Chapter 20

Relationship Between Work–Family Conflict and Turnover Intention: A Meta–Analysis of the Researches on Tourism

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ABSTRACT

The aim of this study is to analyze relationship between work-family conflict and turnover intention in tourism researches. In this respect, following the literature research, 18 quantitative studies in this area, which were conducted between 2005-2019, have been analyzed with meta-analysis method. The effect size of studies, the analysis of heterogeneity, publication bias, and intervening variable have been studied with Comprehensive Meta-Analysis v2.0 (CMA) statistics. The data obtained from the study have been interpreted within fixed effects model. As a result of the meta-analysis, it was found that the studies included in this research were homogeneous, and therefore, there was a moderate positive relationship between the effect sizes under the fixed effects model, the work-family conflict, and the turnover intention. The study is considered to be important because it synthesizes the experimental studies that examine relationship between work-family conflict and turnover intention.

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INTRODUCTION

The increasing importance given to employees has made it necessary for human resources managers to make more efforts to balance the relationships in family life, social life and work life in order to prevent conflicts in the workplace. Employees are struggling to meet competitive demands in their work and family life (Byron, 2005). However, it is mostly not easy to keep a balance within the work and family living spaces, and conflicts may occur.

Work-family conflict is the prevention of the family-related responsibilities by the general work-related demands, time and tension (Netemeyer, Boles, & McMurrian, 1996). The accommodation industry is identified with irregular shift work, requirement of a high level of coordination with other employees, low job security, long working hours (Blomme, Rheede, & Tromp, 2010). In this work order, the effort of the employees to perform the responsibilities in the family and work life at the same time can cause stress; and when this becomes unbearable, turnover intention arises. At a further stage, the turnover intention may result in quitting the job as long as no solution is found. To affirm this information, the literature shows that work-family conflict and turnover intention are related to each other (Carikci & Celikkol, 2009; Erdilek Karabay, 2015).

With the efforts to establish the theoretical infrastructure of work-family conflict and turnover intention, it has become necessary to question the predecessors and successors in detail. When looked from this point, there are remarkable studies in terms of the concepts in the literature. It is important to unify empirical studies in order to identify the main emerging trends with regard to work-family conflict and turnover intention. In this study, it is aimed to examine the articles about the relationship between work-family conflict and turnover intention through meta-analysis. It is thought that the findings will be valuable for contributing to the literature.

LITERATURE REVIEW

Work-Family Conflict

Although employees are expected to establish a balance between their work and non-work spaces, conflicts may occur due to their participation in both roles (Karatepe & Kilic, 2007). Work-family conflict is defined as a kind of inter-role conflict where role pressures in work and family spaces are mutually incompatible in some areas. That is, it is stated that participation in the work/family role becomes more difficult due to participation in the family/work role (Duxbury & Higgins, 1991). In other words, work-family conflict occurs as a result of the conflict between work and family role demands (Bryon, 2005).

In the literature, it is seen that work-family conflict is examined under many different theories such as the role theory, spillover theory, compensatory theory and border theory. However, it is stated that role theory constitutes the center of the work-family conflict (Guzel & Ozgul, 2014) and frequently stated that this type of conflict is a special type of role conflict (Aras & Karakiraz, 2013; Efeoglu & Ozgen, 2007).

Work-family conflict and family-work conflict are two aspects of the conflict between work and family roles (Karatepe & Bekteshi, 2008). These conflicts can occur as an influence from work to family and from family to work. In the literature, it is seen that there are studies examining two aspects of the work-family conflict (Frone & Yardley, 1996; Netemeyer et al., 1996) as well as studies examining these two aspects with their sub-dimensions (Arslaner & Boylu, 2017; Carlson, Kacmar, & Williams, 2000).