



# Understanding Work-Family Conflict In A Hybrid Working Mode In The IT Industry

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## ARTICLE INFO

## ABSTRACT

The purpose of the study is to study the literature available on the concept of work-family conflict and to understand the factors causing work-family conflict in hybrid working mode in the IT Industry for future sustainability. A descriptive study was carried out on 366 Indian IT employees to find out the factors causing work-family conflict while working in the hybrid working mode. Factor Analysis was conducted on the data collected from 366 respondents. The study provided two major factors that lead to work-family conflicts while working in hybrid mode. The two major factors are Work-life Balance factors, Work Connect, and Scheduling factors. The complete rollback to work-from-office was not welcomed by the employees. Therefore, it is in the interest of all to design a Hybrid work policy that caters to the specific aspects of work-family conflict in this working style and optimizes the benefits of a flexible working regime. The study findings help in understanding the reasons for work-family conflict in the new hybrid working domain and formulate strategies to mitigate this conflict considering the factors extracted.

**Keywords:** Work-Family Conflict, Hybrid Mode of Working, Systematic Literature Review IT industry

## 1. Introduction

Role Conflict is a phenomenon in which employees experience conflicting roles and responsibilities which becomes very difficult to manage along with their other commitments. The conflicting demands can manifest in one of forms namely intra-role conflict, inter-role conflict.

Intra-role conflict occurs when there is a conflict arising in a single domain of the life of the person. It can be conflicting demands on the work front only like two job responsibilities that cannot be performed simultaneously and cause a conflicting situation for the employee. Similarly on the family front if a person faces two contradicting situations that cannot be done at the same time and this causes intra-role conflict for the person

Inter-role Conflict occurs when there are contradicting demands from two different roles a person holds. This conflict arises when a person has to choose between two different domains of his life. Work and family are the two most important domains of a person's life. They are work life and family life. As given by Greenhaus, J. H., & Beutell, N. J. (1985) when there is a clash in the roles that need to be performed by a single person in his life at a particular point in time then it is considered a work-family conflict. There is an immense amount of study undertaken to understand the relationship between a person's work life and non-work life as propounded by (Kanter, 1977; Voydanoff, 1980). Studies by various researchers have scrutinized the work and non-work responsibilities of various people from different perspectives (Burke & Bradshaw, 1981; Kabanoff, 1980; Kanter, 1977; Near, Rice, & Hunt, 1980; Staines, 1980; Voydanoff, 1980).

Earlier gender roles were divided clearly between males and females. Males used to be the bread earner of the family and females used to be the caretakers of the family. With changing working environments, competition, and social structure, more and more females are entering the working domain. This resulted in an added layer of responsibility for the females. (Aiswarya, B., & Ramasundaram, G. 2013) researched to understand the amount of strain and workload that has increased for women from the day women started working especially in the IT industry. This aspect of women working in the IT Industry was studied by [3]. But in the changing times, males are also shouldering family responsibilities due to the working status of their spouses. Although with both the partners working there is an increase in the number of responsibilities of

both male and female. A comparative analysis needs to be done to understand the level of increase in the responsibilities for both males and females respectively as it has been done by (Barbieri, B., Balia, S., Sulis, I., Cois, E., Cabras, C., Atzara, S., & De Simone, S. 2021) . All this has led to an increasing incidence of work-family conflict. Apart from the causes mentioned above, the COVID-19 pandemic popularized remote working which eventually led to the Hybrid mode of working. The influence of working from home was studied by (Chen, Z. 2021). In the hybrid mode of working the boundary between work life and family life has blurred which leads to a further increase in the incidence of work-family conflict. This necessitates the need to study work-family conflict using a two-pronged approach. This two-pronged approach requires a systemic study of the previously studied literature on work-family conflict and using the result of this literature study, to further our knowledge about this phenomenon. This can be done by conducting descriptive research on work-family conflict in the newer context of hybrid working and analyzing the factors for the same.

The Hybrid mode of working has its idiosyncrasies and they need to be understood properly. To understand the factors causing work-family conflict due to these idiosyncrasies became the motivation for the current research. It is a very important aspect to resolving work-family conflict to retain employees in the organization as the major reason for labor turnover is the lack of ability to manage every role in the desired manner as propounded by (Aboobaker, N., Edward, M., & Pramatha, K. P. 2017).

This motivation has led to the formulation of the following objectives for the present research.

1. To perform a bibliometric analysis regarding previous studies on trends and future directions on Work-Family Conflict.
2. To study the factors causing Work-Family Conflict in the Hybrid working style.
3. To extract factors for the Role Conflict.

The following constitutes the remainder of the paper: The previous research on the study's variables is explained in the Literature Review section. The Research Methodology section details the entire research process and design. The Findings and Results section outlines the study's key findings. The Implications section discusses the study's implications for workers, their families, employers, and society at large. The limits of the current study and the future scope of the research are further discussed in the conclusion section.

## 2. Literature Review

### **WORK-FAMILY CONFLICT**

The demands of work and family have become increasingly opposed, requiring equal quantities of time, energy, and responsibility. According to definitions of WFC (Greenhaus & Beutell, 1985; Thompson, Beauvais, & Lyness, 1999), it is "a form of inter-role conflict in which the role pressures from the work and family domains are mutually incompatible in some respect." According to Kahn et al. (1964), work-family conflict (WFC) arises when job demands conflict with family time or attention. It is a type of inter-role conflict in which the role constraints from the work and family domains are mutually incompatible in some way. The conflict between the work and family roles arises from a variety of workplace factors, including total working hours, overtime requirements, rigid work schedules, inflexible peers, and an unwelcoming organizational culture (Baral, 2010; Bardoel, Cieri, & Santos, 2008; Carlson, Kacmar, & Williams, 2000; Chandra, 2010; Hsieh et al., 2005; Haar, 2004; Rathi & Barath, 2013; Thomas & Ganster, 1995; Wesley & Muthuswamy, 2005).

From a conceptual standpoint, there is a mutual conflict between job and family. Studies (Boyar et al., 2007; Carlson et al., 2000; Gutek, Searle, & Klepa, 1991; Hill et al., 2001; Netemeyer, Boles, & McMurrian, 1996) distinguish between WFC and FWC. Workplace conflicts, such as those resulting from unbalanced or strict work schedules, work overload and other types of workplace stress, significant travel, career transitions, or an unaccommodating supervisor or organization, can all cause work-family conflicts (WFC) (Greenhaus et al., 1989).

Three types of WFC are taken into consideration by researchers: behavior-based conflict, strain-based conflict, and time-based conflict (Carlson et al., 2000; Greenhaus & Beutell, 1985; Kinnunen & Mauno, 2007; Luk & Shaffer, 2005; Rajadhyaksha & Velgach, 2009; Zhang et al., 2012). These forms of WFC are examined by researchers. When time spent in one position interferes with time available for the other role, this is known as time-based conflict. The number of hours a person spends at work, including time spent traveling, overtime, and shift work, is usually the basis for job-related time conflict. Time spent with family or interacting with family members takes away from time that may be spent at work; this is known as family-related time conflict (Greenhaus & Beutell, 1985). When strain (or stressors) in one function make it difficult to perform the other role effectively and efficiently, it is known as strain-based conflict (Alsam et al., 2013; Boyar et al., 2008; Greenhaus & Beutell, 1985; Trachtenberg, Anderson, & Sabatelli, 2009). Workplace stress is associated with demanding situations that lead to exhaustion, despair, unclear roles, and other issues. Conflict arising from family-based strain mostly happens when expectations from the family and the spouse's career do not align.

The field of Work-Family Conflict can be studied in the following areas

**Causes and consequences of Work-Family Conflict:** This area helps to determine the elements that lead to work-family conflict in many contexts, including social, familial, and organizational contexts as discussed by (Aiswarya, B., & Ramasundaram, G. 2013) and (Eshak,

E. S., Elkhateeb, A. S., Abdellatif, O. K., Hassan, E. E., Mohamed, E. S., Ghazawy, E. R., ... & Mahfouz, E. M. 2021). Work-family conflict's effects on personal and organizational outcomes, including work satisfaction, stress, burnout, turnover, and performance etc.

**Coping strategies and interventions:** This area examines the different ways in which individuals and organizations cope with work-family conflict. The research conducted by (French, K. A., Dumani, S., Allen, T. D., & Shockley, K. M. 2018) gave a brief regarding the identification and development of coping strategies and interventions that can help individuals and organizations manage and reduce work-family conflict.

**Gender differences:** (Barbieri, B., Balia, S., Sulis, I., Cois, E., Cabras, C., Atzara, S., & De Simone, S. 2021) gave insights on how people of different genders deal with and experience work-family conflict. Research in this field examines how work-family conflict is influenced by gender-specific factors as well as effective coping mechanisms and methods.

**Work-family conflict and technology:** This area concentrates on how technology either increases or decreases work-family conflict. This field of study looks at how technology—like mobile devices, virtual teams, and telecommuting—affects work-family conflict and blurs the lines between work and personal life (Barbieri, B., Balia, S., Sulis, I., Cois, E., Cabras, C., Atzara, S., & De Simone, S. 2021); (van Zoonen, W., Sivunen, A., Blomqvist, K., Olsson, T., Ropponen, A., Henttonen, K., & Vartiainen, M. 2021).

**Work-Family conflict and leadership:** This theme examines the role of leadership in managing and reducing Work-Family conflict. The research in this area explores the leadership styles and practices that are effective in creating a supportive and low-conflict work environment (French, K. A., Dumani, S., Allen, T. D., & Shockley, K. M. 2018).

Table 1 mentions the previous research conducted on Work-Family Conflict.

Table 1 : Literature review on work-family conflict

Paper Title	Author(s)	Journal Name	Year of Publication	Country of Research	Findings	Research Gap
Antecedents of work-family conflict among Egyptian civil workers	E. S. Eshak, A. S. Elkhateeb, O. K. Abdellatif, E. Hassan, E. S. Mohamed, E. R. Ghazawy, S. A. Emam & E. M. Mahfouz	Journal of Public Health	2021	Egypt	Family and work-related situational factors are the most predominant factors for this conflict followed by Behavioural and Health-Related factors.	As the study was a cross-sectional one, more research is needed in longitudinal terms.
Influence of Working From Home During the COVID-19 Crisis and HR Practitioner Response	Zhisheng Chen	Frontiers in Psychology	2021	China	From HR perspective employee job skill enhancement, employee stress, work-family imbalance corporate culture reinforcement are important to understand the dynamics	The study was focussed only on effect of WFH on people during pandemic. No pre and post pandemic time understanding and comparison is done

					of working environment in a post pandemic working era.	
Don't call it Smart: Working From Home During the Pandemic Crisis	Barbara Barbieri, Silvia Balia, Isabella Sulis, Ester Cois, Cristina Cabras, Sara Atzara and Silvia De Simone	Frontiers in Psychology	2021	Italy	Work from home culture has resulted in an increased conflict between the personal and professional lives of the employees	A longitudinal study could be useful to better understand perceptual differences of remote working and their impact on quality of life.
Factors Influencing Adjustment to Remote Work: Employees' Initial Responses to the COVID-19 Pandemic	Ward van Zoonen, Anu Sivunen, Kirsimarja Blomqvist, Thomas Olsson, Annina Ropponen, Kaisa Henttonen and Matti Vartiainen	International Journal of Environmental Research and Public Health	2021	Finland	Structural and contextual factors are important predictors of adjustment and that these relationships are moderated by communication quality and CTU.	Sample consisted majority of Finnish Civil Servants (60%). So the working conditions were alike and the study should be tested amongst other professions also.
The effect of work-family conflict on job satisfaction and performance: a study of Indonesian female employees	Agus Purwanto	International Journal of Advanced Science and Technology	2020	Indonesia	Work-Family conflict negatively impacts job satisfaction but it does not directly impact these women's performance. Work-family conflict impacts employee performance via job satisfaction.	Only female respondents were studied. Also, the effect of WFC on employee performance was studied through Job Satisfaction. Motivation, Organizational culture can also affect employee performance.

Investigating Work-Family Conflict	Siavash Etemadinezhad, Leila Zafarian, Jamshid Yazdani Charati & Mojtaba Ahmadi	Archives of Occupational Health	2020	Iran	The level of work conflict with family was more than the family conflict with work among the teachers. Time-based conflict contributes more to the overall conflict.	There was no significant relationship between demographic variables and work-family conflict and it varies with some previous researches due to cultural differences. So the same needs to be studied in other geographical and cultural contexts.
Status and Its Relationship with Teachers' Demographic Features of Shahrekord: Cross-Sectional Study						
Work-family Conflict, Family-work Conflict and Intention to Leave the Organization: Evidences Across Five Industry Sectors in India	Nimitha Aboobaker, Manoj Edward, Pramatha K.P.	Global Business Review	2017	India	Work-Family Conflict, Family-Work Conflict, and Turnover Intention are positively correlated. ITES sector employees have the highest TI followed by IT sector employees.	30 respondents from each of the 5 sectors can not tell a full picture of the industry.
Work-family Conflict And Family-work Conflict As Predictors Of Psychological Wellbeing, Job Satisfaction And Family Satisfaction: A Structural Equation Model	Nimitha Aboobaker, Dr. Manoj Edward	Zenith International Journal of Business Economics & Management Research	2017	India	Work-family conflict correlated with job satisfaction and family-work conflict correlated with life satisfaction. Psychological well-being impacts both job and family satisfaction	Only female respondents were studied.
Indian Women In Technology: An Empirical	B. Aiswarya, G. Ramasundaram	Malaysian Management Journal	2013	India	Three predominant factors that influence the work-family	Only female respondents were studied.

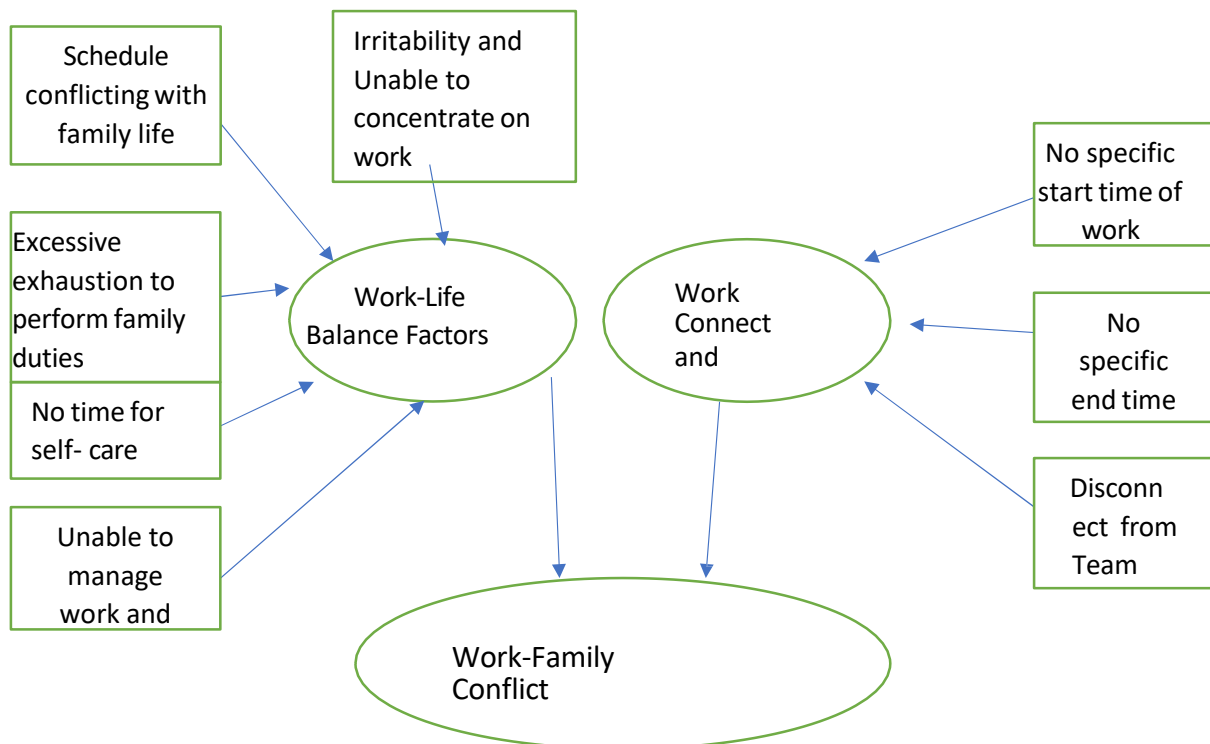
Analysis Of Role Conflict	conflict time-dimension are work exhaustion, work thought interference and perceived workload in the order of merit.
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### 3. Research Methodology

An essential component of every academic or scientific study is research methodology. It outlines the approach that was used to carry out the research. It describes the research method used to conduct the study. It includes the population profile and sample for the study, the sampling strategy used, the data collection process, and the analysis of the collected data.

The goal of the present study is to study previously studied literature on work-family conflict and use that knowledge to further our study of the specific factors responsible for work-family conflict in the hybrid working style. The current research is descriptive. The thumb rule for the sample size for factor analysis is 10 subjects per variable as specified by (Nunnally, J.C. 1978). 366 completed survey responses were collected as the sample for the present research using Google Forms. Convenience sampling was used to collect the data from the respondents. Factor analysis was used to understand the factors responsible for work-family conflict in the hybrid working mode.

#### 3.1 Proposed Conceptual Model



#### 3.2 Research Question

To ensure that the shift to hybrid work is beneficial for employee well-being over the long term, it is critical to develop new methods and alter current ones. This will help in reducing this work-family conflict and lead to better employee performance and improved overall employee well-being. Given the numerous detrimental consequences associated with work-family conflict, the entire concept presents a compelling research question.

#### 3.3 Reliability & Validity

An instrument's "reliability" is defined as its capacity to produce results that are consistent or comparable when used repeatedly to the same sample. Internal consistency was measured using Cronbach's alpha. The

Cronbach's alpha score for the current study was 0.819. According to (Nunnally, J.C. 1978), reliability should have a minimum value of 0.7. Table 2 lists the reliability statistics for the current study.

Table 2: Reliability Statistics

Cronbach's Alpha	N of Items
.819	8

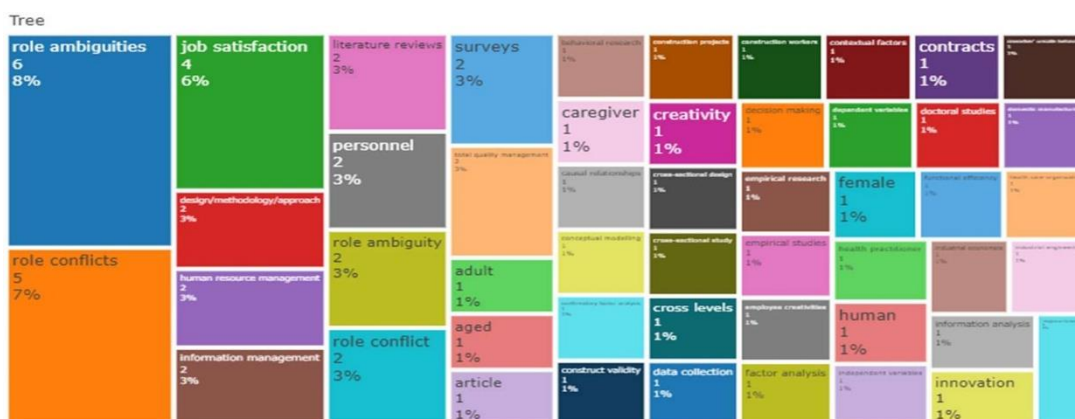
The ability of a research tool to measure something accurately that it is meant to evaluate is known as validity. The Face and Content validity of the instrument was indicated by the Experts' Review.

#### 4. Findings & Discussion

The systematic study of the literature in the area of work-family conflict can be summed up using a tree map. Apart from this the research also focussed on the countries' scientific production in the field of work-family conflict.

##### Tree Map

To help identify the most significant themes and sub-themes in the study area, a tree map was utilized to show the frequency of keywords or research themes visually and hierarchically. The concept of role ambiguity is one of the major themes in the area of role conflict. Apart from role ambiguity, role conflict is also very important and this forms the foundation of the present research. There are other themes and sub-themes like literature reviews, job satisfaction, and empirical studies in this field are also very important. The present study worked on the theme of literature review as well as empirically studying the underlying concepts related to this area. The themes of role ambiguity and job satisfaction can be used in future studies related to this concept. The inter-relation of job satisfaction and work-family conflict was studied by (Aboobaker, N., & Edward, M. 2017) and (Purwanto, A. 2020).



##### Word Cloud

Word Cloud is used to visually describe the keywords used in the field of research of any concept. It depicts the frequency and relevance of the words used in that area. The size of each word in the word cloud represents its relative importance in that field of research. The word cloud presented by (Neha, N., Sharma, Y., Yadav, A., Ramnarayan, R., & Swapna, G. 2023) highlights the frequency of keywords in the area of role conflict in their bibliometric analysis. Role ambiguity has taken center stage in the word cloud presented below. Role ambiguity refers to a situation where an individual is unclear about what is expected of them in their job or how their job fits into the larger organizational context. This lack of clarity can lead to confusion and difficulty in performing job duties effectively. This confusion results in Role Conflict which can manifest itself in the form of Work-family conflict. This conflict eventually impacts employees' job satisfaction. For the present study work-family conflict, a form of inter-role conflict was the whole premise of studying it in the context of a relatively newer context of Hybrid working. The word cloud presented below mentions keywords like role conflicts, literature reviews, factor analysis, and conceptual modeling which were used and studied in the present research also. Concepts like role ambiguities and job satisfaction are also important in this field of study as mentioned in the word cloud. These concepts can be incorporated into future research.





respondents are living in a nuclear family setup, one-fifth of the respondents are living with their extended families and only 16 respondents are living in shared accommodation. The age of the respondents varied from 22 years to 54 years with the average age being 32.17 years and a standard deviation of 5.5 years. The average working hours of the respondents were 9.1 hours per day with a standard deviation of 1.1 hours per day. The average experience of the respondents was 8.99 years with a standard deviation of 5.17 years.

To study the factors causing work-family conflict in the hybrid mode, factor analysis was done. A statistical method known as factor analysis is used to assess the variance between related and observable variables in a smaller number of potentially unobserved variables, or factors. In addition to helping reduce the number of dimensions in the research, factor analysis can be used to uncover hidden correlations between observable variables.

**Factor Analysis**

Work-family conflict holds a lot of relevance in the times of Hybrid working as Hybrid working domain blurs the boundaries between work and family life. Therefore, the analyze the factors causing this conflict in the hybrid working domain, factor analysis was done using SPSS.

Factor analysis can only be performed only if certain conditions are met. These conditions are listed as follows:

1. Bartlett’s test of sphericity should be significant
2. KMO should be greater than 0.50
3. Measure of Sampling Adequacy MSA should be greater than 0.050
4. Only those factors whose eigenvalue is greater than 1 should be taken
5. Items having factor loading greater than 0.040 should be taken
6. The higher the factor loading is, the better it is
7. Communality less than 0.30 should be removed

For the current study, these conditions were fulfilled and their results are mentioned in the tables below.

Bartlett’s test of sphericity and KMO measure of sampling adequacy is mentioned in Table 4 . The measure of Sampling adequacy should be more than 0.050. The MSA value for the present research came out to be 0.817 which is greater than 0.050.

Table 4: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.817
Approx. Chi-Square	1039.790
Bartlett's Test of Sphericity	df
Sig.	.000

Table 5 shows the factor loading of the components with the Principal Component Extraction Method and using the Varimax rotation with Kaiser Normalization in the rotated component matrix.

Table 5:Rotated Component Matrix<sup>a</sup>

	Component	
	1	2
WFC1_My work schedule often conflicts with my family life.	.802	
WFC2_After work, I am too tired to perform my family duties.	.850	
WFC3_After work, I do not get time for myself.	.774	
WFC4_My office work does not have any specific start time.		.872
WFC5_My office work does not have any specific end time.		.854
WFC6_I am not able to manage my work life and family life well in this hybrid setup.	.587	
WFC7_In this hybrid setup, I feel disconnected from my team members.	.375	.471
WFC8_I am irritable and not able to concentrate on my work in this hybrid setup.	.732	

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

Table 6 shows the initial eigenvalues and the initial percentage of variance explained by the components. The

table also shows the extracted and rotated eigenvalues and the percentage of variance explained by the components with an eigenvalue greater than 1 as is the assumption of factor analysis.

Table 6: Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.625	45.313	45.313	3.625	45.313	45.313	3.026	37.828	37.828
2	1.263	15.790	61.102	1.263	15.790	61.102	1.862	23.274	61.102
3	.887	11.089	72.191						
4	.672	8.395	80.586						
5	.499	6.242	86.828						
6	.406	5.073	91.902						
7	.379	4.738	96.640						
8	.269	3.360	100.000						

Extraction Method: Principal Component Analysis.

Table 7 shows the component transformation matrix for the extracted two components with eigenvalue greater than 1.

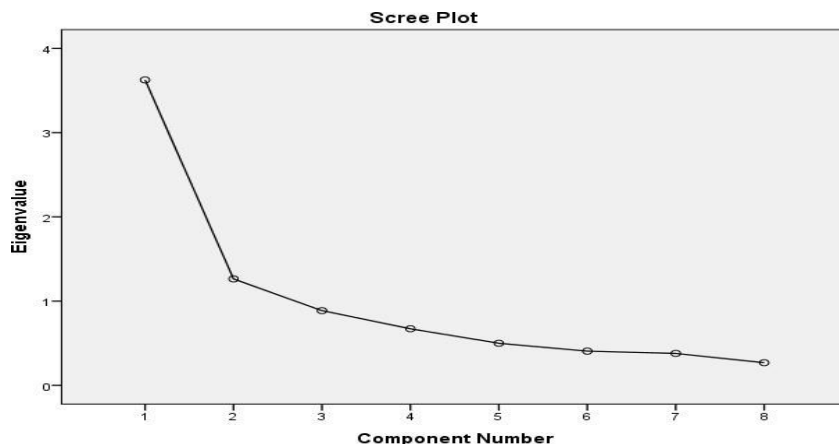
Table 7: Component Transformation Matrix

Component	1	2
1	.864	.503
2	-.503	.864

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

**Scree Plot**

A scree plot is a line plot to graphically display eigenvalues of factors in factor analysis in descending order. It helps in determining the number of factors to be retained. The figure shows the scree plot of the factor analysis performed on work-family conflict



Two Factors were extracted from this Factor Analysis with eigenvalues of 3.625 and 1.263 respectively. To give a label to the factors extracted, one set of items corresponds to the Work- life Balance aspect and the other set of items corresponds to work connect and scheduling aspects. These findings corroborate the interpretation of Hybrid work being a mix of in-office work and at-home work modes.

To study the most prominent factor of work-family conflict in the hybrid work domain in the Indian IT Industry, the results of factor analysis are further studied. Factor analysis not only helps in dimension reduction but also helps in identifying the most prominent factor for the variable under study. It also helps in quantifying the variation in the variable under study due to these factors. Eigenvalues help in quantifying these variations.

Eigenvalues quantify how much of each factor's variation in the entire sample is explained. They highlight the significance of every component in the explanation of the variance among the variables. An increased eigenvalue indicates a more significant factor in explaining the data. Any factor with an eigenvalue greater than or equal to 1.

The component with a higher factor Loading corresponds to that factor. For component WFC7 both factor loadings came out to be comparable but WFC7 logically corresponds more to Factor 2 which is the Work

connect and scheduling factor and Factor 1 is the Work-Life Balance aspect.

Table 8 shows the factor loading of the components divided into the two extracted factors.

Table 8: Factor Loading of Components

Component	Work-Life Balance Factors	Work Connect & Scheduling Factors
Work schedule conflicting with family life	0.802	
Excessive exhaustion to perform family duties	0.850	
No time for self-care	0.774	
No specific start time for work		0.872
No specific end time of work		0.854

Unable to manage work and family life	0.587	
Disconnect from team members		0.471
Irritability and unable to concentrate on work	0.732	

Table 9 shows the initial and rotated eigenvalues and the percentage of variance explained by the two extracted factors.

Table 9: Factors, Eigenvalues and % of variance

Factor	Initial Eigenvalue	Initial % of Variance	Rotated Sum of Squared Loadings and % Variance
1	3.625	45.313	37.828
2	1.263	15.790	23.274

Factor 1 has an initial eigenvalue of 3.625 whereas factor 2 has an initial eigenvalue of 1.263 signifying that factor 1 is the most prominent factor causing work-family conflict in the hybrid work domain in the Indian IT Industry.

Factor 1 explains a variance of 37.828% and Factor 2 explains a variance of 23.274% as per the rotated sum of squared loadings. A total of 61.102% of the variance is explained by these two factors as per the rotated sum of squared loadings. Two major factors namely Work-life balance factors and work connect and scheduling factors came out as a result of Factor Analysis. Disruption in work-life balance leads to Work-Family conflict as discussed even by (Etemadinezhad, S., Zafarian, L., Charati, J. Y., & Ahmadi, M. 2020).

The results of factor analysis highlight the importance held by work-life balance factors and at the same time the necessity of proper work scheduling for mitigating work-family conflict in the hybrid working domain.

### 5. Implications

The study's findings will be very helpful in developing policies for the hybrid working environment. The workers refused to accept the whole return to the office mandates. Thus, it was necessary to create and build a mix of both working styles. This new style of working presented its own set of problems apart from the benefits of this working style. This style blurred the boundary between work life and family life and this resulted in work-family conflict which needed to be studied in this new working style. The knowledge of the factors causing work-family conflict in this hybrid working style will help in devising strategies and interventions to reduce this conflict and optimize the benefits of this hybrid working style.

The results of the present study will help in exploring the effectiveness of different strategies for managing and reducing work-family conflict. While some research has identified strategies such as providing clear job descriptions and offering training and development opportunities, more research is needed to determine which strategies are most effective in different contexts.

There is a role of individual and contextual factors in influencing the experience of work-family conflict. individual factors such as personality and coping strategies can affect how individuals respond to work-family conflict. Contextual factors such as organizational culture and team member and manager support also influence the experience of work-family conflict. Work- family conflict is linked with a lot of negative outcomes such as job dissatisfaction and the intention to quit the organization. The research in this field has a lot of implications for organizations as it affects employee performance and other such work-related aspects.

There is also a lot of the importance of coping strategies in managing work-family conflict. The present research provides a better understanding of the factors that contribute to work- family conflict and it will help how individuals can effectively cope with work-family conflict in the workplace. The work can be useful in guiding the development of interventions to reduce the negative consequences of work-family conflict and improve job outcomes. Supervisors' family-facilitative support may be one of the most important factors impacting employee work-family conflict as studied by (Warren, J. A., & Johnson, P. J. 1995).

There are a lot of studies in the field of work-family conflict that suggest that work-family conflict can have negative effects on job satisfaction, turnover intention, and performance and that these effects can be mitigated by various factors, such as mentoring, trust, proper work scheduling, and social support. The present research can help in understanding all the stated factors in the hybrid working domain. Understanding the role of work-family conflict in the workplace and identifying ways to manage and reduce it

can help improve job outcomes and create a healthier and more productive work environment in the hybrid working domain. The same factors have been extracted from the present research.

## 6. Conclusion and Future Scope

Work-family conflict is a very important phenomenon to consider in the present times of competitiveness and social change. Also, the new hybrid working style added another layer of complexity concerning work-family conflict by blurring the boundaries between work life and family life. Therefore, it was important to study the factors causing work-family conflict so that this knowledge can further help in alleviating this situation of conflict and optimizing the benefits of flexibility offered by this new hybrid working style. The current study divided the work-family conflict factors into two main categories that account for 60% contribution to work-family conflict in this hybrid working style. These factors are Work-life balance factors and work connect and scheduling factors. Strategies for Work-life balance will play a deciding role in reducing this conflict as it is the major contributor to work-family conflict in this hybrid working style. Proper scheduling will play an important role in reducing this conflict along with interventions for good employee connections among themselves. Overall, studying this ever-evolving concept of work-family conflict is necessary as it involves the two most important domains of any individual i.e. their family life and work life. Apart from the above-mentioned concerns, there is a need to investigate the impact of technology and remote work on work-family conflict. With the increasing use of technology and remote work arrangements, there may be new challenges related to work-family conflict that have not yet been fully explored. It is also necessary to explore the moderating effects of other variables, such as individual differences, culture, and leadership, on these relationships, as well as examine the effectiveness of interventions aimed at reducing stress and improving employee well-being. Also, there is a need for more qualitative studies: While there have been many quantitative studies on work-family conflict there is a need for more qualitative research that can provide more in-depth insights into the subjective experiences and meanings of work-family conflict. Concepts like role ambiguities, and job satisfaction also hold prominent space in this area of research which can be further incorporated into the realm of expanding the scope of the current study.

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