r = 0.29, p < 0.01$), and small correlation with external locus of control ($r = 0.15, p < 0.05$) which support the hypothesized links between control and coping as well as control and support based on the literature.

Not surprisingly, perceived control at home was found to be negatively correlated with home demand ($r = -0.12, p < 0.05$) which means that high level of demand is associated with low level of perceived control on that specific domain. Similar to perceived control at work, perceived control at home was also found to be positively correlated with problem-focused coping ($r = 0.20, p < 0.01$). Although the correlation between perceived control at work and work-family conflict was not significant, perceived control at home was found to have a moderately negative correlation with family-work conflict ($r = -0.30, p < 0.01$). As expected, a highly positive correlation was found between perceived control at home and spousal support ($r = 0.45, p < 0.01$) and a smaller yet positive correlation between supervisor support ($r = 0.14, p < 0.05$).

Home demand was found to be negatively correlated with emotion-focused coping ($r = -0.13, p < 0.05$) and spousal support ($r = -0.21, p < 0.01$) and positively correlated with family-work conflict ($r = 0.13, p < 0.05$). Also, a positive correlation was found between work demand and problem-focused coping ($r = 0.13, p < 0.05$), unlike the common finding in the literature which states that since work conditions are more difficult to change, individuals adopt emotion-focused coping strategies due to not being able to change the demand-related conditions concerning work life.

Moreover, work demand was found to be positively correlated with spousal support ($r = 0.18, p < 0.05$).

Contrary to the literature, a small but significant correlation was observed between problem-focused coping and work-family conflict ($r = 0.13, p < 0.05$) in which the stress-revealing effect of effective, action-oriented type of coping on work-family conflict was not supported. Problem-focused coping was also found to be positively related to both supervisor ($r = 0.16, p < 0.05$) and spousal support ($r = 0.14, p < 0.05$), consistent with the hypothesized link between support and coping.

Furthermore, work-family conflict was found to be moderately correlated with emotion-focused coping ($r = 0.35, p < 0.01$), hinting that emotion-focused coping may not be an effective way to deal with conflict since it only involves avoidance of the source of stress. A highly positive correlation was found between emotion-focused coping and external locus of control ($r = 0.46, p < 0.01$) and negative correlation between emotion-focused coping and internal locus of control ($r = -0.26, p < 0.01$) which is logical since those who attribute causes to external factors are likely to believe that they do not possess the power of influence and therefore adopt a passive coping strategy, which is emotion-focused, and those who are likely to attribute causes to themselves adopt a more active coping strategy, which is problem-focused. Likewise, those who have an external locus of control experience greater work-family conflict ($r = 0.23, p < 0.01$).

Not surprisingly, spousal support was found to be negatively correlated with family-work conflict ($r = -0.31, p < 0.01$) which is again consistent with what is reported in the literature regarding the stress-reducing role of support. Again as expected, external locus of control and internal locus of control which mainly represent opposite causal attributions were found to be negatively correlated ($r = -0.26, p < 0.01$). Finally, spousal support and supervisor support were found to be positively correlated ($r = 0.17, p < 0.01$).

Table 1 Correlations , Means, Standard Deviations and Reliabilities of the Study Variables

Variables	1	2	3	4	5	6	7	8	9	10	11	12
1 Age	-											
2 Gender	0.13*	-										
3 Education	0.02	0.11	-									
4 Total worklife	0.86**	0.12*	-0.01	-								
5 Presence of a cleaner	-0.12*	0.10	-0.03	-0.15**	-							
6 Time spent on house chores	0.05	-0.36**	-0.16**	0.01	0.12*	-						
7 Having children	-0.54**	-0.06	0.07	-0.46**	0.15*	-0.09	-					
8 Presence of elderly/disabled	-0.06	-0.06	0.05	-0.05	-0.02	0.00	0.07	-				
9 Worktime a day	-0.07	0.21**	0.06	-0.14*	-0.03	-0.18**	0.15*	0.03	-			
10 Working on weekends	0.05	-0.06	0.07	0.09	0.02	0.07	0.06	0.05	-0.07	-		
11 Working at home	-0.01	-0.12*	-0.34**	0.01	0.06	0.18**	-0.06	-0.15*	-0.08	-0.16	-	
12 Time spent working at home	0.04	0.09	0.41**	-0.01	0.00	-0.09	0.05	0.06	0.07	-0.05	-0.50	-
13 Presence of workshift	0.05	-0.05	0.00	0.04	0.05	-0.04	0.05	-0.05	-0.02	0.16	-0.06	0.05
14 Frequency of work travel	0.02	0.24**	0.10	0.09	-0.09	-0.22**	0.07	0.00	0.21**	0.04	-0.19	0.08
15 Perc. control at work	0.24*	0.08	-0.03	0.26**	-0.21**	-0.07	-0.23**	-0.06	0.04	-0.02	0.03	-0.03
16 Perc. control at home	-0.10	0.00	0.06	-0.10	0.01	-0.14*	0.11	-0.02	-0.01	-0.05	0.02	0.02
17 Home demand	-0.01	-0.51**	-0.22**	-0.01	-0.02	0.38**	-0.23**	-0.05	-0.12*	0.01	0.11	-0.05
18 Work demand	-0.09	0.03	0.07	-0.12*	-0.07	-0.17**	0.16**	0.04	0.38**	-0.17	-0.17	0.18
19 Problem-focused coping	0.10	0.07	-0.09	0.11	-0.01	-0.04	-0.19**	-0.13*	0.06	-0.07	0.09	-0.06
20 Emotion-focused coping	0.07	0.16**	0.00	0.12*	-0.08	-0.07	-0.03	-0.06	0.13*	0.06	-0.02	0.01
21 Work-family conflict	0.14*	0.12*	0.01	0.19**	-0.07	-0.07	-0.16**	-0.06	-0.03	0.00	0.08	-0.10
22 Family-work conflict	0.04	0.01	0.07	0.04	-0.03	0.15*	-0.10	-0.01	0.02	-0.15	-0.09	0.17
23 External locus of control	0.11	0.16	-0.02	0.13*	0.07	-0.03	-0.08	-0.07	0.06	0.03	-0.01	0.01
24 Internal locus of control	-0.03	-0.02	0.09	-0.05	0.08	0.03	0.03	0.04	-0.02	-0.01	-0.03	0.04
25 Supervisor Support	-0.04	0.07	-0.02	-0.01	-0.01	-0.03	0.00	0.03	0.04	0.07	0.09	-0.05
26 Spousal Support	-0.20**	0.02	0.14*	-0.14*	0.06	-0.10	0.18**	0.06	0.08	-0.05	-0.02	0.01
Mean	38.90	-	-	15.65	-	1.82	-	-	8.64	-	-	3.30
Standard Deviation	8.89	-	-	9.07	-	0.98	-	-	1.51	-	-	2.03

Table 1. Cont'd

Variables	13	14	15	16	17	18	19	20	21	22	23	24	25	26
13 Presence of workshift	-													
14 Frequency of work travel	0.01	-												
15 Perc. control at work	0.01	0.18**	0.87											
16 Perc. control at home	0.01	-0.01	0.12*	0.82										
17 Home demand	0.04	-0.23**	0.03	-0.12*	0.90									
18 Work demand	0.01	0.01	0.05	0.00	0.05	0.83								
19 Problem-focused coping	0.02	-0.05	0.32**	0.20**	0.03	0.13*	0.85							
20 Emotion-focused coping	0.01	0.05	0.07	0.00	-0.13*	0.01	0.07	0.86						
21 Work-family conflict	0.09	0.01	0.11	0.02	-0.03	0.04	0.13*	0.35**	0.87					
22 Family-work conflict	0.10	0.01	-0.05	-0.30**	0.13*	0.05	-0.11	0.03	0.02	0.71				
23 External locus of control	0.02	0.08	0.15*	-0.02	-0.01	-0.01	0.00	0.46**	0.23**	0.02	0.78			
24 Internal locus of control	0.04	0.00	-0.09	0.06	-0.02	-0.02	-0.11	-0.26**	-0.09	-0.04	-0.26**	0.75		
25 Supervisor Support	0.04	0.11	0.29**	0.14*	-0.07	-0.02	0.16**	-0.09	0.05	-0.09	0.00	0.02	0.88	
26 Spousal Support	0.04	-0.06	0.02	0.45**	-0.21**	0.18**	0.14*	0.01	-0.05	-0.31**	-0.05	0.03	0.17**	0.89
Mean	-	-	3.74	4.22	3.15	3.70	3.91	2.25	2.56	2.05	2.96	3.73	3.01	3.84
Standard Deviation	-	-	0.64	0.62	0.83	0.66	0.49	0.56	0.87	0.74	0.73	0.48	0.89	0.73

Note. Categorical Variables: Gender 1 = Female, 2= Male; Level of Education 1= Primary School, 2= Secondary School, 3= High School, 4= Undergraduate Degree, 5= Graduate Degree, 6= Doctoral Degree; Dichotomous Variables (Presence of Cleaner, Presence of Children, Presence of Elderly/Disabled, Working on Weekends, Presence of Shift-Work) 1 = Yes, 2 = No; Continuous Variables (Age, Total Work Life, Time Spent on House Chores, Time Spent at Work, Time Spent at Home for Work, Perceived Control at Work, Perceived Control at Home, Home Demand, Work Demand, Problem-Focused Coping, Emotion-Focused Coping, Supervisor Support, Spousal Support, Internal Locus of Control, External Locus of Control, Work-to-Family Conflict, Family-to-Work Conflict) measured on 5-point Likert Scale 1= Strongly Disagree; 5= Strongly Agree. Work and Home Demands measured on a frequency scale 1= Never; 5= Always. Reliabilities are presented at the diagonal in bold. * $p < .05$, ** $p < .01$

4.5 Hypothesis Testing

4.5.1 Mediation Hypotheses

The first three hypotheses were formulated to test for the mediational relationships among work-related and family-related variables as depicted in Figure 1. Prior to the path analyses, each dependent variable was regressed on to the set of critical variables to be able to identify the variables that need to be controlled for in the regression analyses. The criterion variables that were used in mediational analyses were problem-focused coping, emotion-focused coping, perceived control at work, perceived control at home, work-family conflict and family-work conflict. Based on the zero-order correlations as depicted in Table 1, the critical control variables were identified as *gender*, having significant correlations with work-family conflict ($r = 0.12, p < 0.05$), emotion-focused coping ($r = 0.16, p < 0.01$), and perceived control at work ($r = 0.24, p < 0.01$); *total worklife*, for having significant correlations with perceived control at work ($r = 0.26, p < 0.01$), emotion-focused coping ($r = 0.12, p < 0.05$) and work-family conflict ($r = 0.19, p < 0.01$); and *age*, for having significant correlations with work-family conflict ($r = 0.14, p < 0.05$). Subsequently, all the analyses in this section are conducted after controlling for these critical variables.

The results of hierarchical regression analyses showed that for problem-focused coping, perceived control at work, perceived control at home, and family-to-work conflict, no significant control variables emerged. Whereas for work-to-family conflict, gender ($\beta = 0.13, p < 0.05$) and total work life (i.e., tenure) ($\beta = 0.25, p < 0.05$); and for emotion-focused coping, gender ($\beta = 0.16, p < 0.05$) were found to be significant predictors. Based on these regression results, each hypothesis was tested after controlling for the critical variables which were found to significantly predict the dependent variables of interest. The mediational hypotheses were tested for both family-related and work-related models, separately, based on the procedures described by Baron and Kenny (1986). As a prerequisite for mediation is that the

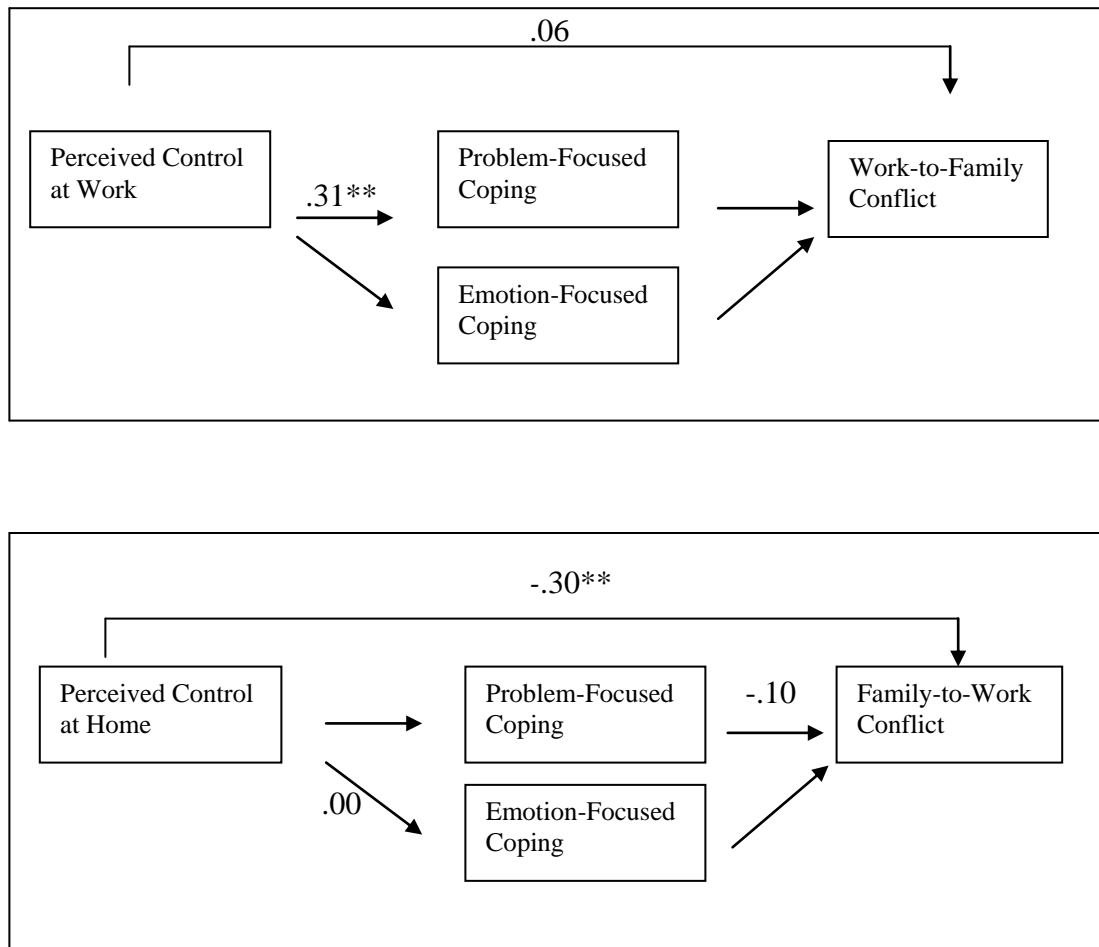
predictor, mediator and dependent variables must be significantly related, a series of regression analyses were conducted for each hypothesis to test for this prerequisite condition.

In testing *Hypothesis 1*, a series of regression analyses were conducted to test a possible mediation effect of coping with stress on the relationship between perceived control and work-family/family-work conflict. While testing *Hypothesis 1a*, the presumed mediator, problem-focused coping, was first regressed on the independent variable, perceived control at work, and found to be significant ($\beta = 0.32, p < 0.01$), suggesting a significant positive relationship between them. Then, the effect of perceived control at work was tested on the dependent variable, work-to-family conflict, after controlling for the extraneous variables of the dependent variable, the beta value was not significant. Since perceived control at work did not significantly predict work-to-family conflict, the mediational influence of emotion-focused coping was not further analysed and hence, *Hypothesis 1a* was not supported.

In order to test *Hypothesis 1b*, first, family-to-work conflict was regressed on perceived control at home and the relationship was significant ($\beta = -0.30, p < 0.01$), suggesting that an increase in perceived control at home significantly predicts a decrease in the level of family-work conflict experienced. Then, the effect of one of the presumed mediators, problem-focused coping, on family-to-work conflict was tested and the beta value was not significant, suggesting that problem-focused coping was not a mediator of the relationship between perceived control at home and family-work conflict. The same regression analyses were repeated when the presumed mediator is emotion-focused coping but an insignificant relationship was found between emotion-focused coping and perceived control at home after controlling for the effect of gender, providing no support for *Hypothesis 1b*. As a result, the present study did not support the mediational influence of coping on perceived control-conflict relationship for both the FWC and WFC models. The observed¹ the beta

¹ The paths with no beta values refer to those paths, which were not tested further due to an insignificant prerequisite mediational condition. Those insignificant values which are displayed in the model refer to these unsupported prerequisite conditions of mediation.

values of the proposed work-related and family-related models are presented in Figure 3.



* $p < 0.05$

** $p < 0.01$

Figure 3 The Tested Model of the Mediational Influence of Coping with Stress on the Relationship Between Perceived Control and Work-Family/Family-Work Conflict

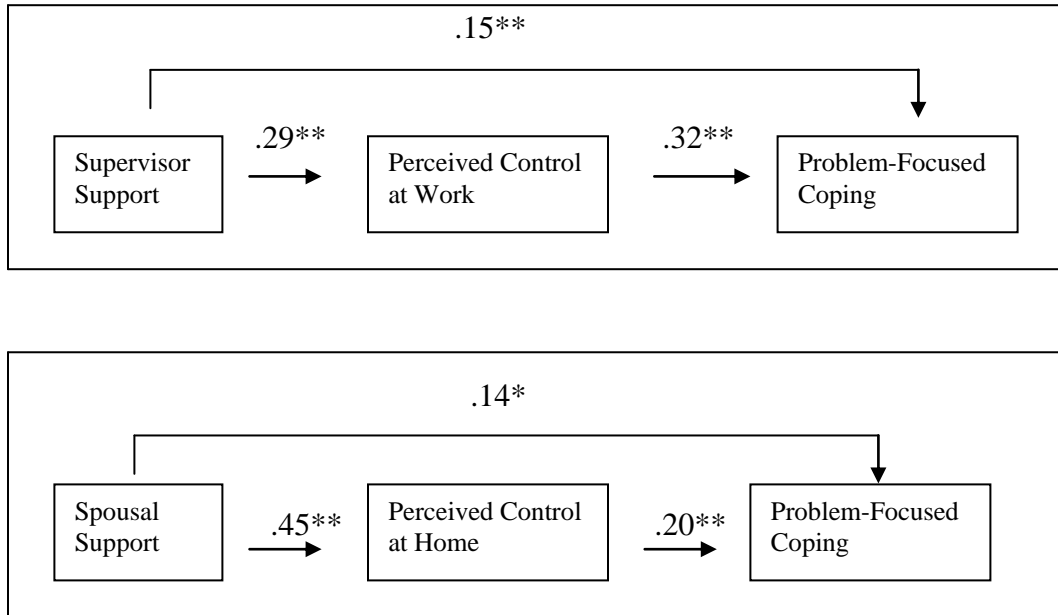
For *Hypothesis 2*, in order to test the proposed model which involves whether the effect of social support on problem-focused coping would be mediated by

perceived control, a series of path analyses were conducted for the family-related (*Hypothesis 2a*) and work-related (*Hypothesis 2b*) models separately.

In testing *Hypothesis 2a*, it was found that the relationships between supervisor support and problem-focused coping ($\beta = 0.15, p < 0.05$); perceived control at work and problem-focused coping ($\beta = 0.32, p < 0.01$) and perceived control at work and supervisor support ($\beta = 0.29, p < 0.01$) were significant. Since all the prerequisite conditions were met for a mediation effect to take place according to Baron and Kenny (1986), the final regression equation was carried out to test whether the effect of supervisor support on problem-focused coping was actually mediated by perceived control at work. The results of the final regression analysis showed that the effect of supervisor support on problem-focused coping became insignificant when perceived control at work is entered into the regression equation, suggesting a full mediation effect. That is, perceived control at work had a significant mediating effect on the relationship between supervisor support and employment of problem-focused coping strategies, providing support for *Hypothesis 2a*.

Concerning *Hypothesis 2b*, spousal support was found to be significantly positively related to problem-focused coping when tested in the absence of the proposed mediator ($\beta = 0.14, p < 0.05$), which is perceived control at home. Furthermore, problem-focused coping was significantly positively related to perceived control at home ($\beta = 0.20, p < 0.01$) and spousal support was significantly positively related to perceived control at home ($\beta = 0.45, p < 0.01$). Finally, once perceived control at home is accounted for, the previously significant relationships between spousal support and problem-focused coping was no longer significant. This set of results indicated that perceived control at home fully mediates the relationship between spousal support and employment of problem-focused coping strategies, hence *Hypothesis 2b* was supported. Consequently, *Hypothesis 2* was completely supported suggesting a full mediation effect of perceived control on the relationship between social support and problem-focused coping for both WFC and FWC models.

The observed² beta values of the proposed WFC and FWC models are depicted in Figure 4.



* $p < 0.05$

** $p < 0.01$

Figure 4 The Tested Model of the Mediational Influence of Perceived Control on the Relationship Between Social Support and Coping with Stress

Parallel to the Hypothesis 2, Hypothesis 3 also involved the possible mediational effect of coping on control-conflict relationship, but this time locus of control was the independent variable, which is more dispositional in nature than the more situational, perceived control variables. *Hypothesis 3* was segmented into two parts in which the first part tests this relationship with external locus of control as the independent variable and the second part tests this relationship with internal locus of control as the independent variable.

² The paths with no beta values refer to those paths, which were not tested further due to an insignificant prerequisite mediational condition. Those insignificant values which are displayed in the model refer to these unsupported prerequisite conditions of mediation.

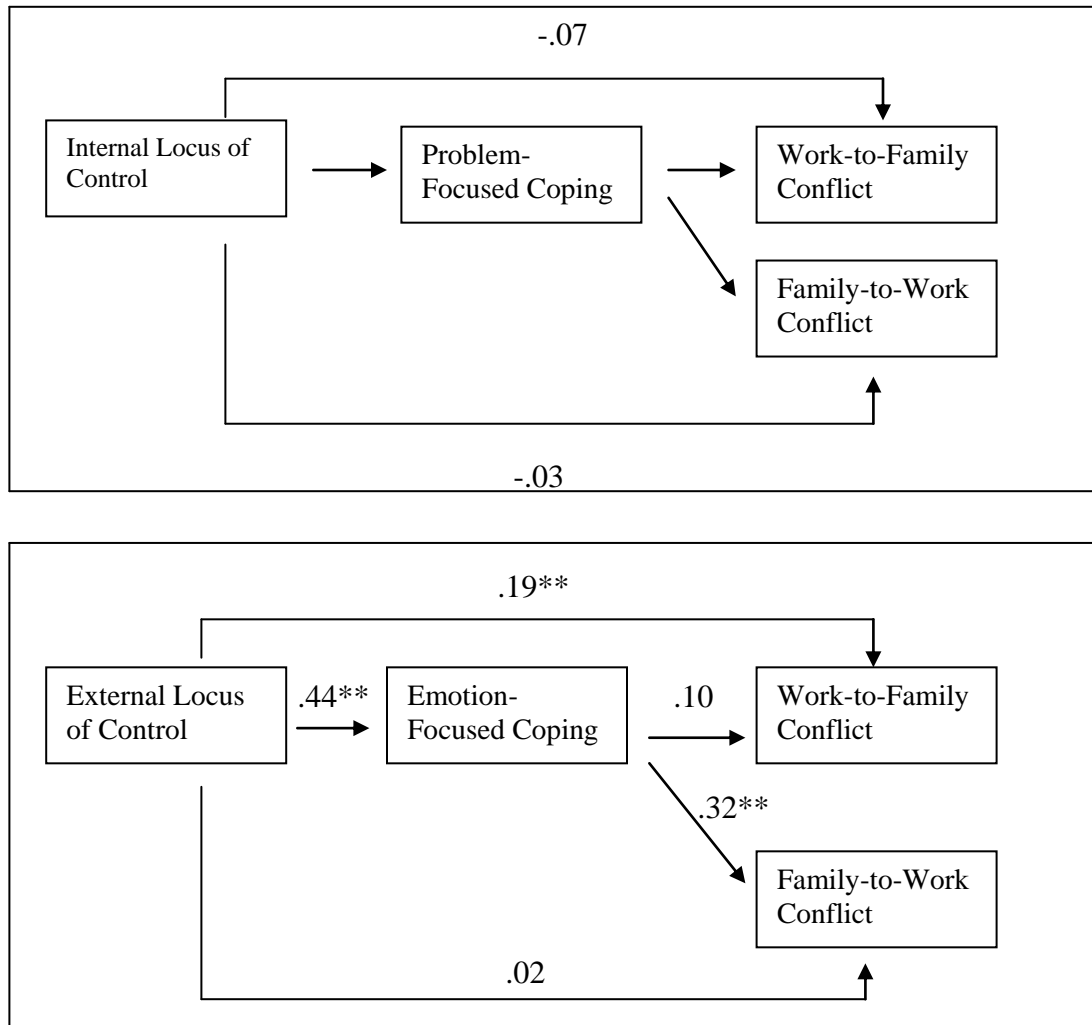
In order to test *Hypothesis 3a*, a path analysis was conducted to test whether emotion-focused coping has a significant mediation effect on the relationship between external locus of control and WFC. The significantly positive relationships between external locus of control and emotion-focused coping ($\beta = 0.44, p < 0.01$), external locus of control and WFC ($\beta = 0.19, p < 0.01$) as well as emotion-focused coping and WFC ($\beta = 0.32, p < 0.01$) provided satisfactory results in order to meet the conditions to test for a mediational relationship. Finally, once emotion-focused coping was accounted for, the significant relationship between external locus of control and work-family conflict has become insignificant, suggesting that emotion-focused coping acted as a full mediator of this relationship. In other words, as external locus of control increased, possibility of using a passive/emotion-focused coping strategy also increased which in turn led to an increase in the level of work-to-family conflict (WFC) experienced.

For the second part of *Hypothesis 3a*, the mediational effect of emotion-focused coping on the relationship between external locus of control and family-to-work conflict (FWC), was also tested, but the results did not support the presence of a mediation effect due to an insignificant relationship between the independent variable, external locus of control, and dependent variable, family-to-work conflict.

In *Hypothesis 3b*, WFC was regressed on internal locus of control after controlling for significant extraneous predictors of WFC, which are gender and total work life, and the result was also insignificant. For the second part of *Hypothesis 3b*, same regression analyses were repeated for the effect of FWC, which was first regressed on internal locus of control. The results showed that internal locus of control did not significantly predict FWC, thus suggesting no possible mediation effect of coping to occur on this relationship. In sum, internal locus of control was not found to predict the level of conflict experienced between work and family domains and thus, potential mediator role of coping strategies could not be tested.

Overall, *Hypothesis 3* was partially supported, suggesting a full mediation effect of emotion-focused coping on the relationship between external locus of

control and work-to-family conflict. None of the other hypothesized mediations were significant. The observed³ beta values concerning this hypothesis are depicted in Figure 5.



* $p < 0.05$

** $p < 0.01$

Figure 5 The Tested Model of the Mediational Influence of Coping with Stress on the Relationship Between Locus of Control and WFC / FWC

³ The paths with no beta values refer to those paths, which were not tested further due to an insignificant prerequisite mediational condition. Those insignificant values which are displayed in the model refer to these unsupported prerequisite conditions of mediation.

All in all, the mediation analyses conducted to test the proposed models showed that 1) the effect of supervisor support on problem-focused coping was mediated by perceived control at work on the work-side of the model; 2) the effect of spousal support on problem-focused coping was mediated by perceived control at home on the family-side of the model; and 3) external locus of control predicted emotion-focused coping which in turn predicted work-to-family conflict. All the other hypotheses regarding mediated paths were not supported.

4.5.2 Moderational Hypothesis

The final hypothesis of the present study suggests that the relationship between perceived control and coping with stress would be moderated as a function of demand and thus the relationship between perceived control and coping would vary depending on the level of demand one experiences. Again this hypothesis was tested for both family-related and work-related models.

Prior to the moderated regression analysis, as suggested by Aiken and West (1991), the predictor (i.e, perceived control at work and at home) and the presumed moderator variables (i.e, work and home demand) were centered by subtracting the original scores from the mean of the variable. After centering the predictors and the presumed moderators, the interaction term was computed by multiplying the centered variables.

In order to test *Hypothesis 4a*, the predictors, perceived control at work and work demand, were entered in the first step of the hierarchical regression equation and they explained 11.7% of the variance in problem-focused coping. The results showed that the main effects of both work demand ($\beta = .116, p < .05$) and perceived control at work ($\beta = .316, p < .01$) were significant which means that an increase in perceived control at work and work demand results in an increase in employment of problem-focused coping. But, the addition of the interaction term in the second step of the regression equation did not result in a significant increment in the explained variance which means that the perceived ability of perceived control at work on

problem-focused of coping did not vary as a function of the level of work demand. The same analysis was repeated to test for the moderating influence of work demand on the relationship between perceived control at work and emotion-focused coping as the dependent variable. In the first step, the perceived control at work and work demand explained 7% of the variance in emotion-focused coping and neither work demand nor perceived control at work had significant main effects on the dependent variable after controlling for the effect of gender. Likewise, in the second step, the interaction term also was not significant. Consequently, *Hypothesis 4a* was not supported suggesting that the relationship between perceived control at work and coping strategy did not vary as a function of the level of work demand.

Hypothesis 4b, which was formulated for the family-related model, was also tested in the same way. In the first step of the hierarchical regression equation, perceived control at home and home demand were entered and they explained 4.3% of the variance in problem-focused coping. The results showed that the main effect of perceived control at home was significant ($\beta = 0.21, p < 0.01$) whereas the beta value of home demand was not significant. Also, the interaction term which was entered in the second step of the equation, was not significant suggesting no moderational effect of home demand on the relationship between perceived control at home and problem-focused coping, similar to work-related model. When the same analysis was conducted for emotion-focused coping as the dependent variable, home demand and perceived control at home explained 7% of the variance in emotion-focused coping. The main effects of both predictors were not significant as well as the interaction term which was added into the equation after the effects of predictors were controlled for. Hence, *Hypothesis 4b* was also not supported, that is, the relationship between perceived control and coping strategy was not significantly moderated by demand for both work and family-related models. Overall, the moderating effect of demand was not found to be significant on the relationship between coping strategy and WFC/FWC

Despite extensive research on the significant control-demand interactions proposed in the work-family literature (Butler et al., 2005), present results showed no moderation effect of demand on the relationship between perceived control and coping with stress. Traditionally, family/home demands were assessed using objective criteria like age, number of children, presence of an elderly in need of care and occupational status of the partner (Peeters, et. al., 2005), but recently little evidence is found linking them to work-family interface (Montgomery, 2003, cited in Montgomery, Panagopolou, & Benos, 2006) and thus self-report scales became the major assessment method for demand. Hence, in the present study a decision was made to combine both objective indices and self-report measures of demand to calculate a composite demand score to be used in a series of exploratory analyses. These exploratory analyses were conducted to test whether the inclusion of objective indices would make any difference in the moderation effect of demand on the relationship between control and coping. The results of these analyses are presented in the following section.

4.6 Exploratory Analysis

Two composite indices of domain specific demand (for work and home) measures were created by combining the subjective (i.e., perceptions) and objective (i.e., factual) indicators of demand. In calculation of the objective *work demand* factor, presence of working on weekends, presence of working at home, presence of work shift, frequency of traveling for work, time spent at work and time spent at home for work were used. In calculating the objective *home demand* factor, time spent on house chores, presence of a cleaner, presence of children, time spent on house chores, partner's percentage on house chores and presence of elderly/disabled at home were used. In order to aggregate the objective part, first, the objective indices of both work and home demands were transformed into standardized *Z* scores and then the mean of these *Z* scores was calculated. Second, for the subjective part, again

the mean of the Z scores of work demand and home demand items used in the corresponding scales were calculated. Finally, two composite demand scores (for work and home) were computed by taking the average of the aggregated objective indices and aggregated subjective scale.

The same moderation analyses which, involved demand variable solely in subjective, self-report terms, were repeated with the only exception of the moderator, being the composite demand score. In testing *Hypothesis 4a*, the hypothesized moderation effect of composite work demand was not significant on the relationship between perceived control at work and both problem-focused and emotion-focused coping.

In *Hypothesis 4b*, the family-related model, centered perceived control at home and centered composite home demand variables explained 5.4% of the variance in problem-focused coping. In the second step, addition of the interaction term resulted in a significant increase in the explained variance (R^2 change = 0.02, F change(1,296) = 4.98, $p < 0.05$). The interaction effect between perceived control at home and composite home demand was significant after controlling for the main effects ($\beta = -0.13$, $t = -2.23$, $p < 0.05$). Thus, the relationship between perceived control at home and problem-focused coping varied depending on the level of home demand when demand is formulated comprehensively, including both subjective and objective indices (see Table 2).

Table 2 Regression Analyses: Composite Home Demand as Moderator of Perceived Control

	<i>Beta</i>	<i>T</i>	<i>Sig.</i>	<i>R</i> ²	<i>R</i> ² <i>Change</i>	<i>Sig. R</i> ² <i>Change</i>
Step 1				0.05		
Perceived Control at Home	0.20	3.35	0.00			
Composite Home Demand	-0.12	-2.09	0.03			
Step 2				0.07	0.02	0.03
Perceived Control at Home x Composite Home Demand	-0.13	-2.23	0.02			

Since the interaction effect was found to be significant, a simple slope test was conducted to test significance of the simple slopes of the regression lines of the interaction between perceived control at home and problem-focused coping at high and low levels of home demand by computing conditional values as suggested by Aiken and West (1991). The two hierarchical regression equations for high and low levels of the moderator supported a significant interaction effect at low level of home demand ($\beta = .27, t = 3.88, p < .01$) whereas no significant interaction effect for high level of home demand. As depicted by Figure 6, when home demand was low, an increase in one's perceived control at home predicted a significant increase in one's employment of an active, problem-focused coping strategy. On the other hand, when home demand was high, an increase in one's perceived control did not lead to a significant increase in the employment of problem-focused coping strategies.

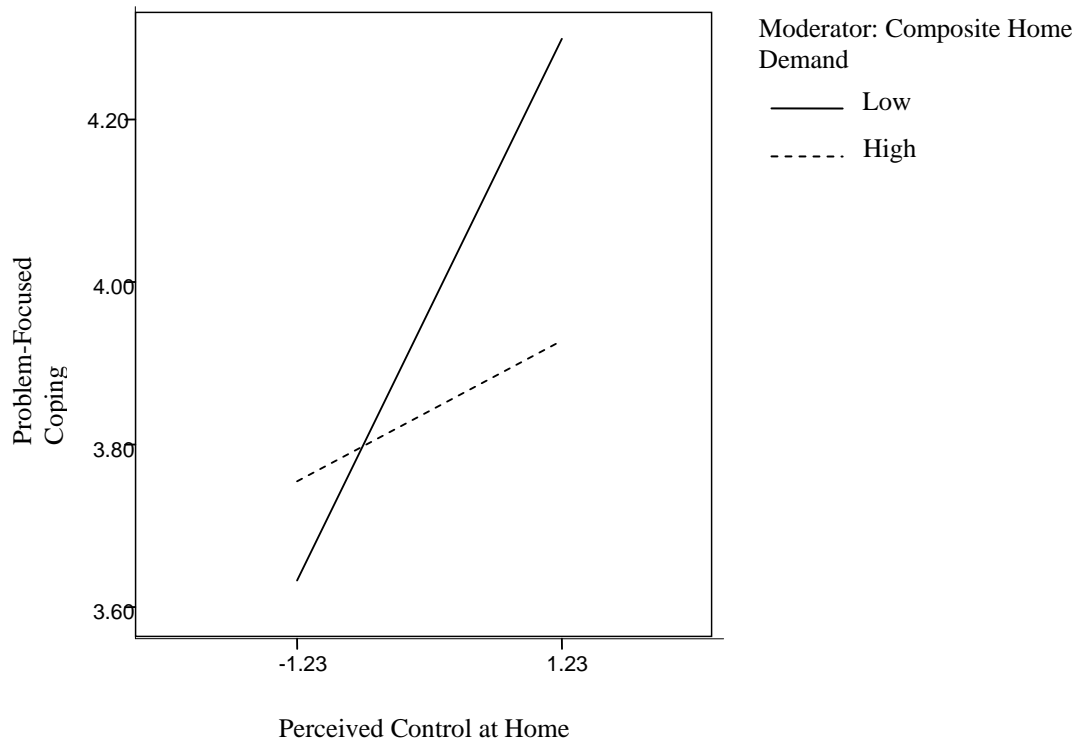


Figure 6 Interaction Between Perceived Control at Home and Problem-Focused Coping with Composite home Demand as the Moderator

The hypothesized moderational influence of composite home demand on the relationship between perceived control at home as the independent variable and emotion-focused coping as dependent variable was tested and the interaction term was not found to be significant after the main effects were controlled for.

Result provided some indirect and limited support for *Hypothesis 4*; as such the results did not provide support for the WFC-related *Hypothesis 4a* and only partial support for family-related *Hypothesis 4b*. In *Hypothesis 4b*, the composite home demand variable was found to be a significant moderator of the relationship between perceived control at home and problem-focused coping. That is, the hypothesized positive influence of perceived control at home on employment of action-oriented coping strategies at low level of home demand was supported.

However, when demand was high, the stress-buffering effect of control did not exist since it does not significantly predict engagement in more beneficial, active, problem-focused coping strategies, but contrary to *Hypothesis 4b*, it did not lead to the adoption of ineffective, emotion-focused coping strategies. This finding supports the critical role demand plays on the relationship between level of perceived control and type of coping strategy chosen to deal with stress, especially in home environment.

CHAPTER V

DISCUSSION

5.1 Overview

The aim of the present study was to examine the effects of perceived control, locus of control, social support, demand and coping strategies on the level of two-way conflict, from work-to-family (WFC) and family-to-work (FWC), experienced by each partner in a dual-career couple. The effects of these individual and situational-level variables on the experienced level of conflict were inquired by examining 1) the mediating influence of coping strategies on the relationships between perceived control and WFC/FWC, 2) the mediating influence of perceived control on the relationship between social support and coping strategies; 3) the mediating influence of coping strategies on the relationships between locus of control and WFC/FWC; and 4) the moderating influence of job/home demand on the relationship between perceived control and coping strategies. In the following sections, first the results concerning the hypotheses and exploratory analyses along with corresponding model representations are discussed. Practical implications of the supported relationships are also provided. Next, the limitations and strengths of the present study are stated. Finally, suggestions for future research are presented.

5.2 Major Findings and Implications

The results of the present study did not provide support for *Hypothesis 1* which stated that perceived control would positively predict employment of problem-focused coping strategy and negatively predict employment of emotion-focused coping strategy, which in turn would lead to a decrease in WFC/FWC in both work and family related models. *Hypothesis 1a* involved this mediational influence for WFC. Since the relationship between perceived control at work and WFC was not significant, the mediational influence of coping strategies on this relationship could not be tested. Hence, results failed to support *Hypothesis 1a*.

This finding is worth discussing as there is an abundance of studies on the stress-buffering effect of control in reducing work-family conflict, in terms of its main effect (e.g., Butler et al., 2005; Duxbury, Higgins, & Lee, 1994; Grönlund, 2007; Grzywacz & Marks, 2000; Weinberg, Cooper, & Weinberg, 1999). One plausible explanation for this finding could be related to the measurement of perceived control in the work context. The perceived control at work scale is composed of items assessing control over specific work-related aspects like salary and work schedule whereas not assessing a critical factor which is job autonomy. Recent research supports strong evidence for the importance of job autonomy in the lives of employees. Employees with higher levels of job autonomy, defined as discretion over how the job is to be performed, were found more likely to be satisfied with their job, family, and life in general; experienced more positive spillover between job and home; were found less likely to feel stressed or experience either form of work-family conflict (Thompson & Prottas, 2005). Hence the insignificant relationship found between perceived control at work and work to family conflict might be due to lack of a more comprehensive representation of the perceived control at work construct. Future research is needed to examine the influence of perceived control in the work context, perhaps by using sounder and more comprehensive measures.

Another plausible explanation for perceived control not significantly predicting WFC might be the moderating influence of some other individual difference variables. Cunningham and LaRosa (2008), for example, found that for those with low proactive personality (a form of dispositional control), work-family conflict was negatively related to life satisfaction whereas for those with high proactive personality, this relationship was reverse. Empirical evidence showed that proactive people might view conflict as a challenge and as an opportunity to exercise personal control, resulting in an increase in life/job satisfaction. Hence, future studies can shed light on the potential moderating influence of individual difference variables, like proactive personality, in explaining the control-WFC relationship.

The family-related *Hypothesis 1b* stated that perceived control at home would positively predict employment of problem-focused coping strategy and negatively predict employment of emotion-focused coping strategy, which in turn would lead to a decrease in FWC. Again, the results did not support the expected mediational influence of coping strategies on perceived control at home-FWC relationship. The results concerned with one of the presumed mediators which was, problem-focused coping strategies, showed that this lack of a mediational influence was due to an insignificant relationship between problem-focused coping and FWC.

Although research supports the notion that effective coping styles should presumably be related with reduced levels of work-family conflict (Aryee et al., 1999; Baltes & Heydens-Gahir, 2003), problem-focused coping, which has generally been considered to be a potentially effective strategy (e.g., Aryee et al., 1999; Greenglass & Fiksenbaum, 2009; Rotondo et al., 2002), failed to predict work-family conflict in the present study. Consistent with this unexpected finding, there are some studies reporting that direct-action/problem-focused coping is not always associated with work-family conflict (Rotondo et al., 2002), whereas palliative / emotion-focused coping is associated with conflict. A meta-analysis on coping and well-being relationship also showed that although mental health (such as depression) was highly correlated with emotion-focused coping, its associations with problem-focused coping were weak (Penley, Tomaka, & Wiebe, 2002).

There could be two other plausible explanations for failure to support *Hypothesis 1b*. First, this rather unexpected finding might have resulted from the manner in which coping strategies have been conceptualized in the present study, which is also assumed to be the cause of inconsistency in previous studies examining the effects of coping on work-family conflict (Somech & Drach-Zahavy, 2007). In the present study, like most other studies, the general two-folded taxonomy of coping (i.e., problem vs. emotion focused coping) was adopted. A more specific, focused taxonomy of coping could have been more sensitive to issues that are specific to

work-family conflict context and thus, would be better in unfolding the relationships between antecedents and conflict.

Second, there could again be possible moderators, influencing this relationship, such as gender role ideology. Research shows a significant interaction effect between one's belief in the main roles of individuals based on gender and coping on work-family conflict (Somech & Drach-Zahavy, 2007). For example, for traditional women, who believe that their main role in life is maintain high standard at home, adopting an active coping strategy of delegating family duties to others, would become counterproductive by increasing WFC. Hence it may be expected that, problem-focused coping strategy loses its stress-buffering effect if it is contrary to one's gender role ideology.

The results concerned with the other presumed mediator, which was emotion-focused coping, also provided no support for a mediational effect, due to an insignificant relationship between perceived control at home and emotion-focused coping. Although, research supports the negative relationship between perceived control and emotion-focused coping (e.g., Cunningham & De La Rosa, 2008; Manne & Glassman, 2000; Wallace et al., 2009), there might be factors other than perceived control that are critical in predicting emotion-focused coping at home. The greater amount of time and effort necessarily devoted to work-related tasks among full-time working career couples would leave less time and energy to deal with family duties. This lack of time and energy might yield individuals to adopt less costly (require less cooperation, action and extra effort) emotion-focused coping strategies to cope with family responsibilities (Rotondo et al., 2002) despite having high level of control. This in turn might reduce the strength of the presumably negative relationship between perceived control and emotion-focused coping to the degree of insignificance, as found in the present study. Moreover, there might be some cultural factors influencing this relationship. Collectivism may be one such variable facilitating the adoption of passive, emotion-focused coping strategies due to encouraging a sense of obedience and proper behavior (Kukulu, Buldukoğlu,

Kulakaç, & Köksal, 2006), which would likely lead to the suppression of active, more assertive coping behaviors. Future research is needed to understand the factors facilitating and inhibiting both problem and emotion-focused coping more specifically by taking into account culture-specific factors.

The results of the present study fully supported *Hypothesis 2*, in that those who received greater spousal support had higher levels of perceived control at home, which in turn facilitated the adoption of problem-focused coping strategies (*Hypothesis 2a*). Similarly, those who received greater supervisory support had higher levels of perceived control at work, which in turn led to the adoption of problem-focused coping strategies (*Hypothesis 2b*).

It is plausible to argue that as an individual receives social support, s/he would feel secure to engage in an act in order to manage the environmental threats due to the belief that the individual would not be alone in coping with strains when things go wrong. This perception of having control over the environment would then transform into actions to eliminate the source of threat, which can be described by adopting a problem-focused coping style. In simpler terms, the observed effect of social support on one's engagement in a more active, problem-oriented coping style may actually stem from the instrumental side of support which is likely to bolster a sense of control over the situation rather than the emotional component of support itself. The results of a study conducted by Lapierre and Allen (2006) also support the greater efficacy of instrumental assistance, as compared to emotional sustenance, especially in family context.

Since, the effect of social support on adopting effective, problem-focused coping strategies was found to be actually mediated by having high levels of perceived control, fostering a sense of control seems especially important in order to make someone engage in problem-focused coping. Regarding the work side, perceptions of control may be enhanced by implementing flexible scheduling and autonomy over work tasks. Moreover, organizations may also direct their efforts of providing support to their employees, largely in instrumental terms, such as flexibility

in scheduling and redesigning the jobs. Such attempts are likely to enhance employees' sense of control over the work environment which in turn encourages the use of a more effective form of coping style.

There are some other critical practical implications of the observed indirect influence of support on coping through perceived control. For the FWC model, since spousal support plays a key role in reducing family-work conflict by stimulating a sense of control, organizations might take some initiative in implementing spouse-friendly practices/policies. These organizational practices might include offering training programs to both male and female employees in order to promote gender equality by challenging traditional gender roles and encouraging a fair division of family responsibilities (Aycan & Eskin, 2005), which seem particularly important in countries with low gender egalitarianism such as Turkey (Kulik & Rayyan, 2003).

Hypothesis 3 involved the influence of a dispositional form of control, that is locus of control, on WFC/FWC through its effect on coping strategies and was tested in different models for external and internal locus of control. *Hypothesis 3a*, stated that external locus of control would predict employment of emotion-focused coping strategies which in turn increases WFC and FWC. Results partially supported this hypothesis. External locus of control had a significant indirect effect on WFC (but not FWC) through emotion-focused coping and no other proposed mediational paths were significant.

The tendency of individuals with external locus of control to use emotion-focused coping strategies makes sense as these individuals believe that outcomes are beyond their control and they cannot manipulate their environment and must accept the control of others or luck/fate (Bennet & Kelaher, 1993). The employment of emotion-focused coping strategies, which have previously been identified as ineffective in dealing with work-family conflict (Rotondo et al., 2002), would then increase the experienced level of conflict.

As stated above, results failed to provide evidence for the mediating role of emotion-focused coping in the family context due to an insignificant relationship

between external locus of control and FWC. One plausible explanation for this finding might again be the controllability of the situation. Research showed that job stressors had a significantly negative impact on both physical and psychological well-being for those with external locus of control under conditions of high job control, whereas no such significant negative effect under conditions of low job control (Meier, Semmer, Elfering, & Jacobshagen, 2008). This reveals the fact that external locus of control actually loses its detrimental effect when situational control is low. To explore whether controllability of the situation is a potential moderator of the relationship between external locus of control and FWC, an exploratory analysis was conducted. In this analysis the effect of presumed interaction between perceived control and locus of control on FWC was examined. The results did not support such an interaction between situational (perceived control) and dispositional (locus of control) control in explaining the FWC experience in the family context. This nature of the relationship between external locus of control and FWC (as well as WFC) needs to be further explored by examining other possible individual and situational-level moderators and using sounder measures of the constructs in future research.

The results of *Hypothesis 3b* did not provide support for both work and family contexts. That is, the expected mediational effect of problem-focused coping on the relationship between internal locus of control and conflict was not found to be significant in both work and family-related domains. The assumption underlying this hypothesis is that, individuals with internal locus of control are going to be more equipped to deal with pressures of balance between work and nonwork domains by employing problem-focused strategies as opposed to emotion-focused strategies. Results on the other hand suggested that internal locus of control may not provide the expected protective shield in dealing with work-to-family conflict.

One plausible explanation for the lack of a significant relationship between internal locus of control and WFC/FWC might be the presence of some third variables moderating this relationship. A meta-analysis proposed a personality trait that might negatively affect internals' coping with conflict, which is "susceptibility to

persuasion”. Although they are assumed to deal more effectively with conflict due to a belief of control on their own environments, they are also found to be less susceptible to persuasion which makes them more stubborn and harder to influence (Avtgis, 1998). Thus it can be inferred that when an individual with internal locus of control insists upon attempting to control the situations that are uncontrollable, the consequent psychological conflict would be greater negative outcomes (Burger, 1989). The literature also supports the moderating influence of controllability by claiming that an extreme control orientation fared no better than an external control orientation when they were exposed to uncontrollable stressors. There exists research showing that when individuals with internal control beliefs were faced with high work-family conflict, their level of job satisfaction reduced to that of externals (Noor, 2002). Thus, having an internal locus of control orientation might not always be constructive in dealing with work-family conflict.

In the forth and final hypothesis, work/home demand was expected to moderate the relationship between perceived control and coping strategy chosen in both work and family domains. Partial support was found for this hypothesis. That is, demand was found to be a significant moderator on control-coping relationship in the family domain, only when it was conceptualized as a combination of both objective and subjective components. However, when demand was defined subjectively based on perceptions of the participants, its moderating influence was not found to be significant for both work and family-related models.

This insignificance might have stemmed from the measurement of the demand variable. In those studies which found supportive results for the moderating influence of demand, the measurement of demand and control were more focused, such that time pressure was used instead of a broader measure of demand and schedule control was used instead of the general concept of decision latitude (Van der Doef, Maes, & Diekstra, 2000). Conversely, the perceived control scale in the present study was very divergent in content ranging from the more focused control on work schedule, breaks, the speed of work, salary, quality of work to a broader control over decisions of

family members and general sense of control. Similarly, the present demand scale consisted of very generalized items, such as “I have to do a lot of tasks while at work” and “I have to plan/organize too many things related to family life”, not focusing on specific components of demand like time pressure at work or household tasks. Therefore, the observed moderating influence of the composite demand measure seems to have stemmed from the specificity and focus brought by the objective indices of work demand.

The simple slope test conducted to further explore the observed moderating effect of the composite demand measure revealed a positive interaction at low levels of home demand whereas no significant interaction was found when home demand was high. According to this finding, having high levels of perceived control seems to be useful in leading to the adoption of problem-focused coping strategy when the experienced home demand level is low, but having high levels of perceived control loses its stress-buffering effect when the level of home demand is high.

The reason for not observing the buffering effects of perceived control when the demand is high can be related to the ceiling effect of demand. Perceived control-problem focused relationship can be assured at low levels of demand because such situations may give individuals a room for maneuver in coping with daily hassles. However, anything and everything could be ineffective when demands are overwhelmingly high.

In terms of practical implications, the above finding suggests that increasing autonomy over tasks or control over working conditions may not be enough to engage in effective coping strategies. What seems to be critical in determining the effectiveness of perceived control is the level of demand imposed in the family context. Thus, it would be wiser for organizations to implement family-friendly policies such as maternity and parental leaves, childcare programs, alternative work schedules and employee assistance like psychological counselling service, which are expected to decrease the objective level of family demands. Furthermore, by doing so, organizations should take into account the culture-specific factors, such that

collectivistic cultures can be characterized by highly supportive extended families with readily available childcare. Hence, in such cultures, which also involves Turkey (Aycaan & Eskin, 2005), organizations should focus on providing schedule flexibility and autonomy at work through job redesign, and reduced work hours, instead of establishing on-site childcare facilities (Lu, Kao, Chang, Wu, & Cooper, 2008).

5.3 Limitations

At this point it is important to recognize some of the limitations of the present study which aimed to provide a framework integrating commonly studied antecedents in the work-family conflict research using a sample of dual-career couples in a non-Western cultural context. The first limitation concerns the reliance on self-report measures only, which may have led to common method bias in the data reported. Methodologically, it would have been more desirable if alternative methods (such as interviews) and sources (such as spouses, supervisors, and coworkers) of data collection could have been employed. Despite this methodological limitation, however, as Rodriguez et al. (2001) argued, the significant mediated and moderated relationships seem not attributable to method bias only.

The second limitations concerns the sample and sampling procedure of the study. The questionnaire package was distributed both via a commercial Internet website and through psychology students who received experimental credit for administering the package to a predetermined number of dual-career people. Originally, only the online data collection method was going to be used to be able to reach a relatively large number of currently employed couple. Because of a low return rate of 14.9% from online participation, a decision was made to use the alternative method involving students collecting data largely from dual-career people selected based on convenience. However, nearly half of the participants obtained through student data collectors reported their partners' occupational status as "unemployed." These respondents had to be eliminated due to not meeting the

required sample characteristics of being a dual-career couple. As a result, problems associated with the sampling approaches used are believed to pose some threats to the generalizability of the findings reported.

The last limitation of the present study concerns the way coping strategies were conceptualized and hence operationalized in the present study. A general approach categorizing coping strategies into two broad types of problem-focused coping and emotion-focused coping was adopted in the presented study. The content domain of emotion-focused coping especially is not well defined in the literature. In some studies, it involves denial whereas in some others, it may involve positive reinterpretation of events and seeking social support (e.g., Hien & Miele, 2003; Park & Adler, 2003). Some researchers tend to view all forms of coping other than problem-focused coping as variations of emotion-focused coping. However, since these forms/ways are very different from each other, they can be expected to have different consequences for a person's success in coping (Carver, Scheier, & Weintraub, 1989). For example, when emotion-focused coping is conceptualized mainly in terms of positive aspects like seeking social support and positive reappraisal of the situation, and negative aspects like denial and behavioral disengagement are classified into a separate category of "avoidant coping" (Ingledeu, Hardy, & Cooper, 1997), positive results are more likely to be reported regarding the effectiveness of emotion-focused coping in reducing work-family conflict, which is inconsistent with the present study results. In fact "seeking social support" seems to reflect both a problem-focused and an emotion-focused coping (e.g., Behson, 2002; Sinha, Willson, & Watson, 2000). In the present study, emotion-focused coping strategy was conceptualized as simple avoidance of the stressful situation without taking any action against it, like many other studies (e.g., Aryee et al., 1999; Behson, 2002; Rotondo et al., 2002). It could have been more effective to disentangle different components of emotion-focused coping strategy.

5.4 Contributions and Suggestions for Future Research

The present study is believed to make some contributions to the work-family conflict literature in several ways. First of all, this study helps to ascertain the generalizability of the Western findings on the work-family interface dynamics in a non-Western context by the use of psychometrically sound measures for the present context. However, an integration of more culture-specific factors, like collectivism, into the proposed model would further increase its generalizability in non-Western societies.

Furthermore, despite the general stress-buffering effect of social support on experienced work-family conflict (e.g., Adams et al., 1996; Aycan & Eskin, 2005; Lapierre & Allen, 2006), which was not directly investigated in the present study, the instrumental role of support was found to be the critical factor in adopting more effective coping strategies which are action-oriented, by enhancing one's perceived control belief over the environment. Also, the significant moderating effect of home demand revealed ineffectiveness of the generally supported stress-buffering characteristic of having high level of control in decreasing conflict when there is too much home demand. Therefore, it is important to consider an employee's demand level at home such as having children of smaller age, having an elderly or disabled at home, etc. while trying to implement organizational practices in order to help employees manage their work and family lives.

Since, still little is known about which individual and situational factors are effective in allowing employees to better cope with work-family conflict (Baltes & Heydens-Gahir, 2003), future research can shed light on the potential moderating influence of individual difference variables like proactive personality in better explaining the control-WFC relationship.

Future studies investigating the nature of the relationships among the variables of interest using longitudinal designs, multiple techniques and sources of data collection, and more representative samples are needed.

Moreover, both objective and perception-based measures of work/home demand, perceived control and support relevant to work-family context are needed to be able to fully understand the nature of the relationships involved in the proposed frameworks. In other words, measures of demand, control, and support should reflect not only the satisfaction of the employee with these work/home characteristics, but the employee's actual work/home conditions. Thus, the employment of a sounder, more objective measure of perceived control might also shed light on its effectiveness in dealing with WFC in the work context, which was not supported in the present study, as well as the potential influence of more culture-specific determinants of WFC.

Finally, future research should investigate the influence of more focused coping strategies which are specifically developed to deal with work-family conflict rather than the general typology of problem-focused versus emotion-focused coping. In doing so, culture specific factors/mechanisms should also be taken into account, considering the uniqueness of our cultural context (Fikret-Paşa, Kabasakal, & Bodur, 2001; Kabasakal & Bodur, 1998). Since, understanding the relative efficacy of coping strategies on work-family conflict is of great academic, managerial and public interest, research should focus on examining both the individual-level and outside factors influencing the effectiveness of these strategies and the interaction effect of these strategies in dealing with work-family conflict rather than the effectiveness of a unique strategy. Future research should also examine the influence of coping strategies as composed of five factors instead of the general two-folded taxonomy of problem-focused versus emotion-focused coping, based on the better fit indices as discussed previously

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APPENDICES

APPENDIX A. INFORMED CONSENT FORM

Gönüllü Katılım Formu

Sayın Katılımcı;

Bu çalışma ODTÜ Endüstri ve Örgüt Psikolojisi Yüksek Lisans Programı öğrencisi Alev Demokan tarafından “İŞ-AİLE ÇATIŞMASI” konulu yüksek lisans tezi kapsamında yürütülmektedir.

Bu anket paketi, Ev ve İş Hayatına Yönelik Algılar; İş ve İş Dışı Yaşantı İlişkinine Yönelik Algılar; İş ve Ev Yüküne Yönelik Algılar, Ev ve İş Hayatında Sosyal Desteğe Yönelik Algılar; Kontrol Odağı; Stresle Başetme Tarzları ve Demografik Bilgiler olmak üzere yedi bölümden oluşmaktadır. Her bölümdeki ölçeğin nasıl cevaplanacağı konusunda, ilgili bölümün başında bilgi verilmiştir. Anketin cevaplanması yaklaşık 30 dakika sürmekte olup herhangi bir süre kısıtlaması bulunmamaktadır.

Çalışmaya katılım tamamiyle gönüllülük esasına dayanmaktadır. Anket genel olarak, kişisel rahatsızlık verecek sorular içermemektedir. Ancak, katılım sırasında herhangi bir nedenden ötürü kendinizi rahatsız hissederseniz, cevaplama işini yarıda bırakıp istediğiniz anda çıkmakta serbestsiniz. Verdiğiniz bilgiler gizli tutulup, bu çalışma dışında hiçbir amaçla kullanılmayacaktır. Katılımınız için şimdiden çok teşekkür ederiz.

Sorularınız için;

Alev Demokan
Tel: 0536 3098699
E-posta: alevd85@hotmail.com

Prof. Dr. H. Canan Sümer
Adres: ODTÜ Psikoloji Böl.
E-posta: hcanan@metu.edu.tr

Bu çalışmaya tamamen gönüllü olarak katılıyorum ve istediğim zaman yarıda kesebileceğimi biliyorum. Verdiğim bilgilerin bilimsel amaçlı yayımlarda kullanılmasını kabul ediyorum. (Formu doldurup imzaladıktan sonra uygulayıcıya geri veriniz).

İsim Soyad

Tarih

İmza

____/____/____

APPENDIX B. PILOT STUDY SURVEY

APPENDIX B1: Perceived Control at Work and at Home Scale

Bu bölümde ev ve iş hayatınıza yönelik algılarınıza ilişkin toplam 27 madde bulunmaktadır. Sizden istenen, her bir maddede ifade edilen görüşe ne oranda katıldığınızı beş basamaklı ölçek üzerinde (1= Hiç Katılmıyorum; 5= Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu işaretleyerek belirtmenizdir.

- 1 = Hiç Katılmıyorum
2 = Pek Katılmıyorum
3 = Biraz Katılıyorum
4 = Oldukça Katılıyorum
5 = Tamamen Katılıyorum

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılıyorum	Oldukça Katılıyorum	Tamamen Katılıyorum
1.	Ev hayatımdaki önemli şeyleri değiştirebilmek için yapabileceğim çok az şey var.	1	2	3	4	5
2.	Ev yaşantımla ilgili bazı sorunları çözmemin hiçbir yolu yok.	1	2	3	4	5
3.	Ev yaşantım içerisinde bazen itilip kakıldığımı hissedirim.	1	2	3	4	5
4.	Evde başıma gelenlerle ilgili çok az kontrole sahibim.	1	2	3	4	5
5.	Aile ve evle ilgili problemlerle başetmede çoğunlukla kendimi çaresiz hissediyorum.	1	2	3	4	5
6.	Evde hiçbirşey istediğim şekilde yürümüyor.	1	2	3	4	5
7.	İşimi yaparken kullanacağım yöntemler üzerinde kontrol sahibiyim.	1	2	3	4	5
8.	Değişik görevler veya projeler arasından hangisini yapacağımı kendim seçebilmekteyim.	1	2	3	4	5
9.	Kişisel olarak, yaptığım işin kalitesi üzerinde kontrolüm vardır.	1	2	3	4	5
10.	Herhangi bir günde yapmam gereken işin miktarını doğru tahmin edebilmekteyim.	1	2	3	4	5
11.	Ne kadar iş yapacağıma kendim karar veririm.	1	2	3	4	5
12.	İşimi ne hızda yapacağıma kendim karar verebilirim.	1	2	3	4	5

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılmıyorum	Orduka Katılmıyorum	Tamamen Katılmıyorum
13.	Ne sıklıkla ve uzunlukta molalar alacağıma kendim karar verebilirim.	1	2	3	4	5
14.	İşe geliş ve gidiş saatlerimi kendim ayarlayabilirim.	1	2	3	4	5
15.	Ne zaman tatile çıkacağım veya izin günlerim konusunda kontrole sahibim.	1	2	3	4	5
16.	İşle ilgili verdiğim kararların nasıl sonuçlanacağını tahmin edebilmekteyim.	1	2	3	4	5
17.	Çalışma alanımı dekore etmek, yeniden düzenlemek veya kişiselleştirmek konusunda özgürlüğe sahibim.	1	2	3	4	5
18.	Çalışma biriminin fiziksel koşullarını (ışıklandırma, sıcaklık) istediğim şekilde ayarlayabilirim.	1	2	3	4	5
19.	İşimi nasıl yapacağım konusunda kontrole sahibim.	1	2	3	4	5
20.	İşimde diğer insanlarla ne zaman ve ne kadar etkileşimde bulunacağım konusunda kontrole sahibim.	1	2	3	4	5
21.	Çalışma birimimdeki politika ve prosedürler üzerinde etki sahibiyim.	1	2	3	4	5
22.	İşimi yaparken kimden/nereden bilgi alacağıma ben karar verebilirim.	1	2	3	4	5
23.	İşimi etkileyebilecek olayları, doğrudan kontrol edemesem bile, tahmin edebilirim.	1	2	3	4	5
24.	İşimi yaparken kullanacağım kaynakların (materyal, araç-gereç) miktarı bana bağlıdır.	1	2	3	4	5
25.	İşimin ne sıklıkla bölüneceğini kontrol edemem.	1	2	3	4	5
26.	İşimde ne kadar kazanacağım (aldığım ücret) benim kontrolümde dir.	1	2	3	4	5
27.	Genel olarak, işim ve işimle ilgili konular üzerinde kontrole sahibim.	1	2	3	4	5

APPENDIX B2: Work-to-Family and Family-to-Work Conflict Scale

Bu bölümde, iş ve iş dışı yaşantı ilişkisi algılarına yönelik 16 madde bulunmaktadır. Sizden istenen, her bir maddede ifade edilen görüşe ne oranda katıldığınızı beş basamaklı ölçek üzerinde (1= Hiç Katılmıyorum; 5= Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu işaretleyerek belirtmenizdir

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılıyorum	Oldukça Katılıyorum	Tamamen Katılıyorum
1.	İşim, aile içi etkinliklere istediğim ölçüde katılmama izin vermiyor.	1	2	3	4	5
2.	Evdeki sorumluluklara ayırdığım zaman genelde işle ilgili sorumluluklarımı gerçekleştirmeme engel oluyor.	1	2	3	4	5
3.	İşimde harcadığım zaman, ailemle geçirdiğim zamanın daha kaliteli olması için beni motive eder.	1	2	3	4	5
4.	İşten eve geldiğimde genellikle ruhen o kadar bitkin oluyorum ki, bu beni ev hayatına dahil olmaktan alıkoyuyor.	1	2	3	4	5
5.	Ev hayatım sayesinde, işle ilgili sorunları bir kenara bırakabiliyorum.	1	2	3	4	5
6.	Evde yaşadığım stres nedeniyle iş yerimde kafam sıklıkla evle ilgili sorunlarla meşguldür.	1	2	3	4	5
7.	İşten eve geldiğimde genelde pozitif bir ruh hali içinde olmam evdeki atmosferi de olumlu etkiliyor.	1	2	3	4	5
8.	İşte etkili ve gerekli olan davranışlar, evde tam tersi bir etki yaratabiliyor.	1	2	3	4	5
9.	İşte öğrendiğim şeyler, evdeki sosyal ilişkilerimde de daha iyi olmamı sağlıyor.	1	2	3	4	5
10.	Evde problem çözmede yararlı olan davranışlar iş yaşantımda yararlı gibi görünmüyor.	1	2	3	4	5
11.	Evde harcadığım zaman, işimdeki zamanımı verimli çalışarak geçirmem için beni teşvik eder.	1	2	3	4	5
12.	Ev hayatımda geliştirdiğim beceriler işteki meseleleri de daha iyi çözmeme yardımcı oluyor.	1	2	3	4	5
13.	Evdeyken, genellikle işle ilgili sorunlara kafa yoruyorum.	1	2	3	4	5
14.	Evde rahatlayıp enerjimi yeniden topladığım için, işte daha konsantre çalışabiliyorum	1	2	3	4	5
15.	İşim sayesinde, evle ilgili sorunlarımı farklı açılardan görebiliyorum.	1	2	3	4	5
16.	İşteyken, sıklıkla evde yapmam gereken şeyleri düşünürüm.	1	2	3	4	5

APPENDIX B3: Job and Home Demand Scale

İşe Yönelik Algular

- 1 = Hiçbir Zaman
2 = Nadiren
3 = Bazen
4 = Genellikle
5 = Her Zaman

		Hiçbir Zaman	Nadiren	Bazen	Genellikle	Her Zaman
1.	İşteyken telaş içinde birçok iş yapmam gerekiyor.	1	2	3	4	5
2.	İşimde yapmam gereken çok fazla iş oluyor.	1	2	3	4	5
3.	İş hayatımda duygusal açıdan yıpratıcı olaylar yaşanabiliyor.	1	2	3	4	5
4.	Bazen iş hayatımla ilgili meseleler yüzünden hayal kırıklığı yaşadığım olur.	1	2	3	4	5
5.	İşle ilgili çok fazla şeyi planlamam ve organize etmem gerekiyor.	1	2	3	4	5
6.	İş hayatımla ilgili pek çok şeyi hatırımda tutmam gerekir.	1	2	3	4	5
7.	İşte birçok şeyi aynı anda yapmak zorunda kalırım.	1	2	3	4	5
8.	İşte yapmam gereken şeyleri dikkatli bir şekilde koordine etmem gerekir.	1	2	3	4	5

Ev/Aile Hayatına Yönelik Algular

		Hiçbir Zaman	Nadiren	Bazen	Genellikle	Her Zaman
1.	Evdeyken telaş içinde birçok iş yapmam gerekiyor.	1	2	3	4	5
2.	Evdeyken yapmam gereken çok fazla iş (ev işleri/bakıcılık) oluyor.	1	2	3	4	5
3.	Ev hayatımda duygusal açıdan yıpratıcı olaylar yaşanabiliyor.	1	2	3	4	5
4.	Bazen ev/aile hayatımla ilgili meseleler yüzünden hayal kırıklığı yaşadığım olur.	1	2	3	4	5
5.	Ev/aileyle ilgili çok fazla şeyi planlamam ve organize etmem gerekiyor.	1	2	3	4	5
6.	Ev ve aileyle ilgili yapılması gereken pek çok şeyi hatırımda tutmam gerekir.	1	2	3	4	5
7.	Evde birçok şeyi aynı anda yapmak zorunda kalırım.	1	2	3	4	5
8.	Evde yapmam gereken işleri dikkatli bir şekilde koordine etmem gerekir.	1	2	3	4	5

APPENDIX B4: Demographics

Yaş: _____

Cinsiyet: K E

Medeni Hal: Evli Bekar

İşiniz/Mesleğiniz: _____

Çalıştığınız Kurum: _____

Eğitim Durumu: _____

Ünvanınız: _____

Toplam Çalışma Süresi: _____

Şu anki kurumda çalışma süresi: _____

APPENDIX C. MAIN STUDY SURVEY

APPENDIX C1: Perceived Control at Work and at Home Scale

Bu bölümde ev ve iş hayatınıza yönelik algularınıza ilişkin toplam 23 madde bulunmaktadır. Sizden istenen, her bir maddede ifade edilen görüşe ne oranda katıldığınızı beş basamaklı ölçek üzerinde (1= Hiç Katılmıyorum; 5= Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu işaretleyerek belirtmenizdir.

- 1 = Hiç Katılmıyorum
2 = Pek Katılmıyorum
3 = Biraz Katılıyorum
4 = Oldukça Katılıyorum
5 = Tamamen Katılıyorum

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılıyorum	Oldukça Katılıyorum	Tamamen Katılıyorum
1.	Ev hayatımdaki önemli şeyleri değiştirebilmek için yapabileceğim çok az şey var.	1	2	3	4	5
2.	Ev yaşantıyla ilgili bazı sorunları çözmemin hiçbir yolu yok.	1	2	3	4	5
3.	Ev yaşantım içerisinde bazen itilip kakıldığımı hissedirim.	1	2	3	4	5
4.	Evde başıma gelenlerle ilgili çok az kontrole sahibim.	1	2	3	4	5
5.	Aile ve evle ilgili problemlerle başetmede çoğunlukla kendimi çaresiz hissediyorum.	1	2	3	4	5
6.	Evde hiçbirşey istediğim şekilde yürümüyor.	1	2	3	4	5
7.	Çalışma hayatımda işimi yaparken kullanacağım yöntemler üzerinde kontrol sahibiyim.	1	2	3	4	5
8.	Çalışma hayatımda yaptığım işin kalitesi üzerinde kontrolüm vardır.	1	2	3	4	5
9.	Ev ve aile yaşantımı istediğim doğrultuda sürdürme çabalarımın sonuçsuz kaldığını düşünüyorum.	1	2	3	4	5
10.	Çalışma hayatımda ne kadar iş yapacağıma kendim karar veririm.	1	2	3	4	5
11.	Çalışırken işimi ne hızda yapacağıma kendim karar verebilirim.	1	2	3	4	5
12.	Çalışırken ne sıklıkta ve uzunlukta molalar alacağıma kendim karar verebilirim.	1	2	3	4	5
13.	İşe geliş ve gidiş saatlerimi kendim ayarlayabilirim.	1	2	3	4	5
14.	Aile bireylerinin hayatlarındaki önemli kararlarda söz sahibi olduğumu düşünüyorum.	1	2	3	4	5

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılmıyorum	Orduka Katılmıyorum	Tamamen Katılmıyorum
15.	İşle ilgili verdiğim kararların nasıl sonuçlanacağını tahmin edebilmekteyim.	1	2	3	4	5
16.	İşimi nasıl yapacağım konusunda kontrole sahibim.	1	2	3	4	5
17.	İşimde diğer insanlarla ne zaman ve ne kadar etkileşimde bulunacağım konusunda kontrole sahibim.	1	2	3	4	5
18.	İşimi yaparken kimden/nere-den bilgi alacağıma ben karar verebilirim.	1	2	3	4	5
19.	İşimi etkileyebilecek olayları, doğrudan kontrol edemesem bile, tahmin edebilirim.	1	2	3	4	5
20.	İşimi yaparken kullanacağım kaynakların (materyal, araç-gereç) miktarı bana bağlıdır.	1	2	3	4	5
21.	İşimin ne sıklıkla bölüneceğini kontrol edemem.	1	2	3	4	5
22.	İşimde ne kadar kazanacağım (aldığım ücret) benim kontrolümdedir.	1	2	3	4	5
23.	Genel olarak, işim ve işimle ilgili konular üzerinde kontrole sahibim.	1	2	3	4	5

APPENDIX C2: Work-to-Family and Family-to-Work Conflict Scale

Bu bölümde, iş ve iş dışı yaşantı ilişkisi algılarına yönelik 22 madde bulunmaktadır. Sizden istenen, her bir maddede ifade edilen görüşe ne oranda katıldığınızı beş basamaklı ölçek üzerinde (1= Hiç Katılmıyorum; 5= Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu işaretleyerek belirtmenizdir.

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılıyorum	Oldukça Katılıyorum	Tamamen Katılıyorum
1.	Ailemle ilgili sıkıntılarım iş yapma kabiliyetimi azaltmaktadır.	1	2	3	4	5
2.	İşime harcadığım zaman aileme karşı olan sorumluluklarımı yerine getirmemi zorlaştırmaktadır.	1	2	3	4	5
3.	İşimin bana yüklediği sorumluluklardan dolayı ailemle ilgili yapmak istediğim bazı şeyleri yapamamaktayım.	1	2	3	4	5
4.	İşimin yarattığı stress aileme karşı olan görevlerimi yerine getirmemi zorlaştırmaktadır.	1	2	3	4	5
5.	İşimde harcadığım zaman, ailemle geçirdiğim zamanın daha kaliteli olması için beni motive eder.	1	2	3	4	5
6.	Ev hayatım sayesinde, işle ilgili sorunları bir kenara bırakabiliyorum.	1	2	3	4	5
7.	İşten eve geldiğimde genelde pozitif bir ruh hali içinde olmam evdeki atmosferi de olumlu etkiliyor.	1	2	3	4	5
8.	İşimin niteliği gereği, ailece yaptığımız planları değiştirmek zorunda kalmaktayım.	1	2	3	4	5
9.	İşimde birşeyler başarıyor olmanın verdiği mutluluğun iş dışı yaşantımdaki ruh halime de yansıdığını düşünüyorum.	1	2	3	4	5
10.	İşte öğrendiğim şeyler, evdeki ilişkilerimde de daha iyi olmama katkıda bulunuyor.	1	2	3	4	5
11.	Ailemin ya da eşimin talepleri, işimi kötü yonde etkilemektedir.	1	2	3	4	5
12.	Evde harcadığım zaman, işimdeki zamanımı verimli çalışarak geçirmem için beni teşvik eder.	1	2	3	4	5
13.	Ev hayatımda geliştirdiğim beceriler işteki meseleleri de daha iyi çözmeme yardımcı oluyor.	1	2	3	4	5
14.	İşimi yaparken karşılaştığım sorunlarla başa çıkarken geliştirdiğim problem çözme becerisi, evle ilgili sorunları da daha etkin bir şekilde çözmeme katkı sağlıyor.	1	2	3	4	5

15.	Evde rahatlayıp enerjimi yeniden topladığım için, işte daha konsantre çalışabiliyorum.	1	2	3	4	5
16.	İş hayatımda kazandığım sosyal çevrenin iş dışı yaşantımdaki bazı sorunları çözmemde bana destek olduğunu düşünüyorum.	1	2	3	4	5
17.	İşim sayesinde, evle ilgili sorunlarımı farklı açılardan görebiliyorum.	1	2	3	4	5
18.	Aileme ayırmam gereken zaman nedeniyle, işlerimi ertelediğim oluyor.	1	2	3	4	5
19.	Ailemin ya da eşimin taleplerinden dolayı işimle ilgili olarak yapmak istediğim bazı şeyleri yapamam.	1	2	3	4	5
20.	Fazla mesai yapmak ya da işe zamanında gitmek gibi sorumluluklarım, aile hayatım nedeniyle etkilenmektedir.	1	2	3	4	5
21.	İşim, aile içi etkinliklere istediğim ölçüde katılmama izin vermiyor.	1	2	3	4	5
22.	İşten eve geldiğimde genellikle ruhen o kadar bitkin oluyorum ki, bu beni ev hayatına dahil olmaktan alıkoyuyor.	1	2	3	4	5

APPENDIX C3: Job and Home Demand Scale

Bu bölümde, kişinin hissettiği iş ve ev yükü algılarına yönelik 16 madde bulunmaktadır. Sizden istenen, her bir maddede ifade edilen görüşe ne oranda katıldığınızı beş basamaklı ölçek üzerinde (1= Hiçbir Zaman; 5= Her Zaman), ilgili rakamın bulunduğu kutucuğu işaretleyerek belirtmenizdir.

- 1 = Hiçbir Zaman
2 = Nadiren
3 = Bazen
4 = Genellikle
5 = Her Zaman

İş Yüküne Yönelik Algılar

		Hiçbir Zaman	Nadiren	Bazen	Genellikle	Her Zaman
1.	İşteyken telaş içinde birçok iş yapmam gerekiyor.	1	2	3	4	5
2.	İşimde yapmam gereken çok fazla iş oluyor.	1	2	3	4	5
3.	İş hayatımda duygusal açıdan yıpratıcı olaylar yaşanabiliyor.	1	2	3	4	5
4.	Bazen iş hayatımla ilgili meseleler yüzünden hayal kırıklığı yaşadığım olur.	1	2	3	4	5
5.	İşle ilgili çok fazla şeyi planlamam ve organize etmem gerekiyor.	1	2	3	4	5
6.	İş hayatımla ilgili pek çok şeyi hatırımda tutmam gerekir.	1	2	3	4	5
7.	İşte birçok şeyi aynı anda yapmak zorunda kalırım.	1	2	3	4	5
8.	İşte yapmam gereken şeyleri dikkatli bir şekilde koordine etmem gerekir.	1	2	3	4	5

Ev/Aile Hayatı Yüküne Yönelik Algılar

		Hiçbir Zaman	Nadiren	Bazen	Genellikle	Her Zaman
1.	Evdeyken telaş içinde birçok iş yapmam gerekiyor.	1	2	3	4	5
2.	Evdeyken yapmam gereken çok fazla iş oluyor.	1	2	3	4	5
3.	Ev hayatımda duygusal açıdan yıpratıcı olaylar yaşanabiliyor.	1	2	3	4	5
4.	Bazen ev/aile hayatımla ilgili meseleler yüzünden hayal kırıklığı yaşadığım olur.	1	2	3	4	5
5.	Ev/aileyle ilgili çok fazla şeyi planlamam ve organize etmem gerekiyor.	1	2	3	4	5
6.	Ev ve aileyle ilgili yapılması gereken pek çok şeyi hatırımda tutmam gerekir.	1	2	3	4	5
7.	Evde birçok şeyi aynı anda yapmak zorunda kalırım.	1	2	3	4	5
8.	Evde yapmam gereken işleri dikkatli bir şekilde koordine etmem gerekir.	1	2	3	4	5

APPENDIX C4: Social Support at Work and at Home Scale

Bu bölümde, iş ve ev hayatında sosyal destek algılarına yönelik 22 madde bulunmaktadır. Sizden istenen, her bir maddede ifade edilen görüşe ne oranda katıldığınızı beş basamaklı ölçek üzerinde (1 = Hiç Katılmıyorum; 5 = Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu işaretleyerek belirtmenizdir.

Ev Hayatında Sosyal Desteğe Yönelik Algılar

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılıyorum	Oldukça Katılıyorum	Tamamen Katılıyorum
1.	İşimle ilgili problemleri eşimle konuştuktan sonra kendimi daha iyi hissederim.	1	2	3	4	5
2.	İşimle ilgili konuşmak istediğimde, eşim bana her zaman vakit ayırıyor.	1	2	3	4	5
3.	Eşim benden sürekli bir şeyleri talep eder ve bekler gibi görünür.	1	2	3	4	5
4.	Eşimin işte yaptıklarıyla daha çok ilgilenmesini isterdim.	1	2	3	4	5
5.	Eşim, işimle ilgili problemlere farklı açıdan bakmamı sağlamaktadır.	1	2	3	4	5
6.	İşimde başarılı olduğumda eşim benim için mutlu oluyor.	1	2	3	4	5
7.	İşimin getirdiği yükümlülükler artarsa, eşim evle ilgili daha fazla sorumluluk yüklenir.	1	2	3	4	5
8.	İşimle ilgili problemleri eşimle görüşmeyi yararlı buluyorum.	1	2	3	4	5
9.	Ev/aileyle ilgili sorumluluklarımı gerçekleştirirken eşim bana yardımcı oluyor.	1	2	3	4	5
10.	Evde vaktimin çoğunu eşimin arkasını toplamakla geçiriyorum.	1	2	3	4	5
11.	Eşim, işimle ilgili problemleri dinlemek istemiyor.	1	2	3	4	5
12.	İşimden bahsettiğimde eşim sıkılıyor gibi görünüyor.	1	2	3	4	5

İş Hayatında Sosyal Desteğe Yönelik Algılar

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılmıyorum	Oldukça Katılmıyorum	Tamamen Katılmıyorum
1.	Amirim, aile sorumluluklarımı yerine getirebilmem için çalışma programımda (iş saatleri, mesai, izin, vb.) esneklik tanır.	1	2	3	4	5
2.	Amirim ailemle ilgili veya kişisel sorunlarımı dinler.	1	2	3	4	5
3.	Amirim aile sorumluluklarımı yerine getirebilmem için görevlerimde değişiklikler yapar.	1	2	3	4	5
4.	Amirim ailemle ilgili veya kişisel konularda düşünce ya da önerilerini paylaşır.	1	2	3	4	5
5.	Amirim aile sorumluluklarımı bana karşı kullanır.	1	2	3	4	5
6.	Amirim aile ve iş hayatımı dengeleme çabalarımı eleştirir.	1	2	3	4	5
7.	Amirim, çalışan bir ebeveyn olmaktan kaynaklanan ihtiyaçlarıma karşı olumsuz bir tavır takınır.	1	2	3	4	5
8.	Amirim ailemle ilgili veya kişisel konularda anlayışlı ve hoşgörülüdür.	1	2	3	4	5
9.	Amirim ailemle ilgili herhangi bir sorunu nasıl çözmem gerektiğini anlamama yardım eder.	1	2	3	4	5
10.	Amirim, evle ilgili konularda aile fertleriyle telefon görüşmeleri yapmamı anlayışla karşılar.	1	2	3	4	5

APPENDIX C5: Locus of Control Scale

Bu bölümde kişinin kontrol odağını ölçen 16 madde bulunmaktadır. Sizden istenen, her bir maddede ifade edilen görüşe ne oranda katıldığınızı beş basamaklı ölçek üzerinde (1 = Hiç Katılmıyorum; 5 = Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu işaretleyerek belirtmenizdir.

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılıyorum	Oldukça Katılıyorum	Tamamen Katılıyorum
1.	Bir şeyin olacağı varsa eninde sonunda mutlaka olur.	1	2	3	4	5
2.	Bazı insanlar doğuştan şanslıdır.	1	2	3	4	5
3.	İnsan ilerlemek için güç sahibi kişilerin gönlünü hoş tutmak zorundadır.	1	2	3	4	5
4.	Başarılı olmak çok çalışmaya bağlıdır; şansın bunda payı ya hiç yoktur ya da çok azdır.	1	2	3	4	5
5.	Çok uzun vadeli planlar yapmak her zaman akıllıca olmayabilir, çünkü birçok şey zaten iyi ya da kötü şansa bağlıdır.	1	2	3	4	5
6.	İnsan ne yaparsa yapsın, olabilecek kötü şeylerin önüne geçemez.	1	2	3	4	5
7.	İnsan kendisini ilgilendiren birçok konuda kendi başına doğru kararlar alabilir.	1	2	3	4	5
8.	Bir insanın başına gelenler, temelde kendi yaptıklarının sonucudur.	1	2	3	4	5
9.	Sağlıklı olup olmamayı belirleyen esas şey insanların kendi yaptıkları ve alışkanlıklarıdır.	1	2	3	4	5
10.	İnsan bugün yaptıklarıyla gelecekte olabilecekleri değiştirebilir.	1	2	3	4	5
11.	Kazalar, doğrudan doğruya hataların sonucudur.	1	2	3	4	5
12.	Bir insan istediği kadar akıllı olsun, bir işe başladığında şansı yaver gitmezse başarılı olamaz.	1	2	3	4	5
13.	İnsan kendine iyi baktığı sürece hastalıklardan kaçınabilir.	1	2	3	4	5
14.	Kararlılık bir insanın istediği sonuçları almasında en önemli etkidir.	1	2	3	4	5
15.	İnsan kendi kilosunu, yiyeceklerini ayarlayarak kontrol altında tutabilir.	1	2	3	4	5
16.	Büyük ideallere ancak çalışıp çabalayarak ulaşılabilir	1	2	3	4	5

APPENDIX C6: Coping Strategies Scale

Bu bölüm, kişinin stress altındayken bu durumla başetme tarzını ölçen toplam 30 madde içermektedir. Sizden istenen, her bir maddede ifade edilen görüşe ne oranda katıldığınızı beş basamaklı ölçek üzerinde (1 = Hiç Katılmıyorum; 5 = Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu işaretleyerek belirtmenizdir.

		Hiç Katılmıyorum	Pek Katılmıyorum	Biraz Katılıyorum	Oldukça Katılıyorum	Tamamen Katılıyorum
1.	Olayın değerlendirmesini yaparak en iyi kararı vermeye çalışırım.	1	2	3	4	5
2.	Ne olursa olsun direnme ve mücadele etme gücünü kendimde bulurum.	1	2	3	4	5
3.	Mutlaka bir yol bulabileceğime inanır, bu yolda uğraşırım.	1	2	3	4	5
4.	Problemi adım adım çözmeye çalışırım.	1	2	3	4	5
5.	Hakkımı savunabileceğime inanırım.	1	2	3	4	5
6.	Bir kişi olarak iyi yönde değiştiğimi ve olgunlaştığımı hissedirim.	1	2	3	4	5
7.	Bir mucize olmasını beklerim.	1	2	3	4	5
8.	Kendimi kapana sıkışmış gibi hissedirim.	1	2	3	4	5
9.	Olanları kafama takıp sürekli düşünmekten kendimi alamam.	1	2	3	4	5
10.	Herşeyin istediğim gibi olamayacağına inanırım.	1	2	3	4	5
11.	Sorunun benden kaynaklandığını düşünürüm.	1	2	3	4	5
12.	Keşke daha güçlü bir insan olsaydım diye düşünürüm.	1	2	3	4	5
13.	Benim suçum ne diye düşünürüm.	1	2	3	4	5
14.	Hep benim yüzümden oldu diye düşünürüm.	1	2	3	4	5
15.	Başa gelen çekilir diye düşünürüm.	1	2	3	4	5
16.	İş olacağına varır diye düşünürüm.	1	2	3	4	5
17.	Problemin çözümü için adak ararım.	1	2	3	4	5
18.	Elimden hiçbirşeyin gelmeyeceğine inanırım.	1	2	3	4	5
19.	Mücadeleden vazgeçerim.	1	2	3	4	5
20.	Olanlar karşısında kaderim buymuş derim.	1	2	3	4	5
21.	İyimser olmaya çalışırım.	1	2	3	4	5
22.	Olayları büyütmeyip, üzerinde durmamaya çalışırım.	1	2	3	4	5
23.	Sakin kafayla düşünmeye, öfkelenmemeye çalışırım.	1	2	3	4	5
24.	Kendime karşı hoşgörülü olmaya çalışırım.	1	2	3	4	5
25.	Olaylardan olumlu birşey çıkartmaya çalışırım.	1	2	3	4	5
26.	Bir sıkıntım olduğunu kimsenin bilmesini istemem.	1	2	3	4	5
27.	İçinde bulunduğum kötü durumu kimsenin bilmesini istemem.	1	2	3	4	5
28.	Sorunun gerçek nedenini anlayabilmek için başkalarına danışırım.	1	2	3	4	5
29.	Bana destek olabilecek kişilerin varlığını bilmek beni rahatlatır.	1	2	3	4	5
30.	Herşeye yeniden başlayacak gücü bulurum.	1	2	3	4	5

APPENDIX C7: Job / Home Demand Indices and Demographics

Ev Gereklere

1. Ev işleri için size düzenli olarak gelen bir yardımcınız var mı?

Evet _____ Hayır _____

2. Evet ise, ev işleri için ne sıklıkla yardımcı alırsınız?

Her gün _____

Haftada 6 gün _____

Haftada 5 gün _____

Haftada 4 gün _____

Haftada 3 gün _____

Haftada 2 gün _____

Haftada 1 gün _____

Ayda 2 gün _____

Ayda 1 gün _____

Gerektiğinde _____

3. Ev işleri günde ortalama kaç saatinizi alır? _____ saat

4. Evdeki işlerin (varsa yardımcınızın yaptığı işler dışında kalanların), ne kadarını siz, ne kadarını eşiniz yapar?

% _____ ben

% _____ eşim

5. Çocuğunuz var mı? Evet _____ Hayır _____

6. Evet ise, kaç çocuğunuz var? _____

7. Çocuğunuz/çocuklarınız kaç yaşlarında? ____, ____, ____, ____, ____, ____

8. Çocuk bakımı için yardım aldığınız birisi veya bir kurum var mı?

Evet _____ Hayır _____

9. Evinizde sizinle kalan yaşlı, hasta veya engelli birisi var mı?

Evet _____ Hayır _____

10. Evde sizinle kalan yaşlı, hasta veya engelli kişi ne kadar sizin bakımınıza muhtaç?

Kısmen _____ Tamamen _____

11. Evde sizinle kalan yaşlı, hasta veya engelli kişiye bakmakla sorumlu bir yardımcınız var mı?

Evet _____ Hayır _____

İş Gerekleri

1. İşinizle ilgili olarak günde ortalama kaç saat çalışıyorsunuz? _____saat

2. İşiniz haftasonları da çalışmayı (işe gitmeyi) gerektirir mi?

Evet _____ Hayır _____

3. İşiniz, iş saatleri dışında evde de çalışmayı gerektirir mi?

Evet _____ Hayır _____

4. İş saatleri dışında evde iken işinizle ilgili çalışmanız gereken süre haftada ortalama kaç saattir? _____saat

5. İşiniz vardiyalı çalışmayı gerektirir mi?

Evet _____ Hayır _____

6. İş saatlerinizi ne dereceye kadar kendiniz ayarlayabilirsiniz? (Beşli ölçek üzerinde ilgili kutucuğa işaret koyarak değerlendiriniz, 1 = Hiçbir zaman; 5 = Her Zaman)

Hiçbir Zaman	Nadiren	Bazen	Genellikle	Her Zaman
1	2	3	4	5

7. İşiniz ne sıklıkla yurt içi veya yurt dışı seyahatlere çıkmanızı gerektirir?

Hiçbir Zaman	Yılda 1-2 Kere	3-4 Ayda Bir	Ayda 1-2 Kere	Neredeyse Her Hafta
1	2	3	4	5

Demografik Bilgiler

1. Yaşınız: _____
2. Cinsiyetiniz: K _____ E _____
3. Medeni Haliniz: Evli _____ Bekar _____ Dul _____ Boşanmış _____
4. Mesleğiniz: _____
5. Çalıştığınız Kurum: _____ Özel Kurum _____ Devlet Kurumu _____ Serbest Meslek
_____ Emekli _____ Diğer (Lütfen açıklayınız) _____
6. Eğitim Durumunuz: _____ İlkokul _____ Ortaokul _____ Lise
_____ Üniversite _____ Yüksek Lisans _____ Doktora
7. İş yeri unvanınız: _____
8. Çalışma hayatınızda toplam çalışma süreniz: _____ (yıl/ay)
9. Şu anki kurumunuzda çalışma süreniz: _____ (yıl/ay)
10. Eşiniz çalışıyor mu? _____ Evet _____ Hayır
11. Eşinizin mesleği: _____
12. Eşinizin iş yerindeki unvanı: _____

APPENDIX D. CONFIRMATORY FACTOR ANALYSIS

Table 3 Confirmatory Factor Analyses Results of the Newly Constructed Scales Testing Single-Factor Model of Perceived Control at Work, Perceived Control at Home, Work Demand and Home Demand with Observed and Modified Fit Indices

	Observed								Improved							
	χ^2	df	χ^2/df	GFI	AGFI	RMSEA	SRMR	CFI	χ^2	df	χ^2/df	GFI	AGFI	RMSEA	SRMR	CFI
Perceived Control at Home	192.31	20	9.6	0.88	0.78	0.16	0.08	0.87	68.6	14	4.9	0.94	0.87	0.12	0.05	0.95
Perceived Control at Work	510.11	90	5.67	0.8	0.73	0.13	0.08	0.88	317.09	87	3.64	0.88	0.84	0.09	0.07	0.94
Work Demand	262.62	20	13	0.82	0.67	0.2	0.11	0.82	33.15	7	4.73	0.97	0.9	0.11	0.04	0.97
Home Demand	402.73	20	20	0.75	0.55	0.25	0.11	0.83	67.85	7	9.69	0.93	0.78	0.18	0.05	0.96