

The effects of social support in work-family conflict, job satisfaction and turnover intention of married female nurses in Korea



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Purpose

The purpose of this study was to identify moderating and mediating effects of social support in the relationship between work-family conflict, job satisfaction and turnover intention among married female nurses in Korea.

Methods

The sample for this study consisted of 225 married female nurses from two tertiary hospitals located in Seoul. Data were collected through structured questionnaires and analyzed using descriptive statistics, t-test, ANOVA, Pearson correlation coefficients and hierarchical multiple regression with the SPSS 21.0 program.

Results

1. Level of work-family conflict, social support, job satisfaction and turnover intention (N=225)

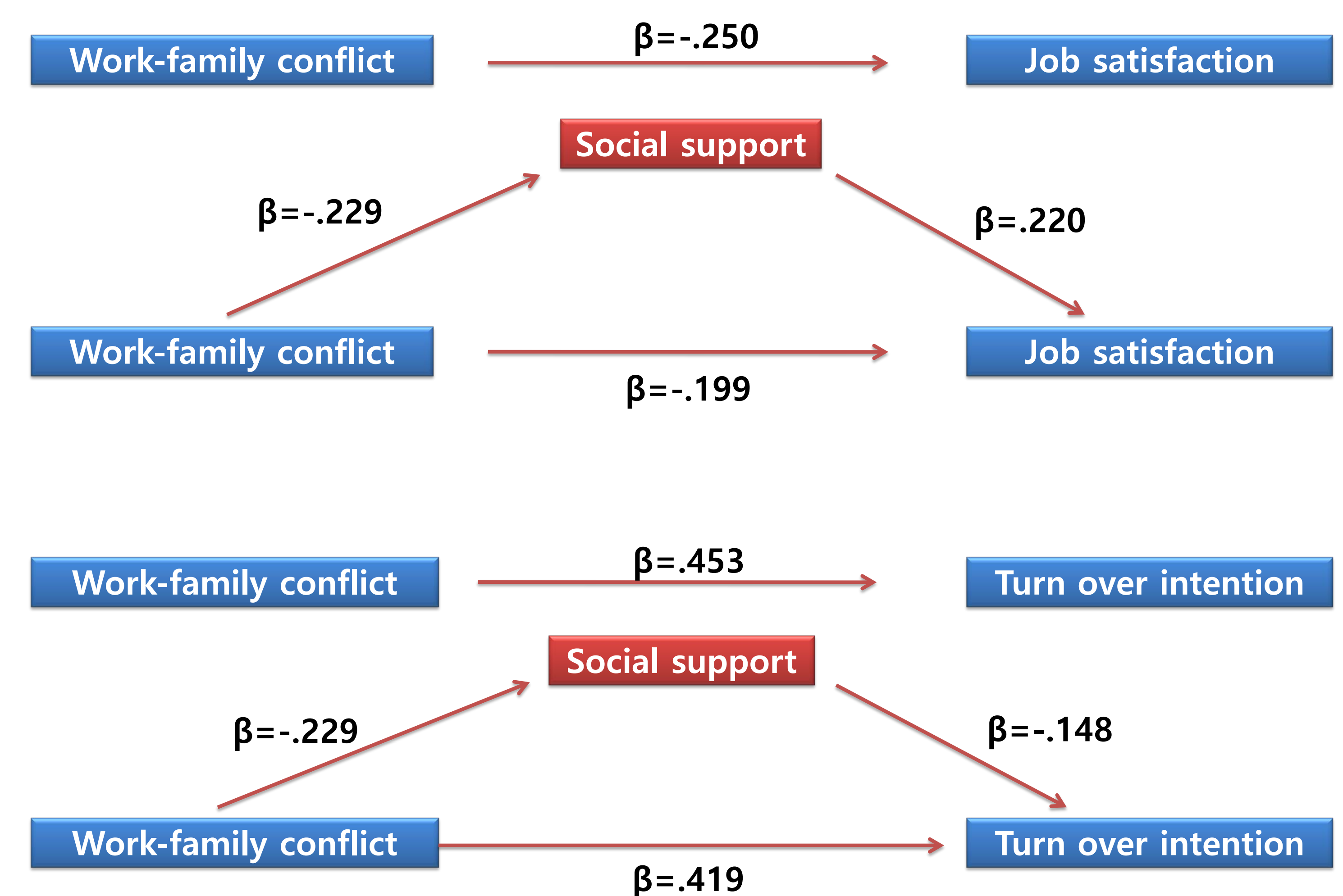
Variables		Minimum	Maximum	Mean±SD
Work-family conflict	Work-family conflict	5.0	35.0	26.98±5.18
	Family-work conflict	5.0	35.0	19.01±6.81
	Supervisor support	8.0	40.0	27.00±6.28
Social support	Coworker support	8.0	40.0	30.37±5.59
	Family/Friend support	15.0	40.0	32.01±4.99
Job satisfaction		1.0	7.0	4.60±1.08
Turnover intention		4.0	20.0	13.48±3.87

2. Correlations of work-family conflict, social support, job satisfaction and turnover intention (N=225)

Variables	Work-family conflict	Social support	Job satisfaction	Turnover intention
Work-family conflict	1			
Social support	-.20 (.002)*	1		
Job satisfaction	-.21 (.001)*	.34 (<.001)*	1	
Turnover intention	.40 (<.001)*	-.27 (<.001)*	-.49 (<.001)*	1

3. Mediating effect of social support between work family conflict and job satisfaction & work family conflict and turnover intention

	$\beta(p)$	Additional R ²	R ²	F	p
Step 1				9.50	.002
Work-family conflict→Social support	-.20(.002)	.04			
Step 2			10.74	.001	
Work-family conflict→Job satisfaction	-.21(.001)	.04			
Step 3			18.36	<.001	
Work-family conflict→Job satisfaction	-.15(.019)	.14	.04		
Social support→Job satisfaction	.31(<.001)	.13			
Step 1			9.50	.002	
Work-family conflict→Social support	-.20(.002)	.04			
Step 2			43.22	<.001	
Work-family conflict→Turnover intention	.40(<.001)	.16			
Step 3			27.70	<.001	
Work-family conflict→Turnover intention	.36(<.001)	.20	.15		
Social support→Turnover intention	-.19(.001)	.19			



Conclusion

The results of the study indicate that social support is an important factor in work-family conflict, job satisfaction and turnover intention among married female nurses. Supervisor support is important to married nurses as social support as it is controlled by the organization. Therefore, supportive relationships based on mutual respect between supervisors and nurses are necessary for a creative organizational atmosphere and system.