

---

## **Work overload and Pakistani nurses' satisfaction with work-family balance**

Noor Sultana Afridi  
Aphia Daniel  
Rubina Kousar  
Irshad Bib  
Sumera Yaseen  
Rafi Ullah

Prime Institute of Health Sciences Islamabad

### **Abstract**

This research explores the association between work overload and Pakistani nurses' satisfaction with work-family balance (SWFB), as well as the mediating effect of negative emotions, based on affective events theory and conservation of resources theory. Using a random selection process, three big public hospitals and some nurses in Islamabad and Rawalpindi were chosen, and we contacted the representatives of each institution and offered research-related material to them so that they could choose whether or not to participate in the study. The study's findings backed with the expected linkages.

**Keywords:** Work overload (WO); Satisfaction with work-family balance (SWFB); Negative emotions (NE)

### ***Introduction***

With the rise in female labor market participation and the popularity of dual-career families, most workers must adjust and manage the demands of their work and family obligations. As a result, the question of how to enhance satisfaction work-family balance has gotten a lot of attention in recent years. Satisfaction work family balance refers to a general sense of well-being arising from an appraisal of one's ability to manage work and family responsibilities (Wang and Li, 2021) (. It entails an emotional response to a cognitive assessment of overall effectiveness in terms of work–family balance, while work family balance is a global condition in which workers sense compatibility between their professional and personal life (Hirschi et al. 2019). As a result, both satisfaction work family balance and work family balance concentrate on the entire or global state/level of work-family balance. The former, on the other hand, focuses on the total degree of satisfaction (particular state), whilst the latter is concerned with the whole state. Work-family

conflict, spillover, enrichment, and facilitation are examples of related ideas in the work-family literature (Valcour, 2007). According to studies nurses put a high value on being able to strike an acceptable work-family balance. However, there have only been a few empirical research on non-nurses' satisfaction work family balance, and they have largely focused on the antecedents that cause workers' satisfaction work family balance, such as work hours, job instability, and work time control (Beham and Drobnič, 2010; Wang and Li, 2021). However, owing to a lack of time, resources, or personal skills, executing a range of job demands and effectively strengthening the satisfaction work family balance is not always simple for Chinese nurses. To put it another way, job overload might be a significant factor impacting their satisfaction work family balance.

Work overload occurs when workers believe they have too many obligations or activities to complete given their time, talents, and other restrictions (Kimura *et al.*, 2018). Nurses are in low supply in Pakistan, and nurses have a lot of responsibilities at work (patients, administrators, etc.) and at home (spouse, children, etc.). As a result, nurses are straining to satisfy a variety of work-family demands while also seeking to balance their demanding roles.

As a result, they eventually learn that balancing work and family duties, as well as dealing with different role expectations, is tough, and this may easily lead to work overload (both at work and at home), as well as unhappiness with the work-family balance (Malik *et al.*, 2010). Nursing is without a doubt one of the most physically and mentally demanding professions. Unfortunately, no studies have looked at the effects of job stress on satisfaction work family balance. As a result, using a sample of Pakistani nurses, we attempt to answer this issue (Hanif and Naqvi, 2014).

Workplace events (e.g., job overload) produce emotional responses (e.g., unpleasant feelings) on the part of employees, according to affective events theory (AET, Weiss and Cropanzano 1996). As a result, we can anticipate job overload to be related with unpleasant feelings. AET also claims that when people are experiencing negative emotions, they are more likely to be dissatisfied with their work-family balance. Taken together, these considerations imply that negative emotions may act as a mediating factor in the association between job overload and satisfaction work family balance, and previous research has shown that this is the case (Hanif and Naqvi, 2014; Wang and Li, 2021). Furthermore, we use the conservation of resources theory (Hobfoll, 1989) to see whether personality differences—core self-evaluations (CSE)—can be used as a possible boundary condition to mitigate the negative impacts of job stress on satisfaction work family balance. We investigate whether core self-evaluation may act as a buffer for the work overload-satisfaction work family balance indirect link mediated by negative emotions, based on two theoretical views and previous relevant investigations.

In conclusion, the present research answers the issues of whether and how job stress affects nurses' satisfaction work family balance, as well as how this connection changes as a result of core self-evaluation. In four ways, our research adds to the current body of knowledge. First, we investigate the hitherto unexplored link between job overload and satisfaction work family balance. Our findings show that reducing job stress may help nurses improve their satisfaction work family balance. Second, we explore negative emotions as a key mechanism behind the link between work overload and SWFB, and third, we contribute to the role stress and coping literature by looking at CSE as a possible moderator that might mitigate the detrimental impacts of work

overload. Finally, we uncover the mechanism of job overload's influence on SWFB by testing a moderated mediation model, in order to provide solutions for improving SWFB.

### ***Literature and Hypothesis***

#### ***Work Overload and SWFB***

There hasn't been any research on the relationship between work overload and SWFB that we've uncovered so far. Work overload may be a predictor of nurses' SWFB, according to the researchers. Work overload, on the other hand, includes both difficult and impeding features (Wang and Li, 2021) therefore this prediction might be either good or bad. Role over-load may have a detrimental impact on SWFB, according to COR. People are driven to seek, preserve, create, and safeguard resources that may be utilized to manage all aspects of work and life, according to the COR (Hobfoll, 1989). Objects (for example, houses), situations (for example, being married), human qualities (for example, basic self-evaluations), and energy are all examples of resources (e.g., time). These materials will become valuable assets for individuals to employ when presented with problems or stresses in the environment. If the resources are endangered or destroyed, however, tension and the resulting pressure might occur. Resource loss has mostly been used in the realm of organizational behavior to explain stress. Existing research shows that when people lose resources at work, they are more likely to experience burnout, dissatisfaction, depression, and anxiety (Wang and Li, 2021).

From the theoretical standpoint outlined above, we hypothesize that nurses who are overworked may think they are unable to properly fulfill many roles. Because more resources are dedicated to one job, there are less resources available for the other, and resources are squandered in the process of juggling both work and family responsibilities. As a result of these prospective or real resource losses, people will always feel an imbalance in their work and family life, leading to dissatisfaction with the work-family balance. Furthermore, previous research has shown that people who are overburdened in their jobs at work and at home are unable to merge the two. Role over-load, for example, was found to be positively related to work-family conflict (Alsam *et al.*, 2013; Bolino and Turnley, 2005; Khursheed *et al.*, 2019) and negatively related to work-family enrichment and work-family facilitation. Work overload has also been linked to worse family and workplace satisfaction. As a result of our findings, we believe that job overload is linked to lower satisfaction with work-family balance.

Hypothesis 1. Work overload is negatively related to satisfaction with work-family balance.

#### ***Mediating Role of Negative Emotions***

An AET model is used to examine the association between job overload and SWFB. Attitudes and behaviors are shaped by the context in which they are performed, according to AET's theory of work-related events and emotions. Individuals' positive or negative affective responses to workplace events mediate the relationship between work events and their moment-to-moment cognition and behavior (Wang and Li, 2021), and one's affective response to workplace events greatly determines subsequent attitudes and behaviors.

Having a positive emotional reaction to positive affective events should promote positive affective responses, according to AET, and this process leads to the creation of attitudes. As a negative affective event, overloading one's workload may be a cause of bad feelings. Our hypothesis is based on the premise that nurses who are overworked are more prone to feel negative emotions (such as worry or distress), and that this negative attitude toward work-family balance results in a reduction in SWFB.

Negative emotions were shown to be a mediator in the link between job overload and SWFB, according to empirical investigations. Overwhelming job demands have been proven to be associated with a host of distressing feelings, including depression and other mood disorders (Wang and Li, 2021). As a result, some researchers believe that negative emotions are linked to employment and personal contentment. Much research have also looked at the impact of negative emotions in mediating the link between job pressures and workplace outcomes. A study conducted by Greenidge and Coyne (2014) examined the mediating effects of negative emotions on the relationship between job stressors and organizational citizenship behaviors, and the results showed that both positive and negative emotions mediated the relation between job stressors and CWB, whereas only negative emotions was found to mediate this relationship. Smoking and negative emotions are intimately linked, according to a study by Wang et al. (2016b), who discovered that stress, smoking intensity, and nicotine dependency are all mediated by negative emotions. Overall, we conclude that when nurses have many jobs, they may suffer work overload, which in turn elicits unpleasant emotions and influences nurses' SWFB. Since negative emotions are likely to play a significant role in the relationship between job stress and SWFB.

Hypothesis 2. Negative emotions mediate the relationship between work overload and SWFB.

## ***Method***

### ***Sample and Procedure***

There are three big public hospitals in Islamabad and Rawalpindi that will be randomly chosen, and the representatives of each hospital will be contacted and given information about the research so that they can make an informed decision about whether or not to join in the study. As a precaution, we will gather data from the nurses of the institutions in two separate waves. Workload, negative emotions, CSE, and control factors are all included in the first wave of the survey. Three months after the first round of testing concludes, the participants will be invited to complete another SWFB assessment. A cover letter describing the study's goals and assuring nurses that their replies will be kept secret and that their participation is entirely voluntary will accompany each questionnaire. Full-time registered nurses who are willing to engage in this research will be eligible for inclusion. Nurses on sick, maternity, or personal leave, as well as part-time and internship nurses, will be exempt from this rule.

To make matters more complicated, since the study will take place in an Urdu-speaking country, all scales must be converted from English to Urdu. To be more precise, one expert who is proficient in both English and Urdu will first translate English questionnaires into Urdu, using Brislin's (1980) typical translation-back-translation technique. Translating the Urdu versions into English will be the work of another specialist, who should be proficient in both English and Urdu.

Then, two multilingual translators will compare and contrast the two English translations and work out any differences.

### ***Measures***

#### ***Work overload***

We'll use four questions established by Brown et al. to assess job overload (2005). The responses ranged from 1 (never) to 5 (often) (always). "The quantity of work you do interferes with how well the task is done," for example, was a sample item.

#### ***Negative Emotions***

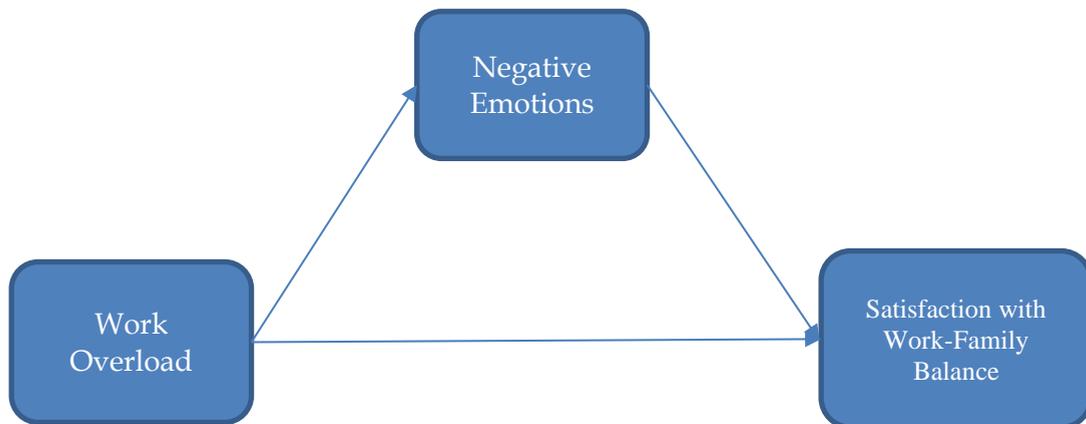
To assess negative emotions at work, we'll utilize the PANAS-X 10-item scale (Watson and Clark 1994). Nurses will rate how often they feel each of the above states at work and at home (1 = very barely or not at all, 5 = highly), with words like "nervous," "hostile," and "upset" being examples.”.

#### ***Satisfaction with Work-Family Balance***

We will measure SWFB using a five-item scale developed by Valcourt (2007). Response options ranged from 1 (very dissatisfied) to 5 (very satisfied). A sample item was the following: “How satisfied are you with the way you divide your time between work and personal or family life?”

#### ***Ethical Considerations***

The Chief Medical Directors of the collaborating institutions granted permission for this research to be carried out. The objective and methodology of the research will be explained in a cover letter that will be sent with the questionnaire, enabling prospective participants to make an educated choice about whether or not to participate.



### ***Data analysis***

Based on SEM-PLS path modeling techniques, this research investigated a theoretical framework given in the current study. PLS-SEM is a multivariate, non-parametric technique for estimating route models using latent variables (Avkiran, 2018). For a variety of reasons, this method was used in the current study. Researcher's ability to estimate correlations between constructs and their indicators may be improved by using this method first (Duarte and Raposo, 2010). Secondly, this method may be used to investigate complicated models, especially those that include mediation (Hair, (Hair *et al.*, 2017). Furthermore, this technique has been used in numerous past marketing, management, management, and entrepreneurship research. Two phases are involved in PLS-SEM. To begin with, the validity and reliability of the measurement model must be evaluated (Henseler and Sarstedt, 2013), and hypotheses must be tested (structural model) in the second step.

### ***Measurement model evaluation***

An evaluation of the measurement model was conducted in the first step of PLS-SEM analysis. During the evaluation of the measurement model, factor loadings are taken into account (0.70 threshold value). The threshold values for composite reliability (0.70), average extracted variance (0.50), and discriminant validity (0.85 threshold value for HTMT). Factor loadings on all latent variables above the 0.70 criterion, as shown in Table 1 and Figure 1.

**Table 1:Factor Loading values of the Variables**

| Items | Factor loading |
|-------|----------------|
| WO1   | 0.914          |
| WO2   | 0.923          |
| WO3   | 0.892          |

|       |       |
|-------|-------|
| WO4   | 0.909 |
| WO5   | 0.737 |
| WO6   | 0.871 |
| SWFB1 | 0.958 |
| SWFB2 | 0.922 |
| SWFB3 | 0.934 |
| SWFB4 | 0.705 |
| SWFB5 | 0.775 |
| NE1   | 0.790 |
| NE2   | 0.787 |
| NE3   | 0.825 |
| NE4   | 0.790 |
| NE5   | 0.777 |
| NE6   | 0.725 |
| NE7   | 0.770 |
| NE8   | 0.767 |
| NE9   | 0.625 |
| NE10  | 0.690 |
| NE11  | 0.687 |
| NE12  | 0.725 |
| NE13  | 0.750 |
| NE14  | 0.755 |
| NE15  | 0.777 |
| NE16  | 0.773 |

The composite reliability (CR) and average variance retrieved were then evaluated (AVE). The internal consistency of the scale's items is referred to as CR. While AVE is a measure of how much variation a concept captures in comparison to how much variance is attributable to measurement error. Table 2 indicates that the CR and AVE threshold values are met, hence creating the CR and AVE.

**Table 2: Composite Reliability and Average Variance extracted**

| Construct | Cronbach's Alpha | Composite Reliability | Average Variance Extracted (AVE) |
|-----------|------------------|-----------------------|----------------------------------|
| WO        | 0.833            | 0.891                 | 0.871                            |
| SWFB      | 0.947            | 0.881                 | 0.718                            |
| NE        | 0.818            | 0.853                 | 0.612                            |

Next, the measurement model analysis for discriminant validity (DV) was done by employing HTMT criteria, which shows the values were acceptable (Table 3).

**Table 3: Discriminant validity (HTMT Ratio)**

| Construct | WO    | SWFB  | NE |
|-----------|-------|-------|----|
| WO        |       |       |    |
| SWFB      | 0.299 |       |    |
| NE        | 0.366 | 0.483 |    |

### *Structural Model evaluation*

Following the evaluation of the measurement model, the structural model was assessed using bootstrap on 5000 repetitions to determine the significance of path coefficient significance. The predictive accuracy of the models was measured using R<sup>2</sup>, which measures the proportion of variation in dependent variables explained by independent variables (Hair Jr et al., 2014).

**Table 4: R Square values of the model**

| Construct | R Square | R Square Adjusted |
|-----------|----------|-------------------|
| WO        | 0.080    | 0.078             |
| SWFB      | 0.244    | 0.238             |

Following that, we determined the significance of the route coefficients using SmartPLS's bootstrap method. Table 5 demonstrates that all predicted correlations are validated.

**Table 5: Results**

| Relationships | Original Sample | T Statistics | P Values |
|---------------|-----------------|--------------|----------|
| WO -> SWFB    | -0.283          | 5.293        | 0.000    |

### *Mediation Analysis*

As suggested by Hair et al. (2017), the current study used the Smart PLS bootstrapping tool to assess the indirect effect significance in order to validate the mediation of NE in the link between WO and customer SWFB. The figures for the particular indirect effect in Table 6 indicate that NE greatly mitigates the effect of WO on SWFB. If both direct and indirect effects are considerable and point in the same direction, then there is evidence of complimentary mediation (Hair et al., 2017). As a consequence, the current study findings indicated the presence of complementary mediation of NE in WO-SWFB interactions.

**Table 6: Mediation Analysis**

| Path             | Beta  | CI    |       | T Statistics | P Values |
|------------------|-------|-------|-------|--------------|----------|
|                  |       | 2.5%  | 97.5% |              |          |
| WO -> NE -> SWFB | 0.113 | 0.056 | 0.144 | 3.334        | 0.000    |

### *Discussion*

The goal of the current study was to create and evaluate a mediation of SWFB. As expected, our data were consistent with the postulated model. Specifically, role overload was connected with

greater negative emotions, which was in turn related to lower SWFB. As we discuss below, these findings have some fascinating theoretical and managerial implications.

### ***Implications***

In two ways, the new study adds to the body of knowledge. To begin with, this research adds to the SWFB literature. Despite the fact that a few precursors of SWFB have been discovered, role stressors, particularly role overload in Pakistan, have received little scholarly attention. Thus, the current study adds to our knowledge of the influence of a specific type of stressor on SWFB and conforms to a recent demand for greater research into workplace-related antecedents of SWFB (Wang and Li, 2021). Second, in response to demands for more research into how role overload affects work-family outcomes, we looked at negative emotions as a potential intervening variable. Negative emotions moderated the link between role overload and SWFB, according to the findings.

According to previous study, nurse dissatisfaction can contribute to poor health, poor job performance, and a higher likelihood of turnover (Wang and Li, 2021). Our findings revealed that lowering job overload can reduce nurses' unhappiness with work-family balance. Nurse managers (NM) can manage role overload by taking the following practical steps: First and foremost, hospitals and NM should be on the lookout for signals that nurses are overworked. Absence from work, being late for appointments, missing deadlines, making frequent mistakes, or changing your look are all signs of role overload. Second, management interventions, such as giving analytical and problem-focused trainings on how to cope with overload situations, might be an useful intervention to prevent role overload (Wang and Li, 2021). Third, meticulous planning of all things a nurse must complete, including personal quality time, may aid productivity while reducing feelings of overburden. Fourth, limiting the number of things on nurses' to-do lists to the most crucial ones might assist them avoid being overburdened. Our findings on the function of negative emotions as a mediating factor in role overload–SWFB interactions might have practical consequences. Successfully managing negative emotions may be a powerful strategy for improving work-family balance unhappiness. Negative emotion management training, as well as necessary information and expertise regarding emotion control, should be provided by NM to nurses. Implementing employee assistance programs (EAP) aimed at training nurses how to control negative emotions and better cope with bad events, for example, is one strategy to influence nurses' emotions (role overload).

### **References**

- Alsam, N., Imran, R., Anwar, M., Hameed, Z. and Kafayat, A. (2013), “The impact of work family conflict on turnover intentions: An empirical evidence from Pakistan”, *World Applied Sciences Journal*, Vol. 24 No. 5, pp. 628–633.
- Avkiran, N.K. (2018), “An in-depth discussion and illustration of partial least squares structural equation modeling in health care”, *Health Care Management Science*, Springer, Vol. 21 No. 3, pp. 401–408.
- Beham, B. and Drobnič, S. (2010), “Satisfaction with work-family balance among German office workers”, *Journal of Managerial Psychology*, Emerald Group Publishing Limited.

- Bolino, M.C. and Turnley, W.H. (2005), “The personal costs of citizenship behavior: the relationship between individual initiative and role overload, job stress, and work-family conflict.”, *Journal of Applied Psychology*, American Psychological Association, Vol. 90 No. 4, p. 740.
- Duarte, P.A.O. and Raposo, M.L.B. (2010), “A PLS model to study brand preference: An application to the mobile phone market”, *Handbook of Partial Least Squares*, Springer, pp. 449–485.
- Hair, J.F., Hult, G.T.M., Ringle, C. and Sarstedt, M. (2017), *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*, 2nd ed., Sage Publications, Los Angeles, USA.
- Hanif, F. and Naqvi, S. (2014), “Analysis of work family conflict in view of nurses, in health sector of Pakistan”, *International Journal of Gender and Women’s Studies*, Vol. 2 No. 4, pp. 103–116.
- Henseler, J. and Sarstedt, M. (2013), “Goodness-of-fit indices for partial least squares path modeling”, *Computational Statistics*, Springer, Vol. 28 No. 2, pp. 565–580.
- Hobfoll, S.E. (1989), “Conservation of resources: A new attempt at conceptualizing stress.”, *American Psychologist*, American Psychological Association, Vol. 44 No. 3, pp. 513–524.
- Khursheed, A., Mustafa, F., Arshad, I. and Gill, S. (2019), “Work-family conflict among married female professionals in Pakistan”, *Management Studies and Economic Systems*, ZARSMI, Vol. 4 No. 2, pp. 123–130.
- Kimura, T., Bande, B. and Fernandez-Ferrín, P. (2018), “Work overload and intimidation: The moderating role of resilience”, *European Management Journal*, Elsevier, Vol. 36 No. 6, pp. 736–745.
- Malik, M.I., Saif, M.I., Khan, N. and Hussain, S. (2010), “Balancing work and family through social support among working women in Pakistan”, *African Journal of Business Management*, Academic Journals, Vol. 4 No. 13, pp. 2864–2870.
- Valcour, M. (2007), “Work-based resources as moderators of the relationship between work hours and satisfaction with work-family balance.”, *Journal of Applied Psychology*, American Psychological Association, Vol. 92 No. 6, p. 1512.
- Wang, H. and Li, Y. (2021), “Role overload and Chinese nurses’ satisfaction with work-family balance: The role of negative emotions and core self-evaluations”, *Current Psychology*, Vol. 40 No. 11, pp. 5515–5525.