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Appendix A: Questionnaire and e-mail invitation

STUDY OF FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT

A research project undertaken from the University of Pretoria

Responsible Researchers

Vanessa De Sousa
PhD Candidate
Faculty of Economic &
Management Sciences
University of Pretoria

Prof Jeremias de Klerk
Promoter
Faculty of Economic &
Management Sciences
University of Pretoria

Prof Pieter Schaap
Co-promoter
Faculty of Economic &
Management Sciences
University of Pretoria

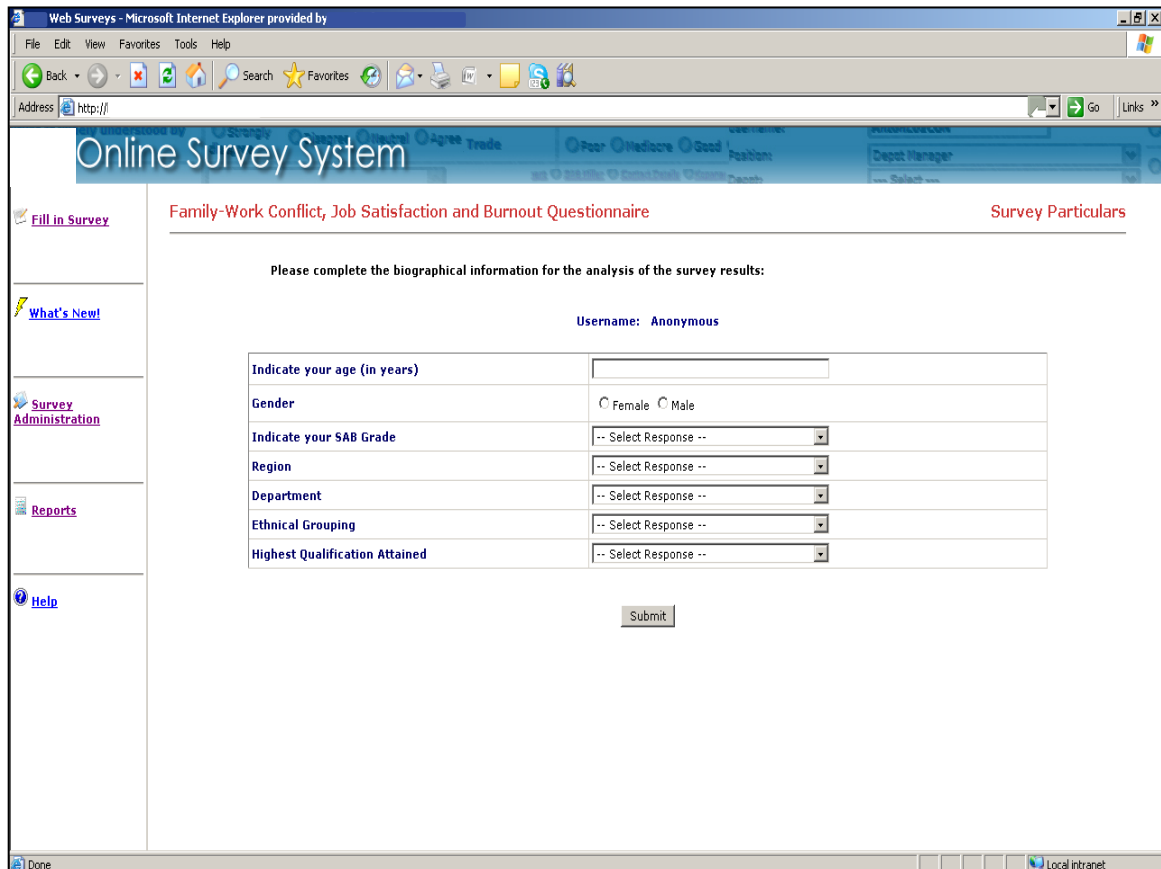
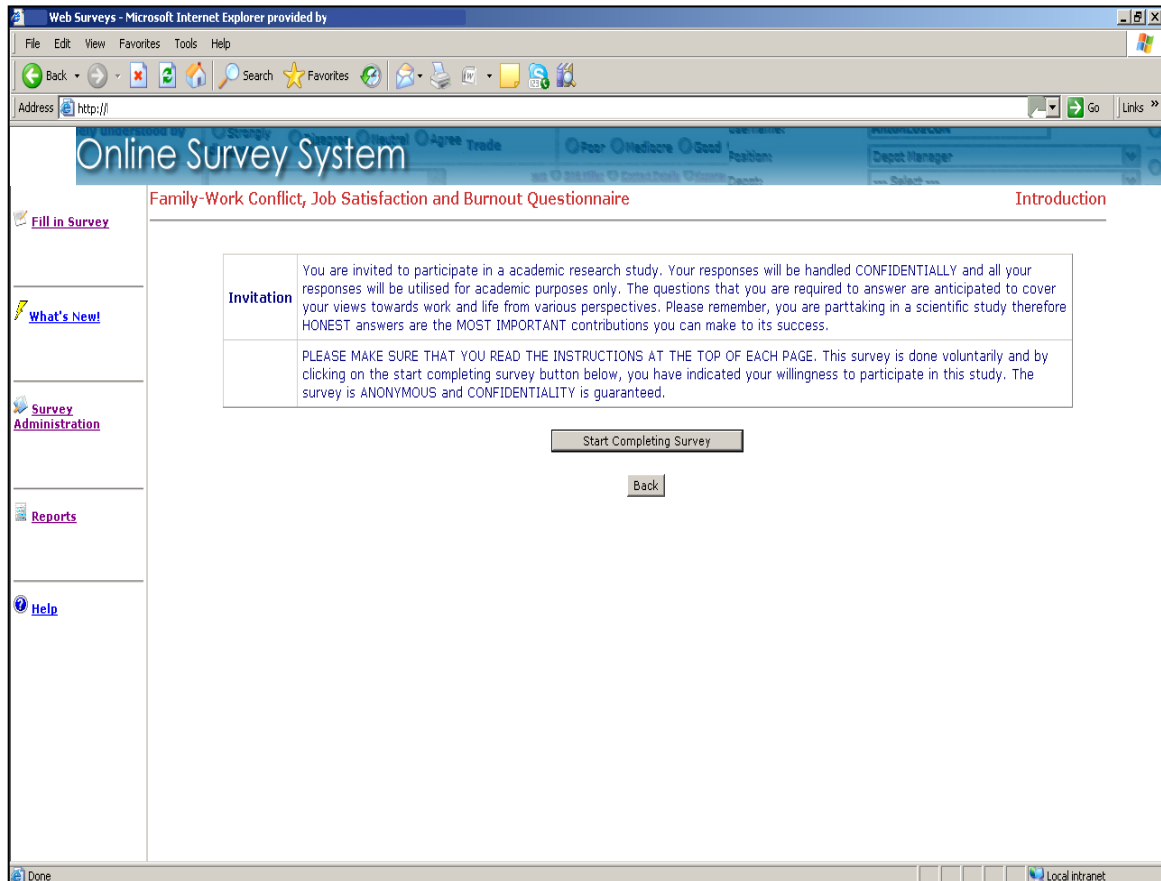
Dear Respondent

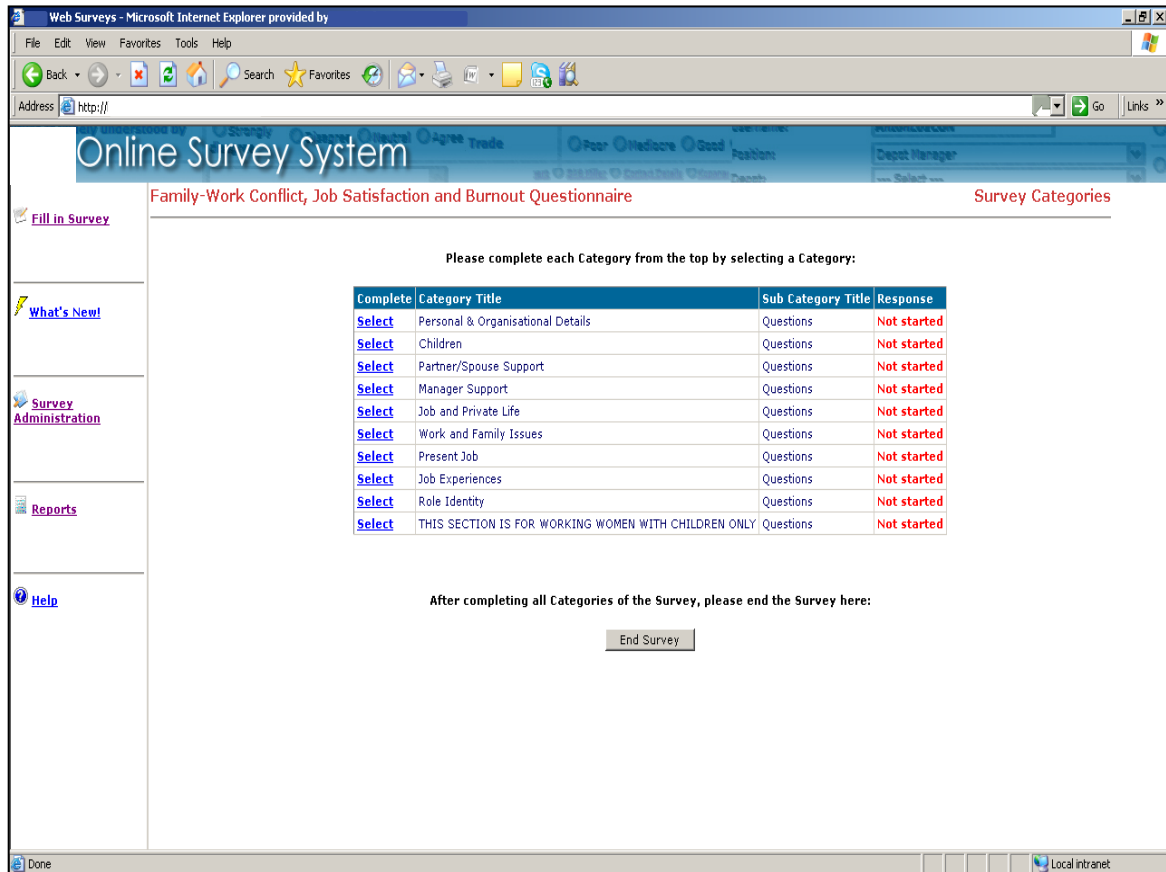
Your participation in this questionnaire is highly valued. This research forms part of a doctoral study in Organisational Behaviour at the University of Pretoria. The purpose of the study is to identify and examine issues related with work-family conflict from various perspectives. Your answers will be treated in strict confidence and your responses will be utilised for research purposes only.

You may, however, choose not to participate and you may stop participating at any time without any negative consequences. This questionnaire will be accessed from an electronic web based application. It is essential that you complete the questionnaire personally and honestly by clicking on the link below. Once you have clicked on the link below, you indicate your consent to participate in this study. Completion of the questionnaire should not take more than twelve minutes to complete. If you are interested in receiving

feedback with regard to the information provided, please respond to this e-mail with the subject heading “feedback requested”. The results of the study will be sent to you. Please note that once you request feedback anonymity will not be assured, however confidentiality is still be guaranteed. Please take note of the different instructions that precede different sets of questions. All the questions that you will find in the questionnaire are from well-researched and established instruments. You will therefore find that the evaluation scale on some of the instruments will differ. Please read and follow the instructions as carefully as possible. Please answer all the questions.

Thank you for your cooperation.





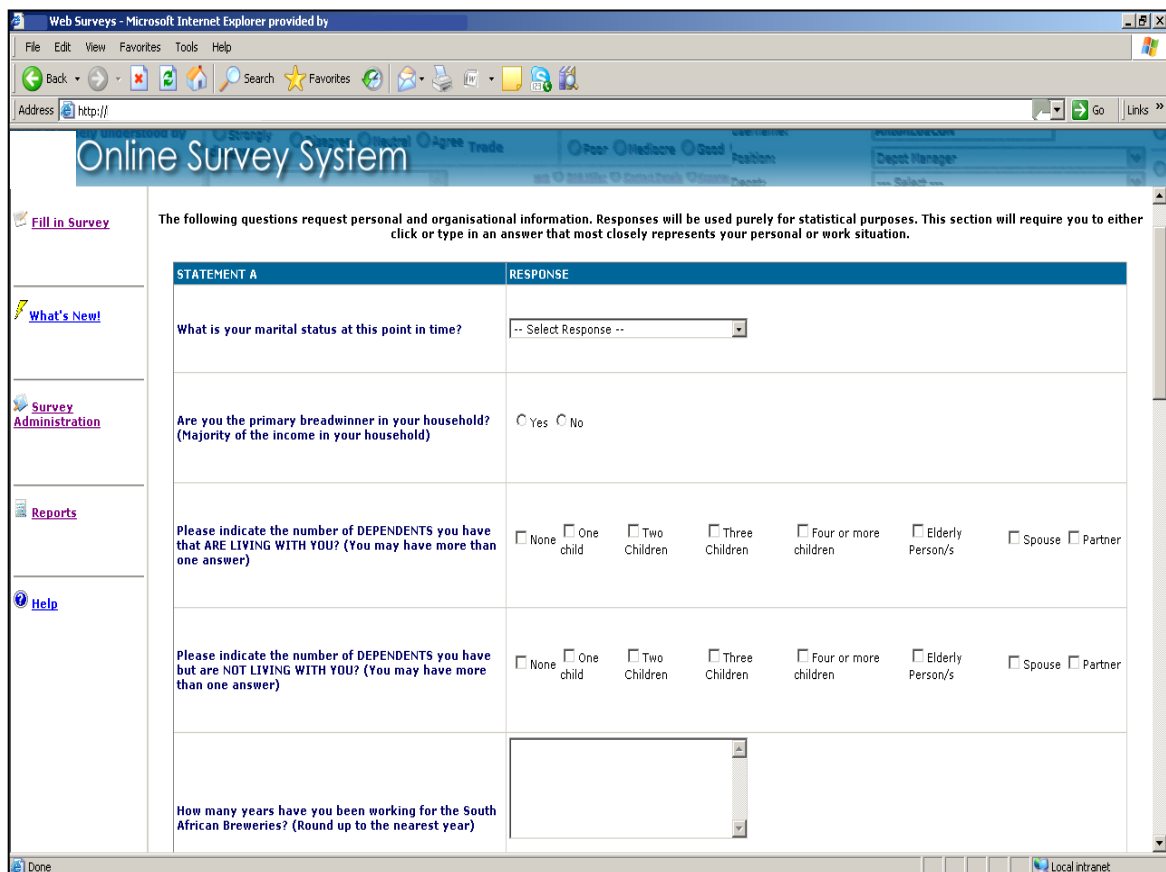
Online Survey System
Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

Please complete each Category from the top by selecting a Category:

Complete	Category Title	Sub Category Title	Response
Select	Personal & Organisational Details	Questions	Not started
Select	Children	Questions	Not started
Select	Partner/Spouse Support	Questions	Not started
Select	Manager Support	Questions	Not started
Select	Job and Private Life	Questions	Not started
Select	Work and Family Issues	Questions	Not started
Select	Present Job	Questions	Not started
Select	Job Experiences	Questions	Not started
Select	Role Identity	Questions	Not started
Select	THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY	Questions	Not started

After completing all Categories of the Survey, please end the Survey here:

[End Survey](#)



The following questions request personal and organisational information. Responses will be used purely for statistical purposes. This section will require you to either click or type in an answer that most closely represents your personal or work situation.

STATEMENT A	RESPONSE
What is your marital status at this point in time?	-- Select Response --
Are you the primary breadwinner in your household? (Majority of the income in your household)	<input type="radio"/> Yes <input type="radio"/> No
Please indicate the number of DEPENDENTS you have that ARE LIVING WITH YOU? (You may have more than one answer)	<input type="checkbox"/> None <input type="checkbox"/> One child <input type="checkbox"/> Two Children <input type="checkbox"/> Three Children <input type="checkbox"/> Four or more children <input type="checkbox"/> Elderly Person/s <input type="checkbox"/> Spouse <input type="checkbox"/> Partner
Please indicate the number of DEPENDENTS you have but are NOT LIVING WITH YOU? (You may have more than one answer)	<input type="checkbox"/> None <input type="checkbox"/> One child <input type="checkbox"/> Two Children <input type="checkbox"/> Three Children <input type="checkbox"/> Four or more children <input type="checkbox"/> Elderly Person/s <input type="checkbox"/> Spouse <input type="checkbox"/> Partner
How many years have you been working for the South African Breweries? (Round up to the nearest year)	<input type="text"/>

FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

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How many years have you been working in your current position? (Round up to the nearest year)

0 - 1
 1 - 3
 4 - 6
 7 - 9
 10+

How many hours do you, officially need to work PER DAY as per your contract of employment? (Type in the number only)

How many total hours do you work on average PER DAY both at the office and at home?(Type one combined number only)

On average, how many official leave days do you take PER YEAR? (Type in the number only)

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How often do you work over weekends and holidays?

Regularly
 Seldom
 Never
 Not Applicable

In total, type in the amount of minutes that it takes you to travel to work AND back home on average PER DAY?

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Do you take part in flexible working arrangements with SAB? Yes No

Do you use any of the following tools for work purposes after hours (you may have more than one answer)? Laptop Desktop BlackBerry Paperwork

On average, how many hours do you spend utilising the above tools outside of working hours PER WEEK? (Please type in the number of hours only)

Why do you work? I HAVE to work (e.g. to earn an income) I WANT to work (e.g. for developmental, actualisation reasons, financial freedom, independence) Both the first & second option None of these options

Do you get more than 8 hours sleep per night? Regularly Seldom Never Not Applicable

Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

[Survey Categories](#)

Please complete each Category from the top by selecting a Category:

Complete	Category Title	Sub Category Title	Response
Select	Personal & Organisational Details	Questions	Completed
Select	Children	Questions	Not started
Select	Partner/Spouse Support	Questions	Not started
Select	Manager Support	Questions	Not started
Select	Job and Private Life	Questions	Not started
Select	Work and Family Issues	Questions	Not started
Select	Present Job	Questions	Not started
Select	Job Experiences	Questions	Not started
Select	Role Identity	Questions	Not started
Select	THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY	Questions	Not started

After completing all Categories of the Survey, please end the Survey here:

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Please answer ALL THE FOLLOWING QUESTIONS. This section involves questions concerning children. If you do not have any children, please select NOT APPLICABLE.

STATEMENT A	RESPONSE
Please indicate which institutions do you have a child/children that ARE LIVING WITH YOU? (It is possible to select more than one answer)	<input type="checkbox"/> Nursery School/Pre Primary <input type="checkbox"/> Primary School <input type="checkbox"/> High School <input type="checkbox"/> University/Technicon <input type="checkbox"/> Child/Children that are too young to attend any of these institutions <input type="checkbox"/> Child/children not currently attending any of these institutions <input type="checkbox"/> Not Applicable
Please indicate which institutions do you have a child/children that ARE NOT LIVING WITH YOU? (It is possible to select more than one answer)	<input type="checkbox"/> Nursery School/Pre Primary <input type="checkbox"/> Primary School <input type="checkbox"/> High School <input type="checkbox"/> University/Technicon <input type="checkbox"/> Child/Children that are too young to attend any of these institutions <input type="checkbox"/> Child/children not currently attending any of these institutions <input type="checkbox"/> Not Applicable
Do you have a nanny/domestic worker/family member/aupair that takes care of your children?	<input type="radio"/> Regularly <input type="radio"/> Seldom <input type="radio"/> Never <input type="radio"/> Not Applicable
Do you have a nanny/domestic worker/family member/aupair that assists you with household chores (such as cooking and cleaning)?	<input type="radio"/> Regularly <input type="radio"/> Seldom <input type="radio"/> Never <input type="radio"/> Not Applicable
How many days per week does your nanny/domestic worker/family member/aupair work?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> Not Applicable

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On average, how many annual leave days have you taken to take care of a sick child or children in the past year?

1 - 2 3 - 4 5 - 6 7 - 8 8+ Not Applicable

On average how many family, child care or special leave days have you taken in the past year?

1 - 2 3 - 4 5 - 6 7 - 8 8+ Not Applicable

On average, how many minutes per day do you spend dropping and collecting children from school and extra mural activities?

10 - 30 30 - 40 40 - 60 60 - 80 80 - 100 100 - 120 120 - 140 140 - 160 Not Applicable

Do you feel that your child/children keep you too busy to participate in recreational activities?

Regularly Seldom Never Not Applicable

Do you need to travel as part of your job which may require you to be away from home?

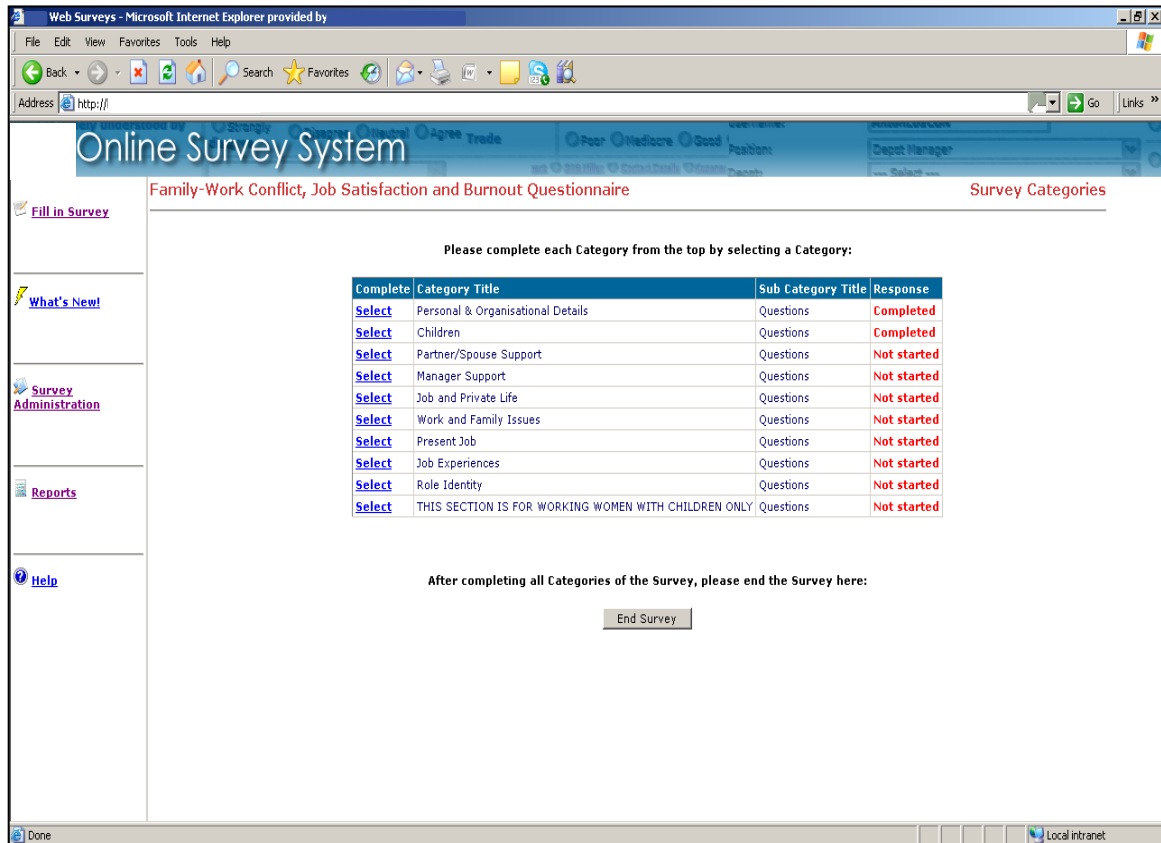
Regularly Seldom Never Not Applicable

Do you have a child/children that suffer from a mental, physical, emotional or life threatening condition?

Yes No Not Applicable

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Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

Survey Categories

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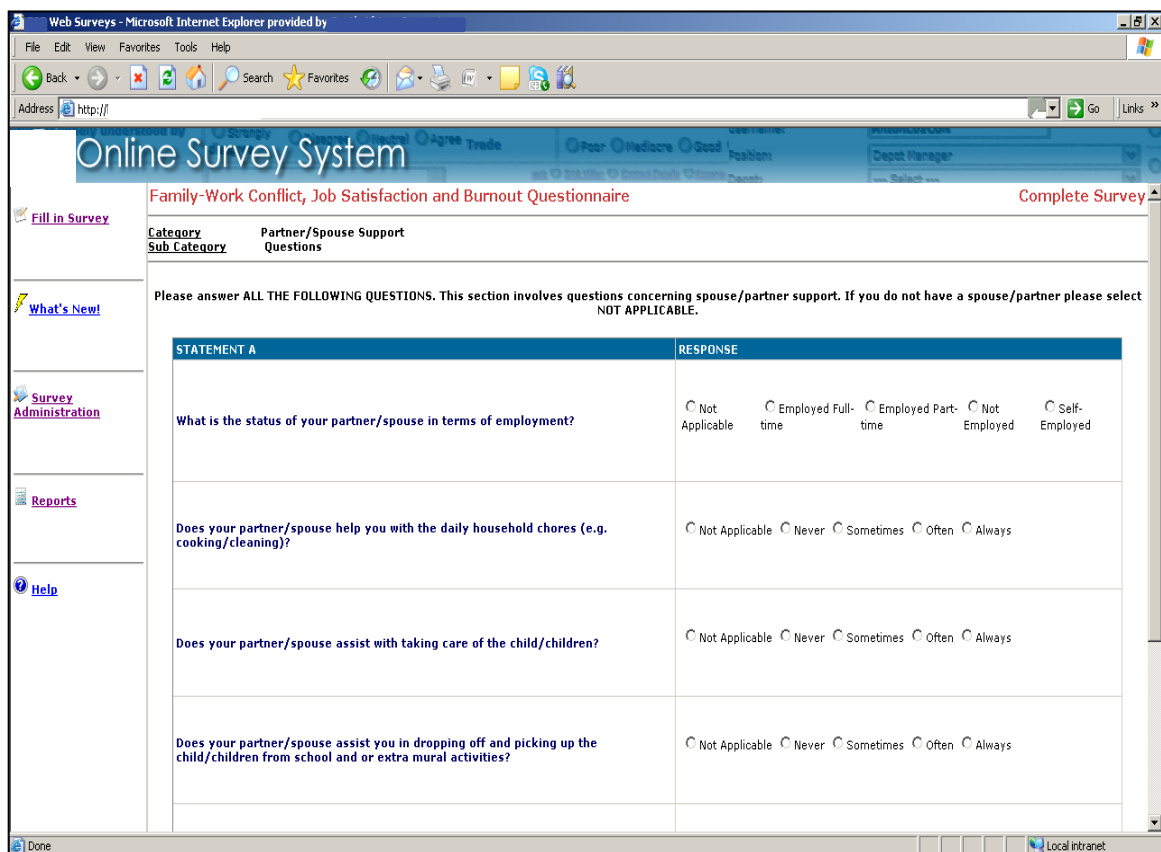
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Please complete each Category from the top by selecting a Category:

Complete	Category Title	Sub Category Title	Response
Select	Personal & Organisational Details	Questions	Completed
Select	Children	Questions	Completed
Select	Partner/Spouse Support	Questions	Not started
Select	Manager Support	Questions	Not started
Select	Job and Private Life	Questions	Not started
Select	Work and Family Issues	Questions	Not started
Select	Present Job	Questions	Not started
Select	Job Experiences	Questions	Not started
Select	Role Identity	Questions	Not started
Select	THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY	Questions	Not started

After completing all Categories of the Survey, please end the Survey here:

[End Survey](#)



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Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

Complete Survey

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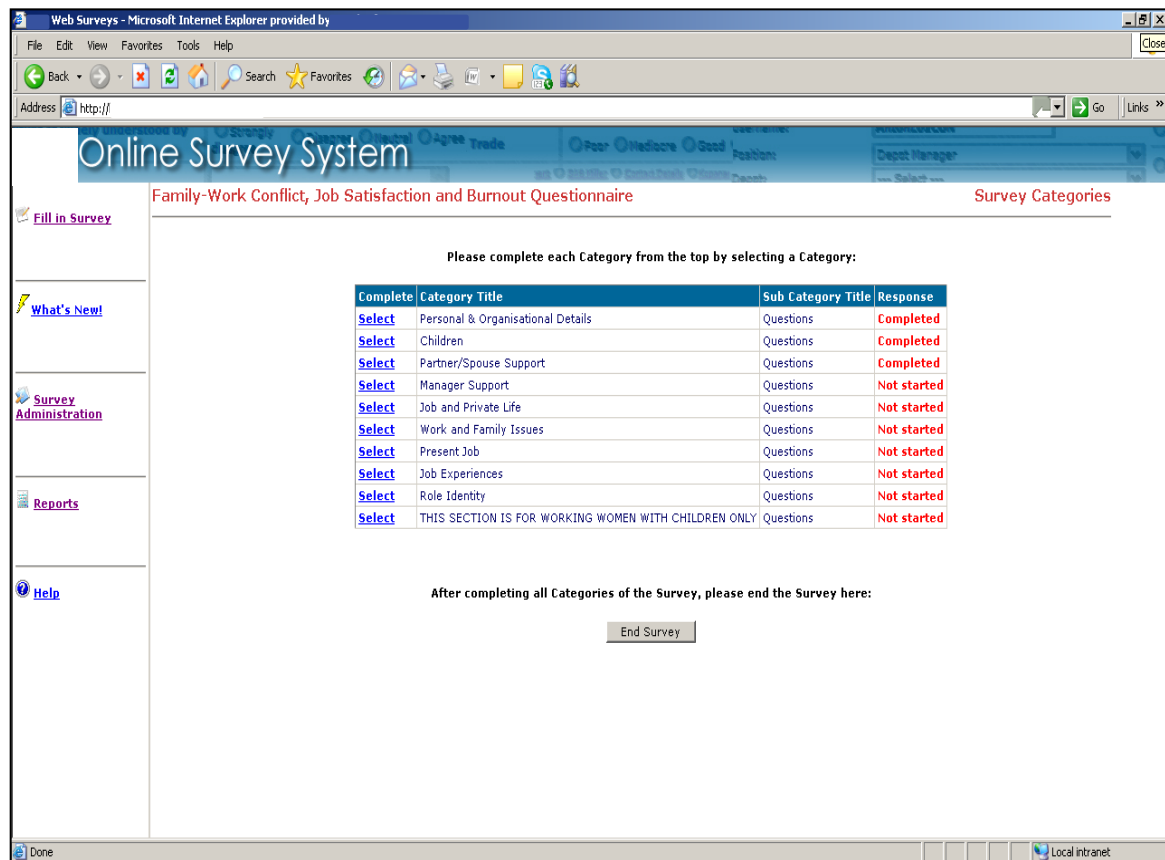
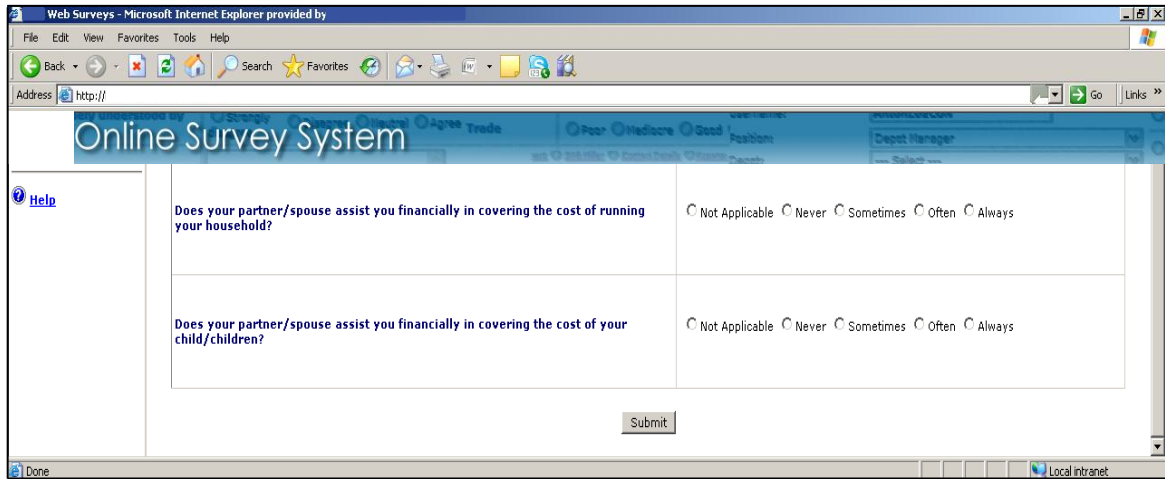
Reports

Help

Category: Partner/Spouse Support
Sub Category: Questions

Please answer ALL THE FOLLOWING QUESTIONS. This section involves questions concerning spouse/partner support. If you do not have a spouse/partner please select NOT APPLICABLE.

STATEMENT A	RESPONSE
What is the status of your partner/spouse in terms of employment?	<input type="radio"/> Not Applicable <input type="radio"/> Employed Full-time <input type="radio"/> Employed Part-time <input type="radio"/> Not Employed <input type="radio"/> Self-Employed
Does your partner/spouse help you with the daily household chores (e.g. cooking/cleaning)?	<input type="radio"/> Not Applicable <input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always
Does your partner/spouse assist with taking care of the child/children?	<input type="radio"/> Not Applicable <input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always
Does your partner/spouse assist you in dropping off and picking up the child/children from school and or extra mural activities?	<input type="radio"/> Not Applicable <input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always



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This section involves questions concerning the amount of support you receive from your manager

STATEMENT A	RESPONSE
My manager is held in high regard in the organisation?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable
When I take time off work to take care of my child/children, my manager knows that I make up lost time after hours?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable
My manager values my contributions at work?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable
My manager allows me the authority to try new things at work?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable
My manager understands when I need to take leave to deal with family issues?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable

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Family-Work Conflict, Job Satisfaction and Burnout Questionnaire Survey Categories

Please complete each Category from the top by selecting a Category:

Complete	Category Title	Sub Category Title	Response
Select	Personal & Organisational Details	Questions	Completed
Select	Children	Questions	Completed
Select	Partner/Spouse Support	Questions	Completed
Select	Manager Support	Questions	Completed
Select	Job and Private Life	Questions	Not started
Select	Work and Family Issues	Questions	Not started
Select	Present Job	Questions	Not started
Select	Job Experiences	Questions	Not started
Select	Role Identity	Questions	Not started
Select	THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY	Questions	Not started

After completing all Categories of the Survey, please end the Survey here:

End Survey

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Family-Work Conflict, Job Satisfaction and Burnout Questionnaire Complete Survey

Category: Job and Private Life
Sub Category: Questions

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The following questions concern the influence your job has on your private life as well as the influence your private life has on your job. Please select the response which most closely reflects your opinion. HOW OFTEN DOES IT HAPPEN THAT:

STATEMENT A	RESPONSE	STATEMENT B
You are irritable at home because your work is demanding	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S1
You find it difficult to fulfill your domestic obligations because you are constantly thinking about your work	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S2
You manage your time at home more efficiently as a result of the way you do your job	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S3
You have to cancel appointments with your spouse/family/friends due to work-related commitments	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S4

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You are better able to interact with your spouse/family/friends as a result of the things you have learned at work	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S5
You are better able to keep appointments at home because your job requires this as well	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S6
Your work schedule makes it difficult for you to fulfill your domestic obligations	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S7
You do not have the energy to engage in leisure activities with your spouse/family/friends because of your job	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S8
You have to work so hard that you do not have time for any of your hobbies	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S9
You fulfill your domestic obligations better because of the things you have learned on the job	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S10

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FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

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Your work obligations make it difficult for you to feel relaxed at home	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S11
Your work takes up time that you would have liked to spend with your spouse/family/friends	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S12
After a pleasant working day/working week, you feel more in the mood to engage in activities with your spouse/family/friends	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S13
After spending a pleasant weekend with your spouse/family/friends, you have more fun in your job	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S14
You have difficulty concentrating on your work because you are preoccupied with domestic matters	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S15
You take your responsibilities at work more seriously because you are required to do the same at home	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S16

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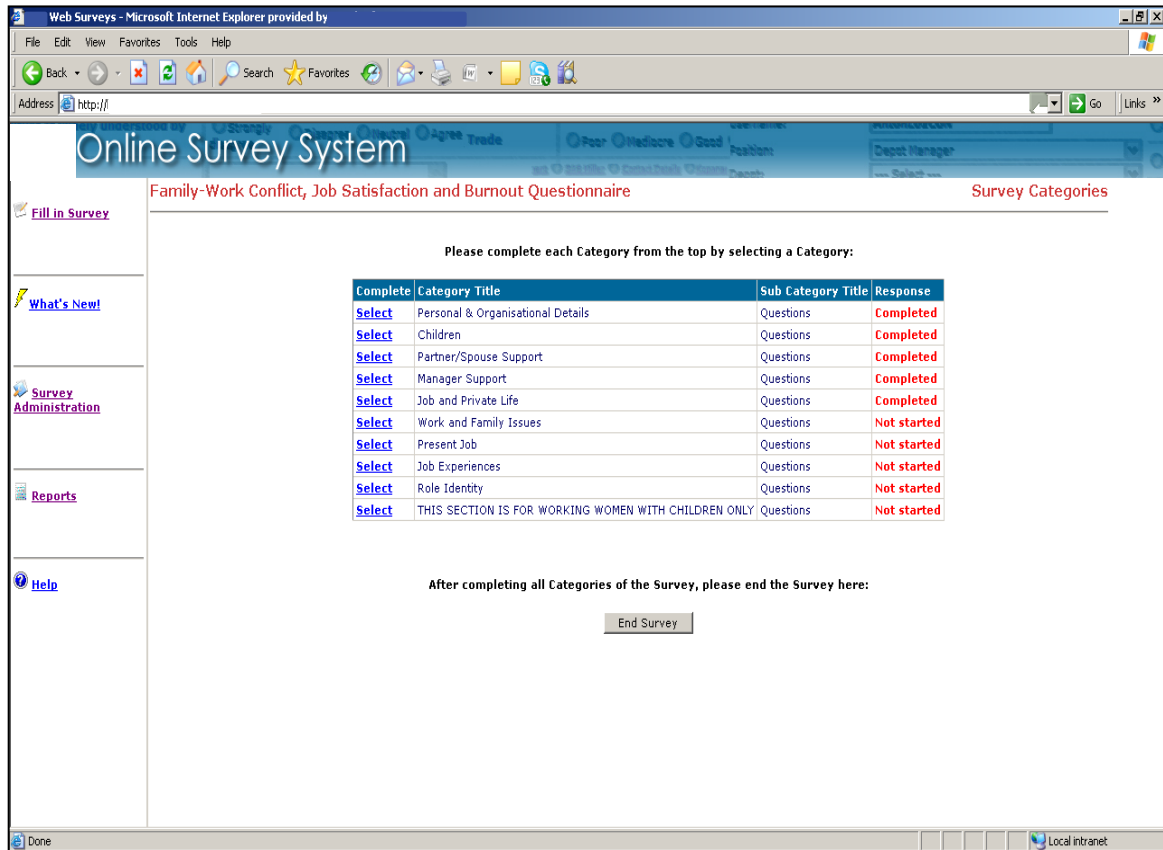
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[Survey Administration](#)
[Reports](#)
[Help](#)

The situation at home makes you so irritable that you take your frustrations out on your colleagues	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S17
You are better able to keep appointments at work because you are required to do the same at home	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S18
Problems with your spouse/family/friends affect your job performance	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	B19
You manage your time at work more efficiently because at home you have to do that as well	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S20
You have greater self-confidence at work because you have your home life well organised	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	S21
You do not feel like working because of problems with your spouse/family/friends	<input type="radio"/> Never <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Always	B22

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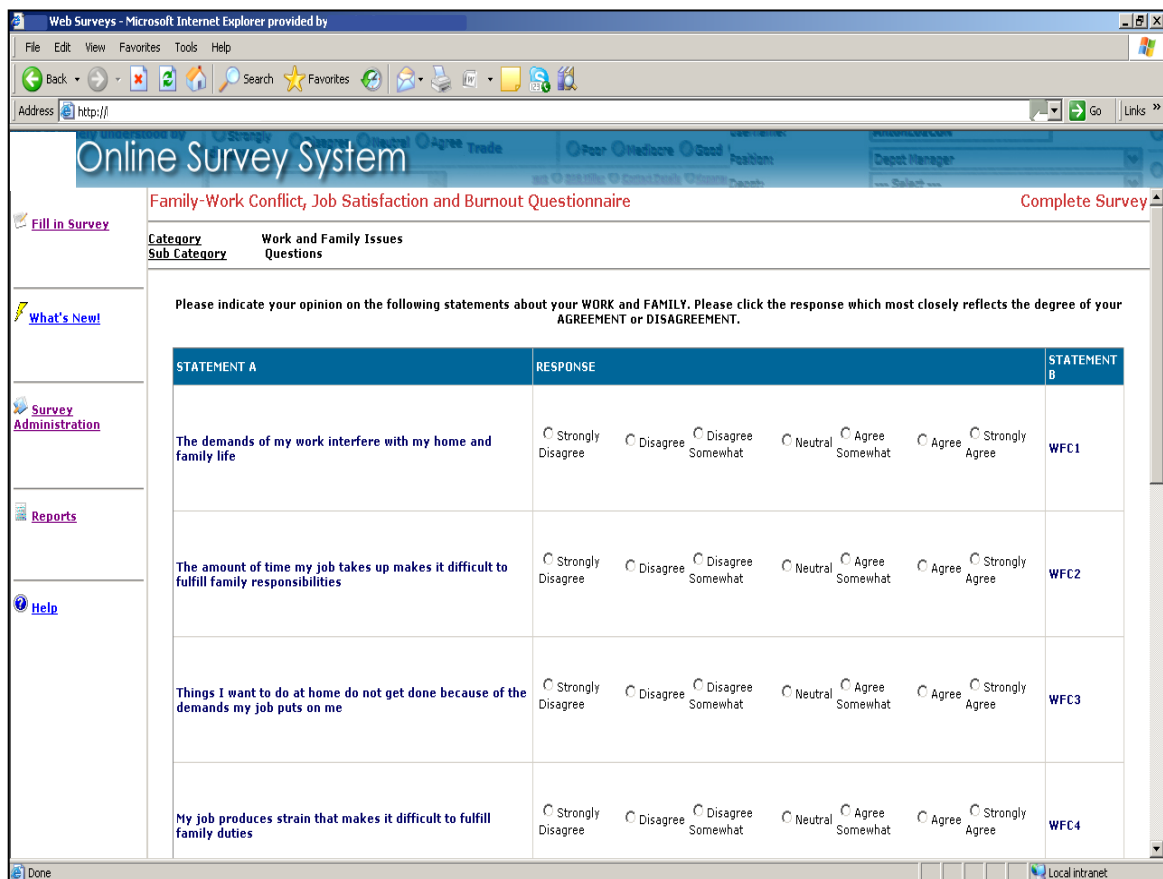
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Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

Please complete each Category from the top by selecting a Category:

Complete	Category Title	Sub Category Title	Response
Select	Personal & Organisational Details	Questions	Completed
Select	Children	Questions	Completed
Select	Partner/Spouse Support	Questions	Completed
Select	Manager Support	Questions	Completed
Select	Job and Private Life	Questions	Completed
Select	Work and Family Issues	Questions	Not started
Select	Present Job	Questions	Not started
Select	Job Experiences	Questions	Not started
Select	Role Identity	Questions	Not started
Select	THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY	Questions	Not started

After completing all Categories of the Survey, please end the Survey here:

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Online Survey System
Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

Category: **Work and Family Issues**
Sub Category: **Questions**

Please indicate your opinion on the following statements about your WORK and FAMILY. Please click the response which most closely reflects the degree of your AGREEMENT or DISAGREEMENT.

STATEMENT A	RESPONSE	STATEMENT B
The demands of my work interfere with my home and family life	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Disagree Somewhat <input type="radio"/> Neutral <input type="radio"/> Agree Somewhat <input type="radio"/> Agree <input type="radio"/> Strongly Agree	WFC1
The amount of time my job takes up makes it difficult to fulfill family responsibilities	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Disagree Somewhat <input type="radio"/> Neutral <input type="radio"/> Agree Somewhat <input type="radio"/> Agree <input type="radio"/> Strongly Agree	WFC2
Things I want to do at home do not get done because of the demands my job puts on me	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Disagree Somewhat <input type="radio"/> Neutral <input type="radio"/> Agree Somewhat <input type="radio"/> Agree <input type="radio"/> Strongly Agree	WFC3
My job produces strain that makes it difficult to fulfill family duties	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Disagree Somewhat <input type="radio"/> Neutral <input type="radio"/> Agree Somewhat <input type="radio"/> Agree <input type="radio"/> Strongly Agree	WFC4

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Due to work-related duties, I have to make changes to my plans for family activities	<input type="radio"/> Strongly Disagree	<input type="radio"/> Disagree	<input type="radio"/> Disagree Somewhat	<input type="radio"/> Neutral	<input type="radio"/> Agree Somewhat	<input type="radio"/> Agree	<input type="radio"/> Strongly Agree	WFC5
The demands of my family or spouse/partner interfere with work-related activities	<input type="radio"/> Strongly Disagree	<input type="radio"/> Disagree	<input type="radio"/> Disagree Somewhat	<input type="radio"/> Neutral	<input type="radio"/> Agree Somewhat	<input type="radio"/> Agree	<input type="radio"/> Strongly Agree	FWC1
I have to put off doing things at work because of the demands on my time at home	<input type="radio"/> Strongly Disagree	<input type="radio"/> Disagree	<input type="radio"/> Disagree Somewhat	<input type="radio"/> Neutral	<input type="radio"/> Agree Somewhat	<input type="radio"/> Agree	<input type="radio"/> Strongly Agree	FWC2
Things I want to do at work don't get done because of the demands of my family or spouse/partner	<input type="radio"/> Strongly Disagree	<input type="radio"/> Disagree	<input type="radio"/> Disagree Somewhat	<input type="radio"/> Neutral	<input type="radio"/> Agree Somewhat	<input type="radio"/> Agree	<input type="radio"/> Strongly Agree	FWC3
My home life interferes with my responsibilities at work such as getting to work on time, accomplishing daily tasks, and working overtime	<input type="radio"/> Strongly Disagree	<input type="radio"/> Disagree	<input type="radio"/> Disagree Somewhat	<input type="radio"/> Neutral	<input type="radio"/> Agree Somewhat	<input type="radio"/> Agree	<input type="radio"/> Strongly Agree	FWC4
Family-related strain interferes with my ability to perform job-related duties	<input type="radio"/> Strongly Disagree	<input type="radio"/> Disagree	<input type="radio"/> Disagree Somewhat	<input type="radio"/> Neutral	<input type="radio"/> Agree Somewhat	<input type="radio"/> Agree	<input type="radio"/> Strongly Agree	FWC5

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Family-Work Conflict, Job Satisfaction and Burnout Questionnaire Survey Categories

Please complete each Category from the top by selecting a Category:

Complete	Category Title	Sub Category Title	Response
Select	Personal & Organisational Details	Questions	Completed
Select	Children	Questions	Completed
Select	Partner/Spouse Support	Questions	Completed
Select	Manager Support	Questions	Completed
Select	Job and Private Life	Questions	Completed
Select	Work and Family Issues	Questions	Completed
Select	Present Job	Questions	Not started
Select	Job Experiences	Questions	Not started
Select	Role Identity	Questions	Not started
Select	THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY	Questions	Not started

After completing all Categories of the Survey, please end the Survey here:

FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

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Family-Work Conflict, Job Satisfaction and Burnout Questionnaire Complete Survey

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Category Present Job
Sub Category Questions

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The purpose of this section is to give you a chance to tell how you feel about your present job, what things you are SATISFIED with and what things you are DISSATISFIED with. Describe how SATISFIED you feel about the aspect of your job described by each statement by clicking on a response. IN MY PRESENT JOB, THIS IS HOW I FEEL ABOUT:

STATEMENT A	RESPONSE	STATEMENT B
Being able to keep busy all the time	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS1
The chance to work alone on the job	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS2
The chance to do different things from time to time	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS3
The chance to be "somebody" in the community	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS4

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The way my boss handles his/her workers	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS5
The competence of my supervisor in making decisions	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS6
Being able to do things that don't go against my conscience	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS7
The way my job provides for steady employment	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS8
The chance to do things for other people	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS9
The chance to tell people what to do	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS10

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FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

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Fill in Survey	The chance to do something that makes use of my abilities	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS11
What's New!	The way company policies are put into practice	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS12
Survey Administration	My pay and the amount of work I do	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS13
Reports	The chances for advancement on this job	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS14
Help	The freedom to use my own judgement	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS15
	The chance to try my own methods of doing the job	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS16

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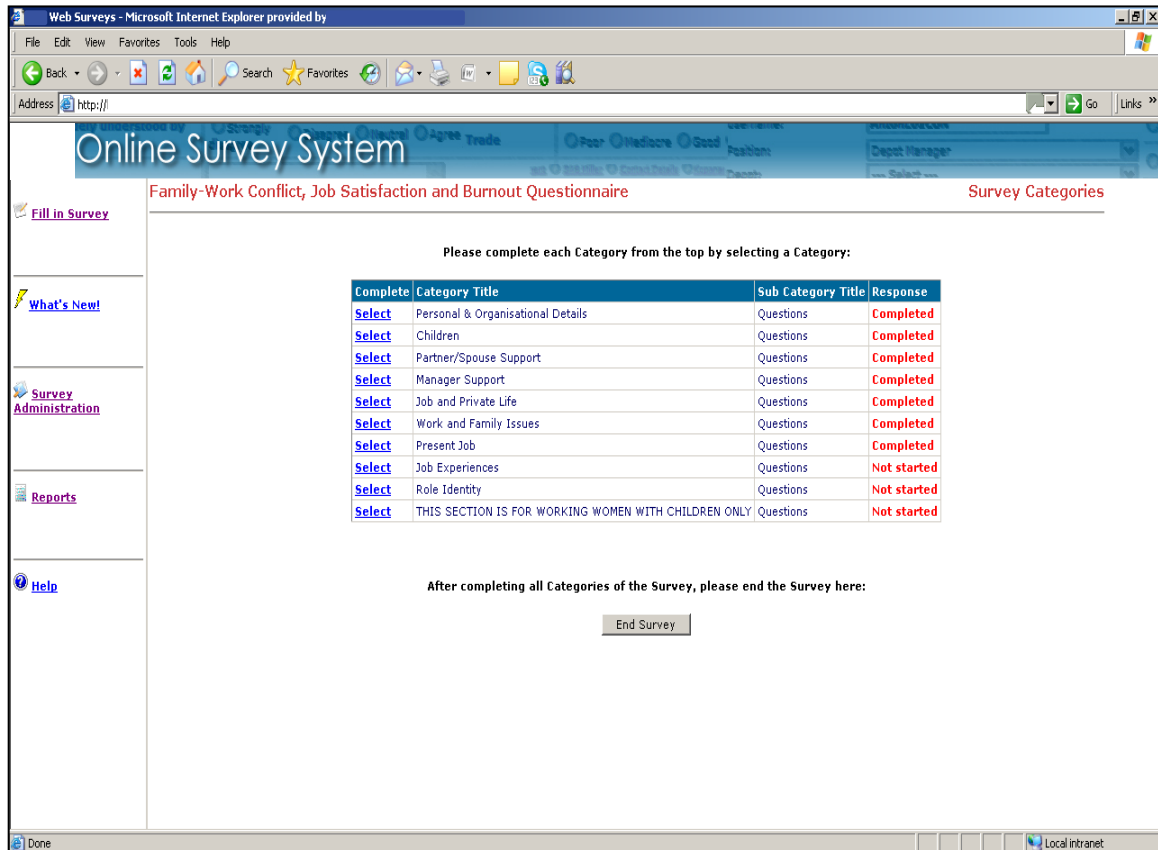
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Survey Administration	The working conditions	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS17
Reports	The way my co-workers get along with each other	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS18
Help	The praise I get for doing a good job	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS19
	The feeling of accomplishment I get from the job	<input type="radio"/> Very Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Neutral <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied	JS20

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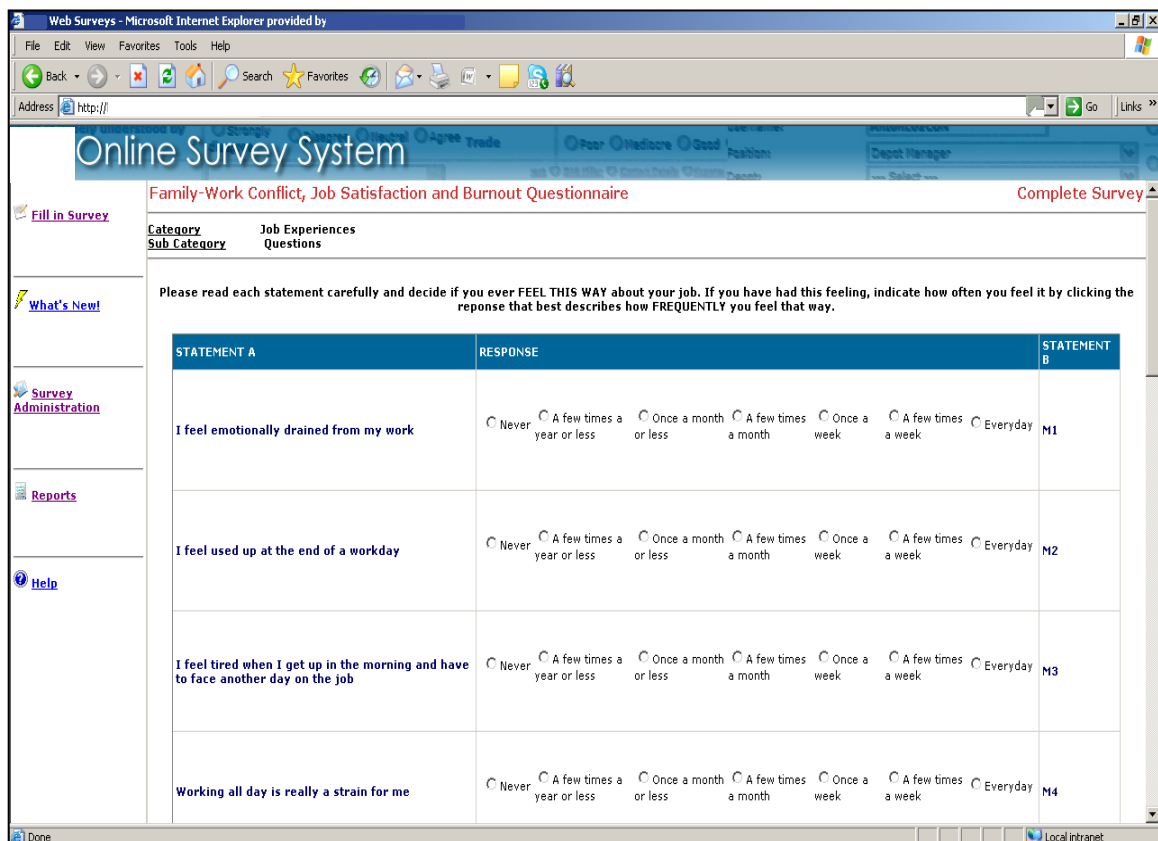
Family-Work Conflict, Job Satisfaction and Burnout Questionnaire Survey Categories

Please complete each Category from the top by selecting a Category:

Complete	Category Title	Sub Category Title	Response
Select	Personal & Organisational Details	Questions	Completed
Select	Children	Questions	Completed
Select	Partner/Spouse Support	Questions	Completed
Select	Manager Support	Questions	Completed
Select	Job and Private Life	Questions	Completed
Select	Work and Family Issues	Questions	Completed
Select	Present Job	Questions	Completed
Select	Job Experiences	Questions	Not started
Select	Role Identity	Questions	Not started
Select	THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY	Questions	Not started

After completing all Categories of the Survey, please end the Survey here:

[End Survey](#)



Family-Work Conflict, Job Satisfaction and Burnout Questionnaire Complete Survey

Category: Job Experiences
Sub Category: Questions

Please read each statement carefully and decide if you ever FEEL THIS WAY about your job. If you have had this feeling, indicate how often you feel it by clicking the response that best describes how FREQUENTLY you feel that way.

STATEMENT A	RESPONSE	STATEMENT B
I feel emotionally drained from my work	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M1
I feel used up at the end of a workday	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M2
I feel tired when I get up in the morning and have to face another day on the job	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M3
Working all day is really a strain for me	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M4

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I can effectively solve problems that arise in my work	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M5
I feel burned out from my work	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M6
I feel I am making an effective contribution to what this organisation does	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M7
I have become less interested in my work since I started this job	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M8
I have become less enthusiastic about my work	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M9

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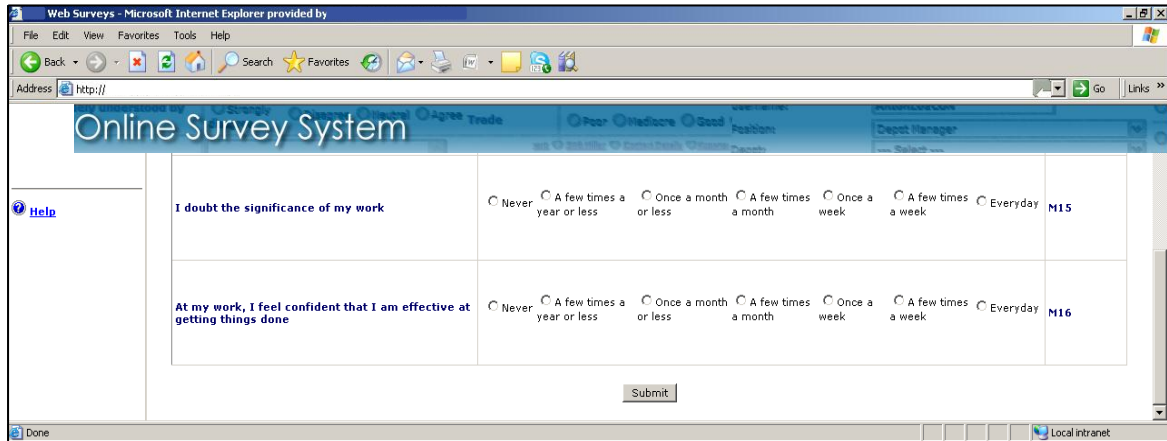
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[Reports](#)

[Help](#)

In my opinion, I am good at my job	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M10
I feel exhilarated when I accomplish something at work	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M11
I have accomplished many worthwhile things in this job	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M12
I just want to do my job and not be bothered	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M13
I have become more cynical about whether my work contributes anything	<input type="radio"/> Never <input type="radio"/> A few times a year or less <input type="radio"/> Once a month or less <input type="radio"/> A few times a month <input type="radio"/> Once a week <input type="radio"/> A few times a week <input type="radio"/> Everyday	M14

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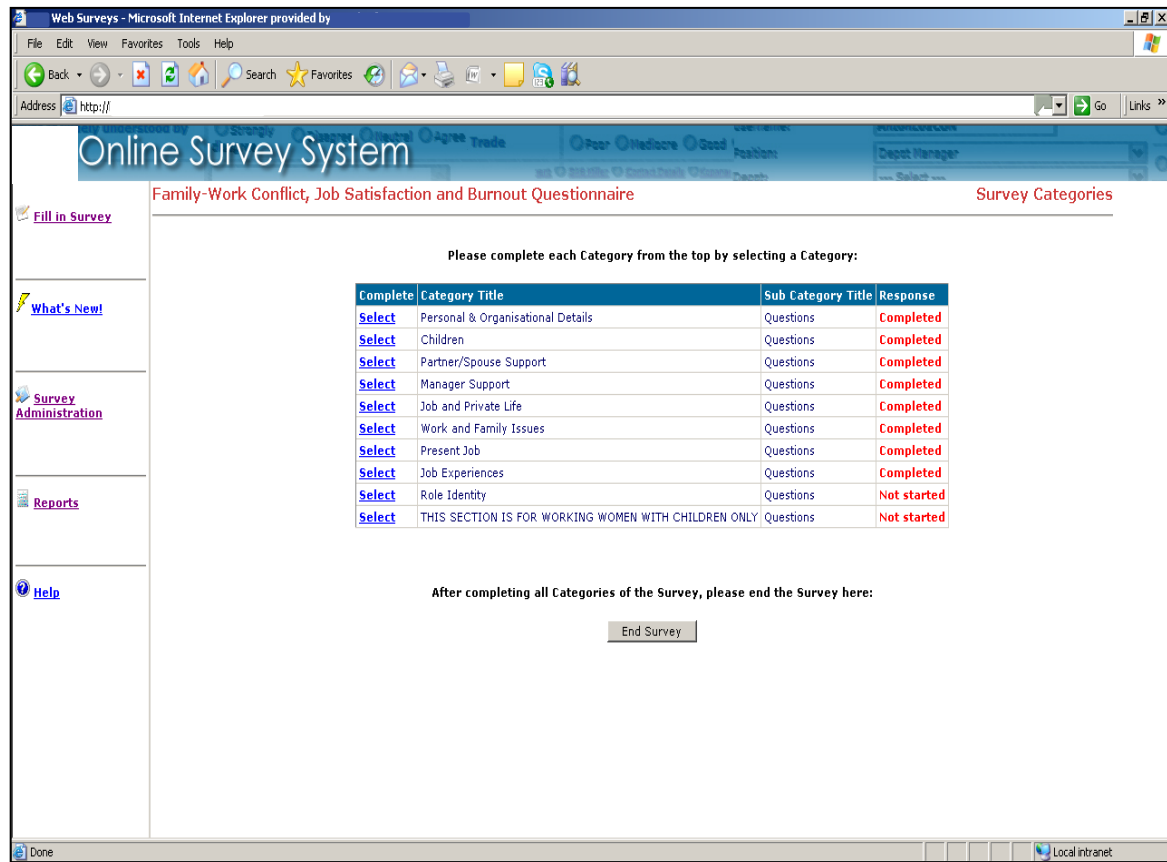
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I doubt the significance of my work Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Everyday **M15**

At my work, I feel confident that I am effective at getting things done Never A few times a year or less Once a month or less A few times a month Once a week A few times a week Everyday **M16**

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Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

Please complete each Category from the top by selecting a Category:

Complete	Category Title	Sub Category Title	Response
Select	Personal & Organisational Details	Questions	Completed
Select	Children	Questions	Completed
Select	Partner/Spouse Support	Questions	Completed
Select	Manager Support	Questions	Completed
Select	Job and Private Life	Questions	Completed
Select	Work and Family Issues	Questions	Completed
Select	Present Job	Questions	Completed
Select	Job Experiences	Questions	Completed
Select	Role Identity	Questions	Not started
Select	THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY	Questions	Not started

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Category Role Identity
Sub Category Questions

Below are scales composed of pairs of adjectives separated by a series of numbers from 1-7. Each pair has been chosen to represent two kinds of contrasting states in relation to each other. Each one of us belong somewhere between the two extremes.

Group Title	Group Text	STATEMENT A	RESPONSE	STATEMENT B
Role Identity Employees	E.g., since most of us are neither the most competitive nor the least competitive person we know, we may click on the number 3 which lies closer to the word "competitive". However if for instance you regard yourself as more generous than a competitive person, you may click on number 6 which is closer to the word "generous". You ARE NOT describing YOURSELF in this section but rather your PERCEPTION of what you believe EMPLOYEES are expected to be. IN GENERAL, ALL EMPLOYEES ARE EXPECTED TO BE:	Competitive	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Generous
Employees	IN GENERAL, ALL EMPLOYEES ARE EXPECTED TO BE:	Ambitious	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Selfless
		Critical	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Praising
		Professional	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Responsible

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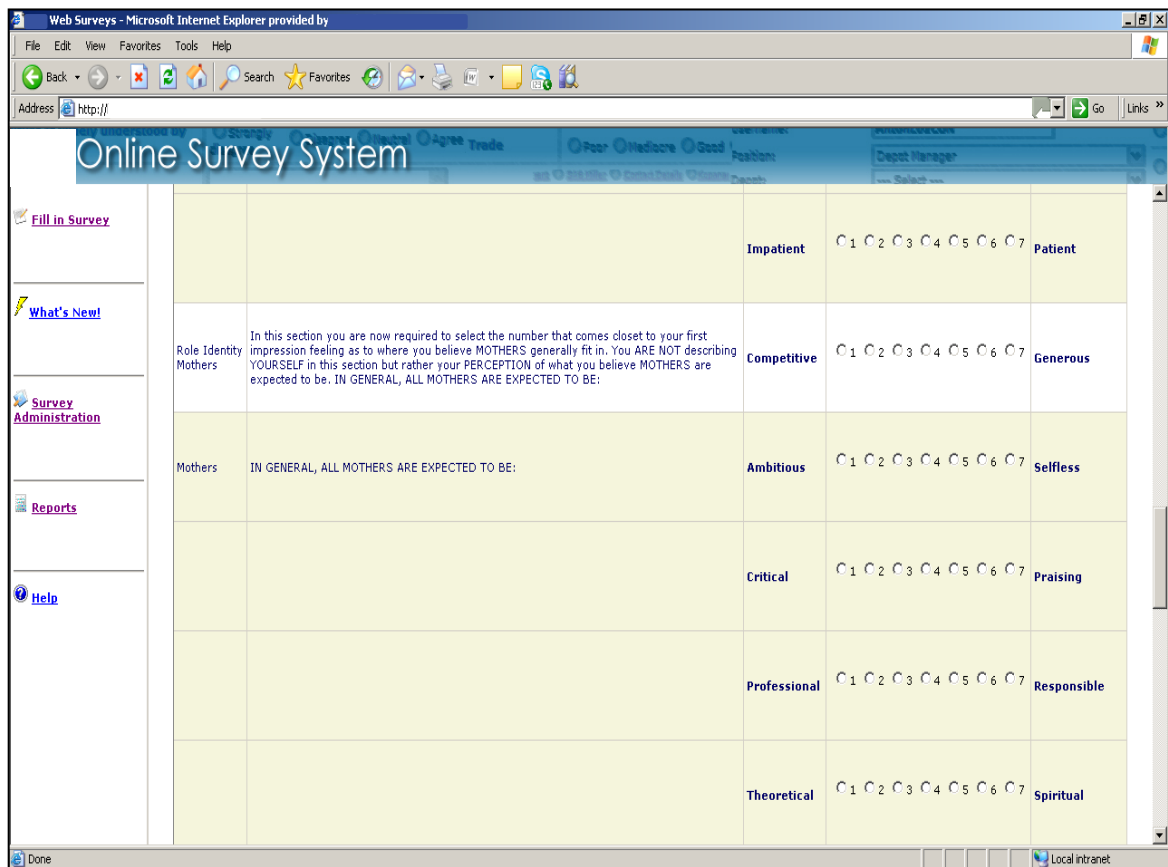
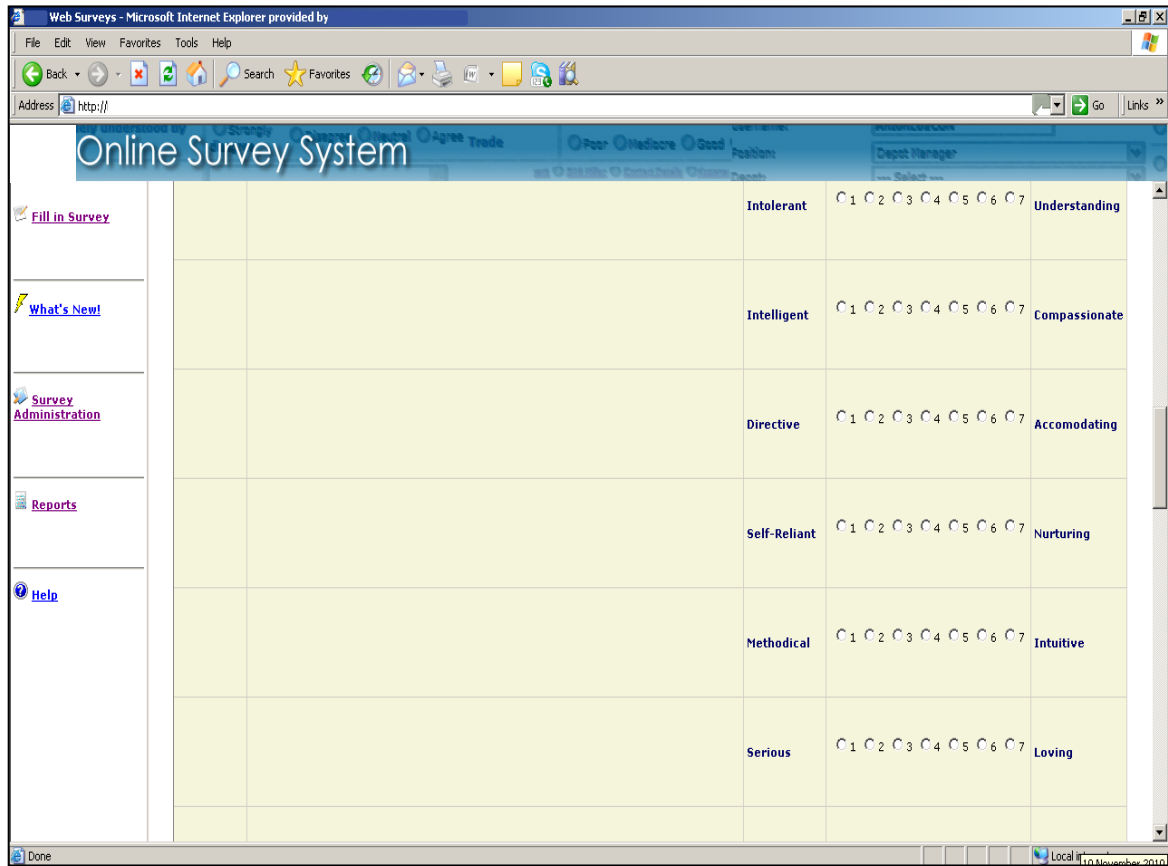
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		Theoretical	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Spiritual
		Logical	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Instinctive
		Rigorous	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Tolerant
		Assertive	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Tender
		Career-Driven	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Family-Driven
		Intellectual	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Emotional

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FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN



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[What's New!](#)

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		Logical	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Instinctive
		Rigorous	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Tolerant
		Assertive	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Tender
		Career-Driven	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Family-Driven
		Intellectual	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Emotional
		Intolerant	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Understanding

Done Local intranet

Web Surveys - Microsoft Internet Explorer provided by

File Edit View Favorites Tools Help

Address http://

Online Survey System

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[Survey Administration](#)

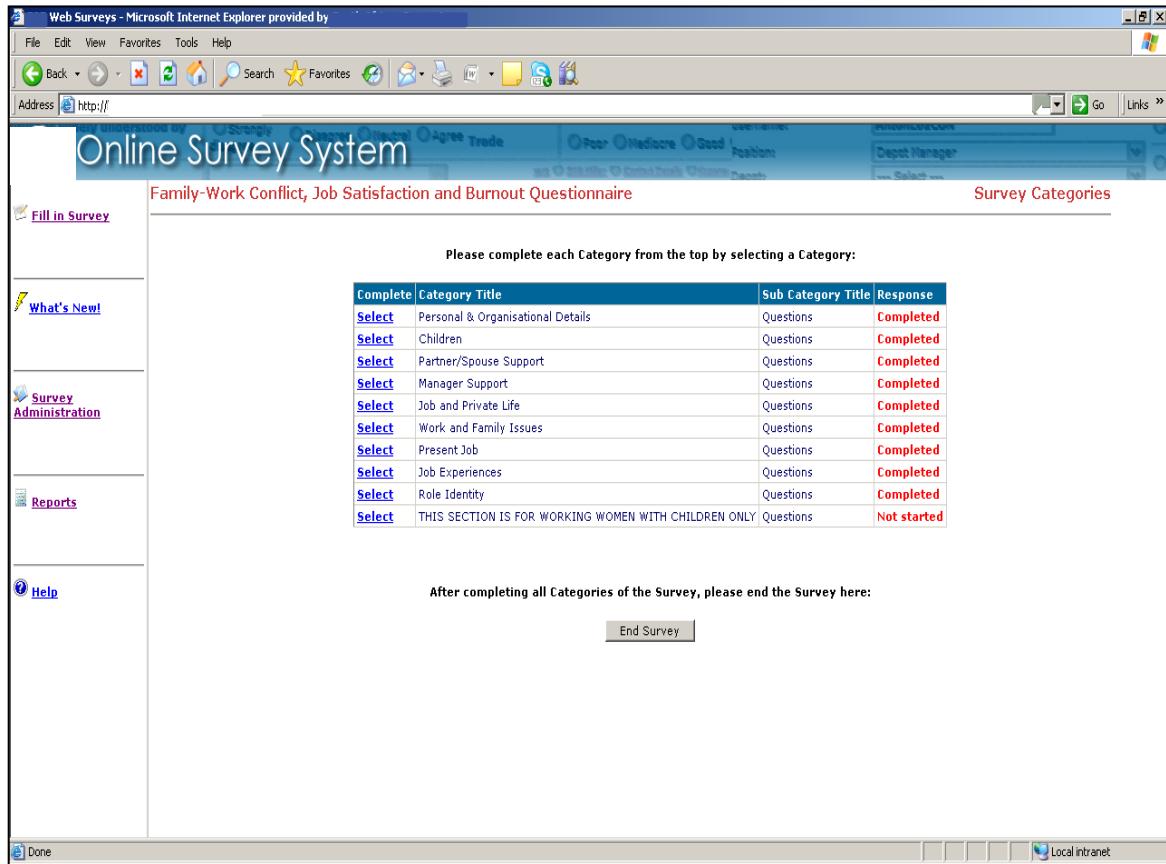
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		Intelligent	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Compassionate
		Directive	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Accommodating
		Self-Reliant	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Nurturing
		Methodical	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Intuitive
		Serious	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Loving
		Impatient	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Patient

Submit

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Online Survey System

Family-Work Conflict, Job Satisfaction and Burnout Questionnaire Survey Categories

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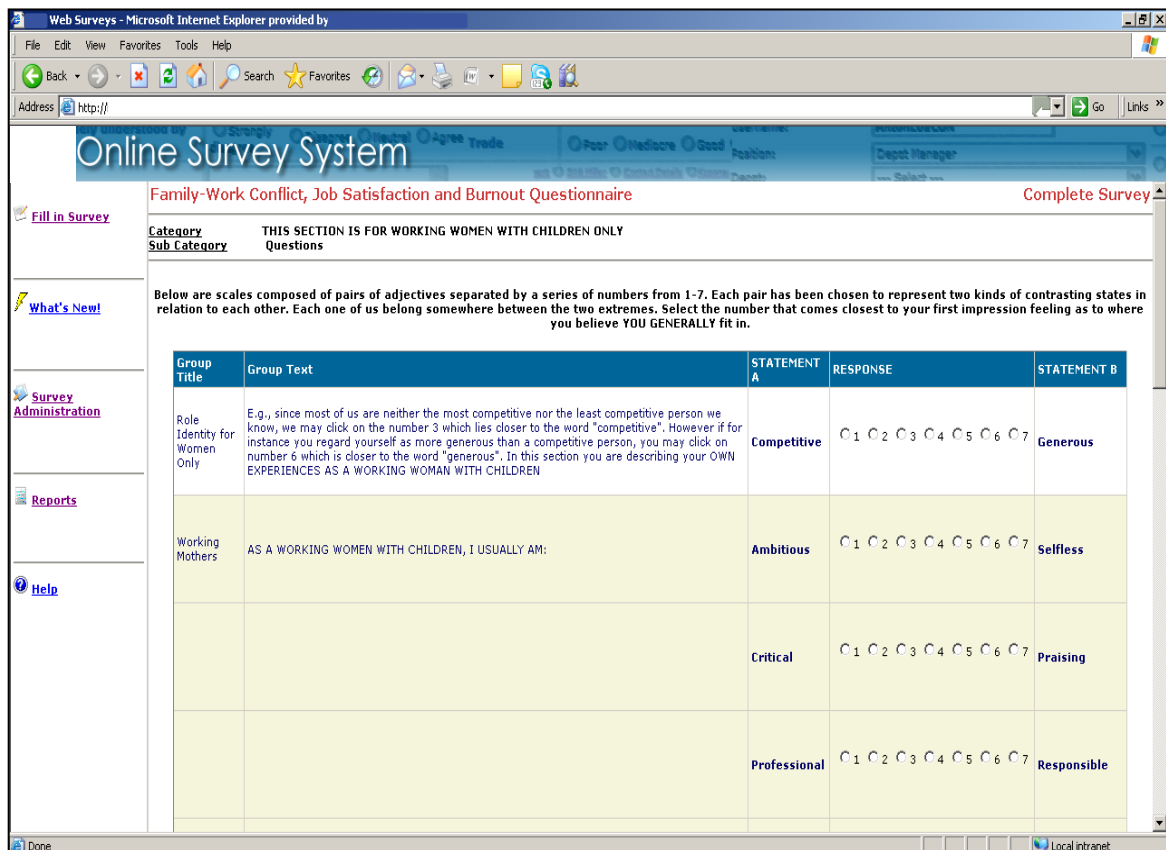
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[Help](#)

Please complete each Category from the top by selecting a Category:

Complete	Category Title	Sub Category Title	Response
Select	Personal & Organisational Details	Questions	Completed
Select	Children	Questions	Completed
Select	Partner/Spouse Support	Questions	Completed
Select	Manager Support	Questions	Completed
Select	Job and Private Life	Questions	Completed
Select	Work and Family Issues	Questions	Completed
Select	Present Job	Questions	Completed
Select	Job Experiences	Questions	Completed
Select	Role Identity	Questions	Completed
Select	THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY	Questions	Not started

After completing all Categories of the Survey, please end the Survey here:



Online Survey System

Family-Work Conflict, Job Satisfaction and Burnout Questionnaire Complete Survey

[Fill in Survey](#)

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[Survey Administration](#)

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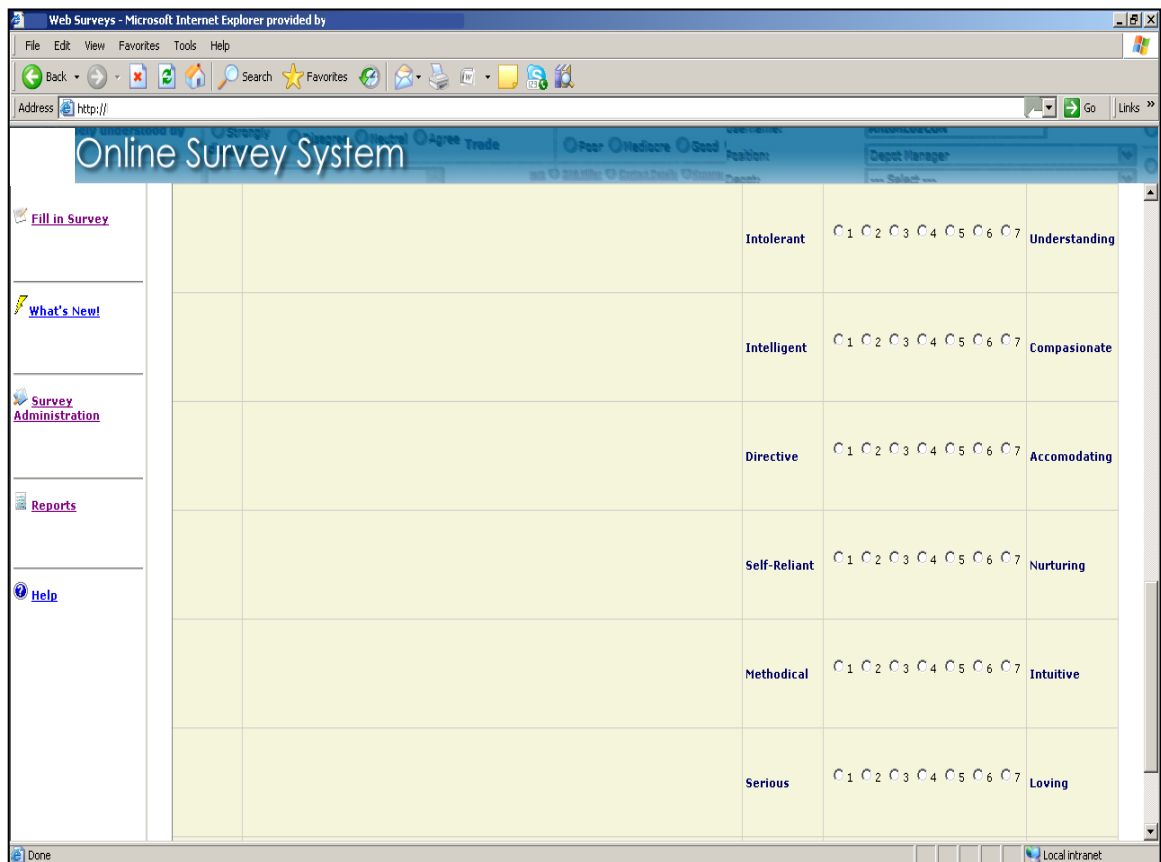
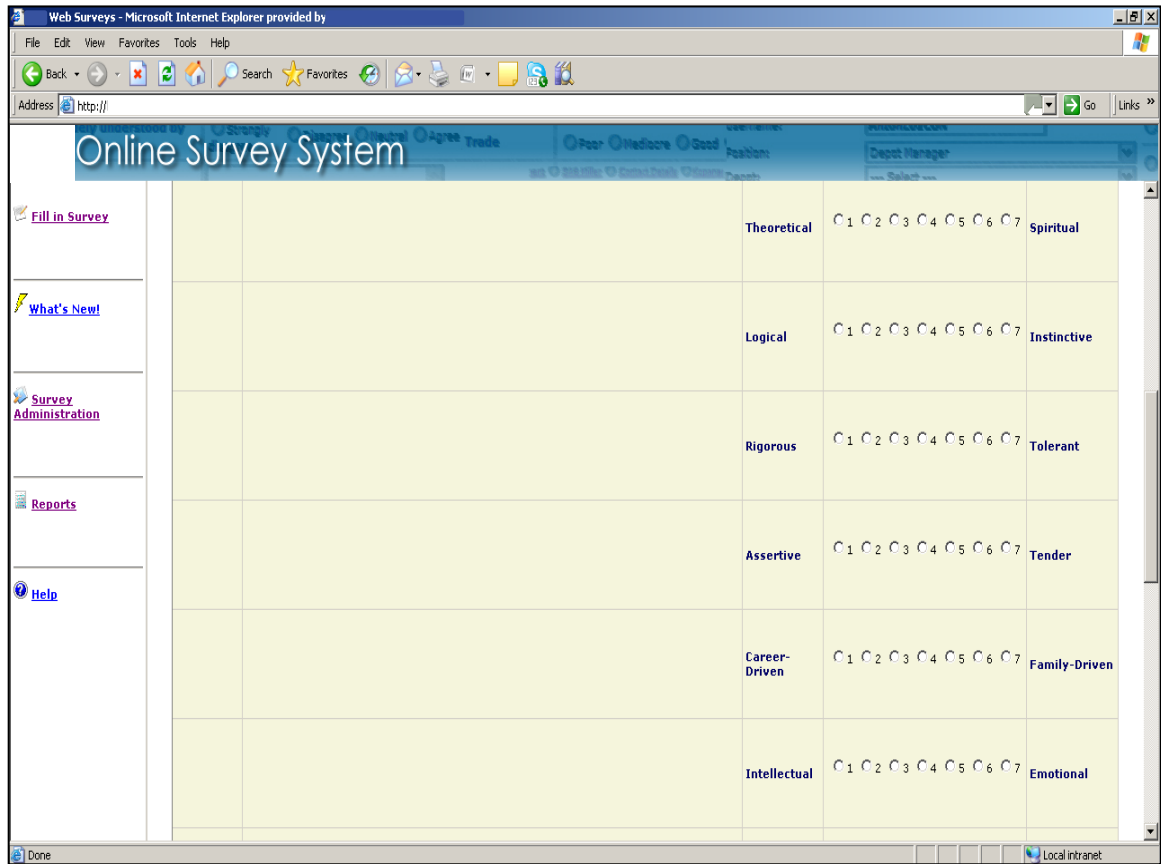
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Category: THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY
Sub Category: Questions

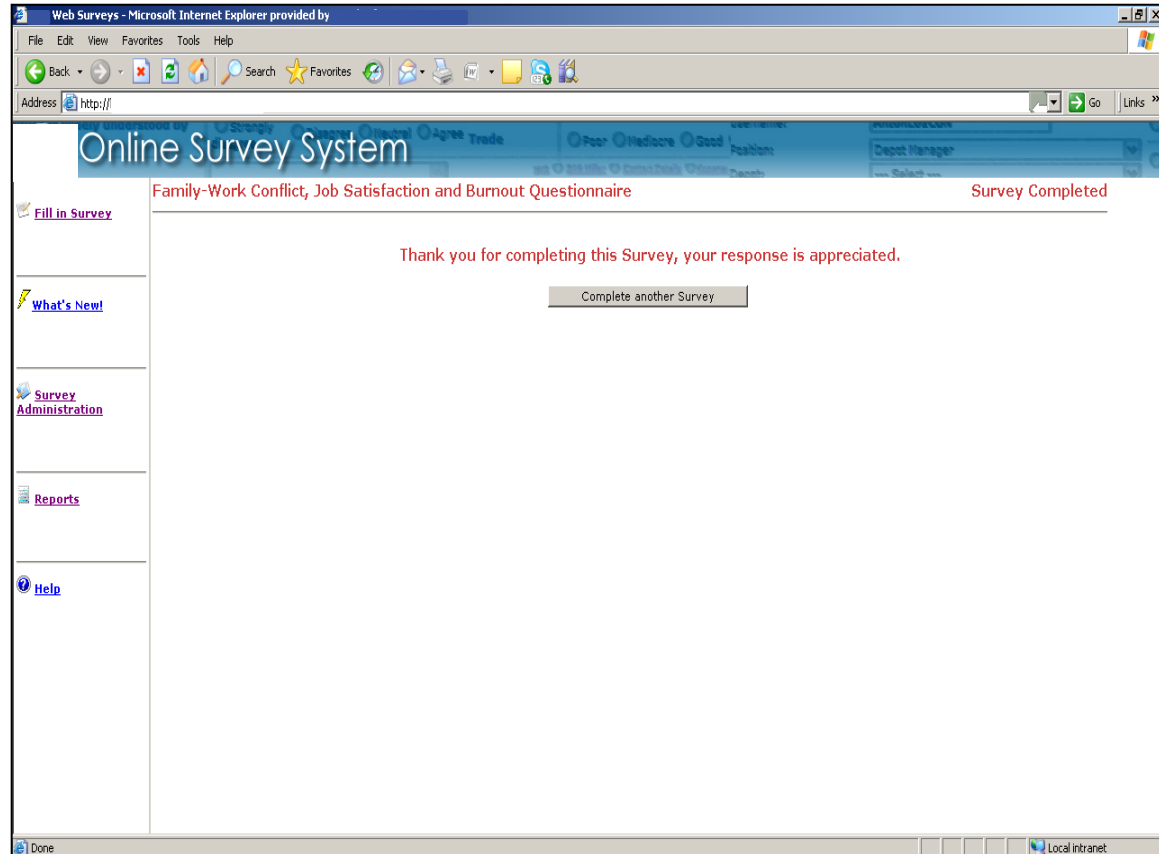
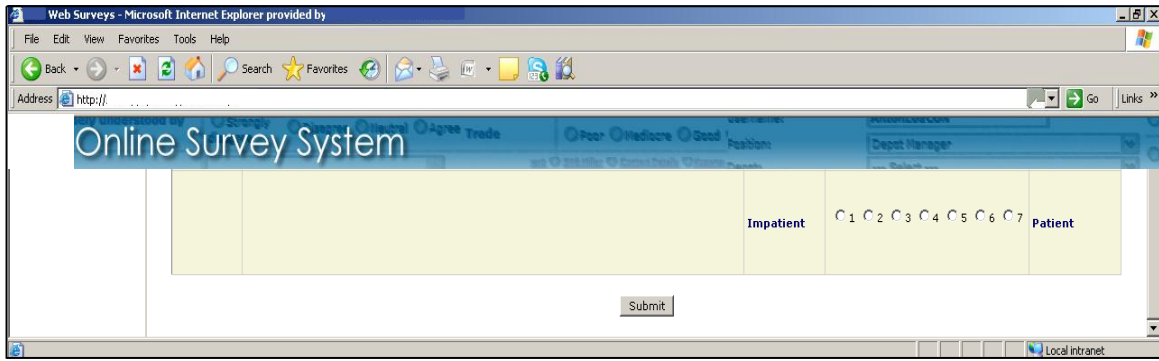
Below are scales composed of pairs of adjectives separated by a series of numbers from 1-7. Each pair has been chosen to represent two kinds of contrasting states in relation to each other. Each one of us belong somewhere between the two extremes. Select the number that comes closest to your first impression feeling as to where you believe YOU GENERALLY fit in.

Group Title	Group Text	STATEMENT A	RESPONSE	STATEMENT B
Role Identity for Women Only	E.g., since most of us are neither the most competitive nor the least competitive person we know, we may click on the number 3 which lies closer to the word "competitive". However if for instance you regard yourself as more generous than a competitive person, you may click on number 6 which is closer to the word "generous". In this section you are describing your OWN EXPERIENCES AS A WORKING WOMAN WITH CHILDREN	Competitive	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Generous
Working Mothers	AS A WORKING WOMEN WITH CHILDREN, I USUALLY AM:	Ambitious	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Selfless
		Critical	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Praising
		Professional	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7	Responsible

FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN



FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN





Appendix B: First e-mail reminder

14 October 2010

Dear Participant

You should have recently received an e-mail with a link asking you to participate in a study relating to work-family conflict. As explained to you in the initial e-mail, you have been selected to take part in a research study measuring work-family conflict, job satisfaction and burnout. This e-mail is a further request to click the link in the body of this e-mail to access the questionnaire and complete it at your earliest convenience. Once you have clicked on the “end survey” button at the end of this questionnaire, it serves as confirmation that the questionnaire is completed. If you did not receive our previous e-mail and access link to the questionnaire or have any questions regarding this study, please contact us at the numbers below.

Vanessa De Sousa (Researcher)

Tel: 079 892 0296

E-mail: Vanessa.ikin@za.sabmiller.com

Prof Mias de Klerk (Promoter)

Tel: 082 901 5480

E-mail: Mias.deklerk@sasol.com

The success of this study is entirely dependent on your participation. Please assist us by completing the questionnaire. If you have already completed the questionnaire, we wish to thank you for your participation.

Kind Regards

Vanessa De Sousa (Researcher)



Appendix C: Final e-mail reminder

19 October 2010

Please ignore this e-mail if you have already completed the questionnaire on work-family conflict.

Dear Participant

On the 4 March 2010, you were sent a questionnaire measuring your views and perceptions of work-family conflict, job satisfaction and burnout. The responses to the questionnaire are, however, still too low for scientific purposes. If you have not had time to complete the online questionnaire, we are reminding you to please do so, before the 24 October 2010. Once you have clicked on the “end survey” button at the end of this questionnaire, it will serve as confirmation that the questionnaire is completed. We would very much like to obtain a representative sample since the information gathered by this survey will be valuable to both yourselves and the organisations. If you have deleted the e-mail with the link that accesses the questionnaire, and would like us to resend it to you, please contact Vanessa De Sousa (Vanessa.ikin@za.sabmiller.com), and I will resend you the initial e-mail with instructions. Please assist us in completing the questionnaire. The success of the study depends entirely on the number of responses attained.

Kind Regards

Vanessa De Sousa (Researcher)

Tel: 079 892 0296

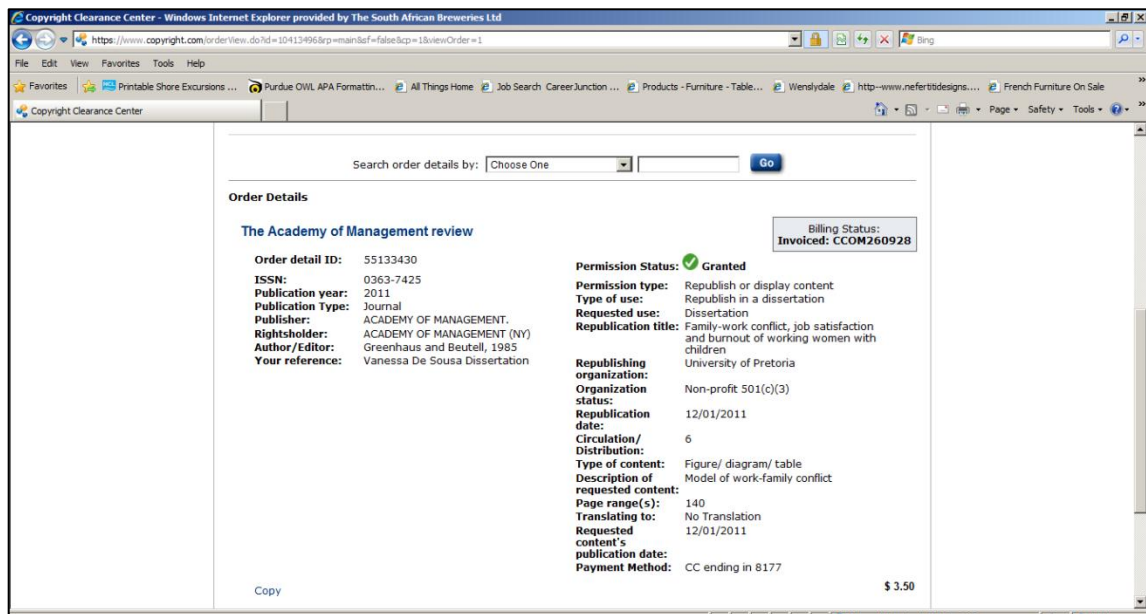
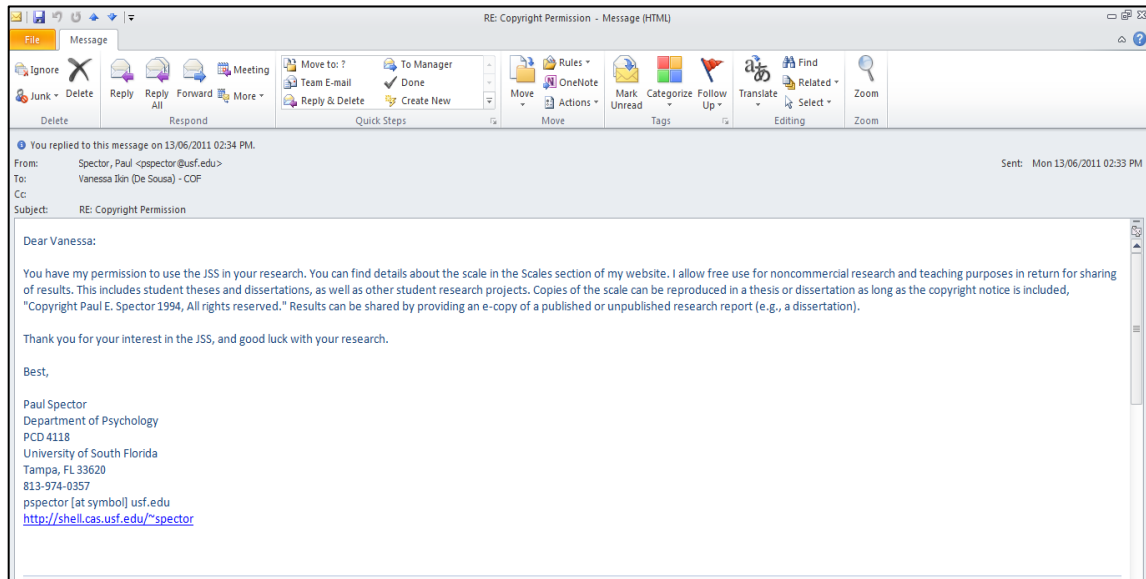
E-mail: Vanessa.ikin@za.sabmiller.com

Prof Mias de Klerk (Promoter)

Tel: 082 901 5480

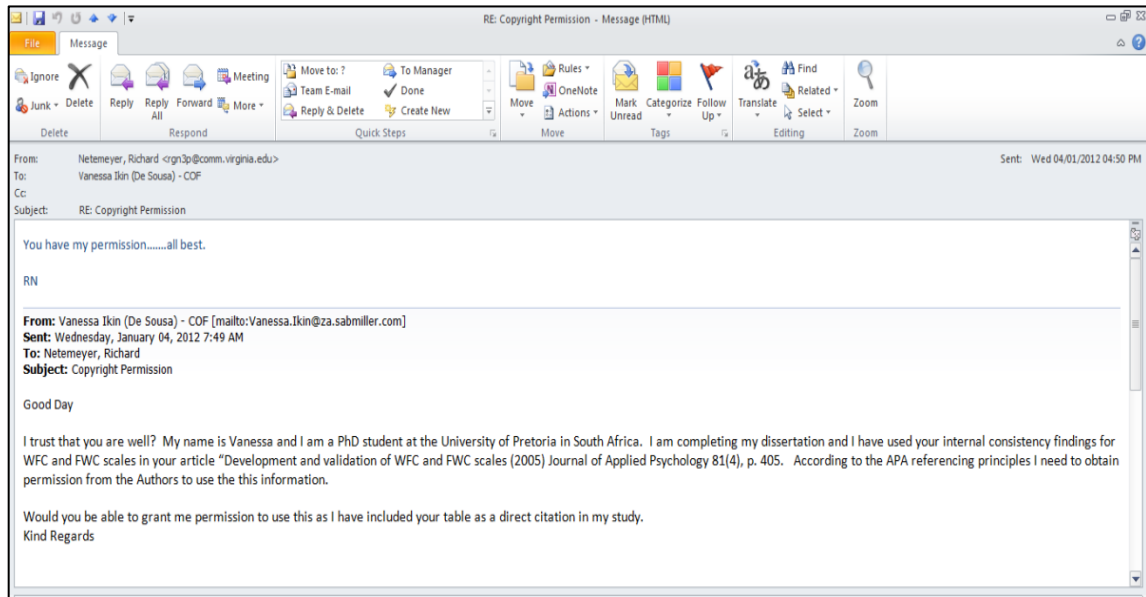
E-mail: Mias.deklerk@sasol.com

Appendix D: Written copyright permission



FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

351



RE: Copyright Permission - Message (HTML)

File Message

Ignore X Reply Reply Forward Meeting Move to: ? To Manager Rules Find
Junk - Delete Delete Reply Reply Forward More - Team E-mail Done OneNote Mark Categorize Follow Translate Related -
Delete Respond Reply & Delete Create New Move Actions Unread Tags Editing Select - Zoom

From: Netemeyer, Richard <rgn3p@comm.virginia.edu> Sent: Wed 04/01/2012 04:50 PM
To: Vanessa Ikin (De Sousa) - CDF
Cc:
Subject: RE: Copyright Permission

You have my permission.....all best.

RN

From: Vanessa Ikin (De Sousa) - CDF [mailto:Vanessa.Ikin@za.sabmiller.com]
Sent: Wednesday, January 04, 2012 7:49 AM
To: Netemeyer, Richard
Subject: Copyright Permission

Good Day

I trust that you are well? My name is Vanessa and I am a PhD student at the University of Pretoria in South Africa. I am completing my dissertation and I have used your internal consistency findings for WFC and FWC scales in your article "Development and validation of WFC and FWC scales (2005) Journal of Applied Psychology 81(4), p. 405. According to the APA referencing principles I need to obtain permission from the Authors to use the this information.

Would you be able to grant me permission to use this as I have included your table as a direct citation in my study.

Kind Regards

List of Figures

Figure 1. Conceptual framework, linking role identity, conflict, burnout and job satisfaction	12
Figure 2. Origin of inter-role conflict	18
Figure 3. Definition of work and family conflict	20
Figure 4. Model of work-family conflict	122
Figure 5. Summary framework of the research argument	124
Figure 6. Conceptual framework for working women with children	127
Figure 7. Questionnaire response rates	133
Figure 8. Age distribution of respondents	136
Figure 9. Age cohorts of respondents	137
Figure 10. Hay Job Evaluation grade distribution of respondents	139
Figure 11. Distribution of ethnical grouping of respondents	140
Figure 12. Highest qualification obtained by respondents	141
Figure 13. Distribution of marital status of respondents	142
Figure 14. Dependants (children) living in same household	144
Figure 15. Dependants (children) not living in same household	145
Figure 16. Dependants (elderly persons) living in same household or not	148
Figure 17. Number of years with current employer	150
Figure 18. Average office hours and after-hours worked per day	151
Figure 19. Aggregated travel time to and from work (in minutes)	154
Figure 20. Aggregated time spent after hours using various work tools	158
Figure 21. Reasons for working	160
Figure 22. Assistance of respondents with childcare	161
Figure 23. Childcare preventing participation in recreational activities	165
Figure 24. Eigenvalues for SWING instrument	194
Figure 25. Eigenvalues for WFC and FWC instrument	197
Figure 26. Eigenvalues for MSQ Short Form instrument	200
Figure 27. Eigenvalues for MBI-GS instrument	202
Figure 28. Eigenvalues for Role Identity adapted instrument, all items included	206

Note: A lower-case style was chosen for the captions to tables and figures.

List of Tables

Table 1. Definitions of job satisfaction	67
Table 2. Facets of job satisfaction	77
Table 3. Dimensions of job characteristics	80
Table 4. Questionnaire response rates ($N = 1095$)	133
Table 5. Age distribution of respondents ($N = 545$)	135
Table 6. Age cohorts of respondents ($N = 545$)	136
Table 7. Gender distribution ($N = 545$)	137
Table 8. Distribution of women with children, other women and men ($N = 545$)	138
Table 9. Hay Job Evaluation grades of respondents ($N = 545$)	138
Table 10. Distribution of ethnic grouping of respondents ($N = 545$)	139
Table 11. Highest qualifications obtained by respondents ($N = 545$)	140
Table 12. Distribution of marital status of respondents ($N = 545$)	142
Table 13. Primary breadwinner in household ($N = 545$)	143
Table 14. Dependants (children) living in same household ($N = 545$)	144
Table 15. Dependants (children) not living in same household ($N = 545$)	145
Table 16. Dependants (spouse/partner) living in same household ($N = 545$)	146
Table 17. Spouse or partner not living in same household ($N = 545$)	147
Table 18. Elderly persons living in same household or not ($N = 545$)	148
Table 19. Number of years with current employer ($N = 545$)	149
Table 20. Average office hours and after-hours worked per day ($N = 545$)	151
Table 21. Respondents who work over weekends ($N = 545$)	152
Table 22. Average daily travel time (in minutes) to and from work ($N = 545$)	153
Table 23. Aggregated travel time to and from work (in minutes) ($N = 545$)	154
Table 24. Flexible working arrangements ($N = 545$)	155
Table 25. Desktop computer utilisation after hours ($N = 545$)	156
Table 26. BlackBerry utilisation after hours ($N = 545$)	156
Table 27. Laptop computer utilisation after hours ($N = 545$)	157
Table 28. Paperwork done after hours ($N = 545$)	157

Table 29. Average after hour use on various tools ($N = 545$)	158
Table 30. Reasons for working ($N = 545$)	159
Table 31. Respondents' sleeping eight hours per night ($N = 545$)	160
Table 32. Assistance with childcare ($N = 545$)	161
Table 33. Assistance with household chores ($N = 545$)	162
Table 34. Annual leave taken to look after sick children ($N = 545$)	163
Table 35. Special leave taken to look after sick children ($N = 545$)	164
Table 36. Responses to participation in recreational activities ($N = 545$)	164
Table 37. Travel away from home for work purposes ($N = 545$)	165
Table 38. Children with mental illnesses or other condition ($N = 545$)	166
Table 39. Means, SD, inter-correlations and reliabilities SWING ($N = 1857$)	170
Table 40. Internal consistency for WFC and FWC scales	174
Table 41. Eigenvalues from the PFA of the SWING instrument ($N = 545$)	193
Table 42. PFA of the three-factor structure of the SWING scale ($N = 545$)	195
Table 43. Inter-correlations between three-factors of SEING ($N = 545$)	196
Table 44. Eigenvalues from PFA of WFC and FWC ($N = 545$)	197
Table 45. PFA of the two-factor structure of WFC and FWC ($N = 545$)	198
Table 46. Eigenvalues from the PFA of the MSQ instrument ($N = 545$)	199
Table 47. PFA of the one-factor structure of the MSQ scale ($N = 545$)	200
Table 48. Eigenvalues from the PFA of the MBI-GS instrument ($N = 545$)	202
Table 49. PFA of the two-factor structure of the MBI-GS scale ($N = 545$)	203
Table 50. Inter-correlations of two-factors on MBI-GS ($N = 545$)	204
Table 51. Eigenvalues from PFA of role identity ($N = 545$)	205
Table 52. Two-factor structure of Role Identity Measure ($N = 545$)	207
Table 53. Results from Pearson's Correlation Coefficients	209
Table 54. Data on level of respondents' scores	211
Table 55. Statistically significant differences with WFC ($N = 545$)	213
Table 56. No statistically significant differences with WFC ($N = 545$)	214
Table 57. T -test for men ($N = 255$) and women ($N = 290$) on WFC	215
Table 58. T -test for primary ($N = 368$) and non-primary breadwinners ($N = 177$)	215
Table 59. T -tests for differences in WFC and manager support ($N = 545$)	216

Table 60. Correlation Coefficients of WFC and biographical variables	217
Table 61. Participation/non-participation in flexible working arrangements ($N = 545$)	218
Table 62. Pearson's Correlation Coefficients of FWC and burnout ($N = 545$)	219
Table 63. Correlation Coefficients of WFC and burnout ($N = 545$)	220
Table 64. Correlation Coefficients of FWC and job satisfaction ($N = 545$)	221
Table 65. Correlation Coefficient of WFC and job satisfaction ($N = 545$)	221
Table 66. <i>T</i> -test for differences in working women's burnout ($N = 545$)	222
Table 67. Matched <i>t</i> -test for RIE ($N = 545$) and RIW ($N = 204$)	224
Table 68. <i>T</i> -test for RIM and RIW ($N = 204$)	225
Table 69. Means of RIW, RIW and RIM	226
Table 70. <i>T</i> -test for working women with children and conflict ($N = 204$)	227
Table 71. <i>T</i> -test for differences in WIF and FIW ($N = 545$)	228
Table 72. Relationship between spouse/partner support and FWC ($N = 545$)	228

Note: A lower-case style was chosen for the captions to tables and figures.