

The Moderating Role of Social Problem Solving Skills on  
Work-Family-Personal Life Conflict and Psychological Well-Being  
Relationship

by

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## STATEMENT OF AUTHORSHIP

This thesis contains no material which has been accepted for any award or any other degree or diploma in any university or other institution. It is affirmed by the candidate that, to the best of her knowledge, the thesis contains no material previously published or written by another person, except where due reference is made in the text of the thesis.

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## ABSTRACT

The present study aimed at examining the moderating effects of Social Problem Solving Skills (SPSS) in the relationship between Work-Family-Personal Life Conflict (WFPC) and psychological well-being (anxiety, burnout, depression and life satisfaction) in Turkish white collar employee sample. Gender differences in the moderating role of SPSS in the WFPC and psychological well-being relationship were also explored. Data were collected from 448 white-collar employees having at least one child. It was expected that Rational Problem Solving (RPS) style had a positive effect on the relationship between WFPC and psychological well-being, and Impulsivity Carelessness Style (ICS) and Avoidance Style (AS) had a negative effect on the relationship between WFPC and psychological well-being. Moderated multiple regression analyses revealed that RPS moderated the relationship between WFPC and burnout. As hypothesized, subjects who had high WFPC and used high RPS had less burnout compared to ones that used low RPS. Contrary to what was expected, people who had high WFPC and used high ICS experienced less anxiety. No gender differences were found. This study is expected to contribute to the literature by examining the moderating role of SPSS as a coping mechanism in WFPC and psychological well-being relationship by using Social Problem Solving Inventory-Revised (SPSI-R).

**Keywords:** work-family-personal life conflict, work-family conflict, social problem solving, coping, anxiety, burnout, depression, life satisfaction, psychological well-being.

## ÖZET

Bu çalışma, beyaz yakalı Türk çalışanlar örnekleminde Sosyal Problem Çözme Becerileri'nin (SPÇB) İş-Aile-Özel Hayat Çatışması (İAÖÇ) ve psikolojik iyi olma durumu (anksiyete, tükenmişlik, depresyon ve yaşamdan duyulan tatmin) ilişkisi üzerindeki düzenleyici rolünü incelemeyi amaçlamaktadır. Bu ilişkideki cinsiyet farkları da araştırılmıştır. Veriler en az bir çocuk sahibi olan 448 beyaz yakalı çalışandan toplanmıştır. Akılcı Problem Çözme'nin (APÇ) İAÖÇ ve psikolojik iyi olma durumu ilişkisi üzerinde olumlu bir etkisi olacağı, İçtepisel-Dikkatsiz Yaklaşım (İDY) ve Kaçınan Yaklaşım'ın (KY) bu ilişki üzerinde olumsuz etkisi olacağı beklenmiştir. Düzenleyici değişkenli çoklu regresyon analizleri APÇ'nin İAÖÇ ve tükenmişlik ilişkisi üzerinde düzenleyici etkisi olduğunu göstermiştir. İAÖÇ'si yüksek olup yüksek APÇ kullanan çalışanların İAÖÇ'si yüksek olup düşük APÇ kullanan çalışanlara kıyasla tükenmişliklerinin daha az olduğu bulunmuştur. Beklenenin aksine İAÖÇ'si yüksek olup yüksek İDY kullananların düşük İDY kullananlara kıyasla daha az anksiyete yaşadıkları ortaya çıkmıştır. Cinsiyetler arasında bir fark bulunamamıştır. Bu çalışma literatüre, SPÇB'nin bir başa çıkma mekanizması olarak İAÖÇ ve psikolojik iyi olma durumu ilişkisi üzerindeki düzenleyici etkisini Sosyal Problem Çözme Envanteri'ni (yeniden düzenlenmiş sürümü) kullanarak inceleyip katkıda bulunmaktadır.

**Anahtar Sözcükler:** iş-aile-özel hayat çatışması, iş-aile çatışması, sosyal problem çözme, başa çıkma, anksiyete, tükenmişlik, depresyon, yaşamdan duyulan tatmin, psikolojik iyi olma durumu.

## **DEDICATION**

*To my lovely husband and precious family*

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*“Dies slowly he who does not travel, does not read,  
does not listen to music, who does not find grace in himself.”*

Pablo Neruda

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## ACRONYMS

|             |                                    |
|-------------|------------------------------------|
| <i>AS</i>   | Avoidance Style                    |
| <i>ICS</i>  | Impulsivity-Carelessness Style     |
| <i>RPS</i>  | Rational Problem Solving           |
| <i>SPSS</i> | Social Problem Solving Skills      |
| <i>WFPC</i> | Work-Family-Personal life Conflict |

## Chapter 1

### INTRODUCTION

#### 1.1. General overview

There has been a growing interest in the influence of work-family and well-being issues on employees, employees' families and organizations in recent years (Spector et al., 2004). This increase is understandable when the burdens of ever-developing technology that are placed upon employees are considered. Employees are required to be reached every hour of a day about work-related issues; this decreases the time and attention given to family issues and therefore creates a conflict between work and family (Bruck, Allen, & Spector, 2002; Spector et al., 2004).

Work-family conflict (WFC) is a form of inter-role conflict that is caused by incompatible role pressures from work and family domains; participation in one makes participation in another difficult (Kahn, Wolfe, Quinn, Snoech, & Rosenthal, 1964, cited in Goff, Mount & Jamison, 1990; Greenhaus & Beuteil, 1985). Work-to-family conflict (W-to-FC) is an inter-role conflict where time spent and stress at work interfere fulfilling family-related responsibilities; Family-to-work conflict (F-to-WC) is an inter-role conflict where time spent and stress caused by family issues interferes fulfilling work-related responsibilities (Netemeyer, Boles and McMurrian, 1996).

A lately emerged research topic in IO/OB literature is work-personal life conflict and family-personal life conflict. With the rising of individualization, there have been some changes in family and intimate relationships (Charles & Harris, 2007); people begin to care more for their well-being and spare more time fulfilling their personal demands. Work-family-personal life conflict can be defined as a type of inter-role conflict that arises from stress and time devoted in either of the three domains interfering fulfillment of responsibilities belonging to other domains (Aycan, Eskin & Yavuz, 2007). There are six dimensions of WFPC: work interference with family (WIF), work interference with personal life (WIP), family interference with work (FIW), family interference with personal life (FIP), personal life interference with work (PIW), and personal life interference with family (PIF). Personal life refers to fulfilling the needs of a person which are not obligated by work and family. For instance engaging in a hobby, reading books or magazines, or doing sports can be counted among personal life activities. Therefore an example for FIP could be missing a movie while taking care of a sick parent. In the present study WFPC was considered as the sum of WIF, WIP, FIW and FIP leaving out PIW and PIF. The reason is that the empirical examples for PIW and PIF are not as common as the examples of other four dimensions. People tend to sacrifice their own needs for the sake of work and family responsibilities. Discarding a friend meeting because of attending a job meeting is much more common than missing a job meeting in order to meet with a friend.

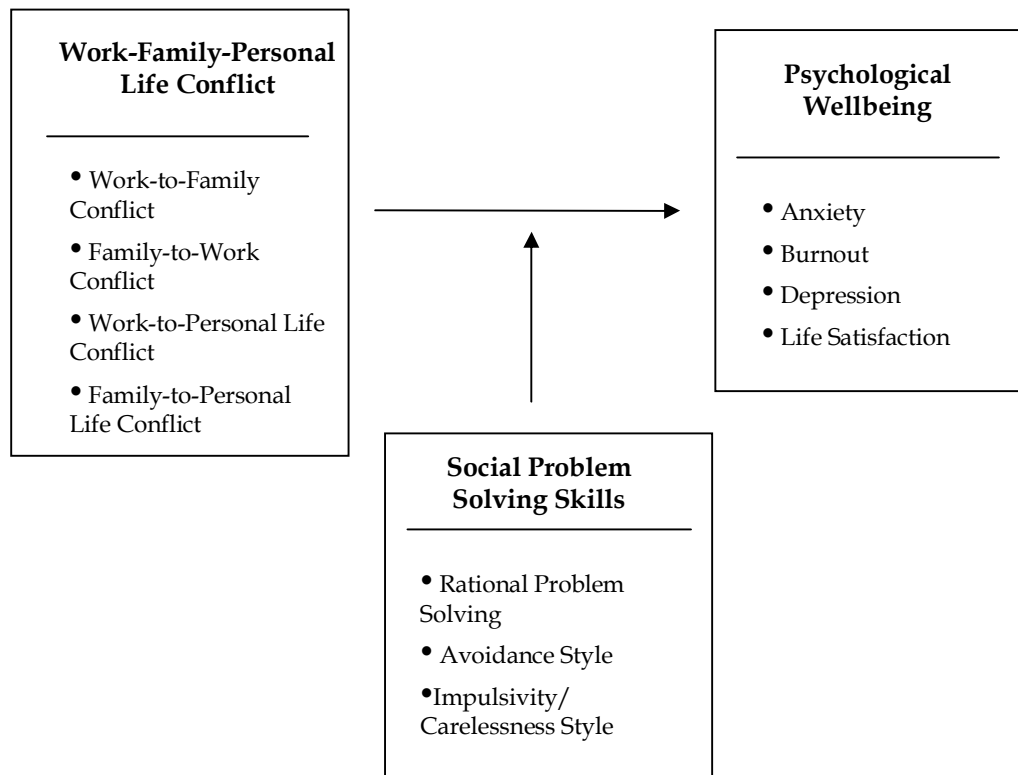


A large number of the studies that were conducted on work-family conflict (WFC) examined stressor models and their effect on personal and organizational outcomes (see, Allen, Herst, Bruck, & Sutton, 2000, for a review). Among the stressors, work-related stressors (e.g. overload, ambiguity), non-work-related stressors (e.g. marital discord, health problems) and the interaction between the two (e.g. inter-role conflict) were studied (Grant-Vallone & Donaldson, 2001). These studies were mainly carried out in western countries (especially in the United States, Canada and England), and therefore examined western cultural background, family and work structures (Spector et al., 2004). To ignore the cultural context is a shortcoming of the work-family conflict literature, and recently a few studies were conducted on Hong Kongese (Aryee, Luk, Leung & Lo, 1999), Turkish (Aycan & Eskin, 2005), New Zealander (Haar, 2006) and Israeli (Cohen & Kirchmeyer, 2005) samples. Cohen and Kirchmeyer (2005) proposed that beliefs and values regarding the work share among men and women at work and at home are culturally defined. Aycan (2008) in her review mentioned that culture might influence WFC both as a main effect and as a moderator. The author discussed that the perceptions of WFC may differ among cultures such as individualistic cultures tend to see WFC as a threat whereas more collectivistic cultures perceive WFC as means of development. WFC is also expected to be experienced more in developing countries holding traditional gender roles compared to already developed countries where women and men are accepted as equal (Aycan, 2008). Therefore studying work-family-personal life conflict (WFPC) in diverse cultures would add more knowledge about the dynamics of WFPC, its outcomes and possible moderators to the literature, and facilitate the understanding of needs of multicultural workforce of modern world.

The aim of this study is to examine the moderating effects of Social Problem Solving Skills (SPSS) in the relationship between work-family-personal life conflict (WFPC) and psychological well-being (burnout, life satisfaction, depression and anxiety) in Turkish white collar employee sample. Furthermore, the second aim is to examine the gender differences in the moderating role of SPSS in the WFPC and psychological well-being relationship.

The proposed conceptual model of the study is presented in Figure 1. The overarching research question is whether the relationship between psychological well-being and work-family-personal life conflict is moderated by social problem solving skills.

Figure 1: The Proposed Model



The relationship between WFC and psychological well-being is widely studied in the literature (e.g., Allen, Herst, Bruck, & Sutton, 2000; Burke, 1998; Frone, 2000; Hughes & Galinsky, 1994; Grant-Vallone & Donaldson, 2001; Kossek & Ozeki, 1998; Montgomery, Panagopolou & Benos, 2006; O'Driscoll, Ilgen, and Hildreth, 1992). The role of coping in the relationship between WFC and psychological well-being is very rarely studied (e.g. Haar, 2006; Jex, Bliese, Buzzell & Primeau, 2001; Koeske, Kirk, & Koeske, 1993). According to Eby et al.'s (2005) content analysis of work-family research in Industrial-Organizational Psychology and Organizational Behavior literature, only 0.5% of the 190 studies published between years 1980 and 2002 in prestigious journals studied coping as a predictor variable, and among those 60% studied coping in the specific context of work–nonwork conflict, and 40% studied coping strategies and coping behaviors (effective/ineffective). Coping is studied as a criterion variable in 2.4% of these 190 studies, and as a mediator in 0.6% of these studies. No content analysis was done to examine the frequency of studies using coping as a moderator variable. Eby et al. (2005) in their review identified the infrequency of coping studies and recommended that more research should be done on positive and negative coping strategies specific to work-family conflict and their effectiveness on coping with stress. They further recommended that, as gender differences constitute a major role in coping, studies should be conducted in both genders. Rotondo, Carlson and Kincaid (2003) also stated that previous research had shown that coping reduced stress but there was still a shortage of research examining what types of coping would be more efficient in dealing with work-family conflict.

In addition, in the extant literature, none of the studies investigating moderating role of coping on WFC and psychological well-being used Social Problem Solving Inventory (SPSI) developed by D’Zurilla (1986, cited in Siu & Shek, 2005) or SPSI-R (revised version) developed by Maydeu-Olivares and D’Zurilla (1996).

Moreover, few studies addressed the differences among men and women in having different coping styles (e.g. Gianakos, 2000; Moen and Yu, 2000; Toth, 2005). In the extant literature, effective coping strategies were shown to be related with lower levels of work-family conflict (Aryee et al., 1999; Baltes & Heydens-Gahir, 2003). Work-personal life conflict and family-personal life conflict were studied in a very limited number of studies; Grant-Valone and Ensher (2001) studied the relationship of work-personal life conflict with depression and anxiety in expatriates. None of the studies in the literature examined the moderating role of coping on work-personal life conflict, family-personal life conflict and psychological well-being.

## **1.2. Expected Theoretical and Practical Contributions of the Study**

There are a number of contributions that this study is expected to make to the literature: First of all, this study will add to the very limited literature on work-family-personal life conflict. Secondly, this study will examine the moderating role of social problem solving skills as a coping mechanism (D’Zurilla & Chang, 1995)

in WFPC and psychological well-being relationship by using SPSS-R. Lastly, in this study, gender differences in the moderating role of SPSS in WFPC and psychological well-being relationship will be explored.

As a practical contribution, it is expected that this study will aid human resources professionals to understand the severity of work-family conflict outcomes (depression, anxiety, burnout and lowered life satisfaction) on employees, and motivate them to participate in social problem solving trainings that help employees with coping with the conflict. Psychological well-being, decreased by WFPC conflict, affects organizational outcomes, such as turnover and low quality work (Jackson, Schwab & Schuler, 1986). Therefore organizations should take care of their employees' WFPC-related problems to promote their psychological well-being and improve organizational outcomes (e.g. high productivity, low turnover).

## Chapter 2

### LITERATURE REVIEW

#### 2.1 Social Problem Solving

Because of the complex and dynamic nature of the modern world, people are surrounded by various problems to cope in their everyday lives (D’Zurilla & Goldfried, 1971). These problems might arise in various ways; they could be as minor as being five minutes late to work, or as major as experiencing problems in marriage (D’Zurilla & Goldfried, 1971).

Social problem solving research has been initiated by D’Zurilla and Goldfried (1971) and later developed by D’Zurilla and Nezu (1982, cited in Maydeau-Olivares & D’Zurilla, 1996). D’Zurilla et al.’s model presented three main concepts: problem solving, problem and solution (D’Zurilla, Nezu & Maydeau-Olivares, 2004). D’Zurilla and Goldfried (1971) defined problem solving as a behavioral process in which the most effective response has a better chance to be selected among alternative responses when dealing with a problematic condition. Problem solving is a “conscious, rational and effortful activity” (D’Zurilla et al., 2004, p.12). The ability to deal with problematic situations varies from person to

person. Inability to solve problems or ineffective solutions brings detrimental outcomes such as anxiety and depression (D’Zurilla & Goldfried, 1971).

A problem is a situation which requires an effective response but “no effective response alternative” is instantly accessible to the person facing the problem (D’Zurilla et al., 2004, p. 12; D’Zurilla & Goldfried, 1971, p. 108). This situation may emerge from environmental or personal demands. The difficulties that a person face in a problematic situation might consist of conflicting demands, lack of skills, lack of resources, or unexpected change (D’Zurilla et al., 2004).

A solution (an effective solution) is a specific response to a particular problematic situation which eliminates or reduces the negative consequences of that situation and maximizes positive ones (D’Zurilla et al., 2004; D’Zurilla & Goldfried, 1971). Finding a solution does not necessarily mean that a person practices the solution; solution implementation refers to practicing the solutions in real-life problematic situations (D’Zurilla et al., 2004).

According to the social problem solving theory, there are two main, partially independent dimensions of social problem solving; 1) problem orientation and 2) problem solving skills (also used in the literature as problem solving proper or style) (D’Zurilla et al., 2004; Maydeu-Olivares & D’Zurilla, 1996). Problem orientation is described as a motivational process, engaging in a relatively stable cognitive-emotional response set that is based on past personal life experience with problems and their solutions. (Maydeu-Olivares & D’Zurilla, 1996; Siu & Shek, 2005). The

cognitive response set includes expectancies, appraisals and attributions which influence how an individual perceives the problem (i.e. challenging) (D’Zurilla & Nezu, 1990; Siu & Shek, 2005). The emotional response set includes positive and negative emotions that influence an individual’s motivation and effectiveness in solving a problem (D’Zurilla & Nezu, 1990; Siu & Shek, 2005).

Problem solving skills are behavioral and cognitive activities for understanding, solving and coping with problems (D’Zurilla et al., 2004, Nezu, 2004).

According to D’zurilla and Nezu’s (1990, p. 157) model there are four cognitive-skill components in rational problem solving process: “(1) problem definition and formulation (PDF), (2) generation of alternative solutions (GAS), (3) decision making (DM) and (4) solution implementation and verification (SIV).”

These skills are all individually necessary in producing effective solutions to problems (Siu & Shek, 2005). The order of these stages needs not to be in line; they frequently interact or overlap with each other (Crutchfield, 1969, cited in D’Zurilla & Goldfried, 1971). For instance, a person who is in decision making stage may turn back to problem definition or review alternative solutions before his/her final decision (D’Zurilla & Goldfried, 1971).

Social Problem Solving model consisted of two problem orientation dimensions; positive and negative, and three problem solving styles; rational problem solving, impulsivity-carelessness and avoidance style (Maydeu-Olivares & D’Zurilla, 1996). Positive problem solving orientation and rational problem solving style are considered functional and constructive, whereas the negative problem



solving orientation, impulsivity-carelessness and avoidance styles are considered dysfunctional. Intercorrelations in both groups are positive, whereas the correlations between two groups are found to be negative (Maydeu-Olivares & D’Zurilla, 1996).

Positive problem solving orientation refers to a cognitive collection that includes general tendency of considering a problem as a “challenge”, a “solvable” entity, believing “self-efficacy” in problem solving, accepting efficient problem solving requires “time and effort” and commitment (D’Zurilla et al., 2004, p.15; Maydeu-Olivares & D’Zurilla, 1996). On the contrary, negative problem solving orientation refers to dysfunctional cognitive-emotional set that engages in general predisposition of accepting a problem as a “threat to well-being”, not believing in oneself about efficient problem solving ability, and easily getting down when facing problems (D’Zurilla et al., 2004, p.15; Maydeu-Olivares & D’Zurilla, 1996).

Rational problem solving refers to rational, planned and orderly application of effective problem solving skills (D’Zurilla et al., 2004, Maydeu-Olivares & D’Zurilla, 1996, Nezu, 2004). As aforementioned there are four main problem solving stages in this dimension; problem definition and formulation (PDF), generation of alternative solutions (GAS), decision making (DM), and solution implementation and verification (SIV) (D’Zurilla et al., 2004, Maydeu-Olivares & D’Zurilla, 1996). In problem definition and formulation stage, problem solver gathers information about the problem, tries to understand causes and restraints of the problem and comes with an action plan containing realistic problem solving goals. In the generation of alternative solutions stage the person pays attention to

these goals and tries to come up with multiple likely solutions. In decision making stage the person tries to predict the outcomes of different solutions, compare and contrasts them, and chooses the solution that is most likely to be the best (most effective) amongst them. In the last stage, the problem solver applies the solution and evaluates the consequences of his chosen solution (D’Zurilla et al., 2004).

Impulsivity-carelessness style (ICS) is a dysfunctional problem solving style which is identified with making careless, rushed, unprompted and insufficient attempts to solve the problems and taking action with the first idea in mind (D’Zurilla et al., 2004; Maydeu-Olivares & D’Zurilla, 1996; Nezu, 2004).

Avoidance style (AS) is acknowledged with postponing, inactivity and unresponsiveness. It is also a dysfunctional problem solving pattern in which the problem solver tends to avoid problems rather than facing them, procrastinates and leaves responsibility to other people around (D’Zurilla et al., 2004; Maydeu-Olivares & D’Zurilla, 1996; Nezu, 2004).

D’Zurilla and Chang (1995) suggested that problem solving is a subset of coping (Frye & Goodman, 2000, p. 637). Researchers in their study examined the relationship between Social Problem Solving-Revised (SPSI-R) scale and two other commonly used coping scales: Constructive Thinking Inventory (CTI-Epstein & Meier, 1989, cited in D’Zurilla & Chang, 1995) and Coping Strategies Inventory (CSI-Tobin, Holroyd, Reynold & Wigal, 1989, cited in D’Zurilla & Chang, 1995). They found that experiential activities coping (automatic, rapid, emotionally driven

coping actions) of CTI scale was significantly positively correlated with ICS and AS, and was independent of RPS. Rational coping of CTI was similar to RPS. RPS was found to be significantly correlated with problem engagement coping strategy of CSI; and ICS and AS were found to be significantly related to problem avoidance strategy of CSI. AS also had significant relations with wishful thinking and social withdrawal of CSI (D’Zurilla & Chang, 1995). D’Zurilla and Chang’s (1995) study also presented the construct validity of SPSI-R scale; the authors offered SPSI-R as a valid and helpful coping measure.

In the present study only Social Problem Solving Skills (Rational Problem Solving, Avoidance Style and Impulsivity Carelessness Style) were used, and Problem Solving Orientations (Positive and Negative) were not used. The reason for that was Problem Solving Orientations (PSO) does not include the ability that allows a person to successfully solve a certain problem. On the other hand Social Problem Solving Skills were behavioral processes that play an important role in finding a solution to a particular problem while PSO is merely the motivational and emotional part of problem solving. Using SPSS scale helps identifying problem solving deficits of the person, provides information for training programs and helps predicting psychological outcomes (D’Zurilla & Nezu, 1990). Additionally, in the literature, coping strategies that were similar to Social Problem Solving Skills dimensions (rather than problem solving orientations) were used commonly when examining WFC and psychological well-being relation (e.g. Baltes & Heydens-Gahir, 2003; Haar, 2006; Lapierre & Allen, 2006; Rotondo et al., 2003). From a statistical perspective running a large number of Multiple Moderated Regression analyses

would decrease the statistical power; therefore the analyses were kept limited to Social Problem Solving Skills examinations.)

## **2.2 Work-Family Conflict and Psychological Well-Being**

Scarcity hypothesis suggests that individuals have a constant amount of time and energy (Marks, 1977). Thus when one role consumes more energy, less energy is left for the other role, which leads to a role conflict that is often resulted in anxiety and stress (Grant-Vallone & Donaldson, 2001). Work-family conflict (WFC) is defined as a form of inter-role conflict that is caused by incompatible role pressures from work and family domains; participation in one makes participation in another difficult (Kahn et al., 1964, cited in Goff et al., 1990; Greenhaus & Beuteil, 1985). National Institute for Occupational Safety and Health recognizes that work-family conflict is one of the ten major work stressors (Sauter, Murphy, & Hurrell, 1990), and its influence continues to increase with harsh demands of modern occupational life (Spector et al., 2004).

There are three different types of work-family conflict; strain based conflict occurs when strain from performing one role influences performing the other role. Time based conflict is experienced when time spent for performing one role prevents the fulfillment of the other role. And third, behavior based conflict, namely behaviors that are required by one role makes it difficult to participate in another role (for instance; a chief police officer who needs to be tough and disciplinary in

her job could find it hard to be a tender mother) (Greenhaus & Beuteil, 1985).

Although the first two types of conflict are commonly seen, it has been difficult to find empirical evidence for the third type of conflict (Kelloway, Gottlieb & Barham, 1999).

Relationship of work and family can be bidirectional (family-to-work interference and work-to-family interference) and these directions are shown to impact both family and work outcomes (Byron, 2005; Carlson, Kacmar, & Williams, 2000; Ford, Heinen and Langkamer, 2007; Mesmer-Magnus & Viswesvaran, 2005).

Work-to-family conflict (W-to-FC) is an inter-role conflict where time spent and stress at work interferes fulfilling family-related responsibilities; Family-to-work conflict (F-to-WC) is an inter-role conflict where time spent and stress at home interferes fulfilling work-related responsibilities (Netemeyer et al., 1996).

Earlier studies have found strong evidence that WFC is related to a variety of indicators of psychological well-being (e.g. Allen, Herst, Bruck, & Sutton, 2000; Burke, 1998; Grant-Vallone & Donaldson, 2001; Kossek & Ozeki, 1998;

Montgomery, Panagopolou & Benos, 2006). Hughes and Galinsky (1994) found that family-to-work and work-to-family conflict both were positively correlated with global measure of psychological symptoms, and women in dual-earner families experienced more psychological problems. O'Driscoll, Ilgen, and Hildreth (1992) showed that as work's interference with nonwork activities increased, psychological distress increased. Aryee et al. (1999) found that both W-to-FC and F-to-WC were negatively correlated with life satisfaction.

Work-family conflict found to mediate the relationship between job demands and burnout (Montgomery, Panagopolou & Benos, 2006; Bacharach, Bamberger & Conley, 1991), and found to be positively correlated with employee burnout (Lingard & Francis, 2006). Jackson et al. (1986) defined burnout as a type of emotional, physical and mental overtiredness that is caused by involving in emotionally demanding situations for a long time. It has three main components; emotional exhaustion (feelings of over-exhaustion, inability to cope) depersonalization (treating people as if they are objects) and reduced personal accomplishment (feelings of inefficacy) (Jackson et al., 1986). Burnout is thought to be a type of occupational stress (Best, Stapleton & Downey, 2005) and it is positively correlated with depression and psychosomatic problems (Montgomery et al., 2006). Burnout was mostly studied with police, doctor and nurse samples, which were thought to have emotionally and physically demanding jobs (e.g. Bacharach et al., 1991; Malach-Pines & Keinan, 2006; Montgomery et al., 2006). In a study with 203 New Zealand government workers, it was found that both types of WFC significantly predicted employee burnout (Haar, 2006).

Kossek and Ozeki (1998) conducted a meta-analysis studying the relationship between WFC and life and job satisfaction. Results demonstrated that regardless of the direction (work-to-family, family-to-work or bidirectional) there was a strong negative correlation between WFC and job-life satisfaction, and this relationship was stronger for women compared to men. Likewise, Netemeyer et al. (1996) in their study with three different samples found that both F-to-W and W-to-F conflict significantly and negatively correlated with life satisfaction, and significantly and

positively correlated with depression. Some of the symptoms of depression were defined as depressed mood, losing interest, psychomotor agitation, losing weight, losing sleep, feeling worthless and impaired cognition (DSM-IV-TR American Psychiatric Association, 2000). Anxiety could be diagnosed with excessive worry, difficulty in relaxing, being tense and restless, having difficulties in sleep and having problems with concentration (DSM-IV-TR American Psychiatric Association, 2000). Allen et al. (2000), in their meta-analysis found that work-to-family conflict (W-to-FC) was related with job satisfaction, life satisfaction, burnout and depression. Lapierre and Allen (2006) found that strain-based W-to-FC correlated negatively with affective (e.g. depression, anxiety, irritation –less affective well-being meaning more depression, anxiety and irritation-) and physical well-being. Frone, Russel and Barnes (1996) demonstrated that both types of WFC (W-to-FC and F-to-WC) were related to higher levels of depressive symptoms, poor physical health and heavy alcohol use. Burke (1998) in his study with police officers showed that work-family conflict and psychosomatic symptoms were significantly related, and escapist (avoidant) coping usage was positively correlated with WFC and psychosomatic symptoms. Aycan and Eskin (2005), in their study with Turkish white-collar employees found that there were no significant gender differences in W-to-FC and psychological well-being relationship whereas F-to-WC was negatively related to only women's psychological well-being but not men's. Researchers suggested that the finding could be the result of women's feelings of dissatisfaction and underachievement in both family and work domains when faced with F-to-WC, and they became distressed because that they thought they were not functioning in their desired level in their jobs and at home.

### **2.3 Work-Personal Life Conflict and Family-Personal Life Conflict**

Today's world's work life practices place intense pressures upon employees compared to a decade ago (Green, 2001). Moreover, modern employees desire to have a balanced life between work, family and personal leisure activities (Grant-Valone & Ensher, 2001; Zedeck & Mosier, 1990). As individualism theorists suggest, the essence of modern life leads people to have a space for themselves (Charles & Harris, 2007), spend more time for leisure activities and personal interests (Grant-Valone & Ensher, 2001; Iwasaki, MacKay & MacTavish, 2005). Upon qualitative interviews, Woodward (2007, p.13) showed that most of the participants reported that personal leisure activities were to "charge their batteries", among these activities, playing sports (going to gym), spending time with friends, going to cinema or theater and shopping were the most common.

Aycan et al. (2007) were among the first to propose a third component of life balance: personal life. Work-personal life conflict can be defined as an inter-role conflict where time allocated to work and stress experienced due to work-related issues interfere with fulfilling personal life demands (i.e. a business meeting interferes with a sport activity). Similarly family-personal life conflict happens because of the role conflict between family and personal demands (i.e. care giving to a sick child interferes with a social gathering). The reverse is also possible; personal life interfering with work and personal life interfering with family but they are very infrequent, therefore are not included in the present study (Grant-Valone & Ensher, 2001).



Lo, Stone and Ng (2003) in their exploratory study about WFC in women in Hong Kong found that among the most prevalent specific problems that lead to WFC were “lack of personal time” and “curtailment of entertainment time”. Grant-Valone and Ensher (2001) in their study with 118 expatriates working in Europe found that there was a positive relationship between work-personal life conflict and employees’ anxiety and depression.

Since there are not so many studies examining work-personal life conflict and family-personal life conflict, and even less about their relationships with psychological well-being, and coping, work-family conflict literature will be used for constructing hypotheses.

#### **2.4 The Role of Social Problem Solving Skills on Psychological Well-being**

Coping was defined as “constantly changing cognitive and behavioral efforts to manage specific external and/or internal demands that are appraised as taxing or exceeding the resources of the person.” by Lazarus and Folkman (1984, p. 141, cited in Decker & Borgen, 1993). With emergence of coping studies, three key questions emerged; whether there is a relationship between problem solving and well-being (or distress); whether effective problem solving diminishes psychological distress, and whether one can learn to be a better problem solver (Nezu, 2004).

Problem solving model of stress suggests that, most of the psychopathology is considered as inefficient and maladaptive coping which leads to anxiety, depression, anger and psychological problems (Nezu, 2004). According to this model, stress is believed to be the function of four mutual relationships; major negative life events (i.e. death of a loved one, health problems), minor (daily) negative life events, negative emotional state and problem solving (coping) (Nezu & Ronan, 1985). This relationship is a dynamic process which has varying strength and quality. Especially major and minor negative life events reciprocally influence each other to create ever-increasing stressful consequences, and minor events may add up to major events.

There are several occurrences that lead to psychological distress (i.e. anxiety and depression): conditions that are related to the problem (i.e. harm, pain), person's perception about the problem and ability to cope with the problem, and consequences of the person's problem solving attempts (e.g. ineffective) (Nezu, 2004). Successful problem solving attempts may lead to less emotional distress which in turn would lessen the occurrence of long-term negative outcomes. On the other hand, if these attempts turn to be unsuccessful, then the probability of long-term negative outcomes may increase and the motivation for coping may decrease. For example a person with depression feels less motivation to cope with everyday problems, and because of this, her life may become worse and her depression increases (Nezu, 2004).

Many research have addressed the relationship between problem solving and, negative affectivity, depression and anxiety (e.g. Elliott, Shewchuk & Richards, 2001; Kant, D'Zurilla, & Maydeu-Olivares, 1997; Marx, Williams & Claridge, 1992; McCabe, Blankstein & Mills, 1999; Miner & Dowd, 1996). These studies were conducted on several different samples ranging from clinical (depression patients, spinal cord injured patients' family caregivers) to non-clinical (college students, community residents) samples. Many other studies found that problem solving is an important moderator between stressful life events and resulting psychological distress; Nezu and Ronan (1985) found that social problem solving served as a moderator between stress and depression in undergraduate college students.

Baron and Kenny (1986, p. 1174) defined moderator as “a qualitative or quantitative variable that affects the direction and/or strength of the relation between an independent or predictor variable and a dependent or criterion variable”. Frye and Goodman (2000) demonstrated that in adolescent girls with low positive problem orientation and low “number of alternative solutions” scores, stress and depression relationship was significant, whereas it was not significant in high scorers. In another research, problem solving was found to be a moderator between negative attributions and depression (Nezu, Kalmar, Ronan & Clavijo, 1986, cited in Miner & Dowd, 1996), and similarly problem solving was found to moderate negative life events and anxiety relationship (Miner & Dowd, 1996).

In the literature coping was examined previously as a moderator when studying negative and stressful life events, such as downsizing (Armstrong-Stassen,

1998; Jex et al., 2001). Based on the stressor-stress literature, some of the researchers examined the moderator role of coping on work-family conflict and psychological outcomes.

Haar (2006) in his study tested moderating effects of employee coping strategies on WFC and burnout relationship. Results showed that there was no significant effect of positive thinking coping (recasting the problem in a positive manner) on this relationship (for both types of WFC). Direct action coping (coping through working harder, spending more time and effort at work in order to lessen the problems and related conflicts) and avoidance coping were found to strengthen positive relationship on WFC-burnout relationship; those using high direct action coping or high avoidance coping experienced more burnout compared to those using less of these coping styles. In Aryee et al. (1999) study with 243 Hong-Kong Chinese dual-earner parents, the moderating effects of emotion-focused coping (similar to avoidance style) and problem-focused coping (similar to rational problem solving style) on the relationship of WFC (W-to-FC and F-to-WC) and well-being (life satisfaction, job satisfaction and family satisfaction) were examined. The results revealed that only emotion-focused coping positively moderated the relationship between F-to-WC and job satisfaction, the other moderating effects failed to find empirical support. Also it was found that problem-focused coping had a positive relation with three indicators of well-being and negative relation with W-to-FC and F-to-WC whereas emotion-focused coping was not related to any of those variables. On the basis of their results, researchers argued that the reason of problem-focused coping failing to act as a moderator could be that problem-focused coping was

usually employed when the subject had some control over the situation, but for their study, subjects might have felt helplessness in controlling the problematic situation and that might led to the ineffectiveness of problem focused coping.

In Jex and Elacqua (1999) study, it was proposed that time-management behaviors (goal setting, being organized, prioritizing) as a type of coping would act as a moderator between WFC and strain (poor mental and physical health) relationship. Because time-based WFC constitutes a large amount of inter-role conflict, time management behaviors may decrease outcome stress by increasing person's capability to cope with conflicting role demands. Result suggested that moderator tests found only little support for the proposed relationship; goal-setting/prioritization, mechanics of time management and organizing were found to moderate the relationship between WFC and strain, however as shown by difference between the slopes of regression lines, the moderation effects were too small to consider. Nevertheless, it was found that using time management coping was correlated negatively with strain. Behson (2002) by using informal work accommodations to family (IWAF) coping measure found that coping moderates family-to-work conflict and stress relationship in a way that people who were using more IWAF behaviors exhibited a weaker positive relationship between F-to-WC and stress compared to people using less IWAF behaviors. (e.g. coming in early so can leave when needed; taking care of household tasks while at work). Behson (2002) in a second study examined the correlation between IWAF scale and problem-focused and emotion-focused coping and found that IWAF was

significantly negatively related to emotion-focused coping, but not significantly correlated with problem-focused coping.

Despite the fact that studies examining moderator role of coping on WFC and well-being are very limited in the extant research, studies that address the relation between coping and well-being, and coping and work-family conflict are not uncommon (e.g, Somech & Drach-Zahavy, 2007). For instance, Baltes and Heydens-Gahir (2003) showed that using selection-optimization-compensation strategies as coping strategies led to lower work-to-family and family-to-work conflict via lessening the job and work related stressors. Selection strategy referred to properly setting the goal, optimization referred to using proper ways and mediums to achieve the goal and compensation referred to using alternative solutions if one solution is not working properly (Baltes & Heydens-Gahir, 2003). The selection-optimization-compensation strategy as a whole resembles rational problem solving (RPS) with its subscales of problem definition and formulation, decision making, generating alternative solutions, and solution implementation and verification. In another study, Lapierre and Allen (2006) found that problem-focused coping, which was similar to rational problem solving (had nearly the same stages as RPS), led to overcoming of strain based F-to-WC but not to time-based F-to-WC and strain based and time-based W-to-FC. The researchers explained the findings that problem-focused coping might be more useful when the person perceive the situation as under his/her control (Aryee et al., 1999). A person may have more control at home compared to work because of the externally determined work schedule and deadlines out of his power, and the researchers suggested that that might be the reason why W-

to-FC is more prevalent than F-to-WC. LaPierre and Allen (2006) also found that problem-focused coping had a positive correlation with better affective well-being (e.g. less anxiety and depression).

Rotondo et al. (2003) in their research examined four types of coping: direct-action coping (similar to rational problem solving) referred to taking action towards minimizing the stressor; help-seeking behavior referred to acting with the helps of others, support seeking; positive thinking was identified with taking no action but managing the feelings associated to the stressor in an optimistic way; and avoidance/resignation referred to ignoring the problem. They found that higher avoidance style was associated with higher W-to-FC and higher F-to-WC, help-seeking and direct-action both were associated with lower F-to-WC.

Decker and Borgen (1993) found that higher coping resources (e.g. rational/cognitive coping, social support) were associated with lower strain (physical, vocational, interpersonal, and psychological). Similarly, Jex, et al. (2001) found that active coping (similar to rational problem solving) strategies were negatively related to psychological strain and avoidance coping strategies were positively related to psychological strain. In another study that was conducted on Turkish-Canadian immigrants it was found that proactive coping (similar to rational problem solving) was positively correlated with life satisfaction and negatively correlated with depression (Uskul & Greenglass, 2005). Koeske et al. (1993) noted that coping is to employees' benefit that work under stress, and showed that control coping (similar to rational problem solving) was an effective coping strategy in

dealing with negative outcomes of stress such as depression, life dissatisfaction and physical symptoms whereas avoidance coping was not.

In line with the literature, it was expected that Rational Problem Solving, as a rational and effective problem solving style, would help diminishing anxiety, depression and burnout and elevating life satisfaction in people suffering from high WFPC. Therefore the following hypothesis was formulated:

*Hypothesis 1: Rational problem solving (RPS) moderates the relationship between Work-Family-Personal Life Conflict (WFPC) and psychological well-being in such a way that in the condition of high WFPC, psychological well-being (i.e. high anxiety, high burnout, high depressive symptomology and low life satisfaction) is higher when the use of RPS is higher compared to when it is lower.*

On the basis of previous findings, Avoidance Style as recognized with postponing and inactivity is a dysfunctional problem solving pattern, and for that reason it was expected that using more AS would have a negative effect on psychological well-being in people with high WFPC. Hypothesis 2 was formulated as below:

*Hypothesis 2: Avoidance Style (AS) moderates the relationship between Work-Family-Personal Life Conflict (WFPC) and psychological well-being in such a way that in the condition of high WFPC, psychological well-being is lower when the use of AS is higher compared to when it is lower.*



In a similar pattern Impulsivity Carelessness Style is a dysfunctional problem solving style acknowledged with taking rushed, unprompted actions, and employing ICS was expected to increase anxiety, depression and burnout and to decrease life satisfaction in people experiencing WFPC in higher levels. The last hypothesis is stated below.

*Hypothesis 3: Impulsivity Carelessness Style (ICS) moderates the relationship between Work-Family-Personal Life Conflict (WFPC) and psychological well-being in such a way that in the condition of high WFPC, psychological well-being is lower when the use of ICS is higher compared to when it is lower.*

## **2.5 Gender differences**

Work-family conflict is an inter-role conflict, and it results in not fulfilling the role demands properly (Greenhaus & Beuteil, 1985). The most salient family-related role demand is the parental role demand; and in the family, women usually bear heavier responsibility of these role demands compared to their husbands (Biernat & Wortman, 1991; Buffardi & Erdwins, 1997; Frone, 2000). Gender-role socialization assigns men a bread-winner role, and women a homemaker role (Frone, 2000). But these traditional roles began to change as women seek and find full-time careers outside their houses (Duxbury & Higgins, 1991). Although the roles in workplace change, it did not affect the role concerning division of work at home; women continued to care for their home and children despite their full-time

employment (Duxbury & Higgins, 1991; Iwasaki et al., 2005; Kinnunen & Mauno, 1998). As men and women occupy different roles in their work and family, WFC experience and its consequences might possibly be different for women and men. However, in the extant literature results pertaining to gender differences were inconclusive. There are studies showing no gender differences in WFC (e.g. Foley, Ngo & Lui, 2005; Kinnunen and Mauno, 1998) as well as other showing differences (e.g. Lyonette, Crompton & Wall, 2007).

In the literature it was shown that women and men employ different coping strategies when they encounter with WFC (Iwasaki et al., 2005; e.g. Gianakos, 2000; Moen and Yu, 2000; Somech and Drach-Zahavy, 2007; Toth, 2005).

However, D’Zurilla, Maydeu-Olivares and Kant (1998), in their study examining age and gender differences using SPSI-R, found that only young women significantly score lower in ICS compared to men. There were no significant gender differences regarding using RPS and AS were found.

The literature on coping and social problem solving is also inconclusive. Therefore in this study the role of gender differences with regard to Social Problem Solving Skills will be explored in the relationship between WFPC and psychological well-being.

## Chapter 3

### METHOD

#### 3.1 Pilot Study

Pilot study with thirty employees was conducted. A feedback questionnaire that was formed by Dagli (2007, unpublished M.A. thesis) was used. The measure was designed on a 5-point Likert-type scale ranging from “totally disagree” (1) to “totally agree” (5). It also has an open-ended comment and recommendation part. As the last item, “the duration of completing the questionnaire in minutes” was added in order to observe the average time allocated to fill in the questionnaire. The feedback that was received about the questionnaire showed that means and standard deviations for each item were; clarity of explanations for sections (M=3.00, SD=1.31) , clarity of expressions of the items (M=4.21, SD=.675), appropriateness of language for at least high-school graduates (M=4.28, SD=.751), appropriateness of the number of the questions (M=3.59, SD=1.05 ), page set up, (M=4.07, SD=.651) font style and size (M=4.07, SD=.651), whether the participant got bored (M=3.86, SD=.915) while filling the questionnaire, and coverage of the scope of experiences in work and social life (M=3.48, SD=.738). The average time to complete the questionnaire was found to be 21.48 minutes (SD=7.87). There were a few negative comments about the length of the questionnaire, and clarity of section

explanations. Some corrections made in line with the comments about section explanations, but the length of the questionnaire remained the same.

The sample was gathered from Izmir and Istanbul using personal contacts and snowball sampling method. The questionnaire with a cover page was sent by e-mail to the participants and requested to be sent back by e-mail to the researcher. Participation was voluntary and confidentiality was guaranteed by the researcher.

The questionnaire consisted of eight measures and a demographic section. Work-family conflict, work-family-personal life conflict, life satisfaction, depression, social problem solving, burnout, social desirability and anxiety scales were used in the pilot study.

The reliabilities of the six out of eight scales were above .60, which was acknowledged as the accepted lower limit of reliability (Nunnally, 1978). SPSI-ICS and social desirability scales had internal consistencies lower than .60 level, and they could have been improved by deleting one item from each. Nevertheless, these items were decided to be kept in the main study to be tested with a larger sample.

## **3.2 The Main Study**

### **3.2.1 Participants and Procedures**

Data were obtained from 448 white-collar employees, from the three big cities; Istanbul, Izmir, and Izmit due to the reason that industrialization is better achieved in those areas. Participants were chosen by personal contacts, databases of alumni groups, databases of business associations, by contacting human resources managers, snowballing through personal contacts and via data collection company. The sampling criteria were such that all respondents would have at least one child and were currently working in a white-collar job.

Participants were recruited in three different phases. In the first phase personal acquaintances of the researchers were contacted and informed about the study. They were sent either the soft or the hard copy of the survey package, and asked to participate in the study. The survey package contained a cover letter explaining the aims of the study, participation requirements and the research questionnaire. A self-stamped envelope was provided with the hard-copy package for participants to send the filled questionnaire back to the researcher. In the second phase questionnaire in Microsoft Word form was posted to alumni sites for various high-schools, universities, and profession groups (such as medical doctors, engineers and teachers).

In the last phase researcher worked with a data collection company; Frekans Research Field & Data Processing Co. Ltd.. This company was chosen because of its credentials such as being a member of The World Association of Public Opinion Research (WAPOR), The European Society of Opinion and Market Research (ESOMAR), and The Turkish Association of Marketing and Public Opinion Research. The company strictly followed the International Code of Conduct (ICC) in all research projects undertaken.

Prior to data collection, researcher gave trainings to data collecting agents about the content of the questionnaire, methods of giving the questionnaire and participant criteria. The data collection company assigned 11 agents to this task. Several workplaces were randomly visited by survey takers, the study was described, and participants who volunteered to participate were given the questionnaires. Survey takers gave the questionnaires to the participants one by one and waited for each participant to fill in the whole questionnaire. Name and contact information were also asked from participants in order to conduct checks afterwards. The participants were assured that the information they supplied regarding names and contact details was not to be used for any other purpose. In order to ensure the diversity of professions, a limit was set to allow up to three participants from the same company. The participation incentive (the book by Aycan, Eskin & Yavuz, 2007) was given to those who completed the questionnaires.

After data collection, researcher worked in collaboration with Frekans to conduct reliability checks. Forty percent of questionnaires from each survey taker

were chosen, and the participants who filled in those questionnaires were called in order to ask if they –in person- filled the questionnaires by themselves. Some of the questions from the questionnaire were reminded to those participants and were asked if they could remember how they had answered the question. Also demographic questions were asked, such as the age, education, number of children of the participant. If the participant's answers matched with the answers in the questionnaire then the questionnaire was approved to be reliable. If there were any items that did not match then that questionnaire was cancelled.

Out of the 220 questionnaires that were collected via the research company, 19 were eliminated due to incorrect coding, extensive missing data, and not having any children. In the first two phases among the surveys that were received, 247 surveys were included in the analyses. In total 448 surveys were used in the analyses.

Table 3.1 presents the demographics of the participants. The average age of the participants was 42. Gender distribution was balanced; as 46,7% of the participants were male. The majority of the sample was university graduates or above. Nearly half of the participants (44,4%) were executives.

Table 3.1 Demographic characters of the participants

|  |                       |       |
|--|-----------------------|-------|
| Age (years)                                | M                     | 41,84 |
|  | SD                    | 8,84  |
| Gender (%)                                 | Male                  | 46,7  |
|  | Female                | 53,3  |
| Education <sup>a</sup> (%)                 | Less than High School | 0,4   |
|  | High School           | 28,6  |
|  | University            | 56,9  |
|  | Master's              | 10,7  |
|  | Ph. D.                | 3,1   |
| Number of children                         | M                     | 1,61  |
|  | SD                    | 0,74  |
| Job position (%)                           | Executive             | 44,4  |
|  | Non-executive         | 55,6  |
| Spouse's job position (%)                  | Executive             | 25,2  |
|  | Non-executive         | 35,9  |
|  | Not working           | 32,1  |
| Income <sup>b</sup> (%)<br>(self reported) | Lower                 | 3,8   |
|  | Lower-middle          | 13,8  |
|  | Middle                | 58    |
|  | Upper-middle          | 20,3  |
|  | Upper                 | 4     |

Notes: <sup>a</sup> Education level: 1: Ph.D, 2: Master's, 3: University, 4: High School, 5: Middle School, 6: Elementary School.

<sup>b</sup> Income level: 1: Lower, 2: Lower-middle, 3: Middle, 4: Upper-middle, 5: Upper

### 3.2.2. Measures

The questionnaire consisted of eight measures and a demographic section.

Demographic section request information regarding age, gender, education, number



of children, ages of children, if any disabled children, work schedule, position, tenure, if the participants own the job, marital status, spouse's position, spouse's work schedule, socio-economic status (as income) and elders who need special care.

*Social problem solving.* Turkish adaptation of Social Problem Solving Inventory –Revised (Tr-SPSI-R) (Eskin & Aycan, 2009) was used to assess the participants' problem solving orientations and skills. The SPSI-R (Maydeu-Olivares & D'Zurilla, 1996) is a shorter, revised version of the original theory-driven social problem-solving inventory (SPSI; D'Zurilla & Nezu, 1990). The original Social Problem Solving Inventory (SPSI) had two main scales; Problem Orientation Scale (PO) and Problem Solving Skills Scale (PSS) which have both positive and negative features (D'Zurilla et al., 2004). In SPSI there were seven subscales; three subscales for PO (cognitive, emotional and behavioral) and four subscales for PSSS (PDF, GAS, DM and SIV). There were 10 items for each subscale that were added up to a total of 70 items (Maydeu-Olivares & D'Zurilla, 1996). A later factor analysis that were conducted on SPSI showed that although there was a moderate support for the two factor model, a five factor model better explained the scale (Maydeu-Olivares & D'Zurilla, 1996) and thus the scale was revised as Social Problem Solving Inventory – Revised (SPSI-R), SPSI-R consisted of 52 items, and Likert-type response scale was ranging from 0 “not at all true of me” to 4 “extremely true of me”. Higher scores on each subscale indicate a higher ability in that part of problem solving.

SPSI-R has five subscales that measure Positive Problem Orientation (PPO), Negative Problem Orientation (NPO), Rational Problem Solving (RPS), Avoidance

Style (AS) and Impulsiveness/ Carelessness Style (ICS). The items are presented in random order. Coefficient alphas for RPS ranged between .92 and .95, for ICS .81 and .83, and for AS .91 and .92 for different age groups (D’Zurilla et al., 1998).

The scale was currently adapted to Turkish by Eskin and Aycan (2009). Tr-SPSI-R is a shorter measure consisting of 25 items. There are 5 items for each subscale; RPS, AS, ICS, NPO and PPO. In the present study only Problem Solving Skills scales (RPS, AS and ICS) were used as study variables, Problem Orientation scales (PPO and NPO) were not included. The measure has Likert-type response scale which is ranging from 1 “not at all true of me” to 5 “extremely true of me”. Higher scores on each subscale indicate a higher ability in that style of problem solving. For example if a participant receives a high score in RPS, it means that s/he uses Rational Problem Solving Style more often; the same pattern is applied to AS and ICS. Rational problem solving (RPS) is assessed by the sum of four subscales (PDF, GAS, DM, SIV) in SPSI-R. Sample items for PDF include “When I have a problem to solve, one of the first things I do is get as many facts about the problem as possible.”; for GAS include “When I am trying to solve a problem, I think of as many options as possible until I cannot come up with any more ideas.”; for DM include “When I have a decision to make, I try to predict the positive and negative consequences of each option.”; and lastly for SIV include “After carrying out a solution to a problem, I try to evaluate as carefully as possible how much the situation has changed for the better.” Sample items include for AS “I wait to see if a problem will resolve itself first, before trying to solve myself.”; for ICS “When I

have a decision to make, I do not take the time to consider the pros and cons of each option

The coefficient alphas in the present study were found to be .78 for RPS, .71 for AS and .46 for ICS.

In this current study, as a typing error four of the five ICS items were included in the study questionnaire. For the reason that internal consistency of ICS scale was lower than acceptable reliability limits inter-correlations among ICS items were calculated. Two items with the highest correlation were taken for measuring Impulsivity Carelessness Style in this study. The correlation between 2 ICS items was .32; the items were “When I have a decision to make, I do not take the time to consider the pros and cons of each option.” and “When a solution that I have carried out does not solve my problem satisfactorily, I do not take the time to examine carefully why it did not work.”

*Work-Family-Personal life Conflict (WFPC)*. This scale consisted of 26 items: 10 items were from Netemeyer, Boles and McMurrin’s (1996) Work-Family Conflict (WFC) scale and 16 items were constructed to measure personal life conflict with work and family domains (WIP, FIP, PIW, PIF).

Netemeyer et al.’s (1996) 10-item scale was utilized to measure work-family conflict. The Turkish form was validated by Aycan and Eskin (2005). Five items measure F-to-WC (FIW, Family interference with Work), and the other five items measure W-to-FC (WIF, Work interference with Family). Sample items include “My

job produces strain that makes it difficult to fulfill family duties” (W-to-FC) and “The demands of my family or spouse/partner interfere with work-related activities” (F-to-WC). The response scale is a 5-point Likert scale, ranging between 5 “strongly agree” and 1 “strongly disagree.” Higher scores indicate higher conflict. The internal consistency of both scales was found to be high ( $\alpha = .89$  for family-to-work,  $\alpha = .90$  for work-to-family) (Aycan & Eskin, 2005). The reliability of this scale was found to be .90 in this study.

Items about personal life were generated adapting Netemeyer et al.’s (1996) Work-Family Conflict scale. It was constructed to measure four sub-dimensions; Work Interference with Personal Life (WIP), Personal Life Interference with Work (PIW), Family Interference with Personal Life (FIP) and Personal Life Interference with Family (PIF). WIP and FIP have 6 items each. PIW and PIF have 2 items each. The response scale is a 5-point Likert scale, ranging from 1 “strongly disagree to 5 “strongly agree”. A sample item for WIP is “The demands of my work interfere with my personal life.”; for FIP “Family-related strain interferes with my ability to fulfill my personal needs and demands.”; for PIW “I have to put off doing things at work because of my personal demands”; and for PIF “The amount of time my personal demands take up makes it difficult to fulfill family responsibilities.” The internal consistency for this 12-item scale (WIP and FIP) was found to be .91 in this study. In the analyses only WIP and FIP items were used, because instances of personal life interfering with work and family was thought to be not so prevalent among the Turkish sample. The reliability of Work-Family-Personal life Conflict

(WFPC) scale which was obtained by adding WFC scale (WIF and FIW) and PC scale (WIP and PIW) was found to be .94.

*Depression.* Turkish adaptation (Aycaan et al., 2004) of Center for Epidemiologic Studies Depression Scale (CES-D) short version (Santor & Coyne, 1997) was used to assess the participants' level of depression. The scale consisted of 9 items. Response scale has two options; occasionally or never (less than 1-2 days) and, moderate or most of the times (3-7 days). Higher scores indicated higher depression level. Participants were asked to think, in the last week's time, how frequent the occasions that were given on the items happened to them. Sample items include "Your sleep was restless." and "You were bothered by things that usually don't bother you." Internal consistency of CES-D was found to be .85 with general population and .90 with patient samples (Radloff, 1977); and .75 in this study

*Anxiety.* Turkish adaptation of Beck Anxiety Inventory (BAI; Beck, Epstein, Brown & Steer, 1988, cited in Savasir & Sahin, 1997) by Ulusoy, Sahin and Erkmen (1998, cited in Savasir & Sahin, 1997) was used to evaluate the anxiety level of the participants. The inventory consisted of 21 items, and response scale was ranging from 0 "not at all" to 3 "severely – it bothered me a lot". Higher scores indicated higher anxiety level. The test-retest reliability coefficient of the original scale was found to be .75 and .67, Cronbach alpha was found to be .92 and validity was found to be .50 (Beck et al., 1988, cited in Savasir & Sahin, 1997). For the Turkish adaptation, internal consistency was found to be .93, test-retest reliability coefficient was found to be .57 and validity was found to be .46 (Ulusoy et al, 1998, cited in

Savasir & Sahin, 1997). Sample items include “Unable to relax”, “Feeling of choking” and “Fear of losing control”. In the present study reliability coefficient was found to be .92.

*Burnout.* Turkish adaptation of Maslach Burnout Inventory (MBI) (Maslach & Jackson, 1981) by Ergin (1992) was used to assess burnout levels of the participants. MBI comprises 22 items. The measure has three subscales; emotional exhaustion (nine items), depersonalization (five items) and feelings of personal accomplishment (eight items). For this study only Emotional Exhaustion (EE) subscale (9 items) was utilized to evaluate burnout level of the participants. A sample item for emotional exhaustion was “I feel emotionally drained from my work”. The reliability coefficient for emotional exhaustion subscale was 0.89 (Maslach & Jackson, 1981). The test-retest reliability coefficients in another sample found as 0.82 for EE. Response scale was a 5 points Likert-type scale ranging from 0 “Never” to 4 “Always”. Higher scores indicate higher burnout. Ergin (1992) in her study of adaptation of MBI to Turkish found .83 internal consistency and .83 test-retest reliability. The coefficient alpha for burnout scale was found to be .90 in this study.

*Life Satisfaction.* Diener, Emmons, Larsen, and Griffin’s (1985) Life Satisfaction Scale was used to assess life satisfaction scores of participants. The measure consisted of 5 items, and Likert-type response scale was ranging from 1 “not strongly disagree” to 5 “strongly agree”. Higher scores indicate higher satisfaction with life. Sample items include “I am satisfied with my life” and “The

conditions of my life are excellent”. Ayca and Eskin (2005) in their study, using Life Satisfaction Scale, found coefficient alpha of .86; in this study it was found as .84.

*Social Desirability.* A 7 item short version of Crowne-Marlowe Social Desirability Scale (Crowne & Marlowe, 1960) was utilized to measure social desirability bias of the participants. Social desirability was defined as an individual's tendency to show favorable self images during a social intercourse (Johnson & Fendrich, 2002). The response scale has two options 1: True; 0: False. Higher scores indicated more social desirability bias (there are three reverse coded items). Sample items include “I have never deliberately said something that hurt someone's feelings”, “No matter who I'm talking to, I'm always a good listener”, and “I never hesitate to go out of my way to help someone in trouble.”. Ayca and Eskin (2005) in their study with a Turkish sample found .83 internal consistency. In the present study the internal consistency of social desirability scale was found to be .46. Due to its low reliability this scale was not included in the analyses.

## **Chapter 4**

### **RESULTS**

The main purpose of the current study was to examine the moderating effects of social problem solving skills in the relationship between work-family-personal life conflict (WFPC) and psychological well-being (burnout, life satisfaction, depression and anxiety). In order to analyze the aim several moderated multiple regression (MMR) analyses were carried out by using SPSS 16.0. A secondary purpose was to explore gender differences in the moderating role of social problem solving skills in the WFPC and psychological well-being relationship.

#### **4.1. Descriptive Findings**

Prior to the testing of hypothesized relationships means, standard deviations and inter-correlations among the study variables are presented in Table 4.1.

The results revealed that WFPC level of the sample was less than midpoint which suggested that this sample was moderately suffering from WFPC. Intercorrelation among variables indicated that WFPC score was significantly and positively correlated with all of the main study variables (AS, ICS, anxiety, burnout, depression and negatively correlated with life satisfaction) except RPS. Among the negative dimensions of psychological well-being, the sample suffered from burnout to the highest extent. Anxiety, burnout and depression levels of the sample were



low; life satisfaction of the sample was above average. Rational Problem Solving was the most prevalent and highly used dimension of SPSI-R, followed by Impulsive-Carelessness Style and Avoidance Style scores which were both below the midpoint.

Among the demographic variables age and income correlated (negatively) with WFPC to the highest extent. Younger subjects experienced more conflict regarding their work, family and personal life in comparison to older subjects; and they were also more prone to anxiety, burnout and depression compared to older ones. More than half of the sample reported middle income level. People with higher income experienced lower conflict among three life dimensions and experienced less anxiety, and satisfied more with their lives compared to people with poorer income. The sample was predominantly coming from Istanbul, which is the biggest and most industrialized city of Turkey. Education level of the sample was very high: seventy percent of the participants were university graduates or above. The higher the education the higher the RPS usage, and the lower the AS usage. Participants with higher education experienced less psychological problems and more life satisfaction compared to lower educated ones.

Women had significantly higher WFPC compared to men (ANOVA results showed that:  $F(1,446)=10.807, p<.01$ ). There were no significant gender differences in using Social Problem Solving Skills (ANOVA: RPS ( $F(1,446)=0.03, p = ns$ ); AS ( $F(1,446)=0.81, p = ns$ ); ICS ( $F(1,446)=0.09, p = ns$ )).

Table 4.1 Means, standard deviations and inter-correlations among the study variables (N=448).

|                                       | Mean  | SD   | Min values <sup>a</sup> | Max values <sup>b</sup> | 1 | 2   | 3      | 4      | 5      | 6                 |
|---------------------------------------|-------|------|-------------------------|-------------------------|---|-----|--------|--------|--------|-------------------|
| 1. Work-Family-Personal Life Conflict | 2.68  | 0.72 | 1.00                    | 4.50                    | - | .02 | .19*** | .12**  | .39*** | .52***            |
| <b>Social Problem Solving Styles</b>  |       |      |                         |                         |   |     |        |        |        |                   |
| 2. Rational Problem Solving           | 3.61  | 0.78 | 1.00                    | 5.00                    |   | -   | -.14** | .01    | -.13** | -.08 <sup>t</sup> |
| 3. Avoidance Style                    | 1.76  | 0.70 | 1.00                    | 4.80                    |   |     | -      | .36*** | .23*** | .23***            |
| 4. Impulsive Carelessness Style       | 2.27  | 1.05 | 1.00                    | 5.00                    |   |     |        | -      | .04    | .11*              |
| <b>Psychological Well-being</b>       |       |      |                         |                         |   |     |        |        |        |                   |
| 5. Anxiety                            | 0.56  | 0.47 | 0.00                    | 2.33                    |   |     |        |        | -      | .45***            |
| 6. Burnout                            | 1.38  | 0.80 | 0.00                    | 4.00                    |   |     |        |        |        | -                 |
| 7. Depression                         | 0.32  | 0.26 | 0.00                    | 1.00                    |   |     |        |        |        |                   |
| 8. Life Satisfaction                  | 3.57  | 1.00 | 1.00                    | 6.00                    |   |     |        |        |        |                   |
| <b>Demographic Variables</b>          |       |      |                         |                         |   |     |        |        |        |                   |
| 9. Age                                | 41.84 | 8.84 | 23.00                   | 67.00                   |   |     |        |        |        |                   |
| 10. Education                         | 3.13  | 0.72 | 1.00                    | 5.00                    |   |     |        |        |        |                   |
| 11. Number of children                | 1.61  | 0.74 | 1.00                    | 7.00                    |   |     |        |        |        |                   |
| 12. Job position                      | 0.44  | 0.50 | 0.00                    | 1.00                    |   |     |        |        |        |                   |
| 13. Spouse's job position             | 0.96  | 0.85 | 0.00                    | 2.00                    |   |     |        |        |        |                   |
| 14. Income                            | 3.07  | 0.81 | 1.00                    | 5.00                    |   |     |        |        |        |                   |

Notes: <sup>t</sup> $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

<sup>a</sup>: minimum values obtained from this sample

<sup>b</sup>: maximum values obtained from this sample.

Table 4.1 Means, standard deviations and inter-correlations among the study variables (N=448) (continued).

|                                       | 7      | 8       | 9       | 10      | 11                | 12     | 13     | 14      |
|---------------------------------------|--------|---------|---------|---------|-------------------|--------|--------|---------|
| 1. Work-Family-Personal Life Conflict | .40*** | -.26*** | -.22*** | .06     | -.05              | .01    | -.02   | -.13**  |
| <b>Social Problem Solving Styles</b>  |        |         |         |         |                   |        |        |         |
| 2. Rational Problem Solving           | -.11*  | .15**   | -.03    | -.10*   | -.09 <sup>t</sup> | .08    | .07    | .07     |
| 3. Avoidance Style                    | .21*** | -.07    | -.03    | .15**   | .00               | -.07   | .02    | -.05    |
| 4. Impulsive Carelessness Style       | .11*   | -.07    | -.04    | .03     | -.04              | .00    | -.02   | .03     |
| <b>Psychological Well-being</b>       |        |         |         |         |                   |        |        |         |
| 5. Anxiety                            | .50*** | -.30*** | -.13**  | .18***  | .01               | -.16** | -.05   | -.19*** |
| 6. Burnout                            | .44*** | -.25*** | -.16**  | .13**   | -.06              | -.06   | -.01*  | -.04    |
| 7. Depression                         | -      | -.32*** | -.11*   | .12*    | -.03              | -.05   | -.01   | -.04    |
| 8. Life Satisfaction                  |        | -       | .02     | -.12*   | -.06              | .11*   | -.01   | .38***  |
| <b>Demographic Variables</b>          |        |         |         |         |                   |        |        |         |
| 9. Age                                |        |         | -       | -.19*** | .34***            | .19*** | .16**  | .13***  |
| 10. Education                         |        |         |         | -       | .09*              | -.03   | .10*   | -.30*** |
| 11. Number of children                |        |         |         |         | -                 | .08    | .24*** | -.11*   |
| 12. Job position                      |        |         |         |         |                   | -      | .24*** | .12**   |
| 13. Spouse's job position             |        |         |         |         |                   |        | -      | -.04    |
| 14. Income                            |        |         |         |         |                   |        |        | -       |

Note: <sup>t</sup> $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

## 4.2. Hypotheses Testing

### 4.2.1 Testing the Moderation

A moderator can be defined as a quantitative or qualitative variable that has an effect on the direction and/or strength of the relationship between an independent (or predictor) variable and a dependent (or criterion) variable (Baron & Kenny, 1986). The moderator variables in the current study were the three dimensions of Social Problem Solving, namely Rational Problem Solving (RPS), Avoidance Style (AS) and Impulsiveness Carelessness Style (ICS).

In order to examine the moderating role of RPS, AS and ICS in the relationship of Work-Family-Personal Life Conflict (WFPC) and psychological well-being (anxiety, burnout, depression and life satisfaction) a series of moderated multiple regression (MMR) analyses were carried out using SPSS 16.0.

Aguinis (1995) suggested that moderated multiple regression (MMR) analysis has been a commonly used and appropriate analysis to test the interaction effect among continuous variables in organizational behavior and human resources management and strategy research. MMR consists of three steps. First a new variable (interaction term) is computed by taking cross products of predictor and moderator variables. Secondly, a hierarchical regression analysis is conducted entering predictor and moderator variables into the first and second steps, respectively. The interaction variable is entered to the equation in the third step. The significance of F-statistics based on the difference between  $R^2$  values of the

equations in second and third steps signifies the presence of an interaction (Aguinis, 1995).

In the present study age, sex, education, position, spouse's job, income, number of children were the control variables entered in the regression analyses. Predictor and moderator variables were centered to reduce multicollinearity (Aiken & West, 1991; West, Aiken, & Krull, 1996). Centering was defined as "converting each continuous variable to deviation score form, making the mean of the variable 0 while preserving the units of the scale" (West, Aiken, & Krull, 1996, p.13).

The significant interaction effects were graphed using prompt MS Excel worksheet prepared by Dawson (1996, <http://www.jeremydawson.co.uk/slopes.htm>). The Excel sheets use procedures by Aiken and West (1991) to plot the two-way interaction effects. In order to plot the interaction effect, the unstandardized regression coefficients (including intercept/constant), means and standard deviations of the predictor and moderator variables and unstandardized regression coefficients of interaction variable were entered in the specified cells of the worksheet. R2

Table 4.2.1 MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Anxiety relationship. (N=448)

|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
|---------------------------|-----------------------|--------------------|-------|----------------|-------------------------|-----------|--------------------|
| <b>Criterion: Anxiety</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    |       |                |                         |           |                    |
|                           | Gender                | .115*              | .109  |                |                         |           |                    |
|                           | Age                   | .015               | .001  |                |                         |           |                    |
|                           | Education             | .116*              | .076  |                |                         |           |                    |
|                           | Number of children    | .031               | .020  |                |                         |           |                    |
|                           | Job position          | -.109*             | -.104 |                |                         |           |                    |
|                           | Spouse's job position | .045               | .010  |                |                         |           |                    |
|                           | Income                | -.091*             | -.053 |                |                         |           |                    |
| Step 2.                   | WFPC                  | .370***            | .245  | .222           | .208                    | 15.656*** | 69.407***          |
| Step 3.                   | RPS                   | -.115**            | -.070 | .234           | .218                    | 14.856*** | 6.804**            |
| Step 4.                   | WFPC x RPS            | -.031              | -.026 | .235           | .217                    | 13.408*** | .518               |
|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
| <b>Criterion: Anxiety</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    |       |                |                         |           |                    |
|                           | Gender                | .131**             | .124  |                |                         |           |                    |
|                           | Age                   | .013               | .001  |                |                         |           |                    |
|                           | Education             | .097*              | .063  |                |                         |           |                    |
|                           | Number of children    | .046               | .030  |                |                         |           |                    |
|                           | Job position          | -.104*             | -.099 |                |                         |           |                    |
|                           | Spouse's job position | .039               | .008  |                |                         |           |                    |
|                           | Income                | -.100*             | -.059 |                |                         |           |                    |
| Step 2.                   | WFPC                  | .334***            | .221  | .222           | .208                    | 15.656*** | 69.407***          |
| Step 3.                   | AS                    | .140**             | .094  | .241           | .226                    | 15.478*** | 11.158***          |
| Step 4.                   | WFPC x AS             | .020               | .019  | .242           | .224                    | 13.927*** | .214               |
|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
| <b>Criterion: Anxiety</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    |       |                |                         |           |                    |
|                           | Gender                | .109*              | .103  |                |                         |           |                    |
|                           | Age                   | .021               | .001  |                |                         |           |                    |
|                           | Education             | .129**             | .085  |                |                         |           |                    |
|                           | Number of children    | .032               | .020  |                |                         |           |                    |
|                           | Job position          | -.121**            | -.115 |                |                         |           |                    |
|                           | Spouse's job position | .035               | .008  |                |                         |           |                    |
|                           | Income                | -.087 <sup>t</sup> | -.051 |                |                         |           |                    |
| Step 2.                   | WFPC                  | .367***            | .244  | .222           | .208                    | 15.656*** | 69.407***          |
| Step 3.                   | ICS                   | .007               | .003  | .222           | .206                    | 13.885*** | .000               |
| Step 4.                   | WFPC x ICS            | .072 <sup>t</sup>  | -.045 | .227           | .209                    | 12.835*** | 2.859 <sup>t</sup> |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

Table 4.2.2 MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Burnout relationship. (N=448)

|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
|---------------------------|-----------------------|--------------------|-------|----------------|-------------------------|-----------|--------------------|
| <b>Criterion: Burnout</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    | -.397 | .062           | .047                    | 4.156***  |                    |
|                           | Gender                | .098*              | .158  |                |                         |           |                    |
|                           | Age                   | -.007              | -.001 |                |                         |           |                    |
|                           | Education             | .119**             | .131  |                |                         |           |                    |
|                           | Number of children    | -.021              | -.023 |                |                         |           |                    |
|                           | Job position          | -.019              | -.031 |                |                         |           |                    |
|                           | Spouse's job position | .012               | .005  |                |                         |           |                    |
|                           | Income                | .058               | .057  |                |                         |           |                    |
| Step 2.                   | WFPC                  | .516***            | .578  | .301           | .288                    | 23.591*** | 149.798***         |
| Step 3.                   | RPS                   | -.097*             | -.101 | .308           | .294                    | 21.648*** | 4.572*             |
| Step 4.                   | WFPC x RPS            | -.086*             | -.121 | .315           | .299                    | 20.084*** | 4.468*             |
|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
| <b>Criterion: Burnout</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    | -.865 | .062           | .047                    | 4.156***  |                    |
|                           | Gender                | .108*              | .174  |                |                         |           |                    |
|                           | Age                   | -.006              | -.001 |                |                         |           |                    |
|                           | Education             | .097*              | .108  |                |                         |           |                    |
|                           | Number of children    | -.005              | -.006 |                |                         |           |                    |
|                           | Job position          | -.020              | -.033 |                |                         |           |                    |
|                           | Spouse's job position | .005               | .002  |                |                         |           |                    |
|                           | Income                | .054               | .054  |                |                         |           |                    |
| Step 2.                   | WFPC                  | .482***            | .540  | .301           | .288                    | 23.591*** | 149.798***         |
| Step 3.                   | AS                    | .124**             | .142  | .316           | .302                    | 22.440*** | 9.558**            |
| Step 4.                   | WFPC x AS             | .012               | .019  | .316           | .300                    | 2.162***  | .084               |
|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
| <b>Criterion: Burnout</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    | -.859 | .062           | .047                    | 4.156***  |                    |
|                           | Gender                | .091*              | .147  |                |                         |           |                    |
|                           | Age                   | .002               | .000  |                |                         |           |                    |
|                           | Education             | .124**             | .138  |                |                         |           |                    |
|                           | Number of children    | -.017              | -.018 |                |                         |           |                    |
|                           | Job position          | -.034              | -.055 |                |                         |           |                    |
|                           | Spouse's job position | .000               | .000  |                |                         |           |                    |
|                           | Income                | .063               | .063  |                |                         |           |                    |
| Step 2.                   | WFPC                  | .506***            | .567  | .301           | .288                    | 23.591*** | 149.798***         |
| Step 3.                   | ICS                   | .046               | .035  | .302           | .288                    | 21.073*** | .953               |
| Step 4.                   | WFPC x ICS            | -.072 <sup>t</sup> | -.075 | .307           | .291                    | 19.372*** | 3.137 <sup>t</sup> |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

Table 4.2.3 MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Depression relationship. (N=448)

|                              | St. $\beta$       | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F                  | F change  |
|------------------------------|-------------------|-------|----------------|-------------------------|--------------------|-----------|
| <b>Criterion: Depression</b> |                   |       |                |                         |                    |           |
| Step 1. Control Variables    |                   | -.092 | .029           | .013                    | 1.857 <sup>t</sup> |           |
| Gender                       | .024              | .013  |                |                         |                    |           |
| Age                          | .004              | .000  |                |                         |                    |           |
| Education                    | .101*             | .037  |                |                         |                    |           |
| Number of children           | -.021             | -.007 |                |                         |                    |           |
| Job position                 | -.039             | -.021 |                |                         |                    |           |
| Spouse's job position        | .049              | .006  |                |                         |                    |           |
| Income                       | .043              | .014  |                |                         |                    |           |
| Step 2. WFPC                 | .399***           | .147  | .172           | .157                    | 11.421***          | 76.146*** |
| Step 3. RPS                  | -.116**           | -.039 | .184           | .168                    | 11.003***          | 6.511**   |
| Step 4. WFPC x RPS           | -.036             | -.017 | .186           | .167                    | 9.962***           | .669      |
|                              | St. $\beta$       | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F                  | F change  |
| <b>Criterion: Depression</b> |                   |       |                |                         |                    |           |
| Step 1. Control Variables    |                   | -.293 | .029           | .013                    | 1.857 <sup>t</sup> |           |
| Gender                       | .030              | .016  |                |                         |                    |           |
| Age                          | .005              | .000  |                |                         |                    |           |
| Education                    | .091 <sup>t</sup> | .033  |                |                         |                    |           |
| Number of children           | -.009             | -.003 |                |                         |                    |           |
| Job position                 | -.042             | -.022 |                |                         |                    |           |
| Spouse's job position        | .044              | .005  |                |                         |                    |           |
| Income                       | .045              | .015  |                |                         |                    |           |
| Step 2. WFPC                 | .373***           | .137  | .172           | .157                    | 11.421***          | 76.146*** |
| Step 3. AS                   | .135**            | .051  | .187           | .170                    | 11.164***          | 7.713**   |
| Step 4. WFPC x AS            | -.046             | -.023 | .188           | .170                    | 1.148***           | 1.002     |
|                              | St. $\beta$       | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F                  | F change  |
| <b>Criterion: Depression</b> |                   |       |                |                         |                    |           |
| Step 1. Control Variables    |                   | -.264 | .029           | .013                    | 1.857 <sup>t</sup> |           |
| Gender                       | .025              | .013  |                |                         |                    |           |
| Age                          | .012              | .000  |                |                         |                    |           |
| Education                    | .104*             | .038  |                |                         |                    |           |
| Number of children           | -.010             | -.003 |                |                         |                    |           |
| Job position                 | -.051             | -.027 |                |                         |                    |           |
| Spouse's job position        | .035              | .004  |                |                         |                    |           |
| Income                       | .037              | .012  |                |                         |                    |           |
| Step 2. WFPC                 | .388***           | .143  | .172           | .157                    | 11.421***          | 76.146*** |
| Step 3. ICS                  | .058              | .014  | .176           | .159                    | .058***            | 1.750     |
| Step 4. WFPC x ICS           | .006              | .002  | .176           | .157                    | .006***            | .021      |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$



Table 4.2.4 MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Life Satisfaction relationship. (N=448)

|                                     | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change  |
|-------------------------------------|--------------------|-------|----------------|-------------------------|-----------|-----------|
| <b>Criterion: Life Satisfaction</b> |                    |       |                |                         |           |           |
| Step 1. Control Variables           |                    | 2.957 | .153           | .140                    | 11.358*** |           |
| Gender                              | .075               | .150  |                |                         |           |           |
| Age                                 | -.079              | -.009 |                |                         |           |           |
| Education                           | -.011              | -.015 |                |                         |           |           |
| Number of children                  | .016               | .022  |                |                         |           |           |
| Job position                        | .103*              | .206  |                |                         |           |           |
| Spouse's job position               | -.079 <sup>t</sup> | -.036 |                |                         |           |           |
| Income                              | .330***            | .409  |                |                         |           |           |
| Step 2. WFPC                        | -.255***           | -.357 | .212           | .197                    | 14.739*** | 32.684*** |
| Step 3. RPS                         | .124**             | .160  | .226           | .210                    | 14.236*** | 8.262**   |
| Step 4. WFPC x RPS                  | -.012              | .021  | .226           | .209                    | 12.793*** | .074      |
|                                     | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change  |
| <b>Criterion: Life Satisfaction</b> |                    |       |                |                         |           |           |
| Step 1. Control Variables           |                    | 3.672 | .153           | .140                    | 11.358*** |           |
| Gender                              | .085 <sup>t</sup>  | .170  |                |                         |           |           |
| Age                                 | -.087 <sup>t</sup> | -.010 |                |                         |           |           |
| Education                           | -.027              | -.038 |                |                         |           |           |
| Number of children                  | .013               | .018  |                |                         |           |           |
| Job position                        | .121**             | .242  |                |                         |           |           |
| Spouse's job position               | -.072 <sup>t</sup> | -.033 |                |                         |           |           |
| Income                              | .323***            | .401  |                |                         |           |           |
| Step 2. WFPC                        | -.260***           | -.363 | .212           | .197                    | 14.739*** | 32.684*** |
| Step 3. AS                          | -.009              | -.013 | .212           | .196                    | 13.076*** | .028      |
| Step 4. WFPC x AS                   | .070               | .134  | .216           | .198                    | 12.048*** | 2.416     |
|                                     | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change  |
| <b>Criterion: Life Satisfaction</b> |                    |       |                |                         |           |           |
| Step 1. Control Variables           |                    | 3.667 | .153           | .140                    | 11.358*** |           |
| Gender                              | .076               | .151  |                |                         |           |           |
| Age                                 | -.085 <sup>t</sup> | -.010 |                |                         |           |           |
| Education                           | -.021              | -.029 |                |                         |           |           |
| Number of children                  | -.011              | .014  |                |                         |           |           |
| Job position                        | .113*              | .226  |                |                         |           |           |
| Spouse's job position               | -.066              | -.030 |                |                         |           |           |
| Income                              | .334***            | .414  |                |                         |           |           |
| Step 2. WFPC                        | -.247***           | -.345 | .212           | .197                    | 14.739*** | 32.684*** |
| Step 3. ICS                         | -.053              | -.050 | .214           | .198                    | 13.256*** | 1.309     |
| Step 4. WFPC x ICS                  | .042               | .055  | .216           | .198                    | 12.023*** | .944      |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

Moderated multiple regression analyses results showed that Rational Problem Solving Style acted as a moderator on the relationship between WFPC and burnout ( $F(1,447)= 2.153$  ,  $p < .05.$ ), as it was hypothesized in Hypothesis 1. The graph of the interaction showed that people who experienced high WFPC and used high Rational Problem Solving Style had lower burnout, whereas people who experienced high WFPC and used less Rational Problem Solving Style had higher burnout (see Figure 4.1). This finding was the only significant interaction effect in the present study, however marginally significant interaction effects were also examined for the reason that it is difficult to obtain a significant relationship in the field research (Decker & Borgen, 1993) and doing so increases the statistical power of MMR analyses (Agunis, 1995).

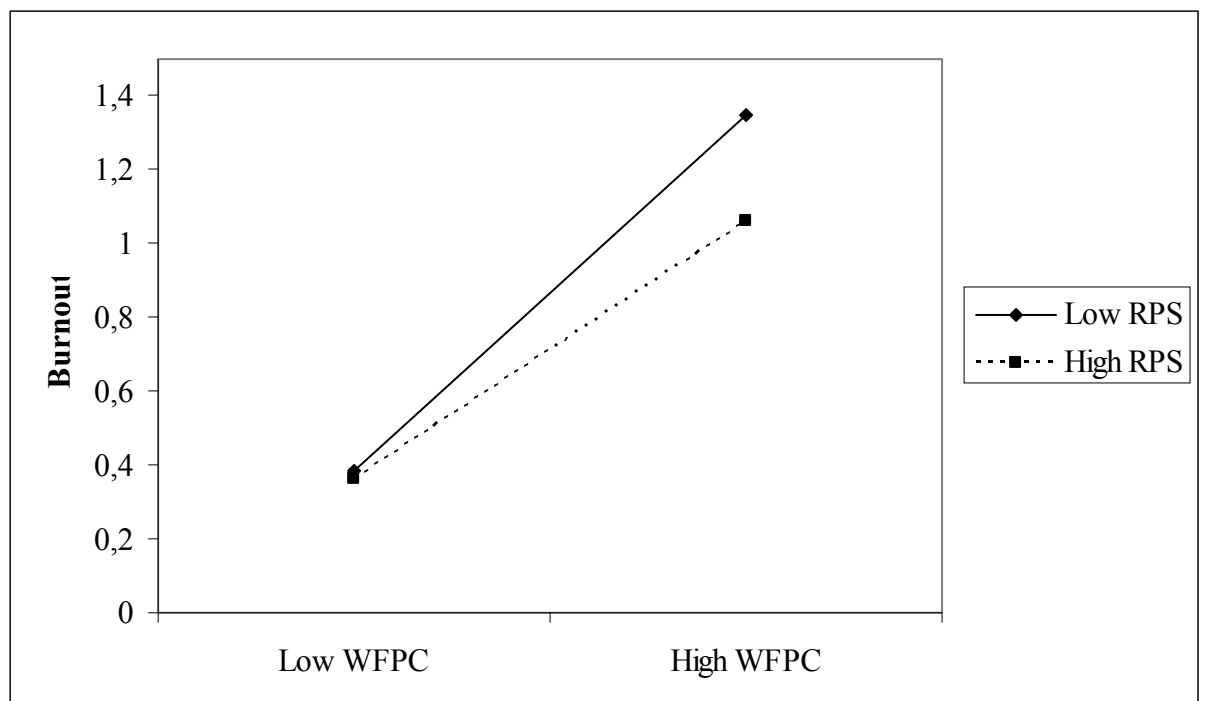


Figure 4.1 The moderating effect of RPS in the relationship between WFPC and Burnout (N=448)

#### 4.2.1.1. Marginally Significant Interaction Effects

Impulsivity Carelessness Style had a marginally significant moderation effect in the relationship between WFPC and anxiety ( $F(1,447)= 12,835$  ,  $p < .1.$ ) (see Figure 4.2). Results showed that, people who experienced high WFPC and used high Impulsivity Carelessness Style had lower anxiety, whereas people who experienced high WFPC and used less Impulsivity Carelessness Style had higher anxiety. This finding was contrary to what was expected in Hypothesis 3.

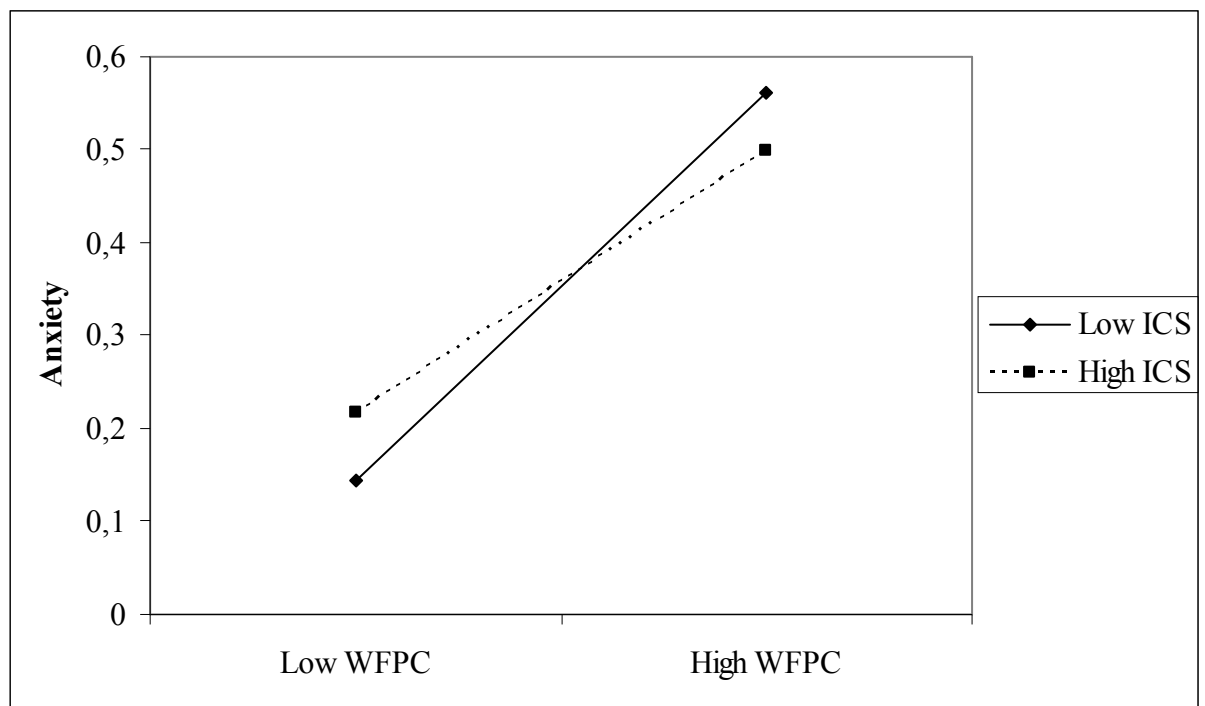


Figure 4.2 The moderating effect of ICS in the relationship between WFPC and Anxiety (N=448)

Impulsivity Carelessness Style was found to (marginally) moderate the relationship between WFPC and burnout ( $F(1,447)= 19,372$  ,  $p < .1.$ ), as it was

hypothesized in Hypothesis 3. (see figure 4.3). Results demonstrated that, there was no difference between people who experienced high WFPC and used high Impulsivity Carelessness Style, and people who experienced high WFPC and used less Impulsivity Carelessness Style in experiencing burnout. This finding was not in line with what was expected in Hypothesis 3.

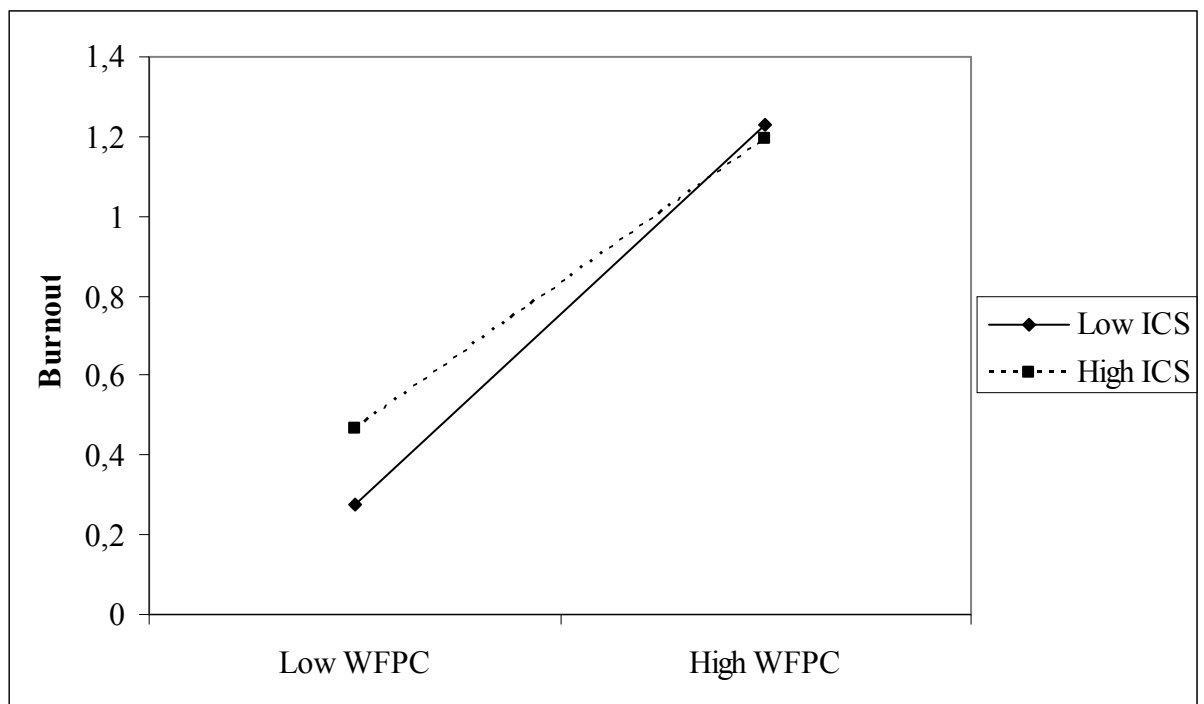


Figure 4.3 The moderating effect of ICS in the relationship between WFPC and Burnout (N=448)

In order to explore the effect of gender in moderating role of SPSS in WFPC and psychological well-being relationship a series of moderated multiple regression (MMR) analyses were run separately for women and men. The p levels were corrected with Scheffé formula in order to balance the effect of carrying out high

number of MMR analyses. No significant gender differences were found regarding the moderating role of SPSS in the relationship between WFPC and psychological well-being. The results were presented in the appendix for interested readers.

## Chapter 5

### DISCUSSION

#### 5.1. Summary and Discussion of the Findings

Aim of this study was to examine the moderating effect of Social Problem Solving Skills (SPSS) in the relationship between Work-Family-Personal Life Conflict (WFPC) and psychological well-being.

It was hypothesized that Rational Problem Solving (RPS) would moderate the relationship between WFPC and four dimensions of psychological well-being; namely anxiety, burnout, depression and life satisfaction. RPS was only found to moderate the relationship between WFPC and burnout. Among subjects who were having high Work-Family-Personal Life Conflict, the ones that used RPS to a greater extent were found to suffer from burnout less compared to their counterparts that used RPS to a lower extent. In the present study RPS was shown to act as a buffer only for burnout. This might be explained with burnout's specific characteristics that differentiate it from other psychological well-being dimensions. Burnout is directly linked to problems at work (Best et al., 2005) while anxiety, depression and life satisfaction could be influenced by other possible life stressors and person's dispositions. Anxiety and depression may be influenced by genetic disposition, but burnout is largely associated with excessive workload (Maslach &

Leiter, 2008). Therefore reducing anxiety and depression by using RPS would less likely to occur compared to reducing burnout.

Impulsivity Carelessness Style (ICS) was expected to moderate WFPC and psychological well-being dimensions relationship. Two of the four interaction effects were marginally significant; it should be noted that the coefficients were very low. Participants with high WFPC and high ICS experienced lower anxiety compared to those with less ICS. This finding contradicted with what was expected because ICS was an ineffective problem solving skill when coping with stress. It was expected that using it more would strengthen anxiety and burnout (D’Zurilla et al., 2004; Maydeu-Olivares & D’Zurilla, 1996; Nezu, 2004). No difference was found between burnout levels of participants with high WFPC and high ICS, and high WFPC and low ICS. Impulsivity Carelessness Style was identified with rushed, unprompted attempts to solve a problem (D’Zurilla et al., 2004). While it was shown as not advantageous in burnout, depression and life satisfaction, taking action towards the problem may decrease the anxiety associated with not dealing with the problem.

Rotondo et al. (2003) and Somech and Drach-Zahavy (2007) stated that effective coping styles are not universally defined and might be contingent upon specific contexts, personal values and culture. It was demonstrated that coping strategies which are problem-focused, like Rational Problem Solving skill, were usually the most effective ones considering the self-control of the problem solver. However, when the situation was regarded as unchangeable and the problem solver

had little control over the stressors, emotion-focused problem solving styles (such as ICS and AS in the present research) could be preferred for effective results (Aryee et al., 1999; Somech & Drach-Zahavy, 2007). Also a coping strategy would be better than no coping strategy. Even it is rushed, impulsive and careless, dealing with a problem may lower the stress associated with it more than not taking any action (Holmes & McCaul, 1989, cited in Koeske et al., 1993).

Rational Problem Solving style involves four steps which are; problem definition and formulation, generation of alternative solutions, decision making and solution implementation and verification. People who use this style undergo a step-by-step approach which requires a well-constructed plan; by this way they actively fight with the stress, and select the most effective solution among the others. This whole process makes RPS a more preferable way to cope with the problems. But building an efficient solution would require some time and effort. A person who has a limited time and energy might seek other problem solving styles which require less action such as ICS. Similarly, Mullen and Suls, (1982, cited in Koeske et al., 1993) in their meta-analysis showed that control directed problem solving styles were more effective in the long run, but avoidance strategies were better for their short time effects.

Hypotheses regarding Avoidance Style were not supported. Avoidance Style was found to be the SPSI dimension which was used least in this study. The non-significant finding could be explained with the low variance of Avoidance Style scores. A similar pattern was also observed for anxiety and depression. Compared to



anxiety and depression scores, distribution of burnout scores were closer to normal distribution and burnout scores had higher variance.

Finding no significant results for life satisfaction could be explained by life satisfaction's being a more stable dimension (Lykken & Tellegen, 1996). Life satisfaction was stated not to be affected by an accomplishment of a certain situation; rather it was a sum of all fulfillments regarding the whole life (Tumkaya, Aybek & Celik, 2008). Accordingly, trying to cope with the conflict in work-family and personal life domains with problem solving styles might not affect overall life satisfaction in the end. In the literature it was discussed that life satisfaction could be a universal entity and some of the differences between countries could be accounted to differences in national wealth, environmental sustainability and human development levels of that country (Bonini, 2008). It is possible that in this study life satisfaction could be influenced by other variables such as income level.

In the extant literature an important variable in the relationship of WFC and psychological well-being was revealed to be social support. It was shown that spousal support and organizational support were found to be related with lower WFC and higher psychological well-being (Aycan & Eskin, 2005). Thoits (1986) found that social support acted as "coping assistance": help from others functions similarly as utilizing coping strategies in response to a stressor. The literature and the findings were inconclusive regarding the role of social support: some studies examining mediator role of social support between stressors and stress, others studying moderator role between stressors and stress, yet others studying its

antecedent role to stressors (see Carlson & Perrewe, 1999 for a review). However, some studies showed that coworker support helped reducing burnout (Leiter, 1991). Based on the literature it might be suggested that dimensions of social support may have some effect on WFPC and psychological well-being relationship. In this study social support was not examined as a variable but it might help explaining some variance in the relationship between WFPC and psychological well-being if it was added to the model.

In the present study it was also explored that if women and men were using different social problem solving skills in order to cope with WFPC that lead them to higher psychological well-being. No gender difference found in using RPS, AS and ICS. Additionally, it was explored that whether there were any gender differences on moderating role of SPSS on WFPC and psychological well-being. All of the possible relationships for either women or men were found to be non-significant. In the extant literature studies examining differences between men and women regarding coping with WFPC had shown mixed findings. None of the studies that were examining SPSS as a moderator between WFC and psychological well-being have examined gender differences. Moreover personal life was never evaluated as a part of the conflict between work and family. Only D’Zurilla et al. (1998) studied the prevalence of social problem solving styles in both genders and found that only in young adult group women used lower ICS compared to men. But there were no findings regarding how this affected their well-being. Nevertheless, in the literature gender differences in experiencing WFC and psychological well-being were shown. Based on these findings, possible gender differences concerning Social Problem

Solving Skills usage to maximize psychological well-being in the case of WFPC were suggested and explored.

Overall the findings in the present study showed that Rational Problem Solving was helpful in lessening burnout in people who experience high Work-Family-Personal Life Conflict. Surprisingly, Impulsivity Carelessness Style also shown to be advantageous to some extent for people with high WFPC for reducing their anxiety. Avoidance Style, on the other hand, was found to be a non-significant moderator.

## **5.2. Limitations of the Present Study and Suggestions for Future Research**

One of the limitations of this study was that the subjects were not gathered through random sampling which may result in collecting information more from certain professions and certain schools' alumni whom may have more in common. Indeed the sample was very homogenous regarding the demographics. Second limitation of the study was the potential social desirability of the subjects which might have hindered them to provide more honest responses. Since some of the subjects' identities were exposed from e-mail addresses and for confirming information, subjects might have found it hard to give details of their very personal, work and family lives, or might have wanted to be seemed as good problem solvers. Social desirability scale that was used in this study was found to have a low reliability and therefore was not included in analyses.

Third limitation was the cross-sectional nature of the study. The variables that were used in the study may present different outcomes when examined in the long run. For example, applying a solution to a recent problem may not show its consequences immediately and therefore might fail to show its actual effects on psychological well-being.

In future research longitudinal methods should be employed in order to observe the effects of Social Problem Solving Styles in the long run. As it was discussed RPS's effects might be more clearly seen in the long run in comparison to short run. Also "control over one's job and control over situation" should be added to the study model in order to see if having high or low control have any effects in utilizing diverse effective problem styles.

Culture should also be considered; in Turkey over-time working is common (Turkey Labor Market Study, 2006) and the labor law may not be precisely followed by many companies in opposite to Western cultures. Over-time working may trigger WFPC since the person will have less time to spare for his family and himself. Therefore Turkey may possibly stand in a different place compared to general literature. In addition culture may have an effect on giving priorities to work, family or personal life domains (Aycan, 2008). Cultures that scored higher in the individualism scale might choose self over family or work. Reversely, people from more collectivistic cultures may tend to give more importance to family and ignore personal needs. Turkey is placed within the collectivistic cultures (Hofstede, 1983), but is gradually rising in the individualism scale although still remaining among the

collectivistic cultures (Hofstede, 2003). A cross cultural examination is necessary to elaborate on this subject.

In spite of the limitations, this study makes a contribution to the literature by examining Social Problem Solving Skills in Work-Family-Personal Life Conflict and psychological well-being context. SPSI was not used in WFC research before. Also personal life as a domain was added to work-family conflict, with aims to create a more complete picture, and cover more aspects about a person's life.

Occupational stress literature showed that WFC has some deleterious effects on employee's physical and mental health (i.e. Allen et al., 2000; Burke, 1998; Frone et al., 1996; Haar, 2006; Lingard & Francis, 2006). In this present study it was as well revealed that WFPC was associated with poor psychological well-being. The consequences of high WFPC and poor well-being might show itself in reduced performance of the employee and absenteeism; therefore companies' healthcare costs might rise and profits might decrease. For that reason it would be for the organizations' advantage to keep their employees healthy and satisfied. In this study some of the positive effects of Rational Problem Solving were shown. Human Resource practitioners in organizations can make use of the findings of the current research as to establish training programs in order to teach using Rational Problem Solving style effectively to their employees in coping with WFPC.

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## APPENDIX

### Appendix 1. Survey Feedback Questionnaire

Anketimiz hakkında ne düşünüyorsunuz?

| 1                   | 2            | 3          | 4           | 5                      |
|---------------------|--------------|------------|-------------|------------------------|
| Hiç<br>Katılmıyorum | Katılmıyorum | Kararsızım | Katılıyorum | Tamamen<br>Katılıyorum |

- \_\_\_ 1. Bölüm başlarında yer alan açıklamaları anlamakta zorlanmadım.
- \_\_\_ 2. İfadelerin dili açık ve anlaşılırdır. (Lütfen varsa düzeltmelerinizi maddeler üzerinden gösteriniz.)
- \_\_\_ 3. Anketi lise ve üstü eğitim seviyesindeki çalışanların rahatlıkla yapabileceğine inanıyorum.
- \_\_\_ 4. Soru sayısı uygundur.
- \_\_\_ 5. Sayfa düzenlemesi uygundur.
- \_\_\_ 6. Yazı formatı ve büyüklüğü uygundur.
- \_\_\_ 7. Anketi doldururken sıkılmadım.
- \_\_\_ 8. Anketi doldururken keyif aldım.
- \_\_\_ 9. Anketin iş hayatı ve sosyal hayattaki deneyimler konusunda hemen hemen her şeyi kapsadığını düşünüyorum.
- \_\_\_ 10. Anketi \_\_\_\_\_ dakikada tamamladım.

Lütfen önerilerinizi detaylı olarak yazınız

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Appendix 2. The cover letter of the study questionnaire


## İŞ HAYATINDAKİ DENEYİMLER ARAŞTIRMASI

Sayın katılımcı,


Koç Üniversitesi Psikoloji Bölümü yüksek lisans öğrencileri Ayça Atik ve Hilal Esra Erkovan'ın tezi kapsamında olan bu anket, iş hayatı ve sosyal hayattaki deneyimleri incelemeyi amaçlamaktadır.

### Bu anketi neden doldurmak isterim?


 Bu tür anketler kişinin kendisini tanımasına yardımcı olur.


 Anketi tamamladığınızda size teşekkürümüzün bir ifadesi olarak “Hayat Dengesi: İş, Aile ve Özel Hayatı Dengeleme Sanatı” isimli kitabı hediye edeceğiz.

### Bu anketi doldurmak için uygun muyum?


 Bir işte tam zamanlı çalışıyorsanız ve en az bir çocuğunuz varsa uygunsunuz.

### Bu anketi nasıl doldurmalıyım, doldurduktan sonra ne yapmalıyım?


 Bu anketi eksiksiz doldurmalısınız.


 Anketi doldurduktan sonra, beraberinde verilen zarfın içine koyup, zarfı kapatınız. Kapatduğunuz zarfı size anketi veren kişiye teslim ediniz. Eğer anketi bilgisayarda doldurduysanız [ayatik@ku.edu.tr](mailto:ayatik@ku.edu.tr) ve [herkovan@ku.edu.tr](mailto:herkovan@ku.edu.tr) eposta adresine gönderiniz.

### Anket hakkında;

 Anketi cevaplandırırken, hiçbir yere isminizi ve çalıştığınız kurumun ismini yazmayınız.

 Anketten elde edilecek bilgiler, yalnızca bilimsel amaçlarla kullanılacak, kesinlikle hiçbir kişi veya kurumla paylaşılmayacaktır.

 Hiçbir sorunun doğru veya yanlış cevabı yoktur. **Sizin içtenlikle vereceğiniz cevaplar bizim için en yararlı olanlardır.**

 Anket toplam 9 sayfadır. Anketin cevaplanmasında süre sınırlaması yoktur. Anketin doldurulması yaklaşık 15-20 dakika sürmektedir.

## Appendix

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Bu arařtırmaya katılımınız gönüllüdür.

**Arařtırmaya katıldığınız için yürekten teřekkür ederiz!**

Ayça Atik, Hilal Erkovan

[ayatik@ku.edu.tr](mailto:ayatik@ku.edu.tr), [herkovan@ku.edu.tr](mailto:herkovan@ku.edu.tr)

Tez Danıřmanı: Prof. Dr. Zeynep ALCAN

**Appendix 3. Study questionnaire**

**BÖLÜM 1**

Lütfen aşağıdaki ölçekteki sayılardan sizi uygun olanı cümlelerin başındaki boşluklara yazınız.

| 1                          | 2            | 3         | 4           | 5                         |
|----------------------------|--------------|-----------|-------------|---------------------------|
| Kesinlikle<br>katılmıyorum | Katılmıyorum | Ortadayım | Katılıyorum | Kesinlikle<br>katılıyorum |

- \_\_\_ 1. İşime ayırmam gereken zaman, aile sorumluluklarımı yerine getirmemi zorlaştırıyor.
- \_\_\_ 2. Evde yapmak istediklerimi, işimin bana yüklediği sorumluluklardan dolayı bir kenara itmek zorunda kalıyorum.
- \_\_\_ 3. İşimle ilgili konular yüzünden üzerimde hissettiğim baskı, ailevi sorumluluklarımı yerine getirebilmeme engel oluyor.
- \_\_\_ 4. İşimin gerekleri, ev ve aile hayatıma engel oluyor.
- \_\_\_ 5. İşimle ilgili görevlerden dolayı aile planlarımı değiştirmek zorunda kalıyorum.
- \_\_\_ 6. Ailemin talep ve beklentileri, benim işle ilgili faaliyetler yapmama engel oluyor.
- \_\_\_ 7. Evdeki işlerime zaman ayırabilmek için işimle ilgili şeyleri bir kenara itmek durumunda kalıyorum.
- \_\_\_ 8. İşte yapmak istediklerimi, eşimle ve ailemle ilgili sorumluluklardan dolayı yetiştiremiyorum.
- \_\_\_ 9. Ev hayatım, işimle ilgili sorumlulukları (örn.; işe zamanında gelmek, günlük işlerimi yapmak, fazla mesaiye kalmak) yerine getirmeme engel oluyor.
- \_\_\_ 10. Aile ile ilgili konular yüzünden üzerimde hissettiğim baskı, işimle ilgili sorumluluklarımı yerine getirebilmemi engelliyor.

## BÖLÜM 2

Bildiğiniz gibi hayat işteki, ailedeki ve kişisel yaşamdaki talepleri karşılamakla geçiyor.

Aşağıdaki soruların bir kısmı kişinin kendisiyle ilgili veya kendisi için yaptığı bazı faaliyetleri göz önüne alarak cevaplandırılmalıdır. “**Ben kendim için ne yapıyorum?**” sorusunun cevabı örneğin şöyle olabilir:

|   |                                     |   |                               |
|---|-------------------------------------|---|-------------------------------|
| ☒ | hobilerle uğraşmak                  | ☒ | kendiniz için yaşam sigortası |
| ☒ | spor yapmak                         |   | yaptırmakla uğraşmak          |
| ☒ | kitap okumak                        | ☒ | maça gitmek                   |
| ☒ | hiçbir şey yapmadan dinlenmek       | ☒ | cilt bakımı yaptırmak         |
| ☒ | düzenli sağlık kontrollerine gitmek |   |                               |
| ☒ | arkadaşlarla biraraya gelmek        |   |                               |

gibi pek çok aktiviteyi **yalnızca** kendi ihtiyaç ve isteklerinizi gidermek için yapıyor olabilirsiniz. İşte bunlar *kendiniz* için yaptığımız şeylerdir. Aşağıdaki soruları okurken bu çerçevede değerlendirme yapmanızı rica ediyoruz.

| 1                       | 2            | 3         | 4           | 5                      |
|-------------------------|--------------|-----------|-------------|------------------------|
| Kesinlikle katılmıyorum | Katılmıyorum | Ortadayım | Katılıyorum | Kesinlikle katılıyorum |

\_\_\_ 1. İşimin gerekleri, kendim için bir şeyler yapmama engel oluyor.

\_\_\_ 2. İşime ayırmam gereken zaman, kendimle ilgili ihtiyaç ve isteklerimi yerine getirmemi zorlaştırıyor.

\_\_\_ 3. Kendim için yapmak istediklerimi, işimle ilgili sorumluluktan dolayı bir kenara itmek zorunda kalıyorum

\_\_\_ 4. İşimle ilgili konular yüzünden üzerimde hissettiğim baskı, kendimle ilgili ihtiyaç ve isteklerimi yerine getirebilmeme engel oluyor.

\_\_\_ 5. İşim yüzünden kendimle ilgili ihtiyaç ve isteklerime dair planlarımı değiştirmek zorunda kalıyorum.

## Appendix

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\_\_\_ 6. İşim yüzünden kendime zaman ayıramıyorum.



\_\_\_ 7. Ailemin talep ve beklentileri, kendim için bir şeyler yapmama engel oluyor.

\_\_\_ 8. Evdeki işlerime zaman ayırabilmek için kendimle ilgili şeyleri bir kenara itmek durumunda kalıyorum.

\_\_\_ 9. Kendimle ilgili/kendim için yapmak istediklerimi, eşimle ve ailemle ilgili sorumluluklardan dolayı yetiştiremiyorum.

\_\_\_ 10. Ev hayatım, kendimle ilgili ihtiyaç ve isteklerimi yerine getirmemi engelliyor

\_\_\_ 11. Aile ile ilgili sorumluluklar yüzünden üzerimde hissettiğim baskı, kendi ihtiyaç ve isteklerimi yerine getirebilmemi engelliyor.

\_\_\_ 12. Ailem için harcadığım zaman, kendim için zaman ayırmama engel oluyor.



\_\_\_ 13. Kendime ayırdığım zaman, aile sorumluluklarımı yerine getirmemi zorlaştırıyor.

\_\_\_ 14. Kendim için yaptığım şeyler yüzünden aile planlarımı değiştirmek zorunda kalıyorum.

\_\_\_ 15. Kendime ayırdığım zaman yüzünden işimle ilgili şeyleri bir kenara itmek durumunda kalıyorum.

\_\_\_ 16. Kendim için yaptığım şeyler, işimle ilgili sorumlulukları (örn.; işe zamanında gelmek, günlük işlerimi yapmak, fazla mesaiye kalmak) yerine getirmeme engel oluyor.



### BÖLÜM 3

Lütfen aşağıdaki ifadeleri yanıtlamak için aşağıdaki ölçeği kullanınız.

| 1                       | 2            | 3                  | 4                 | 5           | 6                      |
|-------------------------|--------------|--------------------|-------------------|-------------|------------------------|
| Kesinlikle katılmıyorum | Katılmıyorum | Biraz katılmıyorum | Biraz katılıyorum | Katılıyorum | Kesinlikle katılıyorum |

- \_\_\_ 1. Çoğu yönüyle hayatım ideale yakındır.  
\_\_\_ 2. Hayat koşullarım mükemmeldir.  
\_\_\_ 3. Hayatımdan memnunum.  
\_\_\_ 4. Şimdiye kadar hayattan istediğim önemli şeyleri elde etmiş durumdayım.  
\_\_\_ 5. Hayatımı tekrar en baştan yaşama şansım olsaydı, neredeyse hiçbir şeyi değiştirmezdim.

### BÖLÜM 4

Lütfen her cümlemin başındaki boşluğa **0** veya **1** yazınız.

0= hiçbir zaman ve ara sıra arası (1-2 günden az)

1= ortalama bir zaman süresi ve çoğu zaman arası (3-7 gün)

Geçen hafta içinde:

- \_\_\_ 1. Genelde sizi rahatsız etmeyecek şeylerden rahatsız oldunuz.  
\_\_\_ 2. Arkadaşlarınızın ve ailenizin yardımlarına rağmen kafanızdaki sıkıntıları atamadığınızı hissettiniz.  
\_\_\_ 3. Kafanızı yaptığınız işe vermekte zorlandınız.  
\_\_\_ 4. Kendinizi depresif hissettiniz.  
\_\_\_ 5. Yaptığınız her şey size zor geldi.  
\_\_\_ 6. Uykunuz sizi dinlendirmede.  
\_\_\_ 7. Mutluydunuz.  
\_\_\_ 8. Hayattan zevk aldınız.  
\_\_\_ 9. Kendinizi üzgün hissettiniz.

## BÖLÜM 5

**Yayın hakları nedeniyle bu ölçeğe bu bölümde yer verilememektedir.**

## BÖLÜM 6

Lütfen aşağıdaki ifadeleri yanıtlamak için aşağıdaki ölçeği kullanınız.

| 0            | 1         | 2     | 3          | 4         |
|--------------|-----------|-------|------------|-----------|
| Hiçbir zaman | Çok nadir | Bazen | Çoğu zaman | Her zaman |

- \_\_\_ 1. İşimden soğuduğumu hissediyorum.
- \_\_\_ 2. İş dönüşü kendimi ruhen tükenmiş hissediyorum.
- \_\_\_ 3. Sabah kalktığımda bir gün daha bu işi kaldıramayacağımı hissediyorum.
- \_\_\_ 4. Bütün gün insanlarla uğraşmak benim için gerçekten çok yıpratıcı.
- \_\_\_ 5. Yaptığım işten tükendiğimi hissediyorum.
- \_\_\_ 6. Yolun sonuna geldiğimi hissediyorum.
- \_\_\_ 7. İşimde çok fazla çalıştığımı hissediyorum.
- \_\_\_ 8. Doğrudan doğruya insanlarla çalışmak bende çok fazla stres yaratıyor.
- \_\_\_ 9. İşimin beni kısıtladığımı hissediyorum.

## BÖLÜM 7

Aşağıdaki ifadeler hakkında ne düşünüyorsunuz? Eğer bir ifade sizin düşüncenize uyuyorsa yanındaki boşluğa “1”, uymuyorsa “0” yazınız. (Doğru: 1, Yanlış: 0).

- \_\_\_ 1. Sorunu olan birisine yardım etmede *asla* tereddüt etmem.
- \_\_\_ 2. *Hiçbir zaman* isteyerek birisini üzecek birşey söylemedim.
- \_\_\_ 3. Birşeylerden kurtulmak için *bazen* hasta rolü oynadığım oldu.
- \_\_\_ 4. Başkalarını kullandığım *anlar* olmuştur.
- \_\_\_ 5. Kiminle konuşsam konuşayım, *daima* iyi bir dinleyiciyimdir.
- \_\_\_ 6. Sevmediğim insanlar da dahil herkese karşı *her zaman* kibar ve dostaneyimdir.
- \_\_\_ 7. *Bazen* dedikodu yapmayı severim.

## BÖLÜM 8

Lütfen her maddeyi dikkatle okuyunuz. Daha sonra, her maddedeki belirtinin bugün dahil son bir haftadır sizi ne kadar rahatsız ettiğini aşağıdaki ölçekten yararlanarak yanıtlayınız.

| 0   | 1        | 2             | 3        |
|-----|----------|---------------|----------|
| Hiç | Hafif    | Orta derecede | Ciddi    |
|     | derecede |               | derecede |

- \_\_\_ 1. Bedeninizin herhangi bir yerinde uyuşma veya karıncalanma
- \_\_\_ 2. Sıcak/ateş basmaları
- \_\_\_ 3. Bacaklarda halsizlik, titreme
- \_\_\_ 4. Gevşeyememe
- \_\_\_ 5. Çok kötü şeyler olacak korkusu
- \_\_\_ 6. Baş dönmesi veya sersemlik
- \_\_\_ 7. Kalp çarpıntısı
- \_\_\_ 8. Dengeyi kaybetme duygusu
- \_\_\_ 9. Dehşete kapılma
- \_\_\_ 10. Sinirlilik
- \_\_\_ 11. Boğuluyormuş gibi olma duygusu
- \_\_\_ 12. Ellerde titreme
- \_\_\_ 13. Titreklik
- \_\_\_ 14. Kontrolü kaybetme duygusu
- \_\_\_ 15. Nefes almada güçlük
- \_\_\_ 16. Ölüm korkusu
- \_\_\_ 17. Korkuya kapılma
- \_\_\_ 18. Midede hazımsızlık veya rahatsızlık hissi
- \_\_\_ 19. Baygınlık
- \_\_\_ 20. Yüzün kızarması
- \_\_\_ 21. Terleme (sıcağa bağlı olmayan)

## BÖLÜM 9

1. Yaşınız: \_\_\_\_\_
2. Cinsiyetiniz: \_\_\_ erkek \_\_\_ bayan
3. Eğitim düzeyiniz; en son tamamladığınız eğitim seviyesi:  
\_\_\_\_\_
4. Kaç çocuğunuz var? \_\_\_\_\_
5. Çocuklarınızın yaşlarını belirtiniz.  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.
6. Özel ihtiyaçları olan/engelli olan çocuklarınız var mı? \_\_\_ evet \_\_\_  
hayır
7. Çalışma programınız: \_\_\_ tam zamanlı \_\_\_ yarı zamanlı
8. Pozisyonunuz nedir? \_\_\_ yönetici \_\_\_ yönetici değil
9. Kaç yıldan beri çalışma hayatı içindesiniz? \_\_\_\_\_ yıl (eğer 1 yıldan azsa \_\_\_  
ay)
10. İş yeriniz : \_\_\_ kendi işim \_\_\_ bir kurumda çalışıyorum.
11. Evli misiniz? \_\_\_ Evet \_\_\_ Hayır ( Cevabınız “hayır” ise Soru 14’e  
geçiniz)
12. Eşiniz ne tip bir işte çalışıyor? \_\_\_ yönetici \_\_\_ yönetici değil  
\_\_\_ eşim çalışmıyor  
(Cevabınız “eşim çalışmıyor” ise Soru 14’e geçiniz)
13. Eşinizin çalışma programı nedir? \_\_\_ tam zamanlı \_\_\_ yarı zamanlı
14. Ülkenizdeki ortalama gelir düzeyini düşündüğünüzde, kendi ailenizin toplam  
gelirini hangi gelir grubunda görürsünüz?  
\_\_\_ alt gelir grubu  
\_\_\_ ortanın altı gelir grubu  
\_\_\_ orta gelir grubu  
\_\_\_ ortanın üstü gelir grubu  
\_\_\_ üst gelir grubu
15. Hayatta olan ve/veya bakıma ihtiyacı olan tüm akrabalarınızı işaretleyiniz:  
Hayatta Bakıma ihtiyacı var  
Anne  
Baba

Kayınvalide \_\_\_\_\_

Kayınpeder \_\_\_\_\_

**ARAŞTIRMAMIZA KATKIDA BULUNDUĞUNUZ İÇİN  
TEŞEKKÜR EDERİZ :)**



## Appendix 4.

Table 1. Means, standard deviations and inter-correlations among the study variables for women and men.

|                                       | Mean Women (Men) | SD W (M)    | 1                 | 2                 | 3       | 4                  | 5        | 6                  |
|---------------------------------------|------------------|-------------|-------------------|-------------------|---------|--------------------|----------|--------------------|
| 1. Work-Family-Personal Life Conflict | 2.78 (2.56)      | 0.65 (0.77) | -                 | 0.08              | 0.15*   | 0.12 <sup>t</sup>  | 0.31***  | 0.50***            |
| <b>Social Problem Solving Styles</b>  |                  |             |                   |                   |         |                    |          |                    |
| 2. Rational Problem Solving           | 3.61 (3.61)      | 0.78 (0.78) | -0.05             | -                 | -0.75   | 0.00               | -0.10    | -0.02              |
| 3. Avoidance Style                    | 1.73 (1.79)      | 0.66 (0.75) | 0.24***           | -0.20**           | -       | 0.33***            | 0.20**   | 0.16*              |
| 4. Impulsive Carelessness Style       | 2.26 (2.29)      | 1.07 (1.02) | 0.14*             | 0.02              | 0.38*** | -                  | -0.02    | 0.06               |
| <b>Psychological Well-being</b>       |                  |             |                   |                   |         |                    |          |                    |
| 5. Anxiety                            | 0.64 (0.46)      | 0.48 (0.44) | 0.45***           | -0.17*            | 0.29*** | 0.14*              | -        | 0.35***            |
| 6. Burnout                            | 1.53 (1.22)      | 0.79 (0.79) | 0.53***           | -0.15*            | 0.32*** | 0.18*              | 0.53***  | -                  |
| 7. Depression                         | 0.34 (0.29)      | 0.27 (0.26) | 0.41***           | -0.14*            | 0.30*** | 0.19**             | 0.50***  | 0.44***            |
| 8. Life Satisfaction                  | 4.00 (3.53)      | 1.02 (0.97) | -0.30***          | 0.15*             | -0.09   | -0.06              | -0.34*** | -0.34***           |
| <b>Demographic Variables</b>          |                  |             |                   |                   |         |                    |          |                    |
| 9. Age                                | 39.91 (44.04)    | 7.85 (9.39) | -0.24**           | 0.03              | -0.04   | -0.04              | -0.14*   | -0.14*             |
| 10. Education                         | 3.14 (3.11)      | 0.74 (0.70) | 0.12 <sup>t</sup> | -0.05             | 0.17*   | 0.10               | 0.18**   | 0.20**             |
| 11. Number of children                | 1.42 (1.82)      | 0.54 (0.87) | 0.01              | -0.04             | -0.06   | -0.06              | 0.09     | -0.02              |
| 12. Job position                      | 0.30 (0.61)      | 0.46 (0.49) | 0.03              | 0.11 <sup>t</sup> | -0.10   | -0.06              | -0.07    | -0.07              |
| 13. Spouse's job position             | 0.37 (0.11)      | 0.48 (0.32) | -0.05             | 0.01              | -0.05   | -0.12 <sup>t</sup> | -0.06    | 0.03               |
| 14. Income                            | 3.09 (3.04)      | 0.77 (0.85) | -0.20**           | 0.11              | -0.11   | 0.04               | -0.19**  | -0.14 <sup>t</sup> |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ ; \*\*  $p < .01$ ; \*\*\*  $p < .001$

Correlations above the diagonal are for women; below the diagonal are for men.

Means, standard deviations and inter-correlations among the study variables for women and men (continued).

|                                       | 7        | 8        | 9       | 10                 | 11                 | 12                | 13                 | 14                |
|---------------------------------------|----------|----------|---------|--------------------|--------------------|-------------------|--------------------|-------------------|
| 1. Work-Family-Personal Life Conflict | 0.37***  | -0.25*** | -0.14*  | 0.01               | -0.05              | 0.08              | 0.11 <sup>t</sup>  | -0.59             |
| <b>Social Problem Solving Styles</b>  |          |          |         |                    |                    |                   |                    |                   |
| 2. Rational Problem Solving           | -0.08    | 0.14*    | -0.09   | -0.12 <sup>t</sup> | -0.15*             | 0.06              | 0.06               | 0.03              |
| 3. Avoidance Style                    | 0.13*    | -0.05    | -0.04   | 0.15*              | 0.05               | -0.07             | -0.01              | 0.01              |
| 4. Impulsive Carelessness Style       | 0.05     | -0.08    | -0.05   | -0.02              | -0.03              | 0.05              | -0.11 <sup>t</sup> | 0.02              |
| <b>Psychological Well-being</b>       |          |          |         |                    |                    |                   |                    |                   |
| 5. Anxiety                            | 0.48***  | -0.29*** | -0.04   | 0.17**             | 0.03               | -0.14*            | -0.07              | -0.21**           |
| 6. Burnout                            | 0.43***  | -0.19**  | -0.10   | 0.08               | 0.00               | 0.07              | 0.02               | 0.03              |
| 7. Depression                         | -        | -0.32*** | -0.08   | 0.09               | -0.03              | 0.01              | -0.07              | -0.06             |
| 8. Life Satisfaction                  | -0.34*** | -        | -0.03   | -0.13*             | -0.09              | 0.12 <sup>t</sup> | 0.25***            | 0.32***           |
| <b>Demographic Variables</b>          |          |          |         |                    |                    |                   |                    |                   |
| 10. Age                               | -0.09    | 0.09     | -       | -0.18**            | 0.34***            | 0.17**            | 0.01               | 0.06              |
| 11. Education                         | 0.15*    | -0.11    | -0.22** | -                  | 0.11               | -0.05             | -0.05              | -0.28***          |
| 12. Number of children                | 0.01     | -0.02    | 0.27*** | 0.10               | -                  | 0.03              | 0.08               | -0.14*            |
| 13. Job position                      | -0.06    | 0.14*    | 0.09    | 0.01               | -0.03              | -                 | 0.23***            | 0.12 <sup>t</sup> |
| 14. Spouse's job position             | 0.00     | 0.11     | 0.08    | -0.06              | -0.13 <sup>t</sup> | 0.04              | -                  | 0.29***           |
| 15. Income                            | -0.04    | 0.44***  | 0.22**  | -0.33***           | -0.09              | 0.16*             | 0.19**             | -                 |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ ; \*\*  $p < .01$ ; \*\*\*  $p < .001$

Correlations above the diagonal are for women; below the diagonal are for men.

## Appendix 5. MMR analyses of gender differences

Table 2.1 MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Anxiety relationship (Women).

|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change           |
|---------------------------|-----------------------|--------------------|-------|----------------|-------------------------|----------|--------------------|
| <b>Criterion: Anxiety</b> |                       |                    |       |                |                         |          |                    |
| Step 1.                   | Control Variables     |                    | .183  | .072           | .048                    | 3.008**  |                    |
|                           | Age                   | .041               | .003  |                |                         |          |                    |
|                           | Education             | .126 <sup>t</sup>  | .083  |                |                         |          |                    |
|                           | Number of children    | -.003              | -.003 |                |                         |          |                    |
|                           | Job position          | -.147*             | -.156 |                |                         |          |                    |
|                           | Spouse's job position | .059               | .011  |                |                         |          |                    |
|                           | Income                | -.135*             | -.085 |                |                         |          |                    |
| Step 2.                   | WFPC                  | .325***            | .241  | .173           | .148                    | 6.909*** | 28.198***          |
| Step 3.                   | RPS                   | -.111 <sup>t</sup> | -.063 | .184           | .156                    | 6.496*** | 3.157 <sup>t</sup> |
| Step 4.                   | WFPC x RPS            | .014               | .012  | .184           | .152                    | 5.756*** | .051               |
| <b>Criterion: Anxiety</b> |                       |                    |       |                |                         |          |                    |
| Step 1.                   | Control Variables     |                    | -.280 | .072           | .048                    | 3.008**  |                    |
|                           | Age                   | .055               | .003  |                |                         |          |                    |
|                           | Education             | .125 <sup>t</sup>  | .082  |                |                         |          |                    |
|                           | Number of children    | .001               | .001  |                |                         |          |                    |
|                           | Job position          | -.139*             | -.147 |                |                         |          |                    |
|                           | Spouse's job position | .052               | .010  |                |                         |          |                    |
|                           | Income                | -.137*             | -.087 |                |                         |          |                    |
| Step 2.                   | WFPC                  | .304***            | .226  | .173           | .148                    | 6.909*** | 28.198***          |
| Step 3.                   | AS                    | .157*              | .116  | .190           | .162                    | 6.762*** | 4.917*             |
| Step 4.                   | WFPC x AS             | -.059              | -.067 | .193           | .162                    | 6.096*** | .809               |
| <b>Criterion: Anxiety</b> |                       |                    |       |                |                         |          |                    |
| Step 1.                   | Control Variables     |                    | -.202 | .072           | .048                    | 3.008**  |                    |
|                           | Age                   | .058               | .004  |                |                         |          |                    |
|                           | Education             | .151*              | .099  |                |                         |          |                    |
|                           | Number of children    | -.010              | -.009 |                |                         |          |                    |
|                           | Job position          | -.145*             | -.153 |                |                         |          |                    |
|                           | Spouse's job position | .049               | .009  |                |                         |          |                    |
|                           | Income                | -.124 <sup>t</sup> | -.079 |                |                         |          |                    |
| Step 2.                   | WFPC                  | .338***            | .251  | .173           | .148                    | 6.909*** | 28.198***          |
| Step 3.                   | ICS                   | -.014              | -.007 | .176           | .147                    | 6.133*** | .754               |
| Step 4.                   | WFPC x ICS            | -.132*             | -.087 | .191           | .159                    | 6.012*** | 4.334*             |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$



Table 2.2. MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Burnout relationship (Women).

|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
|---------------------------|-----------------------|--------------------|-------|----------------|-------------------------|-----------|--------------------|
| <b>Criterion: Burnout</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    | -.534 | .026           | .001                    | 1.052     |                    |
|                           | Age                   | -.053              | -.005 |                |                         |           |                    |
|                           | Education             | .102 <sup>t</sup>  | .108  |                |                         |           |                    |
|                           | Number of children    | .031               | .045  |                |                         |           |                    |
|                           | Job position          | .045               | .077  |                |                         |           |                    |
|                           | Spouse's job position | .046               | .014  |                |                         |           |                    |
|                           | Income                | .097               | .099  |                |                         |           |                    |
| Step 2.                   | WFPC                  | .513***            | .619  | .263           | .240                    | 11.764*** | 74.046***          |
| Step 3.                   | RPS                   | -.049              | -.045 | .267           | .241                    | 10.461*** | 1.250              |
| Step 4.                   | WFPC x RPS            | -.108 <sup>t</sup> | -.147 | .277           | .249                    | 9.763***  | 3.334 <sup>t</sup> |
|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
| <b>Criterion: Burnout</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    | -.698 | .026           | .001                    | 1.052     |                    |
|                           | Age                   | -.045              | -.005 |                |                         |           |                    |
|                           | Education             | .081               | .087  |                |                         |           |                    |
|                           | Number of children    | .036               | .052  |                |                         |           |                    |
|                           | Job position          | .033               | .057  |                |                         |           |                    |
|                           | Spouse's job position | .028               | .008  |                |                         |           |                    |
|                           | Income                | .085               | .088  |                |                         |           |                    |
| Step 2.                   | WFPC                  | .482***            | .581  | .263           | .240                    | 11.764*** | 74.046***          |
| Step 3.                   | AS                    | .068               | .081  | .268           | .243                    | 10.546*** | 1.754              |
| Step 4.                   | WFPC x AS             | .025               | .047  | .269           | .240                    | 9.359***  | .167               |
|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
| <b>Criterion: Burnout</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    | -.787 | .026           | .001                    | 1.052     |                    |
|                           | Age                   | -.038              | -.004 |                |                         |           |                    |
|                           | Education             | .104 <sup>t</sup>  | .110  |                |                         |           |                    |
|                           | Number of children    | .028               | .041  |                |                         |           |                    |
|                           | Job position          | .032               | .055  |                |                         |           |                    |
|                           | Spouse's job position | .025               | .007  |                |                         |           |                    |
|                           | Income                | .103 <sup>t</sup>  | .105  |                |                         |           |                    |
| Step 2.                   | WFPC                  | .502***            | .606  | .263           | .240                    | 11.764*** | 74.046***          |
| Step 3.                   | ICS                   | .020               | .014  | .263           | .237                    | 10.252*** | .021               |
| Step 4.                   | WFPC x ICS            | -.096              | -.103 | .271           | .242                    | 9.457***  | 2.543              |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

Table 2.3. MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Depression relationship (Women).

|                              |                       | St. $\beta$ | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
|------------------------------|-----------------------|-------------|-------|----------------|-------------------------|----------|-----------|
| <b>Criterion: Depression</b> |                       |             |       |                |                         |          |           |
| Step 1.                      | Control Variables     |             | .104  | .017           | -.009                   | .655     |           |
|                              | Age                   | -.033       | -.001 |                |                         |          |           |
|                              | Education             | .076        | .028  |                |                         |          |           |
|                              | Number of children    | -.027       | -.013 |                |                         |          |           |
|                              | Job position          | .004        | .003  |                |                         |          |           |
|                              | Spouse's job position | .077        | .008  |                |                         |          |           |
|                              | Income                | -.010       | -.003 |                |                         |          |           |
| Step 2.                      | WFPC                  | .384***     | .157  | .149           | .123                    | 5.757*** | 35.779*** |
| Step 3.                      | RPS                   | -.162*      | -.051 | .176           | .147                    | 6.146*** | 7.705**   |
| Step 4.                      | WFPC x RPS            | -.061       | -.028 | .180           | .147                    | 5.568*** | 9.49      |
|                              |                       | St. $\beta$ | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
| <b>Criterion: Depression</b> |                       |             |       |                |                         |          |           |
| Step 1.                      | Control Variables     |             | -.177 | .017           | -.009                   | .655     |           |
|                              | Age                   | -.012       | .000  |                |                         |          |           |
|                              | Education             | .081        | .029  |                |                         |          |           |
|                              | Number of children    | -.013       | -.006 |                |                         |          |           |
|                              | Job position          | -.008       | -.005 |                |                         |          |           |
|                              | Spouse's job position | .054        | .005  |                |                         |          |           |
|                              | Income                | -.013       | -.004 |                |                         |          |           |
| Step 2.                      | WFPC                  | .360***     | .148  | .149           | .123                    | 5.757*** | 35.779*** |
| Step 3.                      | AS                    | .072        | .029  | .153           | .123                    | 5.175*** | 1.087     |
| Step 4.                      | WFPC x AS             | -.020       | -.013 | .153           | .120                    | 4.592*** | .089      |
|                              |                       | St. $\beta$ | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
| <b>Criterion: Depression</b> |                       |             |       |                |                         |          |           |
| Step 1.                      | Control Variables     |             | -.150 | .017           | -.009                   | .655     |           |
|                              | Age                   | -.013       | .000  |                |                         |          |           |
|                              | Education             | .089        | .032  |                |                         |          |           |
|                              | Number of children    | -.010       | -.005 |                |                         |          |           |
|                              | Job position          | -.015       | -.009 |                |                         |          |           |
|                              | Spouse's job position | .053        | .005  |                |                         |          |           |
|                              | Income                | -.011       | -.004 |                |                         |          |           |
| Step 2.                      | WFPC                  | .370***     | .152  | .149           | .123                    | 5.757*** | 35.779*** |
| Step 3.                      | ICS                   | .001        | .000  | .149           | .119                    | 5.016*** | .002      |
| Step 4.                      | WFPC x ICS            | .005        | .002  | .149           | .115                    | 4.440*** | .005      |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

Table 2.4. MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Life Satisfaction relationship (Women).

|                                     |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
|-------------------------------------|-----------------------|--------------------|-------|----------------|-------------------------|----------|-----------|
| <b>Criterion: Life Satisfaction</b> |                       |                    |       |                |                         |          |           |
| Step 1.                             | Control Variables     |                    | 3.456 | .125           | .102                    | 5.524*** |           |
|                                     | Age                   | -.076              | -.010 |                |                         |          |           |
|                                     | Education             | -.053              | -.073 |                |                         |          |           |
|                                     | Number of children    | -.022              | -.042 |                |                         |          |           |
|                                     | Job position          | .110 <sup>t</sup>  | .245  |                |                         |          |           |
|                                     | Spouse's job position | -.118 <sup>t</sup> | -.046 |                |                         |          |           |
|                                     | Income                | .272***            | .363  |                |                         |          |           |
| Step 2.                             | WFPC                  | -.268***           | -.420 | .191           | .166                    | 7.769*** | 18.713*** |
| Step 3.                             | RPS                   | .164**             | .197  | .217           | .189                    | 7.949*** | 7.644**   |
| Step 4.                             | WFPC x RPS            | .014               | .025  | .217           | .186                    | 7.043*** | .052      |
|                                     |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
| <b>Criterion: Life Satisfaction</b> |                       |                    |       |                |                         |          |           |
| Step 1.                             | Control Variables     |                    | 4.690 | .125           | .102                    | 5.524*** |           |
|                                     | Age                   | -.099              | -.013 |                |                         |          |           |
|                                     | Education             | -.080              | -.110 |                |                         |          |           |
|                                     | Number of children    | -.040              | -.076 |                |                         |          |           |
|                                     | Job position          | .121*              | .269  |                |                         |          |           |
|                                     | Spouse's job position | -.103 <sup>t</sup> | -.040 |                |                         |          |           |
|                                     | Income                | .258***            | .345  |                |                         |          |           |
| Step 2.                             | WFPC                  | -.265***           | -.415 | .191           | .166                    | 7.769*** | 18.713*** |
| Step 3.                             | AS                    | -.028              | -.043 | .191           | .162                    | 6.769*** | .003      |
| Step 4.                             | WFPC x AS             | .087               | .209  | .197           | .165                    | 6.233*** | 1.766     |
|                                     |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
| <b>Criterion: Life Satisfaction</b> |                       |                    |       |                |                         |          |           |
| Step 1.                             | Control Variables     |                    | 4.661 | .125           |                         | 5.524*** |           |
|                                     | Age                   | -.102              | -.013 |                |                         |          |           |
|                                     | Education             | -.075              | -.104 |                |                         |          |           |
|                                     | Number of children    | -.030              | -.056 |                |                         |          |           |
|                                     | Job position          | .123*              | .274  |                |                         |          |           |
|                                     | Spouse's job position | -.091              | -.035 |                |                         |          |           |
|                                     | Income                | .270***            | .360  |                |                         |          |           |
| Step 2.                             | WFPC                  | -.258***           | -.405 | .191           | .066                    | 7.769*** | 18.713*** |
| Step 3.                             | ICS                   | -.073              | -.070 | .194           | .166                    | 6.909*** | .908      |
| Step 4.                             | WFPC x ICS            | .054               | .075  | .196           | .165                    | 6.215*** | .730      |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

Table 3.1. MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Anxiety relationship (Men).

|                           |                       | St. $\beta$ | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
|---------------------------|-----------------------|-------------|-------|----------------|-------------------------|----------|-----------|
| <b>Criterion: Anxiety</b> |                       |             |       |                |                         |          |           |
| Step 1.                   | Control Variables     |             | .079  | .070           | .042                    | 2.535*   |           |
|                           | Age                   | -.022       | -.001 |                |                         |          |           |
|                           | Education             | .101        | .064  |                |                         |          |           |
|                           | Number of children    | .064        | .033  |                |                         |          |           |
|                           | Job position          | -.061       | -.055 |                |                         |          |           |
|                           | Spouse's job position | .007        | .002  |                |                         |          |           |
|                           | Income                | -.037       | -.019 |                |                         |          |           |
| Step 2.                   | WFPC                  | .420***     | .243  | .237           | .210                    | 8.901*** | 43.870*** |
| Step 3.                   | RPS                   | -.161*      | -.084 | .257           | .227                    | 8.639*** | 5.429*    |
| Step 4.                   | WFPC x RPS            | -.057       | -.037 | .260           | .226                    | 7.753*** | .751      |
| <b>Criterion: Anxiety</b> |                       |             |       |                |                         |          |           |
| Step 1.                   | Control Variables     |             | -.313 | .070           | .042                    | 2.535*   |           |
|                           | Age                   | -.035       | -.002 |                |                         |          |           |
|                           | Education             | .066        | .041  |                |                         |          |           |
|                           | Number of children    | .102        | .052  |                |                         |          |           |
|                           | Job position          | -.041       | -.037 |                |                         |          |           |
|                           | Spouse's job position | .006        | .002  |                |                         |          |           |
|                           | Income                | -.059       | -.031 |                |                         |          |           |
| Step 2.                   | WFPC                  | .374***     | .217  | .237           | .210                    | 8.901*** | 43.870*** |
| Step 3.                   | AS                    | .162*       | .096  | .264           | .234                    | 8.965*** | 7.420**   |
| Step 4.                   | WFPC x AS             | .098        | .072  | .273           | .240                    | 8.284*** | 2.352     |
| <b>Criterion: Anxiety</b> |                       |             |       |                |                         |          |           |
| Step 1.                   | Control Variables     |             | -.327 | .070           | .042                    | 2.535*   |           |
|                           | Age                   | -.018       | -.001 |                |                         |          |           |
|                           | Education             | .091        | .058  |                |                         |          |           |
|                           | Number of children    | .079        | .041  |                |                         |          |           |
|                           | Job position          | -.071       | -.064 |                |                         |          |           |
|                           | Spouse's job position | -.006       | .002  |                |                         |          |           |
|                           | Income                | -.057       | -.030 |                |                         |          |           |
| Step 2.                   | WFPC                  | .417***     | .242  | .237           | .210                    | 8.901*** | 43.870*** |
| Step 3.                   | ICS                   | .079        | .034  | .242           | .212                    | 7.996*** | 1.503     |
| Step 4.                   | WFPC x ICS            | .015        | .008  | .243           | .208                    | 7.080*** | .053      |

Note: <sup>†</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

Table 3.2. MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Burnout relationship (Men).

|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
|---------------------------|-----------------------|--------------------|-------|----------------|-------------------------|-----------|--------------------|
| <b>Criterion: Burnout</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    | -.051 | .062           | .034                    | 2.236*    |                    |
|                           | Age                   | .028               | .002  |                |                         |           |                    |
|                           | Education             | .169**             | .190  |                |                         |           |                    |
|                           | Number of children    | -.056              | -.051 |                |                         |           |                    |
|                           | Job position          | -.080              | -.129 |                |                         |           |                    |
|                           | Spouse's job position | -.050              | -.027 |                |                         |           |                    |
|                           | Income                | .033               | .031  |                |                         |           |                    |
| Step 2.                   | WFPC                  | .513***            | .528  | .311           | .287                    | 12.959*** | 72.548***          |
| Step 3.                   | RPS                   | -.163**            | -.150 | .327           | .300                    | 12.146*** | 4.755*             |
| Step 4.                   | WFPC x RPS            | -.116 <sup>t</sup> | -.133 | .339           | .309                    | 11.320*** | 3.498 <sup>t</sup> |
|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
| <b>Criterion: Burnout</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    | -.863 | .062           | .034                    | 2.236*    |                    |
|                           | Age                   | .020               | .002  |                |                         |           |                    |
|                           | Education             | .138*              | .155  |                |                         |           |                    |
|                           | Number of children    | -.028              | -.025 |                |                         |           |                    |
|                           | Job position          | -.079              | -.128 |                |                         |           |                    |
|                           | Spouse's job position | -.038              | -.021 |                |                         |           |                    |
|                           | Income                | .033               | .030  |                |                         |           |                    |
| Step 2.                   | WFPC                  | .480***            | .495  | .311           | .287                    | 12.959*** | 72.548***          |
| Step 3.                   | AS                    | .174**             | .182  | .338           | .311                    | 12.761*** | 8.147**            |
| Step 4.                   | WFPC x AS             | .001               | .001  | .338           | .308                    | 11.286*** | .000               |
|                           |                       | St. $\beta$        | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F         | F change           |
| <b>Criterion: Burnout</b> |                       |                    |       |                |                         |           |                    |
| Step 1.                   | Control Variables     |                    | -.816 | .062           | .034                    | 2.236*    |                    |
|                           | Age                   | .033               | .003  |                |                         |           |                    |
|                           | Education             | .166*              | .185  |                |                         |           |                    |
|                           | Number of children    | -.045              | -.041 |                |                         |           |                    |
|                           | Job position          | -.096              | -.155 |                |                         |           |                    |
|                           | Spouse's job position | -.044              | -.024 |                |                         |           |                    |
|                           | Income                | .027               | .025  |                |                         |           |                    |
| Step 2.                   | WFPC                  | .510***            | .525  | .311           | .287                    | 12.959*** | 72.548***          |
| Step 3.                   | ICS                   | .075               | .058  | .317           | .290                    | 11.623*** | 1.873              |
| Step 4.                   | WFPC x ICS            | -.049              | -.048 | .320           | .289                    | 10.388*** | .667               |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

Table 3.3. MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Depression relationship (Men).

|                              |                       | St. $\beta$       | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change           |
|------------------------------|-----------------------|-------------------|-------|----------------|-------------------------|----------|--------------------|
| <b>Criterion: Depression</b> |                       |                   |       |                |                         |          |                    |
| Step 1.                      | Control Variables     |                   | -.149 | .031           | .002                    | 1.059    |                    |
|                              | Age                   | .026              | .001  |                |                         |          |                    |
|                              | Education             | .133 <sup>t</sup> | .048  |                |                         |          |                    |
|                              | Number of children    | -.019             | -.006 |                |                         |          |                    |
|                              | Job position          | -.076             | -.040 |                |                         |          |                    |
|                              | Spouse's job position | .012              | .002  |                |                         |          |                    |
|                              | Income                | .115              | .035  |                |                         |          |                    |
| Step 2.                      | WFPC                  | .416***           | .139  | .192           | .164                    | 6.843*** | 40.309***          |
| Step 3.                      | RPS                   | -.133*            | -.040 | .209           | .178                    | 6.615*** | 4.247*             |
| Step 4.                      | WFPC x RPS            | -.001             | .000  | .209           | .173                    | 5.851*** | .000               |
|                              |                       | St. $\beta$       | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change           |
| <b>Criterion: Depression</b> |                       |                   |       |                |                         |          |                    |
| Step 1.                      | Control Variables     |                   | -.375 | .031           | .002                    | 1.059    |                    |
|                              | Age                   | .007              | .000  |                |                         |          |                    |
|                              | Education             | .110              | .040  |                |                         |          |                    |
|                              | Number of children    | .001              | .000  |                |                         |          |                    |
|                              | Job position          | -.076             | -.040 |                |                         |          |                    |
|                              | Spouse's job position | -.019             | .003  |                |                         |          |                    |
|                              | Income                | .113              | .034  |                |                         |          |                    |
| Step 2.                      | WFPC                  | .381***           | .127  | .192           | .164                    | 6.843*** | 40.309***          |
| Step 3.                      | AS                    | .206**            | .070  | .227           | .196                    | 7.349*** | 8.985**            |
| Step 4.                      | WFPC x AS             | -.063             | -.027 | .231           | .196                    | 6.634*** | .934               |
|                              |                       | St. $\beta$       | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change           |
| <b>Criterion: Depression</b> |                       |                   |       |                |                         |          |                    |
| Step 1.                      | Control Variables     |                   | -.345 | .031           | .002                    | 1.059    |                    |
|                              | Age                   | .024              | .001  |                |                         |          |                    |
|                              | Education             | .118 <sup>t</sup> | .043  |                |                         |          |                    |
|                              | Number of children    | -.001             | .000  |                |                         |          |                    |
|                              | Job position          | -.077             | -.040 |                |                         |          |                    |
|                              | Spouse's job position | -.008             | .001  |                |                         |          |                    |
|                              | Income                | .084              | .025  |                |                         |          |                    |
| Step 2.                      | WFPC                  | .405***           | .135  | .192           | .164                    | 6.843*** | 40.309***          |
| Step 3.                      | ICS                   | .123 <sup>t</sup> | .031  | .206           | .174                    | 6.484*** | 3.401 <sup>t</sup> |
| Step 4.                      | WFPC x ICS            | .030              | .097  | .207           | .171                    | 5.766*** | .219               |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$

Table 3.4. MMR analyses testing the moderating effect of Social Problem Solving in the WFPC and Life Satisfaction relationship (Men).

|                                     |                       | St. $\beta$       | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
|-------------------------------------|-----------------------|-------------------|-------|----------------|-------------------------|----------|-----------|
| <b>Criterion: Life Satisfaction</b> |                       |                   |       |                |                         |          |           |
| Step 1.                             | Control Variables     |                   | 2.445 | .198           | .174                    | 8.328*** |           |
|                                     | Age                   | -.064             | -.007 |                |                         |          |           |
|                                     | Education             | .051              | .071  |                |                         |          |           |
|                                     | Number of children    | .036              | .041  |                |                         |          |           |
|                                     | Job position          | .086              | .171  |                |                         |          |           |
|                                     | Spouse's job position | -.054             | -.036 |                |                         |          |           |
|                                     | Income                | .391***           | .447  |                |                         |          |           |
| Step 2.                             | WFPC                  | -.239***          | -.303 | .251           | .225                    | 9.645*** | 14.266*** |
| Step 3.                             | RPS                   | .091              | .103  | .261           | .231                    | 8.828*** | 2.576     |
| Step 4.                             | WFPC x RPS            | -.031             | -.044 | .262           | .228                    | 7.842*** | .226      |
|                                     |                       | St. $\beta$       | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
| <b>Criterion: Life Satisfaction</b> |                       |                   |       |                |                         |          |           |
| Step 1.                             | Control Variables     |                   | 2.922 | .198           | .174                    | 8.328*** |           |
|                                     | Age                   | -.063             | -.006 |                |                         |          |           |
|                                     | Education             | .037              | .051  |                |                         |          |           |
|                                     | Number of children    | .041              | .046  |                |                         |          |           |
|                                     | Job position          | .107 <sup>t</sup> | .213  |                |                         |          |           |
|                                     | Spouse's job position | -.048             | -.032 |                |                         |          |           |
|                                     | Income                | .394***           | .451  |                |                         |          |           |
| Step 2.                             | WFPC                  | -.253***          | -.321 | .251           | .225                    | 9.645*** | 14.266*** |
| Step 3.                             | AS                    | .004              | .006  | .252           | .222                    | 8.405*** | .042      |
| Step 4.                             | WFPC x AS             | .066              | .106  | .256           | .222                    | 7.590*** | 1.056     |
|                                     |                       | St. $\beta$       | B     | R <sup>2</sup> | Adjusted R <sup>2</sup> | F        | F change  |
| <b>Criterion: Life Satisfaction</b> |                       |                   |       |                |                         |          |           |
| Step 1.                             | Control Variables     |                   | 2.908 | .198           | .174                    | 8.328*** |           |
|                                     | Age                   | -.058             | -.006 |                |                         |          |           |
|                                     | Education             | .046              | .063  |                |                         |          |           |
|                                     | Number of children    | .032              | .036  |                |                         |          |           |
|                                     | Job position          | .092              | .183  |                |                         |          |           |
|                                     | Spouse's job position | -.046             | -.031 |                |                         |          |           |
|                                     | Income                | .406***           | .464  |                |                         |          |           |
| Step 2.                             | WFPC                  | -.234***          | -.297 | .251           | .225                    | 9.645*** | 14.266*** |
| Step 3.                             | ICS                   | -.044             | -.041 | .254           | .224                    | 8.499*** | .605      |
| Step 4.                             | WFPC x ICS            | .035              | .042  | .255           | .221                    | 7.563*** | .309      |

Note: <sup>t</sup>  $p < .10$ ; \*  $p < .05$ . \*\*  $p < .01$ ; \*\*\*  $p < .001$