

Chapter 4

THE EFFECT OF WORK-FAMILY CONFLICT ON EMOTIONAL BURNOUT: A STUDY IN THE INSURANCE SECTOR

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INTRODUCTION

In today's working life, the fact that women start to take an active role leads men to help women at home jobs and to have traditional roles. The efforts of both parties to balance the requirements of different roles in the fields of work and family are highly felt and work-family conflict emerges (Özdemir & Er, 2015). In addition, the increasing job expectations and long working hours required by the new economic conditions have caused employees to reduce the time they need to allocate to their families. On the other hand, the problems that arise in trying to fulfill family responsibilities are reflected in the working life. For these reasons, there is a work-family conflict (Doğan et al., 2017). Pressures from work and family areas can be mutually incompatible, and joining one role can make it difficult to join another role (Greenhaus & Beutell, 1985). Therefore, the increasing demands of the organizations and the limited resources to meet the demands may affect the successful performance of work and family roles by putting pressure on the employees (Arslan & Erkuş, 2018). Changes in work life such as increased number of double career families (Bond et al., 1998), double-earning family situations emerging more (White & Rogers, 2000) and also economic conditions forced organizations to make arrangements quickly on their employees (Hitt, 1998) has made the issue of family conflict more important (Posig & Kickul, 2004). Changes such as an increase in the number of double-earning families who are obliged to take care of their children or elderly family members, and the increase in the number of professional spouses in which both the husband and the spouse have a career indicate the presence of work-family conflict (Mortazavi et al., 2009). As a matter of fact, these changes disrupt the balance between the work and family life of the employees and may lead to work-family conflict.

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sequences against the organization and itself. Therefore, organization managers should follow family-friendly policies, considering that employees have a family other than work. Efficiency should be prioritized instead of long working hours. Work-family conflict can be reduced by ensuring that employees have positive experiences and feelings about the work they do in the organization. On the other hand, applications can be made that employees can spare time for their families.

The main constraint of this study is that the sample is formed only from insurance sector employees. Therefore, evaluations are valid only for this sample group. If this study is conducted in other samples, different results are likely to occur. In future, studies can be conducted on which human resources practices can reduce work-family conflict.

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