Self-Esteem, Work-Family Enrichment and Life Satisfaction among Married Nurses in Health Care Service.

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Abstract—**Managing work and family roles become a critical issue due to changes in the lives of men and women. Hence, understanding work and family roles is seriously important for organization in helping employee to experience satisfaction in life. Thus, the objectives of this research are i) to examine the psychometric adequacy of the constructs of self-esteem, work-family enrichment and life satisfaction ii) to validate the hypothesized interrelationships among the constructs of self-esteem, work-family enrichment and life satisfaction among nurses of public hospitals in Malaysia and iii) to examine the likely mediation effect of work-family enrichment on self-esteem-satisfaction relationship. Survey questionnaire was administered to 689 married nurses of public hospitals in Malaysia. A full structural modeling testing was utilized with AMOS maximum likelihood estimation, supported the hypothesized relationship. The results substantiated the psychometric adequacy of the measure and produced a good-fitting life satisfaction model among nurses.**

Index Terms—**Self-Esteem, Life-Satisfaction and Work-Family Enrichment.**

I. INTRODUCTION

Nowadays, research on work and family interface has become a critical issues among scholars due to work and family are essential components in most people lives [1,2] that can generate significant impact on life satisfaction [3]. Many researchers come to an agreement that when a person has difficulty in managing work life balance, they will most likely face negative consequences. However, if that person successfully juggles multiple roles, these roles may enrich his or her life.

With regard to this matter, managing work and family issue has raised the critical concern to the management practitioners and academics [4]. In fact, the last three decades the world have witnessed changes in the nature of work in three ways: 1) both men and women juggling work and family roles simultaneously; 2) the existence of dual-income

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families, single parents and a growing number of women in the workforce; 3) the attitudes and values of men and women towards other aspects of life such as religion, leisure and the general quality of life [5]. As a result, organizations face the challenge of executing practices that allow their employees to perform at work as well as function meaningfully in their home. Therefore, there is a urgent call for an organization to find flexible and innovative solutions that can maximize employee's productivity without jeopardize his or her well being. Critically, for many organizations, helping employees to balance work and family maybe be useful strategies for attracting and retaining capable employees. Helping employees to achieve a certain level of work-life balance could go far in increasing employee work satisfaction and hence the value of services delivered to customers.

Thus, there are three objectives of this study i) to examine the psychometric properties of self-esteem, work-family enrichment and life satisfaction ii) to validate the hypothesized interrelationships among the constructs of self-esteem, work-family enrichment and life satisfaction among nurses of public hospitals in Malaysia iii) to examine the likely mediation effect of work-family enrichment on self-esteem-satisfaction relationship.

II. THEORETICAL UNDERPINING OF THE STUDY

Based on work-family enrichment theory [6] that promotes the positive effects of juggling work and family roles [7-9], this study will examine three constructs that have a causal link to one another.

They are self-esteem, work-family enrichment and satisfaction (Figure 1).

(SE): Self-Esteem, (WFE):Work-Family Enrichment and (LS): Life Satisfaction.

Fig. 1. Hypothesized Model

A. Self-Esteem

Previous research has reported that self-esteem is a crucial personal resource that is central to individuals' sense of well-being [10]. Korman [11] also believed that a person

with self-esteem would be strongly motivated to high levels of well-being. It is universally accepted that people attempt to achieve self-esteem because high self-esteem produce significant effect by buffering the person against stress, negative emotions, enhancing personal adjustment 12]. Maslow [13] described a person with high self-esteem as psychologically happy and healthy. A person with high self-esteem is capable of dealing with anxiety, enhance coping and promote physical health [14-16]. On the other hand, if a person has low self-esteem, he or she will have pychological frigidity [13], in that he or she may be experiencing depression, anxiety and maladjustment [14-17]. In line with this, several researchers reported that people with low self-esteem experience negative emotion more commonly in contrast to those with high self-esteem [17-19,16, 20]. As Grandey and Cropanzano [21] reported in their study, self-esteem has a direct relationship to all work and life satisfactions. However, they found no relationship between self-esteem with family satisfactions. In terms of role conflict, previous research on nurses suggested that role conflict is more likely when the nurses have low self-esteem [22]. Critically, according to these researchers, that existence of role conflict normally results in lower performance outcome. From the above explanation, it is possible that those who have high self-esteem are capable of overcoming conflicts arising from combining work and family. Moreover, the higher the self-esteem is, the more the person is likely to see himself/herself as being successful in managing work-life balance [11].

B. Work-Family Enrichment

Theory of work/family enrichment provides a clear picture of positive outcomes of combining work and family roles. While there may be other possible explanation for work/family enrichment, this study focuses on the impact of self-esteem from psychological and physical resources. According to Greenhaus & Powel [6], self-esteem generated from one role (work) can improve the quality of life in the other role (family) or vice versa. Several studies in the past have examined the positive side of managing work and family roles; thus, they suggest that personality traits such as self-esteem, self-efficacy and self-confidence may enhance performance in another role because they can stimulate motivation, goal-setting, effort and persistence [23-25].

C. Life Satisfaction

Life satisfaction outcomes are divided into three parts; job satisfaction, family satisfaction and well-being satisfaction. Based on a work-family enrichment theory, if a person's work role is enhancing his family role, it seems logical to hypothesize that this may be related to an increase in satisfaction in one's family role. Similarly, if a person's family role is enhancing his work role, an increase in work satisfaction could be possible. Henessey [26] provided support to this claim, indicating that work-family enrichment has a positive relationship with both work and family satisfaction. Specifically, the author reported that women with higher levels of work-family enrichment are more likely to experience higher levels of work and family satisfaction. Grzywacz [27] proposed that work and family enrichment

may help to strengthen social relationships, thereby providing a buffer against negative events which will lead to improved health outcomes. Several researchers have also suggested that increased levels of work and family positive spillover may be related to both greater job satisfaction and greater family satisfaction [28-30]. However, no empirical evidence exists with regards to the relationship between work-family enrichment and well-being satisfaction.

III. METHODOLOGY

A total of 710 questionnaires were distributed to married female nurses in public health care service in Malaysia. Although the response rate was 100%, 21 questionnaires were later discarded because of missing data. Therefore, the effective response rate was approximately 97%. The sample size was deemed adequate for the application of structural equation modeling (SEM) to address the research objectives. The respondents were Malay with diploma holders and above 40 years old. The majority has worked as nurses between 4 to10 years.

This study adapted the measures used in previous studies. Self-esteem was assessed using Rosenberg Self-Esteem Scale (RSE) [31], an instrument designed to provide a measure of global self-esteem. The Work-Family Enrichment and Family-Work Enrichment were assessed using two scales by Carlson et al. [32]. The measure of family satisfaction was adapted using a modified 5-item version of Brayfied and Rothe's [33] Job Satisfaction Scale. In this modified version, the word "work" has been replaced with the term "family life". Items for job satisfaction were assessed using the 3-item General Job Satisfaction subscale, which is part of the Job Diagnostic Survey (JDS) developed by Hackman & Oldham [34].

The Well Being Satisfaction, was adapted from the Overall Life Satisfaction scale developed by Quinn and Staines [32]. All items were measured using a six-point Likert-type scale (ranging from 1= strongly disagree to 6= strongly agree). Later, the questionnaire was rigorously pilot tested on 100 respondents before the main data collection was performed. This pilot study was very important in ensuring more reliable data collected during the major survey with establishment of content validity. The respondents were invited to comments on the questionnaires and thus, their constructive comments provided a basis for refinement to the construct measures. Using AMOS (version 17) the maximum likelihood estimation, the study tested the adequacy of the hypothesized models, which include several measurement models and a structural model.

The hypothesized models were empirically using a two-step structural equation modeling (SEM) approach. The measurement models were first estimated using confirmatory factor analysis (CFA); then the good-fit of full structural model was examined.
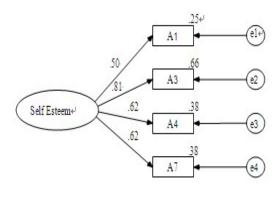
IV. RESULTS

As can be observed from figure 2, the single model of Self-Esteem demonstrates a reasonable fit to the data and all

goodness-of-fit indices utilized for the measurement model were supportive. Notably, the entire critical ratio associated with each item in the scale was significant (greater than 1.96) at the 0.05 level of significance. In addition, by inspecting the standardised residual value, it was observed that none of the items exceeded the absolute value of 2.58, the cut-off value. Suffice to say, the first step of the unidimensionality evaluation for the self-esteem measure was achieved. However, table 1 reported the detail of measurement of the variables of the hypothesized model.

TABLE 1: MEASUREMENT OF THE VARIABLES OF THE HYPOTHESIZED MODEL

Construct	Item	Measure	Mean	SD	Alpha
Self-Esteem	A1	On the whole, I am satisfied with myself.	5.08	.852	.717
	A3	I feel that I have a number of good qualities	5.02	.696	
	A4	I am able to do things as well as most other people	5.03	.781	
	A7	I feel that I'm a person of worth	5.07	.695	
Family to Work Enrichment		Involvement in family….. and be a better worker			
	D3	Helps to acquire skills	4.97	.778	.924
	D5	Makes me feel happy	5.09	.693	
	D6	Encourages me to use my work time in a focused manner	5.03	.745	
	D7	Makes me cheerful	5.06	.697	
	D8	Helps me expand my knowledge of new things	5.02	.731	
	D9	Causes me to be more focused at work	4.99	.758	
Work to Family Enrichment		Involvement in work….. and be a better family member			
	D12	Helps me to gain knowledge	5.05	.718	.899
	D13	Helps me feel personally fulfilled	5.02	.750	
	D14	Helps me acquire skills	5.04	.713	
	D16	Makes me cheerful	5.03	.703	
Family Satisfaction	Ee1	Most days I am enthusiastic about my family life	4.81	1.022	.792
	Ee2	I feel fairly well satisfied with my family life.	5.01	.853	
	Ee3	I find real enjoyment in my family life.	5.02	.822	
	Ee4	I find my family life better than average person does.	5.09	.900	
Job Satisfaction	Ej6	Generally speaking, I am very happy with my work.	4.94	.925	.687
	Ej7	I am generally satisfied with the kind of work I do in my job.	4.91	.917	
Well Being Satisfaction	F1	Interesting	5.04	.702	.912
	F2	Enjoyable	5.05	.701	
	F3	Worthwhile	5.17	.626	
	F4	Friendly	5.10	.699	
	F5	Full	4.81	.817	
	F6	Helpful	5.16	.702	
	F7	Rewarding	5.00	.664	
	F8	Bring out the best in me	5.12	.672	

Fig. 2. Measurement Model of Self-Esteem

The second measurement model (Figure 3) comprised of two correlated constructs of work-family enrichment (family-to-work enrichment and work-to-family enrichment). Each of these constructs was measured by more than three items and each item was assumed to load only on its respective dimension. The two factors, namely the family-to-work enrichment and work-to-family enrichment were expected to load on the work-family enrichment.
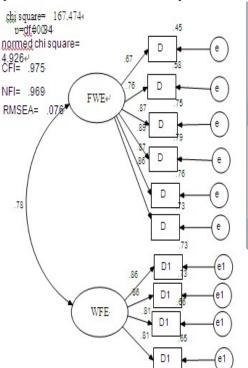

Fig. 3. Measurement Model of Work-Family Enrichment

Using the maximum likelihood estimation procedure of the confirmatory factor analysis, the validity of this measurement model was tested first. However the results did not fit well with the data. The chi-square= 1420.258 with 134 degrees of

freedom was statistically significant at p >0.01 and the overall goodness-of-fit indices was not acceptable (normed chi-square = 10.599, p-value= .000, CFI=.881, and RMSEA 0.118). Thus, the initial measurement model is called for modifications in accordance to high modification index on AMOS 18 output. After modification, the revised measurement model has a reasonable fit (chi-square=167.474, df=34, normed chi-square = 4.926, p-value= .000, CFI=.975, NFI=.969, and RMSEA 0.76. In fact, all indicators falling on its posited underlying factor were statistically significant with all critical ratios (t-values) were above 1.96 at 0.05 level respectively. In other words, the measurement of work-family enrichment did generate the observed covariance matrix; there was no evidence that the measurement model is incorrect. In addition, the direction and magnitude of factor loadings were substantial and statistically significant, and the model was free from offending estimates.

The third measurement model (Figure 4) comprised of three correlated constructs of life satisfaction (family satisfaction, job satisfaction and well-being satisfaction). Each of these constructs was measured by more than three items, except for job satisfaction (2 items) and each item was assumed to load only on its respective dimension. The three factors, namely the family satisfaction, job satisfaction and well-being satisfaction were expected to load on the life satisfaction.
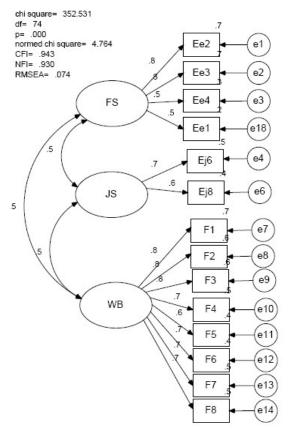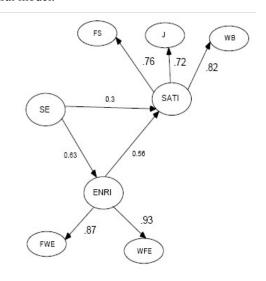

Fig. 4. Measurement Model of Life Satisfaction

Using the maximum likelihood estimation procedure of the confirmatory factor analysis, the validity of this measurement model was tested first. The results indicated that all indicators falling on its posited underlying factor were statistically significant with all critical ratios (t-values) were above 1.96

at 0.05 level respectively. The overall fit of the model was adequate with Chi-square= 197.790; p= 0.00; relative Chi-square= 3.878; RMSEA = .065, NFI= .950 and CFI = .065. In other words, the measurement of life satisfaction did generate the observed covariance matrix; there was no evidence that the measurement model is incorrect. In addition, the direction and magnitude of factor loadings were substantial and statistically significant, and the model was free from offending estimates. Notably, the results of each measurement model in this study provided evidence of convergent and divergent validity, thus, these are supporting evidence for construct validity of the model. According to Mueller and Hancock [36], the well fitting of the measurement model establish a possibility of a fitting structural model.

'Notes

SE= Self - Esteem
ENRICH= Work-Family Enrichment
FWE= Family-to-Work Enrichment
WFE= Work-to-Family Enrichment
SATIS= Satisfaction
FS=Family Satisfaction
JS=Job Satisfaction
WB= Well-Being Satisfaction

Fig.5. Result of structural model

Next, the results of the full fledge SEM (Figure 2), which used AMOS data-fitting program, supported the hypothesized relationships. Specifically, the maximum likelihood estimation of the model yielded the several noteworthy results, which collectively supports the adequacy of the model. The chi-square test of overall model fit resulted with a statistically significant discrepancy between the model and the data ($\chi^2 = 1191.917$, p = .000; CMIN/df =3.465), however, the other overall fit statistics (RMSEA = .060; NFI= .900; CFI = .926) satisfied their respective thresholds deemed important in a good fitting model.

The analysis also produced statistically significant path coefficients, implying the following causal links:
1) self-esteem positively related to life satisfaction of employee
2) self-esteem positively related to work-family enrichment
3) work-family enrichment partially mediated the relationship between self-esteem and life

satisfaction,
4) Self-esteem however, exerted substantial direct effect on life satisfaction of employee.

In addition the model was free from offending estimates and the directions of the estimates were theoretically justifiable. Finally, the parameter estimates were statistically significant at .05 level, and were of practical importance, since each standardized structural coefficient was larger than 0.2.

V. DISCUSSIONS AND CONCLUSIONS

The present findings of this study further supported the existing body of knowledge on work-family enrichment in several ways. First, the results substantiated the psychometric adequacy of the measure of self-esteem among employees towards life satisfaction. The measure seems sufficient to represent the overall self-esteem, work-family enrichment and life satisfaction among employees. Second, the data indicated that self-esteem is directly influence and has significant effect on life satisfaction such as wellbeing, family and job satisfaction. This result is in agreement with Hsieh [10] findings which showed that self-esteem is an important personal resource to a person's sense of well-being. In addition, these findings further support the idea of Grandey and Cropanzano [21] in which self-esteem has a direct relationship to all work and life satisfactions. Third, the result provides empirical support for a positive relationship between self-esteem and work-family enrichment. As Greenhause and Powell (6) suggested, resources derived from either work or family role help in promoting work-family enrichment. However, this result has not previously been tested empirically by any researchers. Fourth, the current study provides indications that an individual with higher levels of work-family enrichment will probably experience higher level of life satisfaction towards wellbeing, job and family. This finding for job and family satisfaction are consistent with the findings of previous studies [17] and assumptions which suggest that increased levels of work and family enrichment may be related to greater satisfaction particularly on job and family matters. However, no empirical evidence exists to support relationship between work-family enrichment and life satisfaction. Findings in the current study support the theoretical underpinnings of work family enrichment. If a person's work roles is enriching his or her family role, this may be related to an increase in satisfaction in one's family role.

However, a number of caveats need to be noted regarding the present study. First, this study has focused on married nurses with experiences in public health care service therefore further research is needed to compare married nurses from public and private healthcare organizations for more rigorous result. Second, since this study only considered married nurses, it is unclear whether the analytical results can be generalized to unmarried nurses, male nurses and other profit-oriented sectors. Finally, the sample of this study was collected in Malaysia, generalizability to other countries might be limited due to cultural differences in managing work-family issues related

to self-esteem, work-family enrichment and life satisfaction.

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