The Relationship between Social Support and Work-family Conflict amongst Low-income Workers in South Africa

By Alexandra Walters

(WLTALE002)

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Supervisor: Professor Jeffrey Bagraim

COMPULSORY DECLARATION:

This work has not been previously submitted in whole, or in part, for the award of any degree. It is my own work. Each significant contribution to, and quotation in this dissertation from the work, or works of other people has been attributed, and has been cited and referenced.

Signed by candidate

Alexandra Walters

Abstract

Although most workers are challenged by competing work and family demands, low-income workers are under-represented in work-family research. Work-family conflict (WFC) dynamics differ for low-income workers, who generally differ in access and resources available to higher-wage workers inside and outside of the workplace. Little is known about the support resources low-income workers draw on to manage WFC. Without formal organisational support, low-income workers tend to rely on interpersonal relationships in the workplace, family and community; the latter have attracted little research attention. The prevailing understanding, rooted in resource-based stress theory, is that support has a direct ameliorative effect on WFC.

This study investigates the direct and interactive predictive effect of collegial, organisational, family, and community support on the WFC of low-income workers. It also examines how organisational support for family mediates the effect of supervisor support on WFC. Data was collected using a quantitative, descriptive, cross-sectional research design using self-report questionnaires. Participants were front-line, low-income workers in cleaning, catering, and security functions employed across multiple sites at a large outsourcing company (N= 339). The study aims to gain a deeper understanding of the WFC experiences of low-income workers, a group that has been underrepresented in research. By focusing on this demographic within a specific organisational context in South Africa, the study aims to uncover the unique challenges front-line, low-income employees face in balancing work and family responsibilities. The differential experiences of support among low-income workers highlights the need to understand the effect and interaction of different sources of support.

Research results indicate that collegial support has a significant negative relationship with work-to-family and family-to-work conflict, while organisational support for family had a significant negative relationship with family-to-work conflict and not work-to-family conflict. However, community and family support were not seen to have a significant relationship with WFC. The results on the mediating effect of organisational support for the family were not significant. The implications for these findings are discussed.

Keywords: Work-family conflict, Family-to-work conflict, Work-to-family conflict, Social support, Supervisor support, Coworker support, Organisational support, Community support, Family support, Low-income workers,

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During apartheid in South Africa (SA), patriarchy and colonialism intertwined to create racial and gender hierarchies, which resulted in stark inequalities in employment, education, and family life across different societal groups (Booysen & Nkomo, 2010). In modern-day SA, families continue to face significant societal, political and economic challenges; the national unemployment rate currently stands at 32.9%, driven primarily by limited education and social and economic disadvantages (Africa, 2024). As a result, job insecurity and contextual factors are primary determinants of how low-income employees select any work opportunities available out of necessity and how they experience them (Koekemoer & Masenge, 2023). Economic pressures and the need to accept any available job means that these workers frequently engage in work that may not meet the criteria for decent work, such as safe working conditions, adequate compensation, rest and paid time off, and opportunities for personal and family well-being (Koekemoer & Masenge, 2023).

Moreover, since the end of apartheid and the advent of South Africa's democratic era, workforce participation has undergone significant changes. These shifts in the worker profile have added complexity to the work-family interface, reshaping perceptions of family roles and the relationship between work and family domains (Bisschoff et al., 2018). Much of this change is demographic, with an increase in women's employment, more dual-earning households, single-parent families, and an increase in roles and responsibilities for multiple family caregiving duties (Hammer et al., 2013). As a result, family life and work life are increasingly intertwined, highlighting the need for a better balance between these two domains (Bisschoff et al., 2018).

Within the work and family interface, there is a limited amount of research that looks at the South African population, especially among lower-income workers. More specifically, Work-Family Conflict (WFC) and social support have been widely researched within the work-family domain; however, low-income workers have been under-represented in this research. While the difficulties of balancing and coping with work and family obligations are extensively studied among higher-wage workers, the financial, family and work pressures faced by low-wage workers are believed to be fundamentally different (Nichols & Swanberg, 2018). Furthermore, very little is known about what resources low-income workers draw on to manage this conflict. This gap in research is significant because lower-income workers, who are concentrated in sectors characterised by low-skilled, labour-intensive jobs with limited economic mobility, play a vital role in global economies, especially in developing nations like SA (Koekemoer & Masenge, 2023).

In comparison to higher-paid workers, low-income workers typically have limited access to essential work and family resources, leading to unique challenges in balancing work and family demands (Muse & Pichler, 2011). These workers often lack access to formal organisational policies and benefits such as paid leave, schedule flexibility, and childcare, making it harder to acquire resources and support infrastructure. Additionally, the nature of their jobs often prevents them from being able to work remotely or take time off due to financial constraints, job security concerns, inflexible work schedules, or hourly pay (Cowan & Bochantin, 2011). As such, the greater physical job demands often associated with low-income work are worsened by this lack of resources that enable better management and resources to cope with WFC, making fulfilling family responsibilities very difficult, if not impossible, for many (Allen & de Tormes Eby, 2016; Nichols & Swanberg, 2018). Additionally, the non-work environments create further challenges for low-income workers, directly impacting the ability to balance work and family responsibilities. These challenges include health disparities associated with socioeconomic status, creating greater obstacles to managing personal or family health issues, single parenthood and unreliable transport and lengthy commuting times (Allen & de Tormes Eby, 2016; Lambert et al., 2012). These contextual elements, such as geographic barriers, marginalisation, and systemic challenges, make it difficult for lower-income workers to fulfil the needs of both work and personal life domains.(Koekemoer & Masenge, 2023)

Research on social support in this domain has focused on work-domain support, with limited research seeking to investigate how different sources of support (work and non-work) can predict WFC among low-income workers (Allen & de Tormes Eby, 2016). The limited formal support systems and resources and minimal control over scheduling associated with low-income work means these workers rely heavily on interpersonal relationships, informal solutions in the workplace and support from work and non-work (family and community) domains to mitigate WFC (Allen & de Tormes Eby, 2016; Griggs et al., 2013). This family-related social support has been identified to play an essential role in reducing an employee's work-to-family conflict (W2FC) and family-to-work conflict (F2WC) (Kossek et al., 2011)

Aims of research

This research aims to contribute to the limited theoretical knowledge on WFC and social support among low-income workers in SA by examining the bidirectional nature of WFC, specifically how both Work-to-family conflict (W2FC) and Family-to-work conflict

(F2WC) impact this demographic of low-income workers. It seeks to investigate how different forms of social support, both within and outside the workplace, affect the ability of low-income workers to manage WFC. The study addresses the research gap concerning the unique challenges faced by low-income workers with limited access to formal work-family resources, exploring how they rely on interpersonal relationships and informal support systems to cope and manage both roles. By uncovering the role of various sources of social support, the research aims to provide insights into effective strategies for mitigating WFC. Ultimately, it seeks to offer practical recommendations for developing tailored interventions and support systems designed to enhance the well-being of low-income workers and improve their ability to balance work and family responsibilities.

Structure of the dissertation

The first section of this paper provides an introduction to the research topic, highlights the aims of the study, and sets out an outline of the dissertation. Following this a comprehensive literature review on WFC and various conceptualisations of social support, as well as the research propositions will be presented. The research methods used to examine these proposition will then be outlined, followed by the results generated by the statistical analyses. Lastly, the key findings of the study, along with the implications and recommendations for future research.

Literature review

This section begins by outlining the theoretical framework of WFC, defining and discussing its nature. It goes on to explore social support, examining its various work-related and non-work-related sources and their relationship with WFC, specifically among low-income workers. The section concludes by presenting the research propositions to be tested.

Literature research procedure

The literature search was conducted using several electronic research databases, including PsycInfo, EbscoHost, Google Scholar, ScienceDirect, and JSTOR. The search involved multiple combinations of Boolean keywords such as: work-family, work-family conflict, work-life conflict, low-income workers, blue-collar workers, social support, organisational family support, supervisor family support, coworker family support, community support, and family support.

The search was carried out from February 2024 to December 2024. After refining the search to focus specifically on WFC and social support among low-income workers, 90 journal articles were identified for reference in the study.

Theoretical framework

There are two dominant perspectives within work-family research: WFC and work-family enrichment. This study focuses on WFC, and therefore, the theory underpinning this concept will be discussed.

WFC refers to a negative interaction between work and family domains, typically resulting from resource depletion (Greenhaus & Beutell, 1985). Resource-based theories are the most commonly applied frameworks in work-family research. These theories propose that resources are essential for meeting role demands in both the work and family domains and that these roles are linked to cycles of resource gain and loss (Allen & French, 2023).

Conservation of Resources Theory

Hobfoll's (1989) Conservation of Resources (COR) theory suggests that individuals strive to acquire, preserve, and safeguard resources to manage stress effectively. Psychological stress arises when these resources are lost, insufficient or depleted, as experienced in WFC (Grandey & Cropanzano, 1999; Griggs et al., 2013; Hobfoll, 1989). Resources in the context of the COR theory include objects, conditions, personal characteristics, and energies. Within the scope of this WFC research, conditions and energies

are particularly significant. Conditions refer to situational factors such as marital status, job tenure, or resources provided by an organisation, which can influence an individual's ability to manage work and family demands (Grandey & Cropanzano, 1999). Energies include resources like money, time and knowledge. As such, the more resources an individual has the more they are able to cope with stress. According to the COR theory individuals possess varying types and levels of resources, as well as different abilities to manage stress. Consequently, the individual differences in received social support influence the strains and conflict relationship (Hobfoll, 1989).

When examining an individual's work and family roles, COR theory describes reasons why an individual would maintain and gain resources in both domains. As role demands in work and family domains increase, individuals often redirect their resources to one role, neglecting the other. This imbalance intensifies the stress caused by the conflict between these roles, depleting personal resources needed to manage both roles effectively and worsening the problem of balancing the two through greater stress and strain (Nichols & Swanberg, 2018). For low-income workers, the combination of high job demands and the lack of workplace resources - typically needed to manage role conflicts- makes them especially vulnerable to experiencing WFC (Griggs et al., 2013).

Job Demands- Resources Theory

Second, the Job Demand-Resources (JD-R) model can be used to understand the relationship between WFC and social support, highlighting the critical interaction between two categories: job demands and resources (Demerouti et al., 2001). The model posits that employees are constantly aiming to balance demands with available resources such as social support, job autonomy or control (Bakker et al., 2010). These demands are identified as structural and psychological expectations requiring physical and mental effort, such as role overload, physical and mental exhaustion. In contrast, resources are identified as factors that help an individual meet their demands (Demerouti et al., 2012). These demands and resources can originate from the work and the family-related domains.

According to the JD-R model, WFC results from job demands that place psychological strain on individuals, such as long working hours and physically demanding workloads. Previous research has also looked at WFC as a demand that depletes resources such as energy, time and emotion that are needed to perform in another role, such as in one's family (Kossek et al., 2011). Social support, whether from the workplace or an external party, can act as a resource and alleviate the impact of these demands on WFC by creating a buffer

effect (Sulistiawan, 2018). For instance, when employees receive support, such as flexible leave to care for their children, it can reduce the negative effects of job demands on WFC. This emphasises that resources such as social support can buffer the negative psychological effects of job demands which lead to WFC (Demerouti et al., 2001; Kossek et al., 2011). This highlights that social support can represent a key resource in protecting existing resources and gaining new ones in order to cope with stress and meet work and family demands (Allen & French, 2023).

Work Family Conflict

WFC, as defined by Greenhouse and Beutell (1985), is a type of inter-role conflict that arises when the pressures and demands of work and family roles are incompatible with one another. WFC has generally been viewed as a bidirectional construct: work-to-family conflict (W2FC) and Family-to-work conflict (F2WC) (Greenhaus & BeutelI, 1985; Gutek, Searle, & Klepa, 1991). W2FC occurs when work demands hinder the performance of family roles, while F2WC arises when family demands interfere with the performance of work roles (Selvarajan et al., 2013). As such, engaging in a work role becomes more difficult due to involvement in a family role, and vice versa (Greenhaus & Beutell, 1985). Meta-analytic research has shown differential patterns with outcome variables, with each adding explanatory value, supporting the distinction between W2FC and F2WC (Michel et al., 2011). In addition to proposing this bidirectional nature, WFC can originate from various conditions, where different forms of conflict have been distinguished (van Daalen et al., 2006). Greenhaus and Beutell (1985) suggested that WFC is a multidimensional construct and includes three dimensions: time-based conflict, strain-based conflict and behaviour-based conflict.

Time- based conflict. Time-based conflict refers to extended time spent in one role, making it difficult to spend the required time in another role (Greenhaus & Beutell, 1985). This is consistent with excessive work time and schedule conflicts that can also lead to an intense focus on one role, even while physically trying to fulfil the demands of another. In a meta-analysis, Steiber (2009) identified that, generally, time-based demands were strongly associated with time-based conflicts. Long working hours, working night shift schedules or on the weekends and having unpredictable hours, such as working overtime at short notice showed significant aggravating effects on WFC (Steiber, 2009). These findings are supported by Grandey et al. (2007), whose research found that the number of hours spent at work significantly predicts WFC. In addition, Michel et al. (2010) found that work-time demands

significantly predict WFC, suggesting that as work stressors are experienced more frequently, so do the perceptions that an individual's work role produces negative effects on the family, thus increasing WFC. Further to this, inflexible work hours can cause additional time-related factors that worsen WFC. Hughes and Parkes (2007) discovered that work-time control moderated the relationship between hours worked and WFC. In addition, Beutell (2010) also identified that perceived control over work schedule and work schedule satisfaction significantly predicted WFC. Numerous studies have highlighted the significance of time-related factors in understanding WFC (Michel et al., 2010).

Strain-based conflict. Strain-based conflict occurs when the strain in one role affects the performances in another; this strain frequently comes in the form of tension, anxiety, fatigue, depression and/or irritability (Greenhaus & Beutell, 1985). When an individual experiences these strains in one of their roles, and the roles, work and family, are incompatible, this will hinder their ability to perform in or fulfil the requirements of the other role. For example, an individual could tire themselves out to complete work tasks and go home feeling irritable, fatigued, and unable to fulfil their family role. When employees experience this inter-role conflict, they are mentally preoccupied with and stressed about meeting work demands, leaving them little to no mental resources to psychologically support their family and perform household responsibilities and chores (De Gieter et al., 2021). Strain-based demands include time and workload demands and feelings of job insecurity. Steiber (2009) found that job insecurity was related to strain-based conflict such that worries about one’s income and the security of their job can cause greater time involvement in the work role and represent a source of stress.

Behaviour-based conflict. Lastly, behaviour-based conflict arises when the behaviours required in one role are incompatible with those expected in another (Greenhaus & Beutell, 1985). This conflict occurs when an individual struggles to adjust their behaviours to fulfil the expectations of either their work or family role. For example, an individual in a work role that demands assertive or aggressive behaviours may struggle to adapt to the more nurturing behaviours required when transitioning back to their family role. As such, there can be differing expectations within the two roles regarding language, appropriate actions, and behaviours required to accomplish tasks. Because different behaviours are often expected of individuals in the work versus the home domain, behaviour-based conflict can occur when they struggle to transition smoothly from one role to the other (Hetrick et al., 2024).

Work-Family Conflict and low-income workers

Research on work and life balance reveals that low-income workers perceive the relationship between work and family life differently from higher-wage workers. They often have a more negative view of this relationship, facing greater challenges in balancing the two demanding domains (Cowan & Bochantin, 2011; Ford, 2011). These differences can be attributed to variations in work structure, policies, benefits, and the environmental and social conditions prevalent in these groups (Ford, 2011).

One of the most common challenges faced by low-income workers is the lack of family-friendly work designs, which makes it difficult for them to fulfil family responsibilities (French & Agars, 2016; Nichols & Swanberg, 2018). Compared to higher-paid workers, low-income workers typically have limited access to essential work and family resources, resulting in unique challenges in balancing work and family demands (Muse & Pichler, 2011). These workers often lack understanding of or have limited access to formal organisational policies and benefits like paid leave, schedule flexibility and control, and onsite childcare. These policies and benefits are often harder to access or unavailable for this income group.

Along with these characteristics, low income workers often work in roles that are physically demanding (Rombaut & Guerry, 2021). This physical strain often reduces the energy and time that these employees have to devote to family responsibilities and roles, contributing to imbalance between work and home life. Further, low-income workers often hold positions that are not only physically demanding but also require frequent interactions with customers (Cowan & Bochantin, 2011). These frontline roles place emotional demands on employees, as they must engage in emotional labour to project a specific image during customer interactions. This constant need to regulate emotions can lead to emotional exhaustion, which can spill over into the home domain, impacting WFC (Kinman, 2009)

Additionally, the nature of their jobs prevents these individuals from working remotely or taking time off due to financial constraints, shift work requirements, job insecurity, or inflexible work schedules (Cowan & Bochantin, 2011). Research has identified that a lack of schedule control has a significant relationship with a lack of work-home balance and the conflict between these two domains (Odle-Dusseau et al., 2018). Non-traditional work schedules and shift work often create a misalignment between work obligations and the family domain and responsibilities. This discord can result in increased

WFC, as employees may struggle to effectively meet the demands of both domains (Beutell, 2010).

Moreover, workplace flexibility in terms of time, location, work load and continuity of work has been previously associated with balancing work and non-work obligations (Rhee et al., 2019). This flexibility can act as a boundary-spanning resource to give workers greater control to navigate and manage their work and family lives, as they are given more autonomy in deciding work start times and an allowance for briefly leaving work to attend to family responsibilities (Carlson et al., 2010). Researchers identify that the allowance for flexibility at work is likely to be seen as a form of care and support from supervisors and the organisation (Carlson et al., 2010; Rhee et al., 2019). These time-based sources of conflict associated with work design also include the number of hours spent commuting per week, which has been positively related to WFC (Greenhaus & Beutell, 1985). As such, the differential job demands associated with low-income work are worsened by this lack of resources that would enable better management of and coping with WFC (Allen & de Tormes Eby, 2016; Nichols & Swanberg, 2018).

Further, the non-work environment also creates challenges for low-income workers, directly impacting their ability to balance work and family responsibilities. The health disparities as a function of socioeconomic status mean that low-income workers are more likely to have personal or family member health problems and time required to seek medical attention is greater (Allen & de Tormes Eby, 2016). Moreover these workers tend to have more responsibility for caring for family members, having fewer financial resources to pay for third party care (Nichols & Swanberg, 2018).

Individuals in low-income positions have a higher probability of having to utilise unreliable transport with lengthy commuting times, and only having access to unreliable child care (Allen & de Tormes Eby, 2016; Lambert et al., 2012). These are fundamental resources for managing work and family responsibilities, and the lack of these exacerbates WFC. Furthermore, individuals in this income group are more likely to be single parents, often single mothers, for whom work is not only a means of providing but also how they fulfil their family roles. As a result, low-income workers experience high WFC and have few resources to cope with and mitigate stressors (Griggs et al., 2013; Perry-Jenkins & Gerstel, 2020).

Social support

Social support has been widely studied as a contextual predictor of WFC. Previous definitions and operationalisations of social support have commonly identified that social

support is derived from social relationships and can have a positive effect on health and well-being (Muse & Pichler, 2011). Cobb (1976) defines social support as "an individual's belief that one is cared for and loved, esteemed and valued and belongs to a network of communication and mutual obligations." This is the most well-known definition of social support (French et al., 2018). In accordance with this definition, French et al. (2018) define social support as psychological or material resources gained through social relationships that can mitigate strain. Social support can come from both the family and work domains (Muse & Pichler, 2011).

Social support can be classified into four types: emotional, appraisal, informational, and instrumental. In the work-family domain, emotional and instrumental support are the most frequently studied and empirically well-established types, particularly in terms of construct definition, operationalization, and nomological network. Therefore, these will be the focus of this study. (French et al., 2018). Emotional support is defined as the provision of resources such as care, trust and love, which influence an individual's feelings and self-evaluations, while instrumental support refers to tangible resources like time or money that can be used to manage strain (Cohen & McKay, 2020; House et al., 1988). Instrumental and emotional support are most frequently highly correlated with one another (House et al., 1988).

Cohen and Wills (1985) describe social support as consisting of three core components: social networks (the quality and types of social relationships), perceived support (the perception that social relationships provide resources and supportive behaviours), and the receipt of behaviours that help manage strain. These components are further categorized into two measurement types: structural (social networks) and functional (perceived support and supportive behaviours)(French et al., 2018). Structural measures refer to the existence of social networks, such as one's marital status. In contrast, functional measures focus on the functions these relationships serve, such as providing emotional resources. Therefore, functional measures more directly evaluate social support by assessing the transfer of supportive resources or the quality of support, rather than merely the presence of supportive connections(Cohen & Mckay, 1984; French et al., 2018; House, 1981). It is argued that low-income workers who primarily perform lower-skilled and labour-intensive jobs, may be most in need of informal work-family support, as they often have relatively less access to resources, financial assistance or formal support compared to those with higher market and earning power (Muse & Pichler, 2011). Resource based theories (COR and J-DR) suggests

that resource acquisition is more difficult for these individuals, further exacerbating their challenges in balancing work and family responsibilities.

Within research, social support has been seen to play two theoretical roles in the stress process and the reduction of WFC. First, social support can serve as a buffer between stressors and strains, which is referred to as the buffer hypothesis. In this capacity, social support acts as a moderator between WFC and distress outcomes. Second, social support might directly mitigate strain or the effect of stressors; this is termed the main effect hypothesis (Cohen & Wills, 1985; LaRocco et al., 1980). The main effect hypothesis identifies social support as a predictor of strains such as WFC. The main effect hypothesis is supported by resource-based stress theories that view support as a resource that can be used to meet demands (e.g., COR theory, Hobfoll, 1989; J-DR, Demerouti et al. (2001), and thus avoid WFC.

When individuals perceive higher levels of social support, their emotional and psychological resilience in coping with daily stressors improves, while their perception of these stressors decreases. Moreover, strong social support, particularly in managing work-family challenges, can have positive effects that carry over into the family role, ultimately reducing work-family conflict (Kossek et al., 2010).

The main effect hypothesis proposes that those who hold stronger support networks will perceive lower role stressors and subsequently lower WFC, which has been supported in previous studies (Michel et al., 2010). Research comparing the direct versus moderating role of social support has found that it is most appropriately modelled to directly mitigate strains like WFC (Carlson & Perrewé, 1999; Ford et al., 2007; Seiger & Wiese, 2009). These findings align with research by Michel et al. (2010), who determined that this model most accurately represents the nomological network related to the role of social support within the WFC and stressor-strain framework. Additionally, research by Griggs et al. (2013) within this model highlighted that support acts as a protective function within this framework.

Social Support amongst low-income workers

Despite the research of social support amongst low-income workers being limited, previous work has identified the vital role social support plays in the lives of low-income workers particularly navigating the demands of work and family. Many low-income workers lack access to formal work-family benefits that are more commonly available to managerial and professional employees (Muse & Pichler, 2011). Without such resources, informal support networks become even more essential in managing family responsibilities. Support

from family, friends, community or supervisors can provide a safety net, enabling these workers to manage responsibilities in both domains (Griggs et al., 2013).

This type of support is particularly impactful for workers who, due to financial constraints, may struggle to afford formal caregiving or other work-family benefits. Thus, informal social support networks are crucial, as they provide accessible, low-cost means of managing work and family responsibilities.

Previous research on social support has generally focused on either non-work or work-related support or has examined social support as a single construct. However, research has shown that aggregating the data from different social sources can obscure the value of findings (Wadsworth & Owens, 2007). Thus, social support should be investigated through single constructs within the work domain and the non-work domain. Moreover, recent work-family social support research has begun differentiating between generic support and family-specific support, finding that family-specific support is more closely related to work-family outcomes (Kossek et al., 2011; Selvarajan et al., 2013). As such, family-specific social support will be observed in this research.

Family-supportive organisational perceptions. As defined by Kossek et al. (2011), organisational work-family support refers to employees' perceptions that their employer is concerned with helping them effectively balance work and family responsibilities. This support entails fostering a supportive social environment and offering both direct and indirect resources to facilitate work-family integration. Research has shown that employees who score high on this construct demonstrate awareness of the available family-friendly policies and benefits and believe they can effectively utilise and benefit from them (Allen, 2001). As such, family-supportive organisational perceptions are specific to how an organisation supports employees' non-work life, thus having a strong and direct relationship with WFC (Grandey et al., 2007). Perceptions of support are meaningful to study as it represents an employees' individual evaluation of their environment that influences their attitudinal and behavioural responses (Allen, 2001).

Among hourly blue-collar workers, research by Grandey et al. (2007) found that employees in supportive organisational environments, even when working longer hours, experienced lower levels of WFC compared to those in unsupportive environments with shorter hours. Shockley and Allen (2007) further support this, showing that family-supportive organisational perceptions are negatively related to both work interference with family and family interference with work. Additionally, Lauzun et al. (2012) discovered that family-supportive organisational perceptions (FSOP) are particularly crucial for workers with limited

financial resources, highlighting the significance of organisational support in mitigating WFC, especially for economically disadvantaged employees. Moreover, when an organisation is perceived as supportive of an employee's personal life, the likelihood of negative spillover from work to home decreases, leading to more positive attitudes toward work and increased job satisfaction (Grandey et al., 2007).

Based on the importance of organisational support for family in mitigating WFC, the following propositions are proposed regarding organisational support :

Proposition 1a: Organisational support for family is negatively related to work-to-family conflict among low-income workers

Proposition 1b: Organisational support for family is negatively related to family-to-work conflict among low-income workers

Supervisor support. Supervisors' support is the perception that a supervisor is concerned about an individual's work-family well-being and understands and supports an employee's need to balance work and family responsibilities (Kossek et al., 2011). Supervisor support is not only very relevant for low-income workers, but is also considered to be one of the most influential work resources available. This is because supervisors act as gatekeepers to both formal organisational policies and informal practices such as control over work hours (French & Agars, 2016; Swanberg et al., 2011). In many organizations, support related to hours, scheduling, and flexibility is often based on the informal discretion of supervisors, which directly affects workload and stressors (Hammer et al., 2013). Therefore, studying supervisor support for work and family is crucial for understanding how to effectively implement policies.

Supervisor support has been positively related to work engagement and positive work-family experience amongst low-skilled hourly workers (Muse & Pichler, 2011; Nichols & Swanberg, 2018). Meta-analyses of work-family also highlight a significant relationship between perceived family-supportive supervision and positive work-family outcomes and WFC (Kossek et al., 2011; Michel et al., 2011). Additionally, studies have shown that informal support from supervisors often has a bigger impact on employee well-being compared to formal policies (Hammer et al., 2013). Employees who receive supervisor support are more likely to experience less WFC, lower absenteeism, and reduced intentions to quit.

As a result of these finding the following are proposed to investigate this relationship: with work domain supervisors social support:

Proposition 2a: Supervisor support for family is negatively related to work-to-family conflict among low-income workers

Proposition 2b: Supervisor support for family is negatively related to family-to-work conflict among low-income workers

Coworker Support. Research has identified that coworker support plays a unique role in reducing WFC (Michel et al., 2011; Tortez & Mills, 2022). Compared to supervisors, with which employees have formalised relationships created by power imbalances, coworkers understand each other's work-related stressors and frequently interact in informal settings, free from power imbalances (Tortez & Mills, 2022). While coworkers may not have the authority to adjust work schedules or tasks to alleviate conflict like supervisors can, they can offer support by providing a space to share and discuss frustrations. They can also assist in developing coping strategies or problem-solving approaches to help manage the challenges of balancing conflicting work and family responsibilities (Mayo et al., 2012). Moreover, coworkers can offer tangible assistance, such as switching shifts or helping with tasks, to alleviate WFC (Ford et al., 2007).

This informal relationship creates a more accessible and approachable source of support that holds familiarity. Research suggests that coworker support is associated with lower levels of WFC, although further investigation and study in this area is needed (Ford et al., 2007; Tortez & Mills, 2022). Overall, coworker support provides an accessible and understanding resource for managing WFC due to their familiarity with each other's work and family situations.

The following propositions are put forward to expand on current research and examine the impact of work domain coworker social support for family:

Proposition 3a: Coworker support for family is negatively related to work-to-family conflict among low-income workers

Proposition 3b: Coworker support for family is negatively related to family-to-work conflict among low-income workers

Community support. Low-income workers may draw on support from social networks outside of the work and family domains. Community resources can include a sense of belonging, community services and support from friends and neighbours, offering both both emotional and instrumental support (Griggs et al., 2013). Community support provides working families with services that help them maintain their work obligations as well as manage their family responsibilities. This includes support through childcare and after-school programmes, eldercare programs and transportation services (Voydanoff, 2005). It is important to understand that these services are highly dependent on the resources afforded to a community and may not be available to the majority of low-income areas in the South African context.

Research within the WFC domain has identified community support as an important resource for low-income workers. Griggs et al. (2013) found that community support played a significant role in minimising the effects of WFC on low-income workers. Community support can be sourced from various areas, such as religious institutions (e.g., church leaders, advocacy groups), local government agencies (e.g., social service departments), and non-profit organizations (e.g., Goodwill Industries, Big Brothers/Big Sisters). Given their wide-reaching influence, these community resources are well-equipped to help mitigate WFC, reducing time-related conflicts and strain arising from the demands of both work and family roles (Griggs et al., 2013). Similarly, Zu et al. (2020) conducted research amongst low-income workers in China, and found that supportive neighbourly behaviour is vital in reducing the effect of the work-family interface and can improve mental health and career satisfaction.

Further, Young (2019) found that within resource-depleted communities, women and parents with young children reported higher levels of WFC than those living in communities with higher perceived resources. Young (2019) suggests that community resources can help reduce WFC by providing safe and easily accessible spaces where social support networks can be built, children can play, and friends and family can spend time together. These resources address domestic or job demands, helping reduce the conflict between work and family expectations. These findings were consistent with community support research conducted by both Voydanoff (2005) and Skinner and Ichii (2014).

Building on these findings, the following propositions are proposed to further examine this relationship with non-work domain, community social support:

Proposition 4a: Community support is negatively related to work-to-family conflict among low-income workers

Proposition 4b: Community support is negatively related to family-to-work conflict among low-income workers

Family Support. Work-family literature has identified family support as a crucial source of social support for working family members. However, this area of research remains limited compared to studies on workplace forms of support. With respect to the COR theory, family support can act to reduce WFC by offering emotional support through active listening, empathy, and advice, as well as providing instrumental support by taking on responsibilities to reduce the strain from work-related demands (Ford et al., 2007; Muse & Pichler, 2011). In contrast to middle and upper-class families, low-income families are more likely to live close to and hold strong social ties with extended family members, from whom they receive support and assistance (Griggs et al., 2013). As such this source of support not only helps buffer WFC but can also act to replenish resources through interpersonal relationships and emotional support (Muse & Pichler, 2011)

Research on work-family dynamics has highlighted the significant role of spousal support in enhancing well-being and has identified a direct effect on family and work domains (Ford et al., 2007; Wallace, 2006). Having an emotionally supportive spouse who listens, empathizes with their partner's work-related stress, and provides both emotional and practical support significantly enhances well-being. Among professional workers Pluut et al. (2018) found that spousal support buffered the WFC process by weakening the effect of emotional exhaustion on WFC.

Family support should also be considered from the children's perspective. Children from low-income families often play a crucial role as sources of social support, taking on responsibilities such as acting as surrogate parents, caring for younger siblings, and assisting with household tasks while parents are at work, serving as an important buffer for working parents (Griggs et al., 2013).

The following propositions are proposed to build on the current research and explore the impact of non-work social support:

Proposition 5a: Family support is negatively related to work-to-family conflict. amongst low-income workers

Proposition 5b: Family support is negatively related to family-to -work conflict. amongst low-income workers

The relationships between different sources of support and work-family conflict

Very little research has researched of the relationship between different sources of social support and how they interact and affect WFC. This is significant because, in a simultaneous model, the importance of a specific source of support as a predictor of WFC can vary when controlling for other sources of social support. While the relationship between sources of social support and WFC has been investigated individually, when different sources of support are examined simultaneously, it is seen that organisational support for family will mediate the relationship between supervisor support for family and WFC (Kossek et al., 2010).

This interrelationship is described through Organisational support theory, which suggests that an employee's perceptions of supervisor support will contribute to the perceptions of organisational support (Eisenberger et al., 1986; Kossek et al., 2011). This is because supervisors are representatives of the organisation and are responsible for overseeing and assessing performance; as such, a supervisor's positive or negative behaviour toward an employee will be interpreted as a reflection of the organisation's overall support (Hammer et al., 2009). The result being that supportive behaviour from supervisors increases the likelihood that employees will perceive the organisation as supportive (Rhoades & Eisenberger, 2002).

Previous research has shown that perceptions of organisational support mediated the relationships between supervisors' support and outcomes such as strain. Furthermore, supervisor support has been found to influence changes in organizational support over time, while the reverse relationship was not observed (Rhoades & Eisenberger, 2002). Extending these findings, Allen (2001) emphasised the significant role supervisors play in shaping how employees perceive and experience the organisation and found that perceptions of organisational family support will mediate the relationship between supervisor family support and WFC. These findings are supported by Kossek et al. (2011), who discovered that perceptions of organisational support for family mediated the relationships between supervisor support and WFC. Overall, existing theory and research would suggest that perceptions of organisational family support will mediate the relationship between supervisor-family support and WFC.

The following propositions are presented:

Proposition 6a: Organisational support for family will mediate the relationship between supervisor support for family and work-to-family conflict amongst low-income workers

Proposition 6b: Organisational support for family will mediate the relationship between supervisor support for family and family-to-work conflict amongst low-income workers

Research Objectives

The objective of this study is to examine the impact of different forms of social support, particularly family-related support, on WFC among low-income workers. Furthermore, the study aims to deepen the understanding of the relationship between supervisor support and WFC, with perceived organisational family support as a mediator, within the context of low-income workers in South Africa.

Propositions

The following propositions are presented based on the literature review examining the relationship between WFC and social support among low-income workers.

Table 1: *Propositions*

Work domain social support
Proposition 1a: Organisational support for family is negatively related to work-to-family conflict among low-income workers
Proposition 1b: Organisational support for family is negatively related to family-to-work conflict among low-income workers
Proposition 2a: Supervisor support for family is negatively related to work-to-family conflict among low-income workers
Proposition 2b: Supervisor support for family is negatively related to family-to-work conflict among low-income workers
Proposition 3a: Coworker support for family is negatively related to work-to-family conflict among low-income workers
Proposition 3b: Coworker support for family is negatively related to family-to-work conflict among low-income workers

Non- work domain social support
Proposition 4a: Community support is negatively related to work-to-family conflict among low-income workers *Proposition 4b:* Community support is negatively related to family-to-work conflict among low-income workers *Proposition 5a*: Family support is negatively related to work to family conflict. amongst low-income workers *Proposition 5b*: Family support is negatively related to family-to-work conflict. amongst low-income workers
Mediation Analysis
Proposition 6a: Organisational support for family will mediate the relationship between supervisor support for family and work-to-family conflict amongst low-income workers *Proposition 6b:* Organisational support for family will mediate the relationship between supervisor support for family and family-to-work conflict amongst low-income workers

Research Method

This section outlines the research design, participants, data collection procedure and statistical tools that will be used.

Research design

A quantitative, descriptive, cross-sectional research design guided the research process (Griggs et al., 2013). This approach was chosen as it allowed for data collection to occur at a single point in time (Burns & Burns, 2008). The data was collected using self-report questionnaires, which coule have encouraged participants to share sensitive information. The quantitative nature of the survey enabled the study to test multiple propositions by gathering data that could be statistically analysed from a large sample.

Participants

A non-probability purposive sampling method was used. This sampling method was deemed the most appropriate given the time and resource limitations, as well as its ability to reach a wide sample (Biernacki & Waldorf, 1981). This study was conducted within a remote site and workplace management solutions organisation in RSA. This organization operates within the cleaning, catering, security and facilities management industry, providing services to corporate offices, schools, estates and work and mining sites. Participants of this study are employed as catering staff, including food servers, chefs and cooks, cleaning staff, building and facilities maintenance staff and security guards. The participants are classified as front-line, low-income workers. According to the Department of Labour, these workers are classified at the semi-skilled and discretionary decision-making occupational level and sit within the B1-B5 Patterson classic band (Department of Labour, 2023). Within the cleaning and catering industry, approximately 75% of the staff are female; in the security industry, majority are male. The distribution of the sample is seen in Table 2.

A total of 354 employees responded to the paper-based questionnaire. However, six of these had to be discarded as the participants only completed one page of the questionnaire. The data of nine participants were identified as multivariate outliers and were removed as outliers from the final dataset before analyses. Consequently, the final sample consisted of N=339 participants.

Of these participants, 67.6% (n=229) of them work in cleaning, 21.2% (n=72) work in catering and 11.2% (n=38) work in security. Based on the demographic profile, the majority of the participants were female, 73.2% (n=248), and 26.5% (n=90) were male. The sample

consisted of a majority of African participants (83.2%, n=282), while the coloured participation was 15% (n=51) of the sample. Only one (.3%) participant indicated other as their race, and four (1.2%) preferred not to say. Regarding tenure, 47.8% of the participants have worked at the company for 0-2 years, 21.8% for 3-5 years, and 9.15% for 6-8 years. 9.7% for 9-11 years and only 1.7% of participants were employed for more than 11 years. In terms of relationship status, the majority of the participants were single (n=174, 51.3%), while 22.7% (n=77) were married, 22.7% (n=77) had a partner living with them, and 2.7% (n=9) were divorced.

Table 2: *Demographic information of the sample*

Demographic	**Category**	**Frequency**	**Percentage (%)**
Gender	Male	90	26.5
	Female	248	73.2
Race	African	282	83.2
	Coloured	51	15
	Other	1	.3
Age	Under 22	11	3.3
	23-29	48	15.8
	30-39	126	41.6
	40-49	86	28.9
	50-59	32	10.6
Industry	Cleaning	229	67.6
	Catering	72	21.2
	Security	38	11.2
Marital status	Married	77	22.7
	Divorced	9	2.7
	Partner living with you	77	22.7
	Single	174	51.3

Procedure

Data collection took place in the cleaning, catering, and security units in the Western Cape and Gauteng, which form part of the larger organization. The organization's Chief Human Resources Officer and each site's operations and unit managers approved the

research. Ethical clearance was obtained from the University of Cape Town (UCT) and provided to the organization and other authorisers (see Appendix C).

A pilot study was conducted at one of the units to assess the face validity, clarity of questions, ease of understanding, and overall experience of completing the questionnaire. Feedback from this pilot was used improve the data-collecting collection procedure. No improvements were necessary.

Before distributing the paper and pencil self-report surveys, the relevant unit and operations managers participated in a briefing session. This ensured managers thoroughly understood the survey's purpose, content, and administration procedures. Each measure and its respective items were discussed to ensure a clear understanding of the content. Emphasis was also placed on addressing potential concerns or questions from participants, equipping managers with the necessary knowledge to provide accurate explanations and support when needed.

The researcher was present at each work site to distribute the questionnaire to the employees. This took place in the morning before the employees' shifts began. A cover letter explaining the purpose of the study emphasized that participation was voluntary and assured anonymity and confidentiality to participants. It was clearly stated that their responses would only be seen by the researcher. Additionally, the researcher reiterated these points in person, reinforcing the study's purpose and the confidentiality measures.

The researcher provided instructions for completing the questionnaire in the cover letter and verbally. Once completed, the questionnaires were sealed in the provided envelopes and placed into designated collection boxes. The researcher oversaw this process to ensure all responses are securely placed in the collection boxes.

After collection, the researcher personally transported the sealed envelopes to a secure room. The responses were stored in a locked and secure location until analysis. The envelopes were only opened in a secured area, and only the researcher and their academic supervisor had access to the responses. This procedure ensured the confidentiality and anonymity of participants' responses, maintaining the integrity of the data collection process and protecting participants from any potential repercussions.

Measures

Unless otherwise stated, all scales will be measured on a 5-point Likert-type scale from 1 (strongly disagree) to 5 (strongly agree).

Work-family Conflict. The abbreviated *Work-Family Conflict* scale was developed and adapted from the multidimensional measure of Work family conflict developed by Carlson et al. (2000). This is a 6-item scale which measures two dimension of WFC: *Work-to-family conflict* (*W2FC*) and *Family-to-work conflict* (*F2WC)*. An example of a W2FC item is, "I have to miss family activities due to the amount of time I must spend on work responsibilities," while a representative F2WC item is, "I have to miss work activities due to the amount of time I must spend on family responsibilities". This scale has been found to have high internal reliability, as indicated by Cronbach's alpha of .80 (Matthews et al., 2010).

Organizational support for family. *The family-supportive organizational perceptions (FSOP) developed by Allen (2001)* was used to measure *Organizational support for family* (*OS4F*). *Five* items of this scale were used and adapted to better fit the population of interest. An example item is, "My organization supports workers taking time off for personal needs, such as caring for sick children.". A Cronbach's of α=.71 has been reported (Griggs et al., 2013).

Supervisor Support. *The Revised Managerial Support* scale adapted from Thompson et al. (1999) Work-Family Culture scale was used to measure *Supervisor support for family*. Five items were adapted to measure supervisor support amongst low-income workers. A Cronbach's of α=.92 has been reported, and all items having factor loadings above .60.

Coworker Support. *The Revised Managerial Support* scale adapted from Thompson et al. (1999) Work-Family Culture scale was used to measure *Coworker support for family*. Three items were adapted to suit the population group. An example item is "In general, managers at my organization are quite accommodating of family-related needs.". A Cronbach's of α=.92 has been reported, and all items have factor loadings above .60.

Community Support. *Multidimensional Scale of Perceived Social Support* developed by Zimet et al. (1988) and were used to measure *Community support*. This scale has been adapted to fit low-income workers and consists of five items. The measure used a 7-point Likert-type scale ranging from 1 (strongly disagree) to 7 (strongly agree). An example item is " My neighbours/community really try to help me". The scale has a Cronbach's Alpha of .90. Neighborhood help was also used to measure *Community support* using the Neighborhood informal help scale adapted from McGuire (1997) and used by Minnotte et al.

(2013). The scale consists of four items and was measured using a 6-point Likert-type scale ranging from 1 (strongly disagree) to 6 (strongly agree), with high scores indicating high levels of informal helping at the neighbourhood level. An example item is " In my neighbourhood/community, we watch out for each other's families". The scale received an alpha reliability of .91.

Family Support. *Multidimensional Scale of Perceived Social Support* developed by Zimet et al. (1988) was used to measure *Family support*. This scale has been adapted to fit low-income workers and consists of five items. The measure used a 7-point Likert-type scale ranging from 1 (strongly disagree) to 7 (strongly agree). An example item is "I can count on my family when things go wrong". A Cronbach's Alpha of α=.90 has been reported.

Demographic data. Demographic items including participants' age, gender, marital and parental status, number of children, number of dependents, household size and job titles.

Statistical Tools and Data Analysis

SPSS version 27 and the lavaan package (Rosseel, 2012) within the R software package (version 4.1.2) were used to analyse the data. All questionnaire results were transferred into electronic data files in Excel. The data was cleaned and coded in Excel before entering SPSS and R Studio. Exploratory factor analysis (EFA) followed by Confirmatory factor analysis (CFA) was used to determine the dimensionality of the measurement instruments used. The scales' reliability was determined by measuring the internal consistency of the items using Cronbach's alpha (α). Henceforth, descriptive statistics were calculated and correlation analysis were conducted.

The propositions were tested using Structural Equation Modelling (SEM) to determine the relation between each source of Social support and *WFC*. This aids in determining which and how much the support variables explain the variance in *WFC*. Additionally, mediation of *OS4F* was analysed.

Only the researcher and their supervisor had access to the data files to ensure the confidentiality and data integrity of all questionnaire responses. Per UCT's Research Data Management Policy, the anonymized dataset will be available on ZivaHub: Open Data UCT for public access after the completion of the study to facilitate replication and transparency.

Ethical considerations

Ethical approval was sought and gained from the UCT Commerce Faculty Ethics in Research Committee. Participants were informed about the purpose of the study and the ethical considerations, including voluntary participation, anonymity of responses, confidentiality, and the right to withdraw from the study at any time without providing a reason or facing any consequences. Additionally, no participants were deceived, and they gave their consent to participate in the survey prior to taking part.

Results

The following section presents the results of the data analysis in four subsections. First, the initial psychometric analyses are discussed; EFA and CFA followed by descriptive statistics, reliability and correlation analysis,. Finally, the results of the SEM are presented.

Initial Psychometric analysis

In this research, EFA and CFA were performed as foundational steps in psychometric analysis. An EFA was conducted on the dataset to identify the underlying structure of the observed variables without prior assumptions, determining the number of latent variables and their relationships with specific items (Field, 2018). Moreover, CFA was conducted to assess whether the data fit the predicted model of factors and indicators, evaluating how well the model aligns with the observed data (Field, 2018). Together, EFA and CFA provide a robust foundation for establishing the validity and reliability of the measurement instruments.

Exploratory Factor Analysis

EFA using Principal Axis Factoring (PAF) was conducted to examine the factor structure of each scale. PAF was selected as the extraction method as it identifies the latent dimension represented in the original variables (Hair et al., 2010). Principle Component Factor Analysis (PCA) was not used as it is recommended as a data reduction method (Hair et al., 1998). Moreover, an oblique rotation method using Promax rotation was used. This rotation method allows for an easily interpreted factor structure by allowing factors to be correlated.

Several conditions must be met before EFA can be performed to determine suitability. First, the Kaiser-Meyer Olkin (KMO) test must produce values greater than .50 to demonstrate that the data is evenly distributed and appropriate for factor analysis (Kaiser, 1974). Second, to ensure the items are adequately correlated with one another, the Bartletts Test of Sphericity must produce a statistically significant value ($p < .05$) (Field, 2018). Inter-correlation between items of each scale must be above 0.30, with at least five respondents per scale (Tabachnick et al., 2013). Factor loadings greater than .30 were deemed necessary (Hair et al., 2010). Lastly, Kaiser criterion factors must produce eigenvalues greater than 1.00 to indicate factor importance, as these factors explain more variance than single observed variables (Field, 2018: Kaiser, 1974).

Social Support. An EFA was conducted on the social support scales to determine their underlying factor structure. The KMO measure of sampling adequacy yielded a value of .863, indicating that the data was suitable for factor analysis. Bartlett's Test of Sphericity was significant, $\chi^2 = 2754.413$ ($df = 300$, $p < .001$), confirming the appropriateness of using factor analysis for this dataset.

Principal axis factor analysis identified four significant factors with eigenvalues greater than 1. *Community Support* loaded onto the first factor with an eigenvalue of 7.173, explaining 28.694% of the total variance, with all items exhibiting factor loadings above .30, ranging from .528 to .709. Given the satisfactory factor loadings, all items measuring *Community support* were retained. The second factor was *Family Support*, which had an eigenvalue of 3.573 and explained 14.147% of the total variance. All items in this factor also demonstrated strong factor loadings, ranging from .716 to .883, well above the .30 threshold. As a result, all items measuring family support were retained. The third factor, *Organisational support for family*, had an eigenvalue of 1.948 and explained 7.934% of the total variance. The factor loadings for this construct were above the .30 threshold, further validating the retention of all items.

Lastly, the analysis revealed a fourth factor, which consisted of *Supervisor Support* and *Coworker Support*, with an eigenvalue of 1.477, accounting for 5.908% of the variance. Given that both types of support loaded significantly onto this factor, the two scales were combined to form a composite measure, *Collegial support for family*, as they appeared to represent a unified underlying construct. All items within this factor had loadings above .30, ranging from .406 to .765, indicating their relevance to the composite construct. As such, all items were retained across the four-factor solution. In conclusion, the four-factor structure demonstrated strong support for the distinct but related dimensions of social support, with all items retained due to satisfactory factor loadings and conceptual consistency. Table 3 presents the final pattern matrix, the loadings of variables on factors, commonalities and the percentage of unique variance explained by the latent variable.

Table 3: *Factor Analysis: Social Support*

Code	Item	ComSup	FamSup	OS4F	CollegialSup	Commonalities
Comsup7	In my neighbourhood/community, we watch out for each other's families	**.727**	-.042	.084	-.116	.467
ComSup5	In my neighbourhood/community, we do favours for each other	**.690**	.001	.005	-.018	.469
ComSup8	In my neighbourhood/ community, we visit each other's homes	**.682**	-.099	.147	-.087	.401
Comsup3	I can talk about my problems with my neighbours/community.	**.643**	-.008	-.086	.067	.428
ComSup6	In my neighbourhood/ community, we share information with each other	**.639**	-.084	-.075	.003	.354
ComSup4	I can count on my community/neighbours when things go wrong.	**.613**	.109	.032	-.009	.463
ComSup2	I get emotional help (care and comfort) and support from my community/neighbours.	**.566**	.121	-.121	.146	.467
ComSup1	My neighbours/community really try to help me	**.512**	.139	.028	.128	.447
FamSup3	I can talk about my problems with my family	-.138	**.876**	.068	-.081	.647
FamSup2	I get emotional help (care and comfort) and support from my family	-.016	**.819**	-.070	.001	.627
FamSup5	I can count on my family when things go wrong	.015	**.812**	-.001	-.038	.647
FamSup1	My family really tries to help me	.108	**.754**	.027	.053	.722
FamSup4	My family is willing to help me make decisions.	.087	**.714**	.009	-.032	.569
OrgSup3	My organization supports workers taking time off for personal needs, such as caring for sick children.	-.052	.009	**.811**	-.011	.642
OrgSup4	My organization believes that people can take time off for personal matters and still be committed to their work.	.026	-.061	**.757**	.048	.595

OrgSup5	My organization believes that workers can be productive while prioritizing their family	.074	-.054	**.751**	-.002	.557
OrgSup2	My organization believes that people can be committed to both their family and their work.	-.050	.037	**.669**	.115	.497
OrgSup1	My organization believes that family should be a top priority in my life.	.044	.132	**.656**	.024	.556
SupSup4	In general, managers at my organization are quite accommodating of family-related needs.	.010	-.045	-.032	**.726**	.482
CoSup1	If there is conflict, my coworkers are understanding when workers have to put their family first.	-.067	.157	-.072	**.677**	.472
SupSup3	Senior management at my organization encourages managers to be sensitive to employees' family and personal concerns.	.120	-.059	-.006	**.584**	.357
SupSup2	At my organization, talking about one's family with managers is generally okay.	-.062	-.027	.125	**.579**	.399
Cosup3	In general, my coworkers at my organization try to be accommodating of family related needs.	.003	-.063	.068	**.578**	.369
SupSup1	If there is conflict, managers are understanding when workers have to put their family first.	-.105	.028	.175	**.524**	.391
CoSup2	At my organization, talking about one's family with coworkers is generally okay.	.061	-.101	-.022	**.448**	.181
Eigenvalues		7.173	3.573	1.984	1.477	
Cumulative total variance (percent)		28.694%	14.147%	7.934%	5.908%	

Note: N = 339. Principle axis factoring.Promax rotation. *ComSup*=Community Support. *FamSup*= Family Support. *OrgSup*= Organisational support for family. *CollegialSup*= *Collegial support for family*

Work-Family Conflict. The six-item *WFC* scale obtained a KMO measure of sample adequacy of .744 and a Bartlett's Test of Sphericity of 313.396 (df=15; p<.001). The scale was subjected to PAF, which revealed that it had two factors which is in line with the scale. The first factor had an eigenvalue of 2.466, explaining 41.102% of the variance, and the second factor had an eigenvalue of 1.111, accounting for 18.519% of the variance. All factor loadings were above .30 and were deemed satisfactory (see Table 4).

Table 4: *Factor Analysis: Work-family conflict*

Code	Item	W2FC	F2WC	Commonalties
WFC1	I have to miss family activities due to the amount of time I must spend on work responsibilities.	**.487**	.077	.281
WFC2	I am often so emotionally drained when I get home from work, and this prevents me from contributing to my family.	**.717**	-.016	.503
WFC3	The behaviours I perform that make me effective at work do not help me to be a better parent or spouse.	**.653**	-.050	.396
WFC4	I have to miss work activities due to the amount of time I must spend on family responsibilities.	.018	**.673**	.465
WFC5	Because family responsibilities often stress me, I have a hard time concentrating on my work.	-.073	**.741**	.499
WFC6	Behaviour that is effective and necessary for me at home would be counterproductive at work.	.252	**.371**	.297
Eigenvalue		2.466	1.111	
Individual total variance explained (%)		41.102	18.519	
Cumulative total variance (%)		41.102	59.622	

Note: N = 339. Principle axis factoring. Item-to-factor loadings below .3 were suppressed. *W2FC*= Work-to-family conflict. *F2WC = Family-to-work conflict.*

Confirmatory factor analysis

CFA was conducted to test specific hypotheses about the structure and relations between the latent variables that underlie the data (Field, 2018). This allows for the factorial

validity of the measurement model to be confirmed and to test that the relationships between items and factors align with theoretical expectations. Conducting a CFA following a EFA is essential as EFA identifies potential factor structures in an exploratory manner, without predefined constraints, allowing patterns in the data to emerge freely. CFA, on the other hand, rigorously tests the fit of this structure to determine its accuracy and suitability for the data. By following EFA with CFA, the model is both empirically derived and statistically tested, ensuring that the final factor structure is both data-driven and theoretically sound. This two-step process strengthens the measurement model's robustness.

In order to conduct a CFA, the lavaan package within the R software package was utilised (Rosseel, 2012). The R Project for Statical computing is an open-source software platform widely used for statistical analysis and graphic representation. Various statistical indicators were used to evaluate the goodness-of-fit for each measurement model. For the purpose of generating estimates, the Robust Maximum Likelihood method of estimation technique was be used.

Within this analysis, the User model represents the proposed measurement model and is unrestricted, where all manifest and latent variables can covary (Rosseel, 2012). Additionally, the baseline model which is a null model, assumes zero covariances among all observed variables and acts as a reference for evaluating the proposed fitted model. The fit of the measurement model is assessed by comparing the User Model to the Baseline Model using metrics such as the Robust Comparative Fit Index (CFI) and the Robust Tucker-Lewis Index (TLI).

Further, the Root Mean Square Error of Approximation (RMSEA) measures the discrepancy between the observed covariance matrices per degree of freedom and the hypothesized covariance matrix, helping address issues regarding sample size (Cangur & Evran, 2015). For the purpose of this study, the Robust RMSEA is reported. The standardized Root Mean Square Residual (SRMR) represents the average of the standardized residuals between the observed and hypothesized covariance matrices (Cangur & Erca, 2015). In this study, the SRMR is reported.

Social support. The CFA was conducted on social support, comparing six models that represent different conceptualizations of the factor structure for social support. Models 1 and 2 depict second-order factor structures, with Model 1 assuming correlated factors and Model 2 assuming orthogonal (uncorrelated) factors. Models 3 and 4 represent first-order five-factor models with correlated and orthogonal (uncorrected) factors, respectively. Lastly,

Models 5 and 6 represent first-order factor structures with four factors, combining *Supervisor support* and *Coworker support* into a single factor; *Collegial support for family*. Model 5 assumes correlated factors, while Model 6 assumes orthogonality among the factors. These models explore varying conceptualizations of social support to determine the best-fitting representation of the construct.

The results from the CFA comparing six alternative models for social support indicated that Model 5, a first-order CFA with four correlated latent constructs (*organizational*, *collegial*, *community*, and *family support*), provides the best fit to the data.

Model 5 produced a chi-squared standard test statistic of 366.687 ($df = 219$; $p = 0.000$). Further, the robust CFI and TLI values are 0.949 and 0.941, respectively, exceeding the cut-off of .90 for a good model fit (Hu & Bentler, 1999). The CFI and TLI values for model 5 are higher than the other models as seen in Table 5, supporting its goodness of fit and ability to represent the data structure well.

Additionally, the robust RMSEA value of .046 meets Cangur and Ercan's (2015) recommendation that values below .05 indicate a good model fit and is the lowest value in comparison to the other models, signifying good fit. Hu and Bentler (1999) also suggested a cut-off point of below .08 for SRMR values to denote a good fit. The SRMR for model 5 is .056, meeting the criteria for a good fit (Hu & Bentler, 1999). However, model 3 yielded a lower SRMR value of .052 which indicates slightly better fit to the observed data. Lastly, the standardized factor loadings for model 5 and the sub-scale items are all above .50, with all p-values < 0.000, indicating that each factor has a substantial relationship with the corresponding latent construct (see Table 5).

Despite Model 3 yielding a slightly SRMR value, Model 5's higher CFI and TLI values, combined with an acceptable SRMR and consistent RMSEA value, suggest it offers the most comprehensive statistical fit when balancing reliability and theoretical expectations. Following this, the EFA and the reliability analysis both support the use of Model 5. The EFA indicated that *Coworker* and *Supervisor support* loaded significantly onto a single factor, suggesting that these two forms of collegial support may be better understood as a combined construct rather than separate. Additionally, the reliability analysis further justifies this decision. *Coworker support* alone had a relatively low Cronbach's alpha of .611, while supervisor support had a higher alpha of .746. However, when combined, the Cronbach's alpha increased to .797, indicating better internal consistency and reliability when treating *Coworker* and *Supervisor support* as one unified dimension of *Collegial support for family*. Thus, while the five-factor correlated model scored marginally higher in terms of fit, the

empirical evidence from the EFA and reliability analyses strongly supports the more parsimonious four-factor model, providing a more reliable and conceptually sound representation of the *Collegial support for family* construct. Previous research investigating collegial social support has commonly conceptualized it as a unified construct, combining *Coworker* and *Supervisor support* (Carlson & Perrewé, 1999; Michel et al., 2010; Seiger & Wiese, 2009).

(see Appendix E for detailed analysis of each model)

Table 5*: Fit Statistics and model comparison statistics for six alternative models of Social support*

Model	χ^2	*df*	*p*	RMSEA	CFI	SRMR	TLI
Model 1	415.012	221	0.000	.055	.927	.082	.916
Model 2	415.012	221	0.000	.055	.927	.082	.916
Model 3	362.284	215	0.000	.046	.947	.052	.938
Model 4	667.879	253	0.000	.086	.815	.190	.792
Model 5	366.687	219	0.000	.046	.949	.056	.941
Model 6	558.171	225	0.000	.074	.865	.180	.848

Note: N = 339. χ^2= Chi-squared standardised test statistic. *df*= degrees of freedom. *CFI*= Robust Comparative Fit Index. *TLI*= Robust Tucker-Lewis Index. *RMSEA*= Robust Root Mean Square Residual. *SRMR*= Standardised Root Mean Square Residual.

Work-Family Conflict. A CFA was conducted on WFC using three models: Model 1, a first-order analysis with two orthogonal factors; Model 2, a first-order analysis with two correlated factors; and Model 3, a second-order analysis in which the first-order latent variables—W2FC and F2WC—are modelled as indicators of a single higher-order latent factor of *WFC*.

When comparing the three models, Model 2 emerged as the best-fitting model based on several key fit indices. Model 2 produced a chi-squared test statistic of 15.549 (*df* = 8, *p* = .049). Further, the robust CFI and TLI values are .982 and .966, respectively, meeting the

proposed cut-off of .90 when N =<250, indicating food model fit (Hu & Bentler, 1999). Furthermore, the robust RMSEA value is .047, indicating a good fit (Cangur & Ercan, 2015). The SRMR value was .041, meeting the acceptable cut-off of .08 proposed by Hu and Bentler (1999). As such, the model was regarded as having a good fit. The standardized factor loadings for the model and the sub-scale items were above .50, with all p-values < 0.000, indicating that each factor has a substantial relationship with the corresponding latent construct. Overall, the indices indicate the best model fit (see Table 6).

While Model 1 also showed a good fit, the chi-squared statistic for Model 2 was slightly lower, and its fit indices demonstrated a more optimal fit. In contrast, Model 3, the second-order analysis, yielded less favourable results, with much lower CFI (.843), TLI (.723), and a high SRMR of .154, indicating poor fit. Given the superior performance of Model 2 across these indices, it will be used for further analysis in this study, as it provides the most reliable and parsimonious representation of *WFC. (*see Appendix F for more detailed analysis)

Table 6: *Fit Statistics and model comparison statistics for three alternative models of Work-Family Conflict*

Model	χ^2	*df*	*p*	RMSEA	CFI	SRMR	TLI
Model 1	15.549	7	0.030	.050	.982	.041	.961
Model 2	15.549	8	0.049	.047	.982	.041	.966
Model 3	60.840	9	0.000	.134	.843	.154	.723

Note: N = 339. χ^2= Chi-squared standardised test statistic. *df*= degrees of freedom. *CFI*= Robust Comparative Fit Index., *TLI*= Robust Tucker-Lewis Index. *RMSEA*= Robust Root Mean Square Residual. *SRMR*= Standardised Root Mean Square Residual.

Reliability Analysis

Following the EFA, the reliability and internal consistency of the scales was assessed using Cronbach's coefficient alpha (α). Alpha values of .70 or above are considered an acceptable level of reliability and were considered the cut-off point for reliability (Field, 2018). The Cronbach's Alpha coefficient for all social support scales ranged between .80 and .90, all exceeding the acceptance level of .70. The Cronbach's Alpha for the *WFC* scale is equal to .712. However, the reliabilities for each factor, *W2FC* and *F2WC*, were both .65, falling below the recommended .70 (Field, 2018). However, the construct validly and model fit indices demonstrate that these second-order factors appropriately represent the underlying dimension WFC. As such, these factors were retained but interpreted with caution (see Table 8).

Descriptive Statistics

Descriptive statistics were calculated to comprehensively represent the value and distributions of the data (Burns, 2008). The normality of the data was assessed by looking at the skewness and kurtosis. Skewness refers to the shape and distribution of the data in terms of symmetry, while kurtosis is the shape of the distribution with regard to height and width (Field, 2018). Skewness values close to zero indicate a symmetrical distribution, values between -.5 and .5 suggest near symmetry, values between -1 and 1 indicate moderate skewness and values less than -1 or greater than 1 suggest high skewness and significant asymmetry (Field, 2018). The distributions of *Collegial family support, OS4F, Community support, Family support, and W2FC* are negatively skewed, ranging from -0.06 to -1.57, while *F2WC* was positively skewed at 0.11 (see Table 4). Moreover, the kurtosis values of the scales ranged from -0.06 to 2.47 (see table 4). According to Hair et al. (2003), a kurtosis above 3 is peaked, and a kurtosis at -3.00 is considered too flat; as such, none of the distributions of the study were too flat or peaked.

Respondents reported moderate levels of *Collegial support for family* on a 5-point scale, with a mean score of 4.17 (SD = 1.34). Suggesting that respondents generally perceive their coworkers and supervisors to offer a moderate level of support in family-related matters, falling slightly above the scale's midpoint.

For *OS4F,* respondents reported moderately high levels on a 5-point scale, with M=3.36 and (SD = 0.97). This indicates that respondents view the support provided by their organization towards family responsibilities as somewhat higher than average but not at the highest possible level on the scale. When it comes to *Family support*, measured on a 7-point

scale, the mean score of 5.70 (SD = 1.34) which sits above the midpoint and reflects higher levels of family support. This indicates that respondents generally perceive a strong level of support from their family members. Finally, respondents reported moderately high levels of *Community support* on a 7-point scale, with a mean score of 4.27 (SD = 1.22). This score suggests that respondents feel they receive moderate support from their community, just above the scale's midpoint.

Moreover, on the 5-point *WFC* scale the respondents reported moderate levels of *WFC* with a mean above the midpoint (M = 3.02, SD = 0.76). Further, in terms of *WFC,* respondents experienced average levels of *W2FC* with a mean just above the midpoint (M = 2.81; SD = .90) and moderate levels of *F2WC* with a mean well above the midpoint (M = 3.19; SD = .92) (see Table 7).

The descriptive statistics indicated that participants experienced moderately high levels of both time-based *W2FC* (M = 3.27, SD= 1.14) and strain-based *W2FC* (M= 3.26, SD= 1.17). The mean score for behaviour-based *W2FC* was moderate but lower (M= 2.95, SD= 1.20). Moreover, the results indicated moderate levels of time-based *F2WC* (M= 2.72, SD= 1.21) and strain-based *F2WC* (M= 2.76, SD = 1.24). Behaviour-based *F2WC* was moderately higher than these scores (M= 2.94, SD= 1.14).

Further, a paired samples t-test was conducted to compare the mean scores of *W2FC* and *F2WC*. The results indicated *W2FC* was significantly lower than *F2WC* (t (338)= −6.32, $p < 0.001$). The mean difference was significant at −0.38 (95% CI [-0.456, -0.239]), suggesting that participants in this sample experience higher levels of *F2WC* compared to *W2FC*.

Table 7: *Descriptive statistics for composite variables*

Scale	N	M	SD	Skewness	Kurtosis
Collegial Support for Family	339	4.17	1.34	-0.27	-0.59
Family support	339	5.70	1.33	-1.57	2.47
Community support	339	4.27	1.22	-0.43	-0.65
OS4F	339	3.36	0.97	-0.64	-0.06
WFC	339	3.02	0.76	-0.06	-0.40
W2FC	339	2.81	0.90	-0.09	-0.38
F2WC	339	3.20	0.92	0.11	-0.70

Note: N = number of respondents after listwise deletion of missing data*; M* =mean*; SD* = standard deviation*; SE* = standard error of the mean*; OS4F*= Organisational support for family*; WFC*= Work-family conflict*;W2FC*= Work-to-family conflict*; F2WC*= Family-to-work conflict

Correlation analysis

A Pearson product correlation analysis was performed to determine whether the study variables were related to one another and could be used for further analysis. In order to determine the strength of the association between items, Cohen's (1988) recommendations were used to interpret the Pearson correlation output. According to Cohen (1988), correlation coefficients between .10 and .29 indicate a small correlation, a correlation coefficient between .30 and .49 indicates a moderate correlation, and a coefficient > .50 denotes a strong correlation. Table 8 represents the linear association of latent variables, with the reliability of each variable presented on the diagonal.

There was a small and statistically non-significant relationship between *Community support* and *W2FC* (r = -.163, p=.119) and a statistically non-significant and very small negative correlation between *Community support* and *F2WC* ($r = -.073$, $p = .400$). *Collegial support for family* demonstrated a statistically non-significant and small negative correlation with *W2FC* ($r = -.147$, $p = .202$.) and a statically significant, moderate negative correlation with *F2WC* ($r = -.335$, p =.001).

For *Family support*, a non-significant, very small negative correlation was found with *W2FC* ($r = -.094$, p =.374) and a statically non-significant and small negative correlation

was found with *F2WC* ($r = -.090$, $p = .316$). Lastly, there was a small statistically non-significant correlation between *OS4F* and *W2FC* ($r = .034$, $p = .778$), and a statistically significant small negative correlation was observed with *F2WC* ($r = -.211$, $p = .025$).

Table 8: *Latent variable Correlation Matrix*

Measure	1	2	3	4	5	6
1. Community Support	(.85)					
2. Collegial Support for family	.34***	(.80)				
3. Family Support	.61***	.40***	(.89)			
4. W2FC	-.16	-.15	-.09	(.65)		
5. F2WC	-.07	-.34***	-.09	.54***	(.65)	
6. OS4F	.21**	-.67***	.33***	.034**	-.21**	(.87)

Note. N = 339. Cronbach alpha for each scale is in parenthesis.
OS4F= Organizational support for family. *WFC*= Work-family conflict. *W2FC*= Work-to-family conflict. *F2WC*= Family-to-work conflict.
***$p < .001$ **$p < .05$. *$p < .10$

Overall measurement model

The main objective of evaluating a model's overall goodness of fit is to identify how well the model aligns with the empirical data (Diamantopoulos & Siguaw, 2000; Lei & Wu, 2007). The lavaan package within the R software package was utilized to determine the goodness of fit (Rosseel, 2012). Additionally, the Robust Maximum likelihood method of estimation will be used to generate estimates.

The CFA for the overall model produced a standard test statistic of 531.733 (*df*=355, $p = 0.000$). Further, the robust CFI and TLI values for the overall model are .953 and .946, respectively. According to Hu and Bentler (1999), CFI and TLI values above .90 in cases where N=< 250 indicate a good model fit. As such, all fit indices meet these criteria for good fit.

Additionally, the robust RMSEA for the overall model is .037, which meets the criteria for good fit according to Cangur and Ercan (2015), who stated that RMSEA value smaller than .05 implies that the model has strong convergence with the analyzed data. The SRMR value is .057, which meets the cut-off point of values below .080, which Hu and Bentler (1999) proposed to be regarded as a good model fit. As such, the overall model displays satisfactory goodness of fit. Table 9 summarises the goodness of fit statistics for the overall measurement model.

Table 9: *The Goodness of fit statistics for the overall measurement model*

Fit Index	Value	Robust Value
χ^2	531.733	449.813
df	356	356
CFI	.927	.954
TLI	.917	.946
RMSEA	.047	.034
90% CI RMSEA (Lower)	.038	.025
90% CI RMSEA (Upper)	.055	.047
SRMR	.057	-

Note: N = 339. df= degrees of freedom. *CFI*= Comparative Fit Index. *TLI*= Tucker-Lewis Index. *RMSEA*= Root Mean Square Residual. *SRMR*= Standardised Root Mean Square Residual.

Structural model fit

The structural model describes the relationship between latent variables in the structural model and the observed data (Lei & Wu, 2007). This allows one to asses if the hypothesised causal pathways and relationships between the latent variables are supported by the existing data. To assess the fit of the structural model, the lavaan package in R-studio version 4.12 with robust Maximum likelihood estimation was used.

As displayed in Table 10, the standard test statistic is 531.733 (*df* =355, *p* =0.000).

Hu and Bentler (1999) proposed that within a sample greater than or equal to 250, the CFI and TLI should be above .90 to indicate a good fit. The robust CFI and TLI values are .953 and .946, respectively, meeting the standard for good model fit. Further, the robust RMSEA for the model is .037, which meets the criteria for a good model fit, as outlined by Cangur and Ercan (2015). Hu and Bentler (1999) recommend a cut of .08 for SRMR values to represent a good fit. This model's SRMR value is .57, indicating a good fit (see Table 10)

The structural model fit using these fit indices indicated good model fit, confirming that the proposed relationships between latent variables align with the observed data.

Table 10: *The Goodness of fit statistics for the structural model fit model*

Fit Index	Value	Robust Value
χ^2	531.733	449.813
df	356	356
CFI	.927	.954
TLI	.917	.946
RMSEA	.047	.034
90% CI RMSEA (Lower)	.038	.025
90% CI RMSEA (Upper)	.055	.047
SRMR	.057	-

Note: N = 339. *df*= degrees of freedom. *CFI*= Comparative Fit Index. *TLI*= Tucker-Lewis Index. *RMSEA*= Root Mean Square Residual., *SRMR*= Standardised Root Mean Square Residual.

The structural model forms the core of this research, representing the individual hypotheses derived from the theoretical framework. These pathways are conceptualized as

the structural model, which visually and statistically maps the hypothesised relationships between key variables as seen in Figure 1.

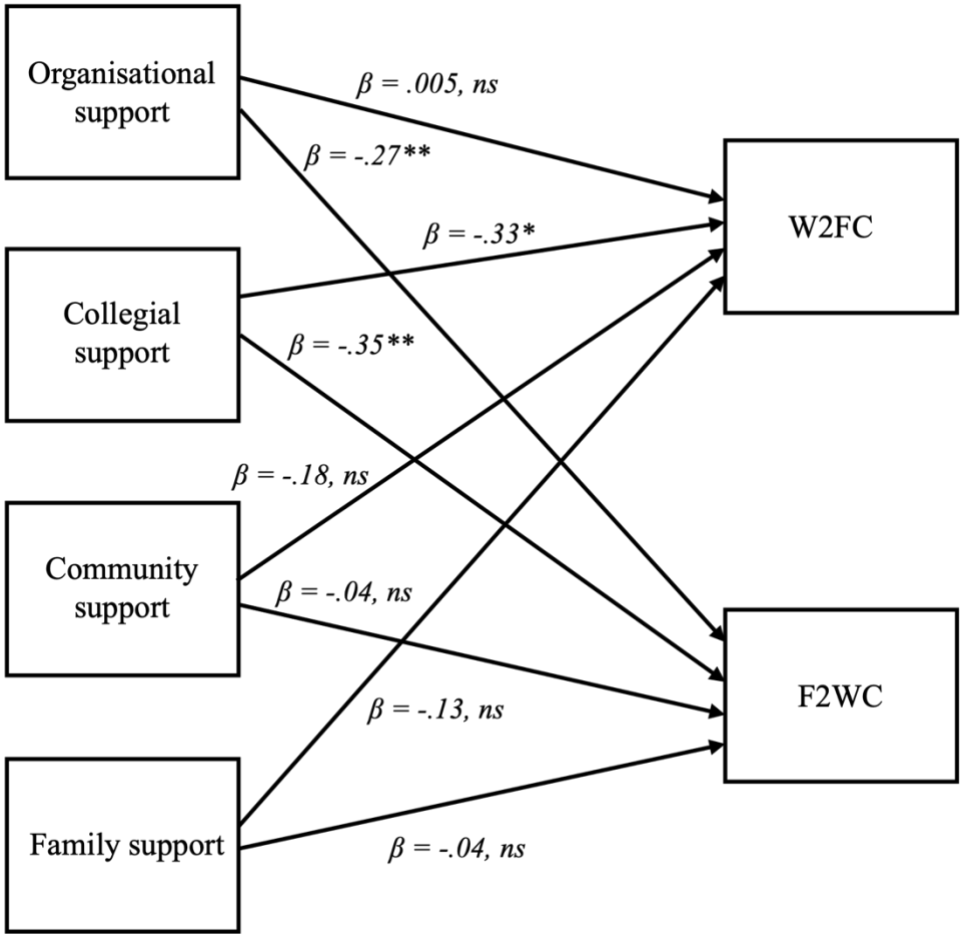

Figure 1: *Structural model*

Note: OS4F= Organisational support for family. *W2FC*= Work-to-family conflict. *F2WC*= Family-to-work conflict. ns= Not significant *$p \leq .05$; ** $p \leq .01$; *** $p \leq .001$

Organizational support for family. Results from the structural model indicated that *OS4F* was not statistically significantly associated with *W2FC* ($\beta = .005$, $p = .968$), suggesting that higher levels of perceived support did not result in lower levels of conflict from work to family responsibilities. Therefore, hypothesis 1a was not supported.

However, *OS4F* was significantly negatively related to *F2WC* ($\beta = -.27$, $p < .01$), indicating that as *OS4F* increased, *F2WC* decreased. This implies that employees who felt supported by their organization in managing family responsibilities experienced fewer disruptions from family life spilling into work demands. Therefore, proposition 1b was supported.

Collegial support for family. The relationship between *Collegial support for family* and *W2FC* was found to be statically significant, with a negative relationship (β = -.33, p <.05), indicating that *Collegial support for family* significantly lowers levels of *W2FC.* Therefore, proposition 2a was supported.

Further, the results indicated that *Collegial support for family* was significantly related to *F2WC*, showing a negative linear relationship (β = -.35, p < .01). As such, proposition 2b was supported.

Community support. The results from the structural model indicated that *Community support* was not significantly related to *W2FC* (β = -.18, p = .108). Therefore, proposition 3a was not supported. Further, the relationship between *Community support* and *F2WC* was not found to be significant (β = -.04, p = .649). Therefore, proposition 3b was not supported.

Family Support. The relationship between *Family support* and *W2FC* was not found to be significant (β = -.13, p = .256). Therefore, proposition 4a was not supported. Moreover, the structural model indicated *Family support* was not significantly related to *F2WC* (β = -.04, p = .647). As such, proposition 4b was not supported.

Mediation Effect for Organisational support for family

From the structural path model, the mediation effects were examined to determine whether OS4F acts as a linking mechanism between collegial support for family and both W2FC and F2WC. This analysis aimed to identify whether the relationship between collegial support and work-family conflict outcomes is partially or fully explained through OS4F. The findings provide further insight into the interconnected role of these support systems and are presented below.

The indirect effect of *Collegial support for family* on *W2FC* via *OS4F* was not statistically significant (β = -.17, SE = .11, z = 1.53, p = .127, 95% CI [-.049, .398]). Additionally, the total effect of *Collegial support for family* on *W2FC,* including the interaction effect of *OS4F*, was not statistically significant (β = -.15, SE = .11, z = -1.34, p = .181, 95% CI [-.377, .071]). Therefore, *OS4F* does not significantly mediate the relationship between *Collegial support for family* and *W2FC* and no support was found for proposition 5a.

Further, the indirect effect of *Collegial support for family* on *F2WC* via *OS4F* was not observed as significant (β = .01, SE = .10, z = 0.15, p = .811, 95% CI [-.172, .200]). The total effect of *Collegial support for family* on *F2WC*, including the interaction effect of *OS4F*, is statistically significant (β = -.34, SE = .11 , z = -3.693, p = 0.000, 95% CI [-0.516. -0.158]).

As such, support was not found for proposition 5b, which states that *OS4F* mediate the relationship between *Collegial support for family* and *F2WC* among low-income workers.

Group differences

A series of post-hoc one-way Analysis of Variances (ANOVA) were conducted to examine the effects of gender and industry on *W2FC* and *F2WC*. These analyses were performed to assess whether specific group characteristics contributed to variations in conflict levels. Gender and industry were treated as independent variables, while *W2FC* and *F2WC* served as dependent variables.

The one-way ANOVA results revealed that levels of *W2FC* and *F2WC* did not differ significantly across genders, with $p = .224$ and $p = .692$, respectively. Similarly, the difference across industries was not significant for both *W2FC* ($p = .730$) and *F2WC* ($p = .604$).

Final Notes

Both directions of WFC were examined in relation to various sources of family support. The analysis revealed a significant negative relationship between *OS4F* and *W2FC*. Similarly, *Collegial support for family* was found to have a significant negative association with both *W2FC and F2WC*. Table 11 provides a comprehensive summary of these findings based on the statistical analysis.

Table 11: *Summary of proposition results*

Proposition	Level of Support
Work domain Social support	
Proposition 1a: Organisational support for family is negatively related to work-to-family conflict among low-income workers	Not supported
Proposition 1b: Organisational support for family is negatively related to family-to-work conflict among low-income workers	Supported
Proposition 2a: Collegial family support is negatively related to work-to-family conflict among low-income workers	Supported

Proposition 2b: Collegial family support is negatively related to family-to-work conflict among low-income workers	Supported
Non- work domain Social support	
Proposition 3a: Community support is negatively related to work-to-family conflict among low-income workers	Not supported
Proposition 3b: Community support is negatively related to family-to-work conflict among low-income workers	Not supported
Proposition 4a: Family support is negatively related to work- to-family conflict amongst low-income workers	Not supported
Proposition 4b: Family support is negatively related to family-to-work conflict amongst low-income workers	Not supported
Mediation	
Proposition 5a: Organisational support for family will mediate the relationship between collegial family support and work-to-family conflict amongst low-income workers	Not supported
Proposition 5b: Organisational support for family will mediate the relationship between collegial family support and family-to-work conflict amongst low-income workers	Not supported

Discussion

This research aimed to gain insight into the experience of WFC among low-income workers in SA and to examine the role that different sources of social support play in mitigating this conflict. Drawing on the COR and JD-R theory, the study explores how workplace and non-workplace support contribute to reducing WFC, where work can interfere with family and family can interfere with work. Additionally, the research investigates whether *OS4F* mediates the relationship between *Collegial support for family* and *WFC*. This approach offers a comprehensive understanding of how low-income workers rely on formal and informal networks to balance the demands of work and family.

This section will first address the psychometric properties of the measures utilised in this study. It will then explore *WFC* within the sample. Next, the relationship between WFC and work and non-work domain support will be examined. Following this, the proposed mediating effect of *OS4F* will be discussed. Finally, the study's limitations, recommendations for future research, and practical implications will be discussed.

Psychometric properties

The measures used in this study were found to have good validity and reliability, comparable to the findings in the literature, adding to the credence of the results (Allen, 2001; Matthews et al., 2010; Minnotte et al., 2013; Thompson et al., 1999; Zimet et al., 1988). The Cronbach's alpha values were high, ranging from .797 to .855, except for the *WFC* scale. The dimensions of the *WFC* scale showed a Cronbach's alpha of .652 for the *W2FC* and *F2WC*. Although these reliability scores were below the recommended threshold of .70, the factorial validity and model fit indices indicated sufficient reliability and robustness for the measures used (Field, 2018). This supports the appropriateness of the scale in contributing to the analysis of *WFC* within the study's context.

Further, consistent with the literature reviewed, the directionality of *WFC* was confirmed by the EFA (Greenhaus & Beutell, 1985; Michel et al., 2011; Selvarajan et al., 2013). This finding affirms that conflict can flow from *W2FC* and *F2WC*. In either direction, the conflict negatively impacts the functioning and quality of the receiving domain, highlighting how high demands in one domain can interfere with roles and responsibilities in the other. While these two directions of conflict are related, they remain distinct constructs.

Moreover, the EFA results demonstrated that *Coworker* and *Supervisor support* loaded significantly onto a single factor, *Collegial support for family*. This finding was reinforced by the CFA fit indices and reliability values, both of which supported the unified construct. These results align with prior research on social support from colleagues, which has frequently been conceptualised as a singular construct combining coworker and supervisor support (Carlson & Perrewé, 1999; Michel et al., 2010; Seiger & Wiese, 2009). By treating *Collegial support for family* as a unified factor, we can better capture the holistic nature of social support within workplace environments, emphasising how various sources of support collectively influence outcomes related to *WFC*.

As such, the measures used in the study were appropriate tools for the sample, which spanned different industries, genders, and racial groups. This implies that the findings are applicable within the multiracial South African context.

Levels of Work-family conflict among the sample

As found in the literature review, the result of this study confirmed the presence of conflict between the work and family lives of low-income worker in this sample (M = 3.016 on a 5-point scale, SD = .76). This finding aligns with the previous research on WFC which reflects that the involvement in one role can detract from the involvement and quality of life in another role (Greenhaus & Beutell, 1985). In this study, participants reported higher *F2WC* (M = 3.18; SD = .92) than *W2FC* (M = 2.81; SD = .89). Both means exceeded the midpoint of the 5-point scale, indicating a generally high level of conflict in both directions.

Further, the analysis revealed that individuals in this sample experience significantly higher levels of *F2WC* than *W2FC*, with a mean difference of -0.38. The significantly higher F2WC suggests that individuals experience more interference from work demands impacting their family responsibilities than family demands impacting their work life. This finding can be attributed to the job characteristics typical of low-income workers, including high physical demands, extended working hours, and the challenges of customer-facing roles that define this sample. Consequently, these workers likely experience more significant interference from work into family life due long working hours and commutes home as well the inability to fully engage in family roles due to physical and mental exhaustion when they return home from work (Allen & de Tormes Eby, 2016; Shockley et al., 2017).

Work domain social support and Work-family conflict

The results of this study provided mixed findings regarding the influence of *OS4F* on *WFC*. While *OS4F* did not significantly predict *W2FC* (β = .005, p = .968), the relationship between *OS4F* and *F2WC* was both negative and significant (β = -.26, p < .01). This suggests that while increased support from the organisation does not alleviate the interference of work responsibilities with family life, it does reduce the extent to which family obligations interfere with work.

These results are partially consistent with those found by Grandey et al. (2007), who identified that perceptions of organisational support for family significantly reduce both F2WC and W2FC amongst hourly blue-collar workers. Gurbuz et al. (2012) reported similar findings, identifying that organisational support serves as a psychological buffer against the adverse effects of family-related stress at work. Shockley et al. (2017) identified that in this relationship, when employees perceive their organisation as supportive of their family roles, they are more likely to feel secure and experience less anxiety about potential family-related disruptions.

Contrary to these findings, Griggs et al. (2013) found that amongst low-income workers in the United States (U.S.), perceptions of organisational support only had an effect on W2FC. However, this finding might not be generalisable to the South African context, where financial strain and job insecurity can mean that *OS4F* has different implications. For instance, while U.S. workers might see *OS4F* as a direct resource to mitigate *W2FC*, South African workers might prioritise more immediate concerns such as job security or income stability, potentially diminishing the observed impact of organisational support on work-family dynamics.

Moreover, the non-significant relationship between *OS4F* and *W2FC* can be attributed to the unique job demands within this sample, which include high physical demands and limited scheduling flexibility. While the organisation may be perceived as family-supportive, this support may not effectively alleviate the overall workload, which leaves workers physically and emotionally exhausted (Allen & de Tormes Eby, 2016; Cowan & Bochantin, 2011). Consequently, the demanding nature of their roles may diminish the impact of *OS4F* on reducing *W2FC*. This discrepancy highlights the potential influence of contextual factors, such as cultural, economic, or workplace differences, that may shape how *OS4F* is perceived and utilised in managing *WFC*.

Further, this study's findings reveal that *Collegial support for family* significantly reduces both *W2FC* and *F2WC*. The negative and significant relationship between *Collegial support for family* and *F2WC* suggests that support provided by coworkers and supervisors effectively minimises the extent to which family responsibilities interfere with work (β = -.33, p < .05). Similarly, the results indicate that *Collegial support for family* acts to alleviate the interference of work demands on family life (β = -.35, p <.01).

Similar to these findings, amongst lower-skilled workers, Muse and Pichler (2011) found that informal supervisor support was strongly related to W2FC and F2WC. These findings suggest that the emotional support received from colleagues, whereby employees feel they can speak about their family problems at work, allows them to manage the impact of this strain on work and family life (Griggs et al., 2013). This type of support can be essential for low-income workers who have limited access to formal, family-friendly benefits and face financial pressures and challenging working conditions. Similarly, van Daalen et al. (2006) identified that work-based social support can help employees manage family-related demands because coworkers may cover for one another to allow for greater work-family balance, such as taking over tasks when needed and allowing the other to leave earlier.

Moreover, the effect of *Collegial support for family* on *W2FC* and *F2WC* was consistent with findings by Hammer et al. (2011), who examined the impact of family-supportive supervisor training interventions on WFC among lower-skilled workers. These interventions focused on emotional support, structural support such as resolving schedule conflicts, and behaviour modelling that demonstrated work-family balance practices. The study found that on sites where supervisors were trained to exhibit family-supportive behaviours, there was a reported decrease in WFC as well as turnover intentions compared to those who did not receive training.

Interestingly, the supervisors in this study had been exposed to a series of family-supportive behaviour interventions as part of the organisation's learning and development initiatives. This exposure could explain the significant effect that supervisor support, as a component of *Collegial support*, had on *F2WC*. Educating supervisors on how to provide family-supportive behaviours can lead to meaningful improvements in work-family outcomes, reinforcing the importance of targeted training and development programs in organisations.

Previous WFC research has examined and compared domain-specific social support, such as the same-domain relationships (e.g., work domain social support and W2FC) and the cross-domain relationships (e.g., work domain social support and F2WC). Much of this

research has focused on and identified a same-domain relationship, specifically the connection between work-domain social support and W2FC (Ford et al., 2007; Michel et al., 2011; Michel et al., 2010; Wadsworth & Owens, 2007). However, the evidence for domain-specific relationships remains mixed. Within a meta-analysis conducted by French et al. (2018), W2FC was found to be more strongly related to work support than to family support. However, French et al. (2018) did not find that F2WC was more strongly related to family support than to work support.

Contrary to previous research, the findings of this study point to significant cross-domain effects of *Collegial support for family* and *OS4F*, suggesting that work resources help mitigate stressors originating from the family domain. These results are consistent with those found by Foley et al. (2005); Griggs et al. (2013); Muse and Pichler (2011), which further indicate that employees who feel supported at work are better able to manage family responsibilities without them interfering with their work.

The cross-domain effect observed with both *Collegial support for family* and *OS4F* can be explained by understanding the unique job demands of low-income workers within this sample, which, in comparison to professional jobs, are characterised by greater physical demands and limited scheduling flexibility (Allen & de Tormes Eby, 2016). Given the physical nature of low-income work, long working hours, and strict schedules, work demands may remain high despite family-related support at work (Muse & Pichler, 2011). Although these workers do not necessarily take work home, a characteristic often associated with high W2FC among higher-income workers, they may still experience physical and emotional exhaustion, affecting their ability to participate in family life (Cowan & Bochantin, 2011). While coworkers or supervisors may be willing to help in family emergencies and offer emotional support, they might not be able to reduce the overall workload or change the nature of the job, which continues to impact employees' engagement with their family lives (Nichols & Swanberg, 2018). Similarly, perceptions of organisational family support may not directly reduce workload or working hours, which are linked to W2FC. As such, despite the availability of support from the organisation, supervisors and coworkers, the impact of work demands on family life may still be felt.

Moreover, the COR theory can also explain the cross-domain effect. According to COR theory, individuals strive to conserve, manage and gain resources. When employees feel supported at work, they are more likely to perceive an greater resources. This perception can alleviate job insecurity, as they can feel better equipped to manage work demands. Consequently, it becomes easier to handle family responsibilities without letting them spill

into the work domain (Muse & Pichler, 2011). However, work resources alone may not be sufficient to mitigate the effects of high work demands on family life.

Interestingly, the results of this study reveal that *Collegial support for family* is more strongly related to reduced *WFC* than *OS4F*. These findings are contrary to patterns identified by Mesmer-Magnus and Viswesvaran (2006) and Shockley and Allen (2007), who found that in comparison to collegial support, organisational support more strongly predicts WFC among professional workers. However, these findings may not be applicable to the differential work experiences of low-income groups.

Among low-income workers, Hammer et al. (2013) and Muse and Pichler (2011) identified the unique value of collegial support in managing WFC. Hammer et al. (2013) found that compared to the perceptions of support provided by an organisation, supervisors and coworkers can provide empathy, understanding, and assistance that directly alleviate the emotional toll of balancing work and family. Similarly, Muse and Pichler (2011) found that emotional support from supervisors plays a more crucial role in mitigating WFC as a result of the relationships they hold through daily interactions and the ability to provide direct and essential support. Moreover, supervisors often enact formal and informal support practices, while coworkers offer daily emotional and practical assistance (Swanberg et al., 2011). This close, personal support significantly aids low-income workers in managing work-family demands, emphasising the central role of interpersonal relationships in reducing WFC in this population.

Non-work social support and work-family conflict

The present study's results revealed that *Family support* did not significantly relate to both dimensions of *WFC*: *W2FC* (β = -0.13, p = .256) and *F2WC* (β = -.04, p = .647). The results suggest that *Family support* alone may not play a meaningful role in mitigating the pressures between work and family domains.

In contrast to the present findings, previous research has demonstrated that family support can influence WFC. Amongst professional workers, Ford (2011) and Pluut et al. (2018) found evidence for the same-domain effect of family support on F2WC, suggesting that support at home can provide emotional resources, which helped reduce emotional exhaustion and manage strain, thus mitigating WFC. These findings were supported by Muse and Pichler (2011) who examined the cross-domain effect of family support on WFC among lower-skilled workers. However, previous findings on WFC may not be entirely relevant to this sample of low-income workers in SA, who often face greater financial strain and

caregiving responsibilities, including supporting extended family members. These pressures may limit the ability of families to provide consistent emotional support (Hammer et al., 2011). Additionally, the high demands of these jobs and limited scheduling flexibility mean that emotional support at home may not sufficiently offset the structural challenges contributing to *WFC.*

In alignment with the present study's findings among low-income workers, Griggs et al. (2013) found that support from extended family and partners was not significantly related to F2WC. These findings have been explained by the idea that for low-income workers, family support may offer emotional relief, a sense of belonging and personal safety, but it may not address the structural challenges contributing to WFC within this group, such as job control, schedule flexibility and high physical job demands (Griggs et al., 2013). Further to these structural challenges, Ford (2011) found that low-income workers experience a stronger link between WFC and family strain due to financial constraints. Consequently, family support may not act as a significant buffer against WFC, as financial limitations and job instability elevate stress levels beyond what family support alone can alleviate. This explanation is supported by Lauzun et al. (2012), who identified that perceptions of financial insecurity increase WFC and chronic stress associated with financial strain may overshadow any positive effects of family support.

In exploring the impact of *Community support* on *WFC,* the analysis identified that *Community support* has a weak and non-significant relationship with both *W2FC* and *F2WC*. While a negative association exists between *Community support* and *W2FC* (β = -.18, p = .108), the result indicates that *Community support* alone may not meaningfully reduce conflict between work and family responsibilities. Further, the relationship with *F2WC* (β = -.04, p = .649) is even weaker and similarly non-significant, reinforcing the idea that *Community support* in this sample does not act to alleviate the conflicts arising when family demands interfere with work.

Research has suggested that job characteristics such as work intensity, long hours, and high physical demands among lower-income workers are the strongest predictors of WFC and parenting strain (French & Agars, 2016). This highlights that while social and community support may exist, they are often insufficient to counteract the impact of demanding jobs on family life. Similarly, Skinner and Ichii (2014) found that community resources like trust and safety reduced WFC under low work demands but became less effective when work demands were high, as job pressures outweighed the benefits of community support.

Contrary to these findings, Griggs et al. (2013) found that, among low-income workers in the U.S., community support helped alleviate strain from family responsibilities, reducing WFC. They suggested that low-income workers often rely on neighbours or community resources, such as religious organisations and social services, for assistance with family demands, particularly in urban areas where close living arrangements facilitate such support (Griggs et al., 2013). However, many communities are under-resourced amongst the SA population, providing limited access to assistance that can reduce this strain.

During discussions with the sample organisation's transformation executive, J. Mehlomakulu (personal communication, 30 September 2024), the importance of community safety emerged as a critical factor among the SA population. The prevalence of crime and violence within communities has eroded trust among community members, reducing their willingness to rely on one another for support. This lack of safety undermines the potential for community support to alleviate WFC as fear for personal safety discourages individuals from seeking or offering assistance within their local networks.

Interestingly, Skinner and Ichii (2014) research also identified that among lower socioeconomic groups, high community demands, such as living in an unsafe neighbourhood, exacerbate the effects of work demands (e.g., work intensity) on WFC. This aligns with Voydanoff's (2004) findings, which speak to the interaction between work and community characteristics amongst this working population. Voydanoff (2005) identified that indiduals with lower socioeconomic status face additional emotional and psychological strain due to the combined pressures of work demands and community safety concerns, which makes managing work and family roles more challenging.

Further, a possible explanation for why both *Community and Family support* from did not significantly reduce *W2FC* can be found in social exchange theory (Blau, 2017). This theory suggests that the receipt of help and support often comes with an expectation of reciprocity. For low-income workers who are already drained of resources, their support from family members or their community might create an additional burden rather than alleviate stress (Griggs et al., 2013). These workers may feel obligated to reciprocate the support, adding to their pressures and workload. Moreover, family and community members may themselves have limited resources to offer and potentially have a greater need for support. This dynamic could result in support that is less effective in directly addressing *W2FC*, as the type of support available may not provide the necessary relief to mitigate the challenges these workers face in balancing work and family demands.

Mediation Effect for Organisational support for family

When examining the interrelationship between social support at work, the findings reveal that while *Collegial support for family* has a significant total effect on mitigating both *W2FC* and *F2WC,* the role of *OS4F* as a mediator is minimal and not statistically significant. The initial hypotheses proposed that these perceptions would serve as mediators; however, the analysis demonstrated otherwise. The indirect effect (β = -.17, p = .127) was not significant for *W2FC.* Similarly, the indirect effect (β = .01, p = .881) failed to achieve statistical significance for F2WC. These results indicate that even if colleagues provide significant support to employees, this support does not substantially shape employees' perceptions of the organisation in a way that reduces *WFC*. While supervisors' or coworkers' actions may directly mitigate conflict, employees do not view these actions as reflective of broader organisational support, or such perceptions do not significantly impact the level of *WFC*.

In contrast to these findings, past research conducted by Kossek et al. (2011) regarding supervisor-family support among professional workers found that perceptions of organisational support significantly mediated the relationship between supervisor-family support and WFC. Allen (2001) similarly observed this relationship.

One interpretation of these findings centres on the differing experiences and access to workplace policies between low-income and higher-income or professional workers. Given their limited access to formal benefits and policies, low-income workers may prioritise immediate, tangible support provided by supervisors or coworkers over more abstract perceptions of organisational support (French & Agars, 2016). For these employees, direct actions such as a supervisor's flexibility, empathy, or assistance with work-family issues are more impactful due to their direct influence on daily life. This immediate, hands-on support can be more meaningful for managing WFC than broader organisational family culture (Jones et al., 2017).

Group differences

A post hoc analysis was conducted to identify group differences in the experience of *WFC* within this sample of low-income front-line workers in SA. An ANOVA was conducted to assess whether gender or industry contributed to variations in *WFC* levels. Interestingly and contrary to existing literature that emphasises gendered experiences within the work-family interface (Drummond et al., 2016; Minnotte et al., 2013), the analysis revealed no significant gender differences in *WFC* among this sample. This finding challenges prevailing

notions that women experience higher levels of *WFC* due to more permeable work-family boundaries (Thompson & Cavallaro, 2006). Additionally, the analysis explored differences across the three industries sampled in the research, catering, cleaning, and security, and found no significant between-group variations in *WFC* experiences. The absence of industry-specific differences further suggests that, for this sample, *WFC* may not be as influenced by occupational context as anticipated. These findings provide an interesting counterpoint to existing theories and highlight the need for further research to investigate the nuanced factors that may shape *WFC* across diverse settings.

Limitations and recommendations for future research

Certain limitations should be discussed when considering this study's research design. This study utilised a cross-sectional design, capturing participants' perceptions at a single time. While such observations provide valuable insights, this approach does not allow for the examination of changes over time, and thus, causal inferences cannot be drawn (Burns, 2008).

Due to time constraints, a longitudinal design was not feasible for this study. However, future research should consider employing a longitudinal approach, as it would provide deeper insights into the relationship between different forms of social support and *WFC* among this understudied population. A longitudinal design would enable researchers to establish causal links, observe temporal patterns, and assess the effectiveness of various support types over time, identifying how sustained or fluctuating support influences *WFC*.

Additionally, this research study employed a quantitative methodology, which emphasises the measurement and numerical analysis of data. While this approach allows for objectivity and reliability, it constrains the researcher to a structured, linear process focused on testing theories and hypotheses. Consequently, it limits the depth of understanding regarding participants' experiences and perspectives, particularly given the nuanced and subjective aspects of how workers perceive and navigate work and family (Spector, 1994). To address this limitation, future researchers should employ a mixed-methods design. Using qualitative research methods such as focus groups or interviews can provide information-rich data, offering insights into the lived experiences of low-income workers. This approach would enable researchers to explore the underlying reasons, emotions, and contexts behind quantitative findings, thereby providing a more comprehensive understanding of how different forms of support impact *WFC*.

Moreover, while the use of self-report surveys in this quantitative method allows for relative objectivity, it may also lead to response biases (Spector, 2019). Participants may prioritise socially desirable responses or be influenced by cognitive biases, such as recency bias, where they overemphasise recent events and neglect events they cannot readily recall (Brutus et al., 2012). These biases can compromise the accuracy of the data. As such, future research should adopt a mixed-methods approach to better understand participants' opinions and experiences.

Furthermore, despite conducting a post hoc analyses on group differences within this study regarding age, race, gender, and family status, these factors were not thoroughly investigated or measured. As a result, future research should focus on incorporating group differences into hypotheses to better understand social support and *WFC* within this sample.

Given that this study addresses a significant gap in the existing literature and research concerning low-income workers, future research should test the robustness of these findings through further replication studies. While the conceptual model of this study is relevant to workers in general, future researchers should consider these findings in relation to understudied populations, such as low-income workers.

Implications

Despite the above limitations, the study's results suggest several theoretical and practical implications, adding to the existing knowledge about WFC and social support, particularly among low-income workers in SA.

A key implication of this study is its contribution to the literature on WFC among low-income workers, who are often an underrepresented and understudied group. This research, therefore, enhances our understanding of how social support interacts with WFC, contributing to the development of theoretical knowledge in this area. Further, this study contributes theoretically to understanding WFC through its application of the COR and JD-R theory. The resource-based theories posit that individuals strive to obtain, maintain, and protect their resources, and when these resources are threatened or lost, stress and conflict arise. In the context of our findings, the significant relationship between work domain support and *WFC* underscores the importance of organisational resources in alleviating stressors that employees face in balancing work and family responsibilities. The support provided by supervisors, coworkers, and the organisation emerges as a critical resource that can help mitigate *WFC,* particularly for low-income workers with fewer external resources.

Conversely, the lack of support for the relationships between *Community support, Family support*, and *WFC* suggests that these resources may not buffer *WFC* for low-income workers according to resourced-based theories. Despite being viewed as essential, *family and community support* may not effectively reduce *WFC* in this demographic, challenging the assumption that they universally act as protective factors. This calls for a re-evaluation of their role in specific contexts.

Additionally, this research has important implications for organisations by highlighting the critical role that work domain support plays in helping low-income employees manage *WFC*. It can be said that organisations that focus on training supervisors and managers to be more supportive and to adopt work-family balancing behaviours can anticipate to see a reduction in *WFC* among their employees. By fostering a supportive work environment, organisations can mitigate the adverse outcomes associated with *WFC*, such as decreased performance and higher turnover rates. These findings are consistent with the work of Hammer et al. (2011), whose intervention to training supervisors to be more family-supportive resulted in a reduction WFC and turnover intention among lower-skilled workers. Organisations can create a more engaged and productive workforce by prioritising training and development programs that equip managers with the skills to provide adequate support (Kossek et al., 2011).

Moreover, providing supervisors with training to familiarize them with the various resources available within the organization would equip them to offer better guidance to employees in addressing work-family challenges (Muse & Pichler, 2011). Ultimately, these managerial strategies not only benefit employees by reducing WFC but also contribute to the overall success and sustainability of the organisation. Investing in employee well-being through enhanced support structures can improve organisational performance and a healthier workplace culture.

Conclusion

In SA, the prevalence of job insecurity and socioeconomic disadvantage is a pressing issue, particularly among low-income workers of this sample. Many employees face precarious employment conditions marked by instability, inflexibility of working hours, and limited access to benefits, all of which contribute to heightened stress and financial strain. Additionally, the socioeconomic context for these workers often involves limited access to resources, education, and social mobility, further exacerbating the challenges they face. This

backdrop of job insecurity and socioeconomic disadvantage sets the stage for understanding how WFC may manifest and what factors may mitigate its impact.

The exploration of different forms of social support and their relationship with *WFC* extends the WFC literature by recognising the differential experiences of low-income workers. These are frequently overlooked despite the amount of work done within the work-family research domain. Additionally, the current study points to gaps in understanding the interaction between external, non-work social support and WFC. The results indicate that support from the work domain has a meaningful impact on reducing the strain between work and family responsibilities for this sample and income group. This highlights the importance of fostering a supportive work environment as a key factor in promoting work-life balance. Further, despite the known importance of community and family support, these forms of support did not emerge as significant predictors of reduced *WFC* in this sample. This result calls attention to the complexity of how outside-of-work resources interact with workplace stressors.

Additionally, exploring the relationship between work domain social support and *WFC* in this context is crucial, as it can shed light on potential interventions that could improve the well-being of this vulnerable group. Future research should delve deeper into how different types of social support-both within and outside the workplace-interact and contribute to managing WFC. Understanding these dynamics will help inform more effective, context-specific interventions that consider both the formal and informal networks available to low-income workers, ultimately fostering their well-being and work-life balance.

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Appendix A

Information Sheet

The Relationship Between Social Support and Work-family Conflict

Hello

My name is Alexandra (Lexi). I am a Master's student at the University of Cape Town, and I would like to invite you to participate in my research study. My research investigates the relationship between social support and work-family conflict. Please give me 15 minutes of your time by completing a short anonymous questionnaire. The questionnaire asks you to consider the support you receive within and outside of the organisation.

This research has been approved by UCT's Commerce Faculty Ethics in Research Committee.

Your participation is entirely voluntary, and you may choose to withdraw from the research at any time, for any reason. There are no known risks associated with your participation in this study. You will not be requested to provide any identifiable information. Your responses will remain anonymous. The collected data will be kept confidential, and the study results will be used for academic purposes only. There is no monetary compensation associated with your participation in this study. The organisation is not paying for this study and will not see how you completed the questionnaire.

If you are willing to participate, please proceed with answering the survey questions

If you have any questions or concerns, please do not hesitate to contact me or my supervisor at the email address below.

Kinds regards,

Alexandra Walters (wltale002@myuct.ac.za)

Professor Jeffrey Bagraim (jeffrey.bagraim@uct.ac.za)

Appendix B

Survey Tool

Do you agree to participate in this study?		
	Yes	
	No	
1	**Do you work in:**	
	Cleaning	
	Catering	
	Security	
2	**Gender: How do you Identify**	
	Male	
	Female	
	Other	
	Prefer not to say	
3	**Race: How do you identify?**	
	African	
	White	
	Coloured	
	Indian	
	Other	
	Prefer not to say	

4. Age: How old are you? _____years Prefer not to say

5. How long have you been employed at Tsebo ? _____months_____years

6	**How long does it take you to get from home to work?**	
	0-1 Hours	
	1-2 Hours	
	2-3 Hours	
	3-4 Hours	
7	**Are you:**	
	Married	
	Divorced	
	Have a partner living with you	
	Single	
9	**If you have a partner or husband do they work**	
	Yes	
	No	

10	**How many adults are you responsible for caring for at home or elsewhere? Circle the correct answer**						
	0	1	2	3	4	5	6+
11	**How many children do you have?**						
	0	1	2	3	4	5	6+

12.	**How many children do you have under the age of 6?**	_____

Answer the following questions by adding a cross on the answer that is most true for you

Example:

Strongly Disagree	Disagree	Neutral	~~Agree~~	Strongly Agree

1	If there is conflict, managers are **understanding** when workers have to put their family first.	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
2	At my organisation **talking about one's family** with managers is generally okay.	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
3	Senior management at my organisation **encourages managers** to be sensitive to employees' **family and personal concerns.**	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
4	In general, managers at my organisation are **quite accommodating** of family-related needs.	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
5	If there is conflict, my **coworkers** are **understanding** when I have to **put my family first.**	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
6	At my organisation it is generally okay to **talk** about one's family with my **coworkers**	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
7	In general, my coworkers at my organisation try to be **accommodating of family related needs.**	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
8	My neighbors/community really **try to help me**	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
9	I get **emotional help** (care and comfort) and **support** from my community/neighbours.	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
10	I can **talk about my problems** with my neighbours/community.	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree

11	I can **count on** my community/neighbours when **things go wrong.**	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
12	My **family** really **tries to help me**	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
13	I get **emotional help** (care and comfort) **and** s**upport** from my family	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
14	I can **talk about my problems** with my family	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
15	My family is **willing to help** me make **decisions**	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
16	I can **count on** my family when things go **wrong**	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree

17	In my neighbourhood/community, we do **favours** for each other	Strongly disagree	Disagree	Somewhat disagree	Somewhat Agree	Agree	Strongly agree
18	In my neighbourhood/ community, we **share information with each other**	Strongly disagree	Disagree	Somewhat disagree	Somewhat Agree	Agree	Strongly agree
19	In my neighbourhood/community, we **watch out for each other's families**	Strongly disagree	Disagree	Somewhat disagree	Somewhat Agree	Agree	Strongly agree
20	In my neighbourhood/ community, **we visit each other's homes**	Strongly disagree	Disagree	Somewhat disagree	Somewhat Agree	Agree	Strongly agree

21	The organisation believes that **family** should be a **top priority in my life**.	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
22	**The organisation believes** that people can be **committed to both their family and their work.**	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
23	**The organisation supports workers** taking **time off** for personal needs, such as caring for sick children.	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
24	**The organisation** believes that people can take time off for	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree

	personal matters and still be **committed t**o their work.					
25	**The organisation** believes that workers can be **productive** while **prioritizing their family**	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree

26	I have to miss **family activities** --- due to the amount of time I must spend on **work responsibilities.**	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
27	I am often so **emotionally drained** when I get home from work ---and this prevents me from contributing to my **family.**	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
28	The behaviours I perform that make me effective **at work** --- **do not help me** to be a better parent or spouse.	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
29	I have to **miss work activities** due to the amount of time I must spend on f**amily responsibilities.**	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
30	Because **family responsibilities** often stress me --- I have a hard time concentrating on my work.	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
31	Behaviour that **is effective and necessary** for me at home would be counterproductive at work	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree

Appendix C

Ethics letter of Approval

UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA · UNIVERSITEIT VAN KAAPSTAD

2024/06/24

COM/00891/2024

RE: Research Ethics Committee Project Approval Letter

Dear Alexandra Walters, (Principle Investigator)

Your application for ethics review of your project titled

The Relationship between Social Support and Work-family Conflict among Low-income workers in South Africa

has been reviewed and evaluated by the

Faculty of Commerce Research Ethics Committee (REC).

Based on the information supplied your application has been successful and is approved.

You may proceed with your research project.

Please note that should:

(i) any serious or adverse effects to participants occur and/or,

(ii) aspect(s) of your current project change and/or

(iii) any unforeseen events that might affect continued ethical acceptability of the project occur then you should immediately report this to the approving REC. You may be required to submit an amendment to this application, in order to determine whether the changed aspects increase the ethical risks of your project.

Please note the following additional conditions associated with this approval:

(i) * Ethics approved through 30 June 2025

Regards,

Thomas Moultrie
Chairperson
Commerce Research Ethics Committee

Appendix D

Supplementary Exploratory Factor Analysis

Table C: *Factor analysis: Collegial Support for family*

Code	Item	Collegial support for family
SupSup1	If there is conflict, managers are understanding when workers have to put their family first.	.594
SupSup2	At my organisation talking about one's family with managers is generally okay.	.648
SupSup3	Senior management at my organisation encourages managers to be sensitive to employees' family and personal concerns.	.585
SupSup4	In general, managers at my organisation are quite accommodating of family-related needs.	.706
CoSup1	If there is conflict, my coworkers are understanding when workers have to put their family first.	.626
CoSup2	At my organisation talking about one's family with coworkers is generally okay.	.432
CoSup3	In general, my coworkers at my organisation try to be accommodating of family related needs.	.615
Eigenvalue		3.184
Individual total variance explained (%)		45.487

Table C2: *Factor Analysis: Community Support*

Code	Item	Community support
ComSup1	My neighbours/community really try to help me	.599
ComSup2	I get emotional help (care and comfort) and support from my community/neighbours.	.661
ComSup3	I can talk about my problems with my neighbours/community.	.631
ComSup4	I can count on my community/neighbours when things go wrong.	.666

ComSup1	In my neighbourhood/community, we do favours for each other	.664
ComSup2	In my neighbourhood/ community, we share information with each other	.622
ComSup3	In my neighbourhood/community, we watch out for each other's families	.670
ComSup4	In my neighbourhood/ community, we visit each other's homes	.633
Eigenvalue		3.897
Individual total variance explained (%)		48.716

Table C3: *Factor Analysis: Family support*

Code	**Item**	**Family support**
FamSup1	My family really tries to help me	.854
FamSup2	I get emotional help (care and comfort) and support from my family	.743
FamSup3	I can talk about my problems with my family	.783
FamSup4	My family is willing to help me make decisions	.737
FamSup5	I can count on my family when things go wrong	.792
Eigenvalue		3.436
Individual total variance explained (%)		68.720

Table C4: *Factor Analysis: Perceptions Organisational Family Support*

Code	**Item**	**Organisational Support for Family**
OrgSup1	The organisation believes that family should be a top priority in my life.	.725
OrgSup2	The organisation believes that people can be committed to both their family and their work.	.728
OrgSup3	The organisation supports workers taking time off for personal needs, such as caring for sick children.	.761

OrgSup4	The organisation believes that people can take time off for personal matters and still be committed to their work.	.776
OrgSup5	The organisation believes that workers can be productive while prioritising their family	.780
Eigenvalue		3.275
Individual total variance explained (%)		65.495

Appendix E

Confirmatory Factor Analysis for Social Support

Model 1

A second-order CFA was conducted, where the five first-order latent factors (organisational, coworker, supervisor, community, and family support) were modelled as indicators of a single higher-order latent factor, *Social Support*. This model evaluates how these five forms of support collectively represent the broader construct of social support. The model has a standard test statistic of 415.012 ($df = 221$, $p = 0.00$), which suggests an acceptable model fit.

The robust CFI and TLI values are .927 and .916, respectively, exceeding the cut-off of .90 for a good model fit proposed by Hu and Bentler (1999). Additionally, the robust RMSEA value of 0.055 is above Cangür and Ercan (2015). Cangur and Ercan's (2015) recommendation of values below .05 and does not signify good fit quality. Hu and Bentler (1999) also suggested a cut-off point of .08 for SRMR values to denote a good fit. The SRMR for this model is .082, not meeting the criteria for a good fit (Hu & Bentler, 1999). As such, the model does not denote a good fit.

Model 2

A second-order CFA was conducted, where the five uncorrelated first-order latent factors (organisational, coworker, supervisor, community, and family support) were modelled as indicators of a single higher-order latent factor, *Social Support*. The model yielded a chi-squared test statistic of 415.012 ($df = 221$, $p = 0.00$), which suggests an acceptable model fit. The robust CFI and TLI values are .927 and .916, respectively, both exceeding the .90 threshold for a good model fit (Hu & Bentler, 1999). The robust RMSEA value is .055, which is slightly higher than Cangur and Ercan's (2015) recommendation of below .05 for a strong fit. According to Hu and Bentler (1999), an SRMR value below .08 indicates a good fit. However, the SRMR for this model is .082, falling just short of this benchmark. As such, the model does not denote a good fit.

Model 3

A first-order CFA was conducted using five correlated latent factors representing social support: *organisational, coworker, supervisor, community,* and *family support*. This model assesses how well the observed variables reflect these distinct but related aspects of

social support. The model yielded a chi-squared test statistic of 362.284 (*df* = 215; *p*= 0.00), which suggests an acceptable model fit.

The robust CFI and TLI values are .947 and .938, respectively, exceeding the cut-off of .90 for a good model fit proposed by Hu and Bentler (1999). Additionally, the robust RMSEA value of .046 meets the criteria for a good fit for values below .05 (Cangur & Ercan, 2015). Further, Hu and Bentler (1999) proposed a cut-off point of .08 for SRMR values to denote a good fit. The SRMR for this model is .052 (Hu & Bentler, 1999).
The standardised factor loadings for the model and the sub-scale items are all above .50, indicating that each factor has a substantial relationship with the corresponding latent construct.

Model 4

A first-order CFA was conducted using five uncorrelated latent factors representing social support: *organisational, coworker, supervisor, community,* and *family support*. The chi-squared test statistic for this model was 667.897 (*df* = 225; *p* = 0.00).

The robust CFI and TLI values are .815 and .792, respectively, failing to meet the criteria for good model fit proposed by Hu and Bentler (1999). Additionally, the robust RMSEA value of .086 does not meet the criteria for a good fit (Cangur & Ercan, 2015). The SRMR for this model is .190, exceeding the proposed cut-off (Hu & Bentler, 1999). As such, this model does not denote a good fit.

Model 5

A first-order CFA was conducted using a model with four latent factors: *organisational, collegial, community,* and *family support.* The model produced a chi-squared standard test statistic of 366.687 (*df* = 219; *p* = 0.00), which suggests an acceptable model fit.

The robust CFI and TLI values are .949 and .941, respectively, exceeding the cut-off of .90 for a good model fit (Hu & Bentler, 1999). Additionally, the robust RMSEA value of .046 meets Cangur and Ercan's (2015) recommendation that values below 0.05 signify good fit quality. Hu and Bentler (1999) also suggested a cut-off point of .08 for SRMR values to denote a good fit. The SRMR for this model is .056, meeting the criteria for a good fit (Hu & Bentler, 1999). The standardised factor loadings for the model and the sub-scale items are all above .50, with all p-values equal to 0.000, indicating that each factor has a substantial relationship with the corresponding latent construct.

Model 6

A first-order CFA was conducted using four uncorrelated latent factors representing social support: *organisational, collegial, community*, and *family support*. This model assesses how well the observed variables reflect these distinct but related aspects of social support. The model yielded a chi-squared test statistic of 558.171 ($df = 215$; $p = 0.00$).

The robust CFI and TLI values are .865 and .848, respectively, indicating a good fit (Hu & Bentler,1999). Additionally, the robust RMSEA value of .074 exceeds the cut-off of .05 (Cangur & Ercan, 2015). Further, Hu and Bentler (1999) proposed a cut-off point of .08 for SRMR values to denote a good fit. The SRMR for this model is .180, which is above the proposed cut-off (Hu & Bentler, 1999). As such, this model does not denote a good fit.

Appendix F

Confirmatory Factor Analysis for Work Family Conflict

Model 1

In the second-order analysis for WFC, a single higher-order latent factor was tested. This model assesses whether the first-order latent factors - *W2FC* and *F2WC* - can be treated as indicators of a broader, single latent construct of overall WFC. The model produced a Chi-squared standardise test statistic of 15.549 ($df = 7$; $p = .030$), reflecting statistical significance.

Hu and Bentler (1999) recommend that CFI and TLI values exceeding .90 indicate a well-fitting model, particularly when the sample size is N ≤ 250. In this case, the robust CFI and TLI values are .982 and .961, respectively, demonstrating a good fit. Additionally, the robust RMSEA value of .050 is the maximum cut-off point as recommended by Hu and Bentler (1999). Additionally, the SRMR value of .041 falls within the acceptable range for a good fit, which is in line with the criteria established by Cangur and Ercan (2015). All standardised factor loadings for the model's sub-scale items exceed .50, with corresponding p-values of 0.000, demonstrating a strong and statistically significant relationship between each factor and its associated latent construct.

Model 2

The first-order model with two correlated factors - *W2FC* and *F2WC* - produced a chi-squared test statistic of 15.549 ($df = 8$, $p = 0.049$).

The robust CFI and TLI values are .982 and .966, respectively, meeting the proposed cut-off of .90 when N=<250, indicating food model fit (Hu & Bentler, 1999). Furthermore, the robust RMSEA value is .047, indicating a good fit (Cangur & Ercan, 2015). The SRMR value was .041, meeting the acceptable cut-off of .08 proposed by Hu and Bentler (1999). As such, the model was regarded as a good fit. The standardised factor loadings for the model and the sub-scale items are all above .50, with all p-values equal to 0.000, indicating that each factor has a substantial relationship with the corresponding latent construct. Overall, the indices indicate a good model fit.

Model 3

The first-order model with orthogonal factors yielded a chi-squared test statistic of 60.840 ($df = 9$, $p = 0.000$), which is significantly higher than the above models.

The robust CFI and TLI values are .843 and .723, respectively, which is below the proposed cut-off of .90 when N=<250 (Hu & Bentler, 1999). Furthermore, the robust RMSEA value is .134, which is above the cut of .05 (Cangur & Ercan, 2015). The SRMR value was .154, which also did not meet the acceptable cut-off of .08, as proposed by Hu and Bentler (1999). The standardised factor loadings for the model and the sub-scale items are all above .50.

The first-order model with orthogonal factors demonstrates poor model fit, with both CFI and TLI values falling below the recommended cut-off of .90 and the RMSEA and SRMR values exceeding acceptable thresholds. Despite standardised factor loadings being above .50, the overall fit indices suggest that this model is not suitable for the data compared to the other models.

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Appendix G

Supplementary Confirmatory Factor Analysis

Collegial Support for family. A CFA was executed on the *Collegial Support for family* scale to gain information on the instrument's psychometric properties. For this instrument, the standardised Chi-squared, standardised test statistic was 13.136 (*df* = 7).

The CFA produced Robust CFI and TLI values of .994 and .988, respectively. According to Hu and Bentler (1999), the cutoff value for CFI and TLI is .90 in cases where N=< 250. Thus, the obtained values indicate a good model fit, surpassing the recommended cutoff. The robust RMSEA value of .034 for the scale indicates a good model fit, aligning with Cangur and Ercan's (2015) recommendation that values below 0.05 signify good fit quality. Hu and Bentler (1999) also suggested a cutoff point of .08 for SRMR values to denote a good fit. The SRMR value for this model is .033, further confirming an excellent fit according to these established guidelines. Overall, the above indices indicate an acceptable model fit over the independent model. The measurement mode path diagram is shown in Figure 1F.

The standardised factor solution for *Collegial support for family* measurement scale shows standardised factor loadings above .50. As such, all factors showing a significant relationship with their respective late constructs shall be retained.

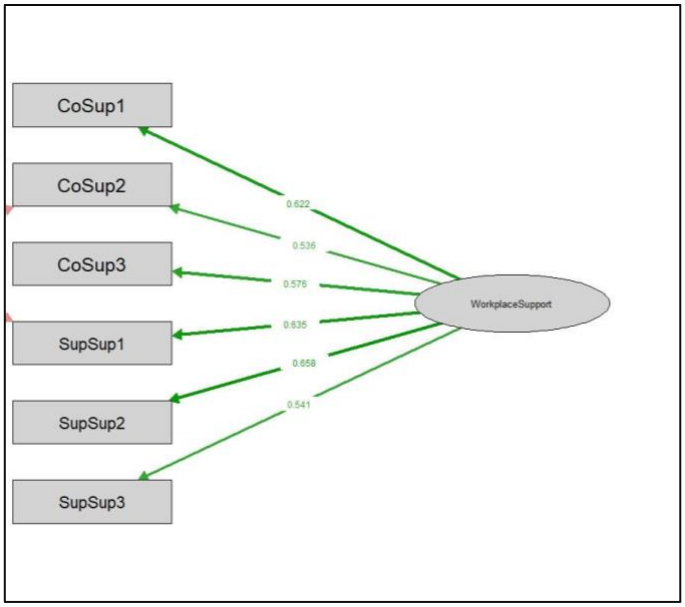

Figure 1F*: Measurement path model for Collegial Support for family.*

Organisational support for family . The *OS4F* scale yielded a chi-squared test statistic of 15.549 (*df* = 7).

The robust CFI and TLI values are .983 and .964, respectively, meeting the proposed cutoff of .90 when N=<250, indicating food model fit (Hu & Bentler, 1999). Furthermore, the robust RMSEA value is .048, indicating a good fit (Cangur & Ercan, 2015). The SRMR value was .041, meeting the acceptable cutoff of .08 proposed by Hu and Bentler (1999). As such, the model was regarded as a good fit. Overall, the indices indicate an acceptable model fit; the measurement model path diagram is shown in Figure 2F.

The standardised factor loadings for the *OS4F* scale are all above .50, indicating that each factor has a substantial relationship with its corresponding latent construct.

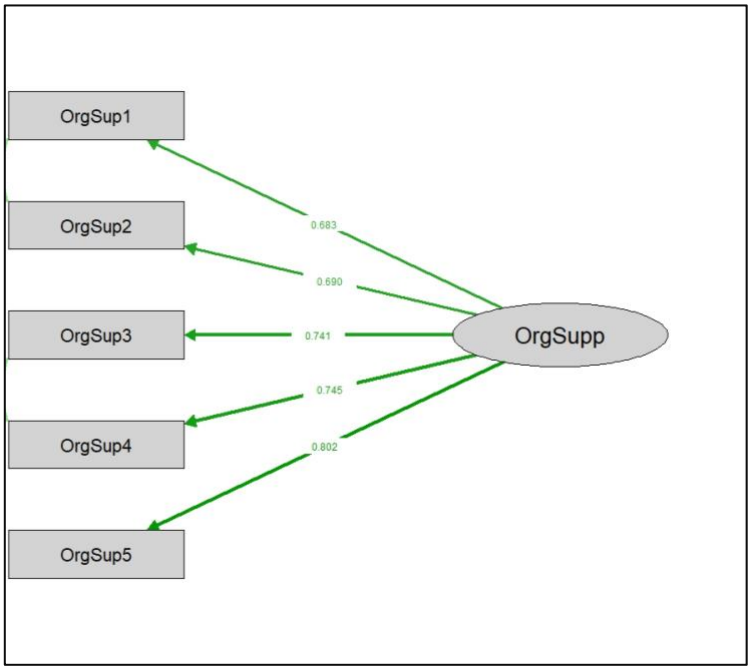

Figure 2F: *Measurement path model for Perceptions of Organisational Support for family.*

Family Support. The CFA indicated a good model fit for the *Family Support* measurement model, as reflected in the results. The model has a standard test statistic of 2.734 (df = 2) with a p-value of .255, showing non-significance, which suggests an acceptable model fit.

The robust CFI and TLI values are 1.00 and 1.014, respectively, exceeding the cutoff of .90 for a good model fit (Hu & Bentler, 1999). Additionally, the robust RMSEA value of 0 indicates a perfect fit (Cangur & Ercan, 2015). The SRMR for this model is .012, and it also meets the criteria for a good fit (Hu & Bentler, 1999). Overall, the CFA confirms an acceptable model fit. The measurement model path diagram is shown in Figure 3F.

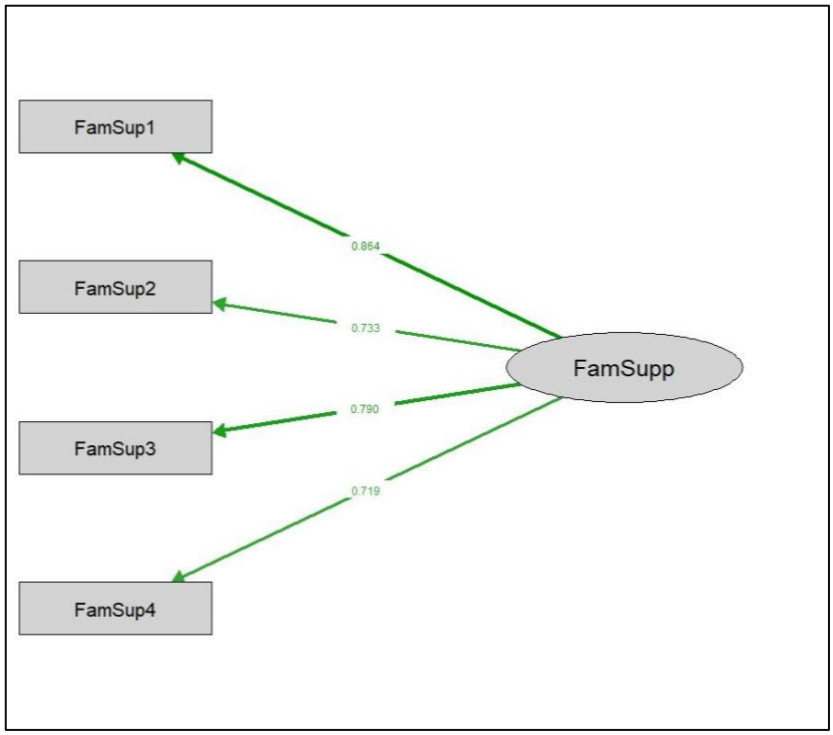

Figure 3F: *The measurement path model for family support*

Community Support. Various goodness-of-fit indices from the CFA were assessed to evaluate the adequacy of the *Community Support* measurement model. The table shows that the standardised test statistic is 35.394 ($df = 19$; $p = .0133$), indicating a statistically significant result.

Hu and Bentler (1999) suggest that CFI and TLI values should be above .90 to indicate a good fit, particularly in cases where $N \leq 250$. The robust CFI and TLI values for the Community Support model are .986 and .980, respectively, which indicate a good fit. Furthermore, the robust RMSEA value is .043, and the SRMR is .035, meeting the criteria for a good fit defined by Cangur and Ercan (2015) and Hu and Bentler (1999), respectively. Overall, the model demonstrates a good fit. The measurement path diagram is shown in Figure 4F.

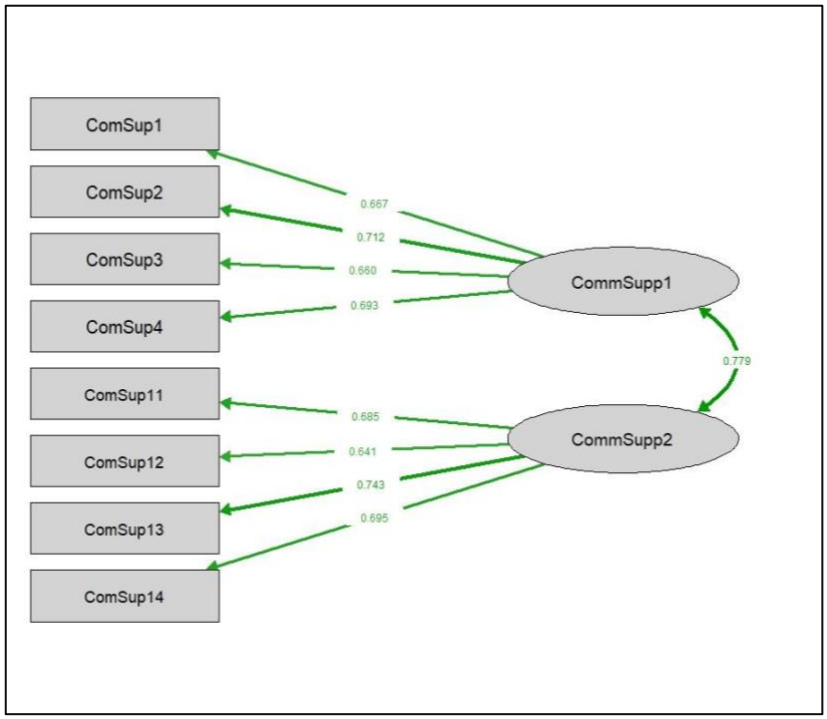

Figure 4F: *The measurement model path for Community support*

Work-family conflict. The adequacy of the *WFC* measurement model was evaluated using various goodness-of-fit indices from the CFA. The scales standardised test statistic is 15.549 ($df = 7$; $p = .030$), reflecting statistical significance.

Hu and Bentler (1999) recommend that CFI and TLI values exceeding .90 indicate a well-fitting model, particularly when the sample size is $N \leq 250$. In this case, the robust CFI and TLI values are .983 and .964, respectively, demonstrating a strong fit. Additionally, the robust RMSEA value of .048 and the SRMR value of .041 both fall within the acceptable ranges for a good fit, in line with the criteria established by Cangur and Ercan (2015) and Hu and Bentler (1999). In conclusion, the overall model exhibits a satisfactory fit, as depicted in the path diagram in Figure 5F.

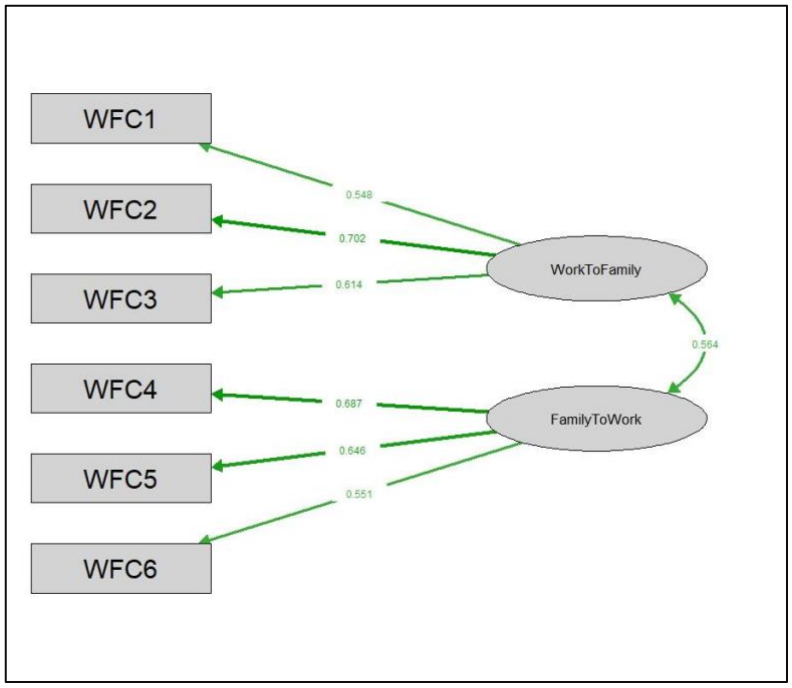

Figure 5F:*The measurement path for Work-family conflict*

Appendix H

Mediation Analysis diagram

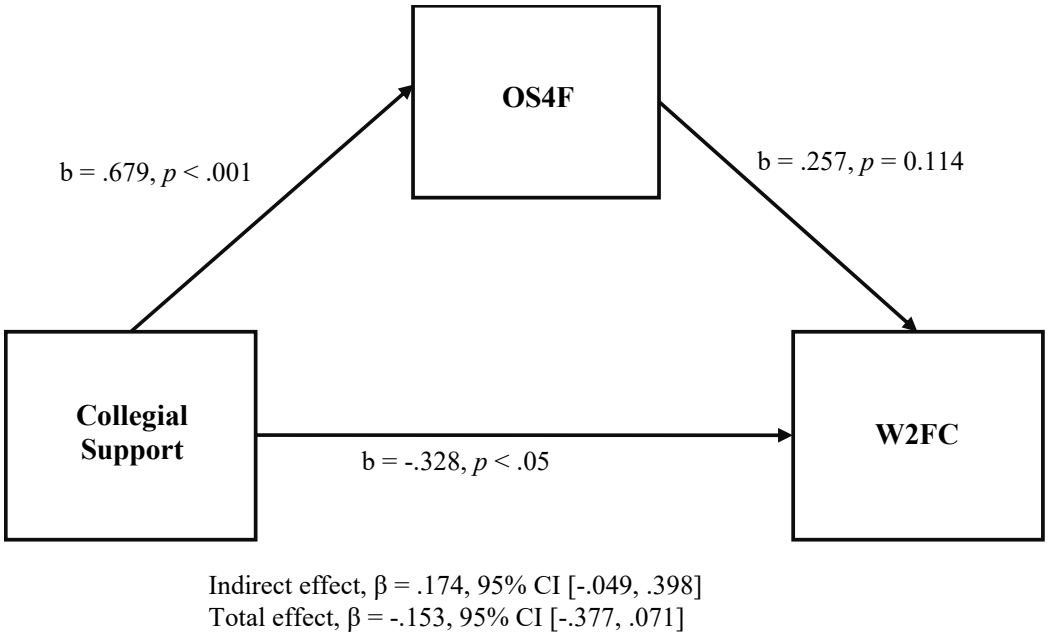

Figure 1G: *Conceptual diagram of Collegial support for family dimension as a predictor of W2FC, mediated by OS4F. The confidence intervals in for the indirect effects is a BCa bootstrapped CI founded.*

Note: *OS4F* = Organisational support for family. *W2FC* = Work-to-family conflict.

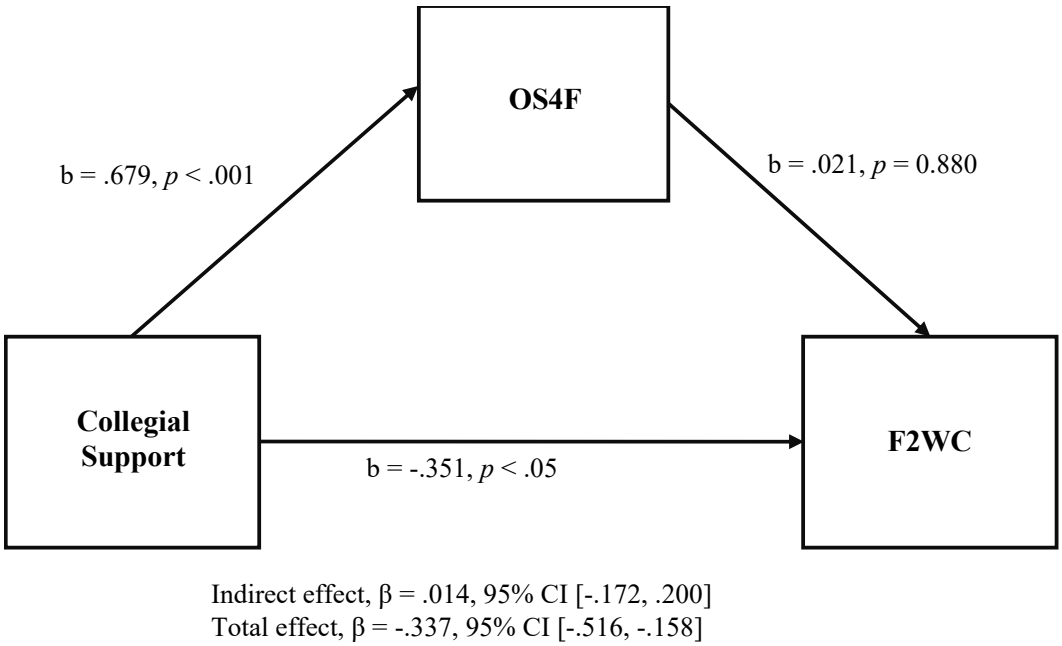

Figure 2G: *Conceptual diagram of Collegial support for family dimension as a predictor of F2WC, mediated by OS4F. The confidence intervals in for the indirect effects is a BCa bootstrapped CI founded*

Note: OS4F = Organisational support for family. *F2WC* = Family-to-work conflict.

Appendix I

Power Analysis for Structural Equation Modeling

The structural equation modelling was subjected to a post hoc power analysis using G*Power. The statistical power refers to the probability of determining an effect assuming one exists in the population (Filed, 2014).

The parameters of effect size $f^2 = .15$, a total sample size of $n = 339$, significant criterion of $\alpha = .05$ and one predictor were adopted. The statical power (1- βerr prob) was found to be high at .9999999, indicated that the model had an adequate power with a value exceeding .8 and sample size (Field. 2014). As a result, the possibility of making a Type II error or incorrectly accepting the null hypothesis as true, was reduced.

Appendix J

Structural Equation Modelling Code

Structural Equation Model specification using the Lavaan package (Rosseel, 2012) within the R software package (version 4.1.2)

```
WFC_Support <- '

#Community Support (PREDICTOR)
#Measurement Model
CommSupp =~ NA*ComSup1 + eqCS1*ComSup2 + eqCS2*ComSup3 + eqCS3*ComSup4
+ eqCS4*ComSup11 + eqCS5*ComSup12 + eqCS6*ComSup13 + eqCS7*ComSup14
#Equality Constraints
eqCS1 + eqCS2 + eqCS3 + eqCS4 + eqCS5 + eqCS6 + eqCS7 == 7
#Covariances (Established from Modification Indices)
ComSup13 ~~ ComSup14
ComSup2 ~~ ComSup13
ComSup1 ~~ ComSup11

#WorkplaceSupport (PREDICTOR)
#Measurement Model
WorkplaceSupp =~ NA*CoSup1 + WS1*CoSup2 + WS2*CoSup3 + WS3*SupSup1 +
WS4*SupSup2 + WS5*SupSup3
#Equality Constraints
WS1 + WS2 + WS3 + WS4 + WS5 == 5
#Covariates (extracted from Modification Indices)
CoSup2 ~~ SupSup1

#Family Support (PREDICTOR)
#Measurement Model
FamilySupp =~ NA*FamSup1 + eqFS1*FamSup2 + eqFS2*FamSup3 + eqFS3*FamSup4
#Equality Constraints
eqFS1 + eqFS2 + eqFS3 == 3
#Covariances (Established from Modification Indices)

#Work-Family Conflict (OUTCOME)
#Measurement Model
WorkToFamily_Conflict =~ NA*WFC1_R + eqWFC1*WFC2_R + eqWFC2*WFC3_R
FamilyToWork_Conflict =~ NA*WFC4_R + eqWFC3*WFC5_R + eqWFC4*WFC6_R
#Equality Constraints
eqWFC1 + eqWFC2 == 2
eqWFC3 + eqWFC4 == 2
#Covariances (derived from Modification Indices)
WFC4_R ~~ WFC5_R

#MEDIATOR
#Organisational Support
#Measurement Model
```

```
OrganisationalSupp =~ NA*OrgSup1 + eqOS1*OrgSup2 + eqOS2*OrgSup3 +
eqOS3*OrgSup4 + eqOS4*OrgSup5
#Equality Constraints
eqOS1 + eqOS2 + eqOS3 + eqOS4 == 4
#Covariances (Established from Modification Indices)
OrgSup1 ~~ OrgSup2
OrgSup3 ~~ OrgSup4

#Mediation Analyses
#MEDIATION 1.1
#WorkToFamily_Conflict ~ b1*OrganisationalSupp + c1*WorkplaceSupp
#OrganisationalSupp ~ a1*WorkplaceSupp
#IndirectEffect1.1:= a1 * b1
#TotalEffect1.1:= a1 * b1 + c1

#MEDIATION 1.2
#FamilyToWork_Conflict ~ b2*OrganisationalSupp + c2*WorkplaceSupp
#OrganisationalSupp ~ a1*WorkplaceSupp
#IndirectEffect1.2:= a1 * b2
#TotalEffect1.:= a1 * b2 + c2

#MEDIATION 2.1
#WorkToFamily_Conflict ~ b3*OrganisationalSupp + c3*FamilySupp
#OrganisationalSupp ~ a2*FamilySupp
#IndirectEffect2.1 := a2 * b3
#TotalEffect2.1:= a2 * b3 + c3

#MEDIATION 2.2
#FamilyToWork_Conflict ~ b4*OrganisationalSupp + c4*FamilySupp
#OrganisationalSupp ~ a2*FamilySupp
#IndirectEffect2.2:= a2 * b4
#TotalEffect2.2:= a2 * b4 + c4

#MEDIATION 3.1
WorkToFamily_Conflict ~ b5*OrganisationalSupp + c5*CommSupp
OrganisationalSupp ~ a3*CommSupp
IndirectEffect2.1:= a3 * b5
TotalEffect2.1:= a3 * b5 + c5

#MEDIATION 3.2
FamilyToWork_Conflict ~ b6*OrganisationalSupp + c6*CommSupp
#OrganisationalSupp ~ a3*CommSupp
IndirectEffect2.2:= a3 * b6
TotalEffect2.2:= a3 * b6 + c6
```