ABSTRACT

Work and family are two important spheres in an employee’s life. Today’s organizations must perform exceedingly well not just to be successful but to survive in the fiercely competitive world. Since ages Psychology has focused on probing the negatives of behaviour. All these issues have been the reason for taking up the present study. Rooted in Positive Psychology the present study probes whether the relationship between perceived social support and work-family enrichment is mediated by Psychological capital (PsyCap). It uses the sequential mixed method explanatory design that allows the use of both quantitative method and qualitative method as methods of data analysis. The quantitative method takes precedence over the qualitative. The data from the quantitative is first analysed and the qualitative analysis is done to explain the findings and to better understand the phenomenon under study.

The sample for the quantitative analysis consisted of 300 employees both male (n = 150) and females (n = 150). They were selected on a set of inclusion criteria. They were full time employees working in the manufacturing or the service industry; having at least a child; a working spouse; having family income not less than five lakhs. The investigator used standardized psychometric tools to measure the variables of the study namely, the perceived social support questionnaire by Sarason et al., (1983), Work-Family Enrichment Scale by Carlson et al., (2006) and Psychological Capital questionnaire by Luthans et al., (2007). The SPSS version 20 was used to do statistical analyses. The Correlation coefficients indicated that availability of social support was associated with PsyCap and its domains except for optimism and hope in male employees. The availability of social support was significantly related with efficacy and optimism but was found to be not related with PsyCap, hope and resilience in women. Availability of social support was also not associated with work-family enrichment in both genders. Satisfaction with social support was significantly associated with PsyCap and all its four domains in both genders. It was also significantly associated with work-family enrichment in men and women. Further hierarchical multiple regressions were carried out to test for the mediating effect of PsyCap in the relationship between perceived social support satisfaction and work-family enrichment. The unstandardised beta for the direct relationship between social support satisfaction and work-family enrichment decreased and at times became non-significant while the unstandardised beta for the indirect relation continued to be significant. Thus, it indicated that satisfaction
with social support enhanced PsyCap which led to work-family enrichment in both genders.

The qualitative data was collected using the interview method on a sample of 30 participants who initially belonged to the quantitative study. The sample consisted high and low scorers on work-family enrichment and represented the initial sample in terms of demographics. Based on the tenets of grounded theory the narratives were classified into Central themes and domains. The discussion of the themes revealed the reasons in the present sample for the surprising findings of the quantitative study. The synthesis of the quantitative findings and qualitative results gave a holistic picture of the phenomenon of work-family enrichment and the role of social support and PsyCap in the context of the present sample.

In-spite of its few limitations, the study has valuable implications at the macro as well as at the micro level. At the macro level, the study can help the policy makers to frame policies for employee centric welfare measures. At the organization level measures, can be taken to create the supportive environment as well as enhance PsyCap through training programs. At the micro level the study shows the value of secure and healthy relationships in an employee’s life. It is the satisfying ties that lead to building his/her psychological capacities of PsyCap and in turn helps him/her experience work-family enrichment, a goal that is so sought after in today’s times.

Key Words: Work-Family Enrichment, PsyCap, Perceived Social Support