

**EXPERIENCES OF CLIENTS AT A
COUNSELLING CENTRE
OF WORK-HOME INTERACTION**

BY

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requirements for the degree

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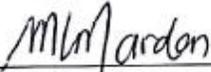
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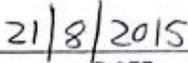
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TABLE OF CONTENTS

CHAPTER 1.....	1
1.1 INTRODUCTION	1
1.2 DEFINITION OF CONCEPTS.....	2
1.3 LITERATURE REVIEW	4
1.4 THEORETICAL FRAMEWORK.....	10
1.5 RATIONALE AND PROBLEM STATEMENT.....	12
1.6 GOAL AND OBJECTIVES.....	15
1.7 RESEARCH METHODOLOGY.....	16
1.8 LIMITATIONS OF THE STUDY	17
1.9 OUTLINE OF THE RESEARCH REPORT	17
CHAPTER 2.....	19
2.1 INTRODUCTION	19
2.2 THEORETICAL FRAMEWORK.....	21
2.2.1 The ecological perspective of the systems theory.....	22
2.2.2 Role Stress Theory	23
2.2.3 Role Expansion Theory.....	24
2.2.4 Help-seeking Theory	25

2.3	WORK-HOME INTERACTION	28
2.3.1	Discussion of the concept	28
2.3.2	Strategies people might implement to facilitate positive work-home interaction..	29
2.3.3	Work-life balance	32
2.4	CHANGES WITH REGARD TO THE WORKPLACE	34
2.4.1	Industrialisation of the workplace	35
2.4.1.1	General	35
2.4.1.2	Consequences of industrialisation of the workplace regarding work-home interaction.....	36
2.4.2	Technological developments	38
2.4.2.1	General	38
2.4.2.2	Consequences of technological developments regarding work-home interaction	39
2.4.3	Increased pressure for higher performance	41
2.4.3.1	General	41
2.4.3.2	Consequences of increased pressure for higher performance regarding work-home interaction	42
2.4.4	Increased diversity of the workplace	46
2.4.4.1	General	46
2.4.4.2	Consequences of increased diversity of the workplace regarding work-home interaction	47
2.4.5	Bullying and victimisation	48
2.4.5.1	General	48
2.4.5.2	Consequences of bullying and victimisation regarding work-home interaction.....	48
2.5	CHANGES WITH REGARD TO HOME	49

2.5.1	Increased demands on the family	50
2.5.1.1	General	50
2.5.1.2	Consequences of increased demands on the family regarding work-home interaction	50
2.5.2	Increased diversity of family life	53
2.5.2.1	General	53
2.5.2.2	Consequences of increased diversity of family life regarding work-home interaction.....	55
2.6	THE COUNSELLING CENTRE	56
2.6.1	History and founding	57
2.6.2	Nature and rationale of services.....	57
2.6.3	Statistics.....	58
2.6.4	Help-seeking at the counselling centre	58
2.7	CONCLUSION OF THE LITERATURE OVERVIEW	60
2.8	CONCLUSION OF THE CHAPTER.....	61
CHAPTER 3	63
3.1	INTRODUCTION	63
3.2	RESEARCH METHODOLOGY.....	64
3.2.1	Research question	64
3.2.2	Research approach.....	64
3.2.3	Type of research	66

3.2.4	Research design	66
3.2.5	Study population and sampling	67
3.2.6	Data collection.....	70
3.2.7	Data analysis.....	72
3.2.8	Pilot study.....	77
3.2.9	Ethical considerations	78
3.2.9.1	Avoidance of harm.....	78
3.2.9.2	Voluntary participation.....	79
3.2.9.3	Informed consent	79
3.2.9.4	Privacy, anonymity and confidentiality	80
3.2.9.5	Release and publication of findings.....	80
3.2.9.6	Competency of the researcher	81
3.3	EMPIRICAL FINDINGS AND INTERPRETATION.....	82
3.3.1	Profile of participants.....	82
	Participant No.	82
	Age category (years).....	82
	Gender.....	82
	Marital status	82
	Position and work environment.....	82
3.3.2	Central themes and sub-themes	83

Central themes	84
Sub-themes	84
3.3.2.1 Theme 1: Connectivity and subsequent eroded and blurred boundaries between work and home.....	86
3.3.2.2 Theme 2: Aspects from work influencing home positively	92
3.3.2.2.1 Sub-theme 1: Income and financial stability	92
3.3.2.2.2 Sub-theme 2: Communication and conflict management skills.....	93
3.3.2.2.3 Sub-theme 3: Sense of self-worth	94
3.3.2.2.4 Sub-theme 4: Independence in children	95
3.3.2.2.5 Sub-theme 5: Values.....	96
3.3.2.2.6 Sub-theme 6: Supportive work environment.....	97
3.3.2.2.7 Sub-theme 7: Self-awareness.....	98
3.3.2.2.8 Sub-theme 8: Availability for family	99
3.3.2.3 Theme 3: Aspects from work influencing home negatively	99
3.3.2.3.1 Sub-theme 1: Experience of constant pressure	101
3.3.2.3.2 Sub-theme 2: Long and inconsistent working hours.....	101
3.3.2.3.3 Sub-theme 3: Conflict in work environment	103
3.3.2.4 Theme 4: Aspects from home influencing work positively	104
3.3.2.4.1 Sub-theme 1: Supportive home environment	104
3.3.2.4.2 Sub-theme 2: Positive experiences in home life	105
3.3.2.5 Theme 5: Aspects from home influencing work negatively	107
3.3.2.5.1 Sub-theme 1: Lack of support in home environment	107
3.3.2.5.2 Sub-theme 2: Problematic marital relationship	108
3.3.2.5.3 Sub-theme 3: Single parenting	109
3.3.2.6 Theme 6: Roles in marriage	110
3.3.2.7 Theme 7: Wife in a higher earning position at work than the spouse and the effects thereof	118
3.3.2.8 Theme 8: Strategies people implement to facilitate positive work-home interaction	122

3.3.2.8.1	Sub-theme 1: Setting boundaries between work and home	123
3.3.2.8.2	Sub-theme 2: Setting up solid support systems.....	127
3.3.2.8.3	Sub-theme 3: Coaching children	128
3.3.2.8.4	Sub-theme 4: Exercise / physical activity / healthy lifestyle	129
3.3.2.8.5	Sub-theme 5: Constructive communication.....	131
3.3.2.8.6	Sub-theme 6: Counselling sessions	133
3.3.2.8.7	Sub-theme 7: Solid planning, structure and including children in the planning process...	135
3.3.2.8.8	Sub-theme 8: Involvement in recreational / community activities / clubs.....	137
3.3.2.8.9	Sub-theme 9: Me-time	138
3.3.2.8.10	Sub-theme 10: Create availability and support in marital relationship	139
3.3.2.8.11	Sub-theme 11: Television.....	140
3.3.2.8.12	Sub-theme 12: Prayer and faith	141
3.3.2.8.13	Sub-theme 13: Creating a safe haven at home	141
3.3.2.8.14	Sub-theme 14: Positive thinking / attitude	142
3.4	SUMMARY	143
CHAPTER 4.....		145
4.1	INTRODUCTION	145
4.2	RESEARCH GOAL AND OBJECTIVES OF THE RESEARCH STUDY.....	145
4.3	KEY FINDINGS, CONCLUSIONS AND RECOMMENDATIONS.....	148
4.3.1	Literature study	148
4.3.1.1	Key findings from the literature study.....	148
4.3.1.2	Conclusions from the literature study.....	151
4.3.2	Key findings and conclusions from the empirical study	152

4.3.2.1	Theme 1: Connectivity and subsequent eroded and blurred boundaries between work and home.....	152
4.3.2.2	Themes 2, 3, 4, 5: Aspects from work influencing home positively; Aspects from work influencing home negatively; Aspects from home influencing work positively; Aspects from home influencing work negatively	154
4.3.2.3	Theme 6: Roles in marriage	155
4.3.2.4	Theme 7: Wife in a higher earning position at work than the spouse and the effects thereof	157
4.3.2.5	Theme 8: Strategies people implement to facilitate positive work-home interaction	157
4.3.2.6	Recommendations.....	159
4.3.2.6.1	Recommendations to the counselling centre	160
4.3.2.6.2	Recommendations for future research	161
	LIST OF REFERENCES	162
	Annexure 1	188
	Authorisation letter of organisation where empirical study was done.....	188
	Annexure 2	190
	Letter of ethical clearance.....	190
	Annexure 3	193
	Informed consent form	193
	Annexure 4	196
	Data collection instrument.....	196
	Annexure 5	198
	Data storage form	198

LIST OF TABLES

Table 1 :Profile of participants	82
Table 2 :Central themes and sub-themes	84

ABSTRACT

Experiences of clients at a counselling centre of work-home interaction

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The goal of the study was to explore and describe the experiences of work-home interaction of clients at a counselling centre of a mega-church in Centurion, as well as the consequent negative or positive impact of such interactions. The underlying motivation to conduct the study at the counselling centre was to make a contribution towards healthy family life by assisting clients to facilitate positive work-home interaction. Furthermore, the study explored whether an experience of negative work-home interaction was the sole, or part of the reason why clients sought help at the counselling centre. The study also aimed to explore and describe the strategies used by employed individuals in managing work-home interaction, in the face of many changes affecting the work and home domains in contemporary society.

In order to achieve the goal of the study, a qualitative research approach was adopted in an attempt to understand the complexities of the interaction between work and home. Collective case studies were used and data was collected through one-on-one interviews with an

interview schedule. After careful analysis of literature and the transcripts of the interviews, important themes and sub-themes came to the fore. Key findings were stipulated and focused on aspects such as the consequences of eroded boundaries between work and home, gender roles in marriage, wives in higher earning positions than their spouses. Furthermore, helpful strategies utilised by clients in order to facilitate positive work-home interaction were described. Future research studies could focus on initiating a research study that covers a more extensive geographical area and represent the ethnic diversity in South Africa. Such studies could also focus more extensively on women in higher earning positions than their spouses, the effects thereof and the challenges with regards to gender roles in marriages.

Key concepts

Work

Home

Work-home interaction

Mega-church

Counselling centre

Coping behaviour

Help-seeking behaviour

Work-life balance

Boundaries between work and home

Gender roles in marriage

CHAPTER 1

GENERAL INTRODUCTION

1.1 INTRODUCTION

The study focused on employed clients who accessed services at the counselling centre of a mega-church in Centurion, Gauteng, on their experiences of living in the two domains of work and personal life (home) and on the interaction between these two worlds.

The setting in which the study was conducted was a counselling centre which has come into existence during 2008. The number of annual intakes at the centre increased by 26% between 2009 and 2013, with an average of 110 clients reporting at the centre on a monthly basis (Du Preez, 2013). The clients who reported at the centre during 2013 requested services such as individual, marital and family counselling, trauma debriefing and legal advice. Examples of the range of problem situations presented were relationship difficulties, traumatic events, bereavement, substance abuse and a vast spectrum of other personal issues. Although some of the clients who access services at the centre are unemployed, 70% to 80% of them are employed and thus part of a company structure or work domain. The clients' experiences of the interaction between their two domains of work and home have never previously been explored in this setting (Du Preez, 2013). The study has potential to contribute to improving

service delivery at the centre and to building healthier family life, by providing awareness, knowledge and insight into how some of its clients experience work-home interaction and on what strategies are utilised to enhance positive work-home interaction.

In modern society the two dominant domains in the life of an employed individual are work and home (De Klerk & Mostert, 2010:1). Modern society is challenging and demanding - mainly because of its many changes, developments, diversities and socio-economic uncertainties. Strategies and interventions to manage the interaction between the two domains of work and home effectively and the dual demands and responsibilities of both work and family roles, increasingly become the challenge of not only individuals, families and organisations, but also of the helping professions. The study explored work-home interaction, as experienced by clients, and thereby assisted the counselling centre in keeping this challenge in mind.

1.2 DEFINITION OF CONCEPTS

The main concepts of the study can be defined as follows:

Work: A set of (pre-described) tasks that an individual performs while occupying a position in an organisation (Van Aarde & Mostert, 2008:2). In the context of the study, job demands, job control and job support are aspects that can provide an environment for either stress reactions, which might be linked to negative work-home interaction, or active learning, which might be linked to positive work-home interaction (Demerouti, Geurts & Kompier, 2004:9).

Home: Activities and responsibilities within the family domain (Van Aarde & Mostert, 2008:2). In the context of the study, home can include demands such as emotional tension, disconnection between spouses or high time demands from the family, which might be linked to negative work-home interaction, as well as resources, such as emotional support from a spouse, which might be linked to positive work-home interaction (Demerouti, Bakker & Voydanoff, 2010:131).

Work-home interaction: Work-home interaction can be defined as an interactive process in which an individual's functioning in one domain, such as home, is influenced by (negative or positive) load reactions that have built up in the other domain, such as work. Work-home interaction is thus a four dimensional construct consisting of the quality of influence - negative or positive - and the direction of influence – work to home versus home to work (Demerouti et al., 2004:7-8).

Mega-church: A mega-church is defined by the Hartford Institute for Religion Research [sa] as: "Any Protestant congregation with a sustained average weekly attendance of 2000 persons or more at its worship services".

Counselling centre: The setting in which the study was undertaken was the counselling centre of a mega-church in Centurion. The counselling centre renders counselling and trauma debriefing services not only to members of the church, but also the broader community. The

specific counselling centre has psychologists and social workers on site, but also uses a network of professional people who operate from their own private practices in the community.

1.3 LITERATURE REVIEW

It is important to assess the broader social and cultural scene in which the study was undertaken. In the South African society of today, there is without doubt an escalation of distress among South Africans because of, amongst other things, a breakdown in relationships or an increase in family and work pressures on people (Matlhape, 2003:33). With this in mind, the researcher attempted in the literature review to focus on themes related to demands within the personal lives of people, the changes and demands of the workplace in our society and on some aspects with regards to the interaction, interconnection and interrelations between work and home. Considering the scenarios that the clients bring to the counselling centre at the mega-church, these themes seemed relevant to the study and needed to be further explored in the specific setting in which the study was conducted.

There are several factors affecting contemporary society. Unlike in earlier decades, when people more frequently worked 'for themselves' and produced goods for their own consumption only, industrialisation and a workforce outside the home, has created a domain of work. People make transitions between the two domains on a daily basis - from home to work and from work to home. However, the boundaries between work and home, as

discussed in more depth later, are blurred and complex. The study focused on people's experiences of the interaction between the two domains.

The first domain of interest to the study was that of work. Several changes have occurred in the domain of the workplace over the past decade. Technological developments, globalisation and an increase in diversity within organisations around race, ethnicity and gender make the work environment complex and demanding. Transformations in the form of increased domestic and international competition, changes in management styles, layoffs, restructuring, outsourcing, downsizing and demands for higher quality products and services, have changed the nature of work in recent years. Demands to work longer, faster and harder place increased pressure on employees and technology makes the boundaries between the two domains of work and home more unclear, complex and difficult to separate (De Klerk & Mostert, 2010:1; Oosthuizen & Mostert, 2010:1; Wentzel, Buys & Mostert, 2009:9). In exploring the work domain, therapists from the counselling centre can gain valuable insight into the pressures and stressors that clients experience in their work domains and how these might possibly affect their personal lives. Furthermore, it can also lead to more insight into positive aspects (as discussed later) and strategies that clients can transfer from the work domain into their personal lives or vice versa.

The second domain that was of relevance in the study was that of home. The home or family life has also undergone changes in the past decade. Dual-career couples and single parent

households have increased significantly during the past years, forcing individuals and couples into performing roles in both the work and family domains (Mostert & Oldfield, 2009:81; Van Aarde & Mostert, 2008:1). The country's divorce rates have generally fluctuated over the period 2002 – 2011¹ and, according to Statistics South Africa (2011:5), there were 30763 divorces in 2009, 22936 in 2010 and 20980 in 2011. Divorce rates from Statistic South Africa for the years 2012-2014 are not yet available. Statistics of the counselling centre for the period January 2014 to September 2014 show an increase of 30% in intakes of separated and divorced people from 2013 (Du Preez, 2014). The single-parent households after separation and divorce lead to more roles and responsibilities in the lives of individuals. The modern day family is more mobile and in many instances the support of an extended family is lost in these circumstances. Such factors make family life complex, which might have an effect on the domain of work or spill-over to the workplace (Clark, 2000:749). Exploring the experiences of how aspects in clients' home domain impact on their work domain, can provide therapists at the counselling centre with valuable information, not only on stressors and sources of pressure, but also of possible positive aspects that might be transferred from home to work.

Work-home interaction can be described as consisting of four dimensions, namely negative work-home interaction (in which aspects within the work environment affect the individual's

¹ Latest official statistics as released by the National Department of Statistics, provided and confirmed by Mr Werner Ruch, Director in the mentioned Departement – October 2014.

personal life negatively), negative home-work interaction (where aspects in the individual's family environment negatively affect their functioning at work), positive work-home interaction, (in which positive aspects within the work environment spill over to home) and lastly positive home-work interaction (in which aspects in the individual's family environment positively affect their functioning at work). A person's functioning or behaviour in one domain (e.g. work) is influenced, negatively or positively, by experiences in the other domain (e.g. home) (Geurts, Taris, Kompier, Dijkers, Van Hooff & Kinnunen, 2005:322). It thus seems that experiences in one domain can affect the quality of life in the other and that change in one domain has an effect on the other. The interaction can thus be negative - where stress, relationship problems and other difficulties have a detrimental effect on the other domain - or positive - where enriching, positive, highly satisfying experiences in one domain can result in improving the quality of life in the other. Strain on the one hand, or personal fulfilment on the other, can occur (Ba, 2011:318-319; Lee & Steele, 2009:64).

In further considering the interaction between the two domains, the idea that people might be expected to separate their family and work lives without any influence from one to the other, is unrealistic. The individual's work and personal relationships are both part of which they are (Markman, Myrick & Pregulman, 2006:14). Participation in one role could inhibit participation in another role and strain could inevitably develop when people participate in multiple roles in the two domains of work and home. Aspects in the work domain (such as workplace stress), could put pressure (such as disharmony) on the home domain, and vice versa, because of the

interaction between the two domains (Bessinger, 2006:18; Liu, Kwan, Lee & Hui, 2013:90). Work-family interaction thus entails that the borders between work and home must not only be crossed frequently, but that role expectations in these two areas could cause stress and conflict (Baltes & Heydens-Gahir, 2003:1005; Demerouti et al., 2004:7). The individual is, for example, often torn between work expectations and family obligations and inter-role conflict could occur (Christie, 2004:24; Jacobs, Mostert & Pienaar, 2008:17). The interaction between work and home could thus be negative and stressful.

Negative work-home interaction might be linked to the reason people seek help at the counselling centre. In considering help-seeking behaviour, the latter features as a broad concept including help-seeking for health and a range of other services. Help-seeking, however, focuses on attempts of people to maximise wellness and to ameliorate, mitigate or eliminate distress (Arnault, 2009:2; Barker, 2007:1). As the study was conducted at a counselling centre where the focus is on people seeking help, exploration on negative work-home interaction gave insight into the link between help-seeking behaviour and the experience of negative work-home interaction. The question could be asked if the latter has been the sole reason, or part of the reason for help-seeking at the counselling centre.

Another aspect is that positive work-home interaction might occur. It is a phenomenon that is under-researched, especially in the South African context, and was focused on and explored in the study (De Sousa, 2013:260; Mostert & Oldfield, 2009:82; Mostert & Oosthuizen,

2006:430; Oosthuizen & Mostert, 2010:2). Positive work-home interaction can be described as role enhancement, where the fulfilment of multiple roles may produce certain resources and positive consequences such as energy mobilisation, personal enrichment, skills acquisition and improved self-esteem (Demerouti et al., 2004:7; Lee & Steele, 2009:63-64; Marais & Mostert, 2008:63; Potgieter & Barnard, 2010:3). Examples of positive interaction between the two domains are where marital quality can act as a buffer for work-related stress or where skills (such as communication and conflict management skills) acquired in the work domain can positively influence the quality of communication in the home domain. The study, in its focus also on positive work-home interaction, can contribute to important insights regarding healthier family life.

Building healthy family life is one of the goals of the services offered at the counselling centre. It is thus important for the centre to contribute towards increasing positive work-home interaction. Individuals sometimes deal with work-home interaction by developing coping strategies, which could lead to an experience of positive interaction. Prioritising, delegation and changing one's attitude about the demands of one or both domains are examples of such coping strategies. Failure to develop such strategies might lead to several negative responses affecting either domain, such as burn-out, ill-health, insomnia, lower work performance or absenteeism (Oosthuizen & Mostert, 2010:1). The study attempted to fill a research gap on work-home interaction in the South African context, by exploring what strategies are used by individuals with high and low positive work-home interaction.

1.4 THEORETICAL FRAMEWORK

The study was guided by different theories, namely the ecological perspective of the systems theory, the role stress theory and role expansion theory, as well as some help-seeking theories.

The ecological perspective of the systems theory focuses on the individual within the context of his / her social environment and the interaction between the individual and systems such as work. (Kirst-Ashman & Hull, 2010:11-12). The ecological perspective emphasises that “the work micro system and family micro system interact and influence one another through permeable boundaries to create the work-family mesosystem” (Hill, 2005:795). There is thus an interface between work and personal life. Experiences, events or changes in one system, such as work, could influence experiences in another system, such as personal life or home (Ba, 2011:318; Geurts et al., 2005:322). An interconnection between work and family systems seems to exist. An example is where emotions experienced in the one domain, spill over to the other domain. (Clark, 2000:749; Nietzsche, Pfaff, Jung & Driller, 2013:67). Furthermore, the multiple roles and dual demands in the two domains of work and home could lead to inter-role conflict because each role places demands on a person’s time, behaviour and energy.

The interaction between work and home was the focus of the study and emphasised the fact that the social worker or psychologist, in assessing a client’s situation from an ecological

systems theory perspective and in planning an intervention or treatment plan, should keep this interaction in mind. Voydanoff (2005:53-54) goes a step further when she suggests that working from such a framework, will assist in creating more strategies around prevention, rather than only focusing on a therapeutic approach. It can thus be helpful to identify and resolve aspects in one domain even before it can impact on the other domain. The framework is linked to the study, in which the interaction between work and home, clients' experiences of these interactions and the coping strategies that people use to develop positive work-home interaction, were explored.

Two other theories, namely role stress theory and role expansion theory also guided the study. Role stress theory indicates that there is not only an interaction between the domains of work and home, but that the multiple roles linked to each domain could cause strain and conflict in the other. For example, a large workload in the work domain could conflict with the presence and demands of small children in the home domain (Nordenmark, 2004:116). The possible negative interaction between the two domains of work and home was explored in the proposed study.

Multiple roles and demands could, however, also be enriching and lead to positive work-home interaction. The phenomenon is described in the role expansion theory, where, for example success and satisfaction in one domain could compensate for problems and failures in the other domain (Grönlund & Öun, 2010:80). The phenomenon of positive work-home interaction

is identified as under-researched, especially in the South African context (Mostert & Oosthuizen, 2006:430). As such, positive interaction and the strategies participants use to facilitate it were thoroughly explored in the interests of contributing to a healthier family life for clients.

Help-seeking theories, such as the theoretical model called the Cultural Determinants of Help-Seeking (CDHS), and other models that are applied to help-seeking behaviour also guided the study. These models explore the role of cultural determinants of help-seeking to maintain wellness and relieve distress; how the individual perceives distress; the beliefs of individuals and society regarding help-seeking and the presence of enabling resources such as costs and access to care (Arnault, 2009:2; Gulliver, Griffiths, Christensen & Brewer, 2012:2). In the context of the study, help-seeking because of negative work-home interaction was explored. Participants were asked if negative work-home interaction was the sole reason or part of the reason for them approaching the counselling centre for help. In addition, it is envisaged that, when people seek help at the counselling centre, the awareness, insight and knowledge from the study could result in better assistance of clients in developing strategies to manage work-home interaction in more positive ways.

1.5 RATIONALE AND PROBLEM STATEMENT

It is practically impossible to separate an individual's work and personal life. This reality helped the researcher (in her capacity as social worker and Employee Assistance Programme

professional) to become more sensitive to the fact that clients who access services at the centre fulfil different roles – such as spouse and parent, but also that of employee. The centre was established to assist people experiencing personal and relationship problems, as well as trauma and other life crises – issues which generally stem from the home domain and these issues were the sole focus. The centre also has a high intake of single parents struggling to meet the demands of the multiple roles that they must fulfil in the two domains of work and home (Du Preez, 2014).

The researcher began asking the following questions which became the motivation for further research:

- In what way is the clients' work performance affected by personal or home issues that they bring to the counselling centre?
- Does their work have an effect on the personal issues that the clients bring to the counselling centre?
- In what ways are clients affected by the interaction between their work and home lives?
- Is the experience of negative work-home interaction part of the reason why the clients sought help at the counselling centre?
- What strategies do clients who experience positive work-home interaction employ?
- What role can the counselling centre play in building healthier family life through focusing on assisting clients with work-home interaction?

In reviewing the literature, it became evident that focus on both the home and the work domain is necessary as the exploration of the interaction between the two domains will prove useful and have long been overdue at the counselling centre. Adding to this, the researcher is of the opinion that the high level of competitiveness in the workplace and the longer hours spent in traffic and in different work locations, make the South African working situation more stressful. The literature also indicates that the positive interaction between work and home is under-researched and that strategies aimed at facilitating positive work-home interaction are unexplored, particularly in the South African context (Mostert & Oosthuizen, 2006:430). These interactions have also never previously been explored at the present counselling centre by means of an academic investigation. The centre wishes to align its services with the vision and goals of the South African Department of Social Development, which recognises the family unit as an essential building block for a well-functioning society. Building stronger and healthier families is thus a priority for service-rendering at the centre. This priority is in line with the Family Service Specifications of the Department of Social Development of 2015-2016 (Ntsoane & Cele, 2014:1), which aims to strengthen families. As a community resource, the counselling centre wants to contribute towards healthy family life by not only becoming more aware of work-home interaction (positive and negative) but also by assisting clients in developing coping strategies that will enhance positive work-home interaction.

In the light of the above, the research question guiding the proposed study was as follows:

- **What are the experiences of work-home interaction of clients at the specific counselling centre of a mega-church in Centurion?**

1.6 GOAL AND OBJECTIVES

The goal of the study was to explore and describe the experiences of work-home interaction of clients at a counselling centre of a mega-church in Centurion.

The above-mentioned goal was attained by achieving the following objectives:

- To explore and describe clients' perceptions and experiences of the interaction between their work environment and their personal lives (home), as well as the consequent negative or positive impact of such interactions.
- To explore whether an experience of negative work-home interaction was part of the reason why the client sought help at the counselling centre.
- To explore and describe strategies used by individuals in managing work-home interaction, including those already employed by clients to facilitate positive work-home interaction.

1.7 RESEARCH METHODOLOGY

The research approach utilised in the study was that of qualitative research. The type of research was applied research, as the understanding, knowledge and insight coming from the study can be of value to the counselling centre, as well as the broader community - with a focus on building healthier family life.

Collective case studies as the research design gave in-depth, detailed and rich information on clients' experiences of work-home interaction. The population consisted of all employed clients accessing services at the counselling centre. Individual interviews, and specifically semi-structured one-on-one interviews, took place with a sample of the clients of the counselling centre. With the assistance of an interview schedule, the interviews gave the researcher the opportunity to explore clients' perceptions and experiences on work-home interaction.

In the data analysis the researcher aimed to describe the experiences of the participants and identify themes and sub-themes. Specific strategies were used to ensure the trustworthiness of the study.

The participants in the study were clients who accessed services at a counselling centre and who might have experienced some form of emotional or psychological distress. For this

reason it was of the utmost importance that ethical considerations were considered in the study to avoid any form of harm to the participants.

Details on the research methodology is provided in Chapter 3 of this report.

1.8 LIMITATIONS OF THE STUDY

The study had certain limitations and these are presented below:

- The information collected in the study might not be adequate or sufficient to generalise to the client system of the counselling centre at large, or church-based counselling centres in the RSA.
- The information collected in the study did not include different race groups due to the specific compilation of the client system of the counselling centre.

1.9 OUTLINE OF THE RESEARCH REPORT

The remainder of the research report is structured as follows:

Chapter 2 – Literature review on work-home interaction

This chapter will focus on some theoretical frameworks underpinning the study, as well as on the concept of work-home interaction. The changes that have occurred in the two domains of work and home in the past decades got attention and the consequences (regarding work-home interaction) of these changes were discussed, with the focus on both positive and negative work-home interaction. Finally, the chapter focuses on the setting of the study, namely the counselling centre, its history and founding and service rendering.

Chapter 3 – Empirical study on the experiences of clients at a counselling centre on the interaction between work and home

This chapter presents an overview of the research methods in Section A, which were utilised to undertake the empirical research of this study. This will be followed by an analysis and interpretation of the research findings in Section B.

Chapter 4 – Key findings, conclusions and recommendations

The final chapter will present the key findings, conclusions and recommendations of the study.

CHAPTER 2

LITERATURE REVIEW ON WORK-HOME INTERACTION²

2.1 INTRODUCTION

It was once believed that work and home are two different domains, called the myth of separate worlds (Huang, Hammer, Neal & Perrin, 2004:80). In the lives of employed individuals in modern society, however, the two domains of work and home are prominent, central life domains and constitute the dominant life roles for most adults (Montgomery, Panagopoulou, Peeters & Schaufeli, 2005:146). In the last decade there has been an increased interest in the ‘struggle to juggle’ – how employed individuals manage the multiple roles in their work and home domains. Work-family issues are increasingly perceived as a global concern. This study focused on exploring the perceptions and experiences of employed individuals living in the two domains and how they experience the interaction between these two domains. It also focused on the strategies used by individuals to facilitate positive work-home interaction.

² When the concept work-home interaction is used, it also indicates home-work interaction – thus including both directions.

Work and home have a reciprocal relationship in the sense that aspects in the work domain could influence the home domain, and vice versa. The way that the two domains influence each other is an important field of study in the society of today. Resources, skills, satisfactions, achievements in each domain could have implications for growth, achievement and well-being in the other domain. On the other hand, demands and pressure from one domain could influence performance in the other domain. Work and home life are the two fundamental requirements for fulfilment and a sense of humanity, but, the interaction between the two domains could also be sites of conflict and collision (Brotheridge & Lee, 2005:204, 218; De Sousa, 2013:18; Mokomane, Masson & Ross, 2014:135). An endeavour towards a more multidimensional understanding of the factors that might influence work-home interaction is also on the foreground (Alexander & Baxter, 2008:196; Offer & Schneider, 2008:177; Whitehead, Korabik & Lero, 2008:3).

An understanding of the interaction between work and the home environment is crucial to the understanding of individual and family well-being, as well as organisational success. Work-home interaction not only seems to pose huge challenges to the individual and family, but also to organisations. Due to extensive technological developments, globalisation and economic volatility, organisations in modern societies need a highly productive workforce. Organisations cannot afford to lose their competitive edge by ignoring aspects that could potentially harm work performance and effectiveness – such as negative aspects from the home environment

affecting an employee's work performance (Allvin, Aronsson, Hagström, Johansson & Lundberg, 2011:13,40-46; Paddey & Rosseau, 2011:346).

This chapter focuses on a literature review on work-home interaction. Some theoretical frameworks underpinning the study get attention. It also focuses on the concept of work-home interaction. Because the study envisaged making a contribution to healthy family living, some of the coping strategies people use to facilitate positive work-home interaction are discussed in this chapter, but were further explored in the study. Work-life balance as a concept linked to work-home interaction was discussed. The changes that have occurred in the two domains of work and home in the past decades also got attention as these changes have the potential to impact dramatically on work-home interaction. The consequences (regarding work-home interaction) of these changes were discussed, with the focus on both positive and negative work-home interaction. The study was conducted in the South African context and a discussion of the challenges relevant to work and home life within the unique South African society, was also relevant. Finally, the chapter focuses on the setting of the study, namely the counselling centre, its history and founding and service rendering.

2.2 THEORETICAL FRAMEWORK

There are several theories linked to the interaction between work and home and they assist in understanding the broad concept. Some of these theories are discussed in this section. As the study was conducted at a counselling centre, it was important to also focus on help-seeking

theory. The study explored whether the experience of negative work-home interaction was linked to people seeking help at the counselling centre.

2.2.1 The ecological perspective of the systems theory

The ecological perspective of the Systems Theory can be used as a framework for offering insight into a 'person-in-environment-focus' where individuals are perceived as constantly interacting with various systems around them. This perspective serves as a framework for the study of work-home perceptions and experiences and can be applied to research on the work and home domains (Hill, 2005:795; Kirst-Ashman & Hull, 2010:11-12; Wayne, Grzywacz, Carlson & Kacmar, 2007:65).

From an ecological perspective, work and family are two key social systems that coalesce and converge (Mokomane et al., 2014:135). The work microsystem and family microsystem interact and influence one another and this interaction and influence works bidirectional. Furthermore, the ecological perspective theorises that work, family and individual characteristics interact in ways that may be facilitative and conflictual (Hill, 2005:794-795). There is thus a dynamic interaction between the two systems and that which occurs in one domain has an effect on the other domain (Marais & Mostert, 2008:70; Montgomery et al., 2005:158).

If the focus is broadened to other systems, changes in the society, politics and economy could have an impact on work-home interaction (De Sousa, 2013:2). The larger macro environment thus plays an important role in work-home interaction. Work and family issues, to a certain extent, reflect the economic context of any given historical period (Bianchi & Milkie, 2010:706). The broader context of the two domains, namely societal and global trends, thus has relevance. An example here is the worldwide trend of increased dual-earner couples and single parent households, which poses the consequence that more and more families find themselves struggling to manage the multiple roles in their work and family lives.

2.2.2 Role Stress Theory

Most adults in contemporary society have a role as an employee (work domain) and another as a household worker and parent (home domain). Role stress theory indicates that the multiple roles linked to one domain could cause strain and conflict in the other domain. The basic premise is that people have limited time and energy, and the more roles they have to fulfil, the greater the need becomes to set priorities and negotiate with other parties. Consequently, they might have a smaller chance of meeting all these expectations.

A central assumption within the role stress theory is thus that high levels of multiple demands in everyday life create stress. Too many demands, coming from the multiple roles in individuals' lives, are stress-generating and apprehended as a burden to the individual. The combination of family (home) and employment (work) often creates more demands than the

individual can manage – leading to stress and other consequences. Multiple demands create conflicting demands. The individual gets strained trying to respond to the demands, which in the long run increases the risk of mental illness or other reactions. Aspects such as long working hours, higher work load, higher education or position in the workplace, parenthood (especially the presence of small children) and female gender might increase the stress that individuals experience (Grönlund & Öun, 2010:180-181; Nordenmark, 2004:115-118).

The role stress theory thus indicates that individuals might experience negative work-home interaction. These experiences were explored in the study, but the study also went further to explore positive work-home interaction and this is linked to the role expansion theory.

2.2.3 Role Expansion Theory

The role expansion theory proposes that having multiple roles is beneficial for the individual. Theorists holding this position believe that the positive effects of having a strong engagement in both paid work and family life outweigh the possible stressful effects on individual well-being. Research supporting this hypothesis thus shows that multiple social roles have a positive, rather than a negative, effect on health and well-being.

The theoretical model of the role expansion theory is founded on the assumption that multiple roles generate benefits in the form of social and economic resources. The argument here is that, being engaged in a multitude of social contexts could generate social support, added income and increased opportunities to experience success. Having multiple social roles also

implies that the individual knows how to behave in varying social situations and that it gives meaning, direction and guidance in an individual's life. A multitude of social roles thus has the potential to offer social security that is central to psychological wellbeing. The role expansion theory further claims that multiple roles could serve as a buffer against stress. According to this theory, a role brings certain privileges. The feeling of being needed and appreciated in different contexts can strengthen self-esteem and create a sense of security, since problems and failures in one domain could be compensated for by success and satisfaction in the other (Grönlund & Öun, 2010:180; Nordenmark, 2004:115-118).

The role expansion theory brings a positive side to work-home interaction, focusing on benefits and gains. Positive work-home interaction was also explored in the study.

2.2.4 Help-seeking Theory

The help-seeking theory also guided the study because of the fact that it was conducted at a counselling centre, where people seek help because of a variety of life situations and problems. Help-seeking is not a simple process of experiencing psychological distress and then seeking help. Although awareness of a problem (by self or others) is a starting point, the symptoms of mental health problems and mental disorders play a smaller role than might be expected in prompting help-seeking. A wide range of other factors are involved, including appraisal of a problem as something to seek help for, willingness to seek help and social norms that encourage such behaviour, access to appropriate services and choosing a source

of help (Richwood, Deane & Wilson, 2007:35). Help-seeking could also be a form of problem-focused coping, where an individual takes a specific action in the face of experiencing life strains and challenging life situations (Rantanen, Mauno, Kinnunen & Rantanen, 2011: 25-26).

The theoretical model called the Cultural Determinants of Help-Seeking (CDHS) defines help-seeking as attempts to maximise wellness or to ameliorate, mitigate or eliminate distress. The CDHS theory proposes that physical or emotional sensations that individuals experience, are labelled as signs of wellness when they are interpreted as desired, valued, ideal or optimal states. Physical sensations or emotions, on the other hand, are labelled as symptoms when they are interpreted as a sign of an abnormal state, a disturbance, pathology or an illness. Apart from the labelling, individuals and groups evaluate the level of importance or severity of a sign or symptom. Individuals make three types of interpretations of causes of signs and symptom clusters that affect help-seeking – namely somatic, psychological and environmental interpretations. It might be proposed that people will attempt to match their help-seeking behaviour to their interpretations about the sources of wellness or causes of distress. Cultural models play a role in help-seeking as individuals might interpret distress, for example, as a sign of failure to carry out important social roles (Arnault, 2008:4-5).

With regard to work-home interaction, an individual might experience negative work-home interaction and choose to seek help because of distress, but also because of the negative social meaning of what they experience. The beliefs of individuals and society regarding help-

seeking and the presence of enabling resources such as costs and access to care thus plays a role in the help-seeking action (Arnault, 2009:2; Gulliver et al., 2012:2).

As the study was conducted at a counselling centre where the focus is on people seeking help, exploration on negative work-home interaction gave insight into the link between help-seeking behaviour and the experience of negative work-home interaction. The question was posed if the latter has been the sole reason, or part of the reason for help-seeking at the counselling centre.

In the study of work-home interaction, it is important to have some understanding of this concept. Work-home interaction will be discussed in the next section. The study was conducted at a counselling centre, where building healthy family life is one of the goals of the services offered. It is thus important for the centre to contribute towards increasing positive work-home interaction. Individuals sometimes deal with work-home interaction by developing coping strategies, which can lead to an experience of positive interaction. Strategies people might implement to facilitate positive work-home interaction, will get attention, as well as the concept of work-life balance.

2.3 WORK-HOME INTERACTION

2.3.1 Discussion of the concept

Work-home interaction can be defined as “...an interactive process in which a worker’s functioning in one domain (e.g., home) is influenced by (negative or positive) load effects that have built up in the other domain (e.g., work)” (Demerouti et al., 2004:7). Work-home interaction can further be described as consisting of four dimensions, namely negative work-home interaction (in which aspects within the work environment affect the individual’s personal life negatively), negative home-work interaction (where aspects in the individual’s family environment negatively affect their functioning at work), positive work-home interaction, (in which positive aspects within the work environment spill over to home) and lastly positive home-work interaction (in which aspects in the individual’s family environment positively affect their functioning at work).

An individual’s functioning or behaviour in one domain (e.g. work) is thus influenced, negatively or positively, by experiences in the other domain (e.g. home) (Geurts et al., 2005:322). It seems that experiences in one domain could affect the quality of life in the other and that change in one domain has an effect on the other. The interaction can thus be negative - where stress, relationship problems and other difficulties have a detrimental effect on the other domain - or positive - where enriching, positive, highly satisfying experiences in one domain can result in improving the quality of life in the other. Strain on the one hand, or

personal fulfilment on the other, can occur (Ba, 2011:318-319; Lee & Steele, 2009:64). The study focused on both positive and negative interaction and also aimed to identify the strategies people use to facilitate and enhance positive interaction. An interesting aspect with regard to negative interaction between the domains of work and home, however, is that the experience of negative interaction does not exclude the possibility of a simultaneous experience of positive interaction between the two domains (Demerouti et al., 2004:23-24).

People might sometimes implement strategies to facilitate positive work-home interaction. A discussion on such strategies is necessary, as it was also explored in the study.

2.3.2 Strategies people might implement to facilitate positive work-home interaction

Building healthy family life is one of the goals of the services offered at the counselling centre where the study was conducted. Because most of the clients reporting at the centre are employed, it is important for the counselling centre to contribute towards increasing positive work-home interaction. Exploration regarding the coping strategies that individuals employ to facilitate and enhance positive work-home interaction was thus also done during the study.

Managing the competing demands from the work and home domains represent a source of formidable stress for many employees (Rotondo, Carlson & Kinciad, 2003:275). Every individual has certain coping responses or styles to various stressors. Coping refers to

people's reactions to external life strains and things that people do to reduce, or avoid being harmed by these life strains. Furthermore, coping can be perceived as cognitive or behavioural efforts to manage taxing demands that are considered as exceeding personal resources. Individual coping strategies, especially in the absence of other 'family friendly' resources either at work (such as organisational support) or at home (such as a supportive partner) are especially important to explore (Rantanen et al., 2011: 25-26; Somech & Drach-Zahavy, 2012:69). Coping behaviour can be classified in three strategies, namely problem-focused coping, emotion-focused coping and avoidance-focused coping. Help-seeking and specific actions aimed at problem solving are examples of problem-focused coping. Emotion-focused coping is a cognitive process consisting of, for example, positive thinking as a way to regulate emotions. In a third coping strategy, namely avoidance-focused coping, people can try to avoid and ignore stressors, hope that time alone will resolve the problem and distract themselves by engaging in something such as watching television (Mostert & Oosthuizen, 2006:431; Rantanen et al., 2011: 26-27; Rotondo et al., 2003:275-278). Prioritising, delegation and changing one's attitude about the demands of one or both domains are further examples of such coping strategies. Effective coping styles should be associated with less stress, increased well-being, lower levels of work-home conflict and an experience of positive work-home interaction.

The study focused on help-seeking (at the counselling centre) as a possible coping strategy to decrease negative work-home interaction and to facilitate positive work-home interaction.

Help-seeking, as indicated before, is a problem-focused strategy and refers to attempts to mobilise action and make certain changes in conjunction with others. Help-seeking entails requesting and receiving help and support from others in order to take control and to solve problems (Rotondo et al., 2003:278). The study explored whether the experience of negative work-home interaction was the sole or part of the reason for people seeking help at the counselling centre.

A step further is to hypothesise how employed individuals manage the possible conflicting demands of work and home. Two hypotheses can be described in this regard: Firstly, the role scarcity hypothesis – here it is assumed that people possess limited and fixed amounts of resources, such as time and energy and that managing multiple roles might be problematic as the latter all draw from the same resource. Another hypothesis is that of role enhancement, which challenges the first one and which proposes that multiple roles produces resources, such as energy, skills, greater self-esteem, with the consequence that one role have the potential to enhance another (Van Aarde & Mostert, 2008:3).

It is important that every factor that might decrease negative work-home interaction, often in the form of work-family conflict, should be explored. Failure to develop coping strategies might lead to several negative responses affecting either domain such as burn-out, ill-health, insomnia, lower work performance and absenteeism (Oosthuizen & Mostert, 2010:1). Family life might thus be severely damaged by the absence of coping strategies.

Strategies might assist employees in managing multiple roles and demands from the two domains of work and home. This is linked to the concept of work-life balance, which will be discussed in the next section.

2.3.3 Work-life balance

In considering the domains of work and home and the interaction between these two domains, the concept of work-life balance should be focused on.

Work-life balance can be defined as the individual's ability to meet both work and family commitments, as well as other non-work responsibilities and activities (Parkes & Langford, 2008:267). Work-life balance can further be defined as the adjustment of work patterns in such a way that everyone, despite age, race or gender can find a rhythm that enables them more easily to combine work and their other responsibilities and aspirations. Furthermore, it is about a satisfactory level of involvement or 'fit' between the multiple roles in a person's life (Lazăr, Osoian & Ratiu, 2010:202; Mageni & Slabbert, 2005:393). From these definitions it seems that work-life balance is closely linked to work-home interaction in that both concepts focus on the multiple roles of an individual in the two domains of work and home, together with the challenges linked to it. Work-life balance initiatives strive to manage the experiences in the one domain in such a manner that it does not affect the quality of life in the other domain. This is linked to the strategies individuals might use to facilitate positive work-home interaction, as were discussed in the previous section.

The Regus Work-Life Balance Index – a global survey of over 16 000 professionals in more than 80 countries – found that a good work-life balance is not only essential for employees to live a healthy and happy life, but it is also necessary for business growth (Soni, 2013:35). When there is work-life imbalance, it seems to have the potential to impact negatively on employees, organisations and, importantly, also on society as a whole. The reason is that some of the consequences of work-life imbalance are stress, family strife, divorce, reduced life satisfaction and substance abuse (Land & Taylor, 2010:397-398). In the study, it was explored whether consequences such as these were the sole, or part of the reason for people approaching the counselling centre.

In organisations, work-life balance practices are deliberate organisational changes in programmes or in organisational culture that are designed to specifically reduce work-life conflict and enable employees to be more effective at work and in their other roles (Lazăr et al., 2010:202). Because of the fact that employees increasingly struggle to manage multiple roles, while striving to meet growing demands in the workplace, many international organisations have adopted work-life balance policies. In South Africa, as internationally, some organisations have thus come to the realisation that employees do their best work when they can optimally balance their job with the rest of their lives (Mageni & Slabbert, 2005:394). This is important in considering work-home interaction and the strategies people might facilitate to enhance positive interaction. The wellness of employees in most South African

organisations is, however, still under severe pressure, due to intensified international competition and the blurred boundaries between work and home responsibilities. Because of the unique circumstances in South African organisations, work-life balance policies and programmes are important, although it was not the central focus of the study.

The domains of work and home have undergone many changes in the past decades, which are linked to societal and global trends. These changes together with the consequences regarding work-home interaction will get specific attention in the next section.

2.4 CHANGES WITH REGARD TO THE WORKPLACE

The domain of work plays an important role in an employed individual's life. Work is viewed by many people as the centre of their lives – providing a sense of identity, opportunities, together with the fulfilment of economic needs and desires. Furthermore, work is viewed as a means to structure individuals' lives, providing contact with social reality and the achievement of status, self-esteem and self-actualisation (Koekemoer & Mostert, 2010:2; Mokomane et al., 2014:135).

The workplace and the demands coming from this domain have, however, changed drastically during the past decades – also in the South African context in which the study was conducted. Some of these changes, relevant to the study of work-home interaction, will be highlighted. The possible consequences regarding work-home interaction (both positive and negative) that

might be the result of, or linked to these changes, will be focused on. The discussion on interaction will include both directions – thus from work to home and from home to work.

2.4.1 Industrialisation of the workplace

2.4.1.1 General

The world of work has been developing at an enormous rate, becoming more and more industrialised. Consequently, the nature of work has changed because of the shift from rural, agricultural occupations to urban, industrialised centres (Whitehead, 2008:19-21). Together with this, some other significant changes have occurred, namely increased levels of international competition and information communication technology, technological developments, economic volatility and globalisation. South Africa, in which the study was conducted, is also integrated in the global network (Mageni & Slabbert, 2005:394). Globalisation leads to an increase in competition among businesses, with a rise in working hours and the intensity of work. Organisations are being developed, reorganised, restructured and merged and the pace of these changes is ever increasing. Weakened trade unions, deregulation, efficiency drives and the emergence of the 24/7 workplace combine with technological innovation to increase not only the intensity, but also the absolute hours of work (Allvin et al., 2011:105; Land & Taylor, 2010:397-398). Together with these changes, large portions of the labour force risk redundancy because of the rationalisation of activities, technological developments and various economic strategies (Allvin et al., 2011:104).

Retrenchments and layoffs are an ever-present reality, also in the South African labour force, and a direct result of globalisation and internationalisation (Mageni & Slabbert, 2005:395).

2.4.1.2 Consequences of industrialisation of the workplace regarding work-home interaction

Globalisation, the increased demands from and intensity of the work in the industrialised era might pose some favourable outcomes to individuals, such as high earnings, prestige, satisfaction and promotional opportunities although these could come at the expense of non-work (such as home) obligations. Also, if there is the possibility for an employee to restructure work patterns, such as working flexi-time in order to accommodate family responsibilities, it could be a crucial factor in how work-home interaction is experienced (Paddey & Rousseau, 2011:346-348). The opportunity for working flexi-time is a work-life balance initiative and could assist employees in meeting their home commitments – which might have favourable and positive outcomes for work-home interaction.

In considering work-home interaction, some of the more negative consequences of the industrialisation of the workplace are the longer working hours, non-standard work schedules (for example excessive overtime), complexity and skill-level of the job and again the degree of flexibility an employee has over his / her working hours and tasks (Alexander & Baxter, 2008:196). Negative work-home interaction is strongly linked to the demands coming from the work and home domains. These demands are related to the role requirements and norms that

an employed individual should adhere to in either domain and which require some mental and physical effort to adapt to or fulfil. Long working hours, is an example of a time-based demand, which makes it difficult to spend time with the family and to perform family duties. (Galovan, Fackrell, Buswell, Jones, Hill & Carroll, 2010:646; Voydanoff, 2005:710). The role stress theory has relevance in this regard where such a demand in the work domain could cause strain and even conflict in the home domain. It is further linked to the role scarcity hypothesis, as was discussed in section 2.3.2. This hypothesis stresses the fact that an employed individual can experience a limited or fixed degree of resources, such as time, due to conflicting demands in, for example, the work domain.

Furthermore, in 2009, following the world-wide trend, an announcement was made by Statistics South Africa that the country was officially in recession. The effect of this announcement on the work domain in South Africa was intense. It included an increase in individual workloads due to downsizing, intensification of work and the pace of work, increase in job insecurity and fears for unemployment, employees overworking themselves because of fears and changes in roles in the home domain, due to men losing their jobs (Paddey & Rousseau, 2011:349). This serves as an example of how the larger macro-economy, together with societal and global trends, could play a role in how the work and home domain may interact with each other. The example also confirms that the ecological perspective of the systems theory, with its focus on both macro- and micro systems, can be used as a framework for the study of work-home interaction.

2.4.2 Technological developments

2.4.2.1 General

Technological developments, such as the cell phones, e-mail and internet, are part of most employed individuals' lives in modern society. These developments do, however, interfere with the boundaries between work and home. It is a reality that an individual is basically never out of contact with his / her work environment because of technological developments. There are no longer clear and strong boundaries with regard to what is expected and legitimate to do at work and at home (Brannen, 2005:127; Koekemoer & Mostert, 2010:1; Landy & Conte, 2010:441). In the society of today, organisations have become increasingly virtual and the boundaries or distinction between work and non-work have thus become blurred. To balance roles of the domains of work and home is increasingly becoming a concern not only for men, women and families, but also for organisations (Allvin et al., 2011:15; Koekemoer & Mostert, 2010:1; Montgomery et al., 2005:141-142; Soni, 2013:34; Whitehead, 2008:22). There is no independent operation between these two domains as they have become overlapped. With technological developments such as mobile communications and portable computers employed individuals can thus potentially always be 'on-call'. The erosion of the work-home boundary has thus occurred, allowing work practices to spill over into what previously would have been private spaces and time, such as family holidays (Land & Taylor, 2010:398).

2.4.2.2 Consequences of technological developments regarding work-home interaction

Technological developments may have a positive consequence regarding work-home interaction in the sense that there can be flexibility with regard to working hours. The use of cell phones and portable computers can allow employees to be at home, but still be in contact with the work environment. The two domains can thus be in harmony, for example where, dual-earner couples have learnt to implement adaptive strategies to maximise their ability to meet the needs of both domains (Stewart & Donald, 2006:105). Technological developments allowing for flexible working arrangements can also support effective work-home balance (Land & Taylor, 2010: 398).

On the other hand, technological developments, as part of the work domain, can interfere with the home domain in a very negative manner. The concepts boundary and balance are relevant here. In the context of the complex relationship between the work and home domains, a boundary can be defined as something that constitutes a perimeter around a given role. The work and home domains might be physically separated in society, but they most often do not operate independently. Boundaries can also form the transition from one domain to another and are most often defined in terms of their permeability or flexibility (Winkel & Clayton, 2010:336).

The work domain has become increasingly deficient of clear boundaries and also indefinable during the past decades (Allvin et al., 2011:38) - with negative consequences regarding work-home interaction. Furthermore, the work domain increasingly tends to become intrusive in other domains (such as home) of individual's lives. Employees' time and energy are often being diverted away from home and family, as the domain of work becomes increasingly demanding. A reality in the world of work today is the possibility that employees can work 24 hours a day, 7 days a week and that people often work at, or from home, also during vacations and over week-ends (Burke, 2004:1; Koekemoer & Mostert, 2010:2; Mokomane et al., 2014:136; Montgomery et al., 2005:142; Paddey & Rousseau, 2011:346).

The effective management of boundaries between work and home became necessary in modern society. Employed individuals are, however, often left to create their own boundaries between the domains of work and home and to establish and maintain personal limits, often without the support of organisations and other resources. There might also be huge individual differences in how conflict, problems and imbalance in the relationship between work and home influence employed individuals (Allvin et al., 2011:15; Kossek & Lautsch, 2012:152-153). The experiences of these influences and the strategies that individuals use to cope with and manage the lack of boundaries, and thus the negative interaction, was one of the focus areas of the study.

2.4.3 Increased pressure for higher performance

2.4.3.1 General

The pressure in the work domain has increased dramatically. There is constant pressure on organisations to improve safety measures, productivity and efficiency (Rost & Mostert, 2007:54). This leads to increased work demands and work pressure on employees to deliver superior customer services and satisfaction. Longer working hours, organisational downsizing and restructuring, outsourcing, streamlining, work overload, lack of security regarding work, changes in job contracts and workplace patterns, as well as more demanding customers, are common practices and experiences amongst employees (Burke 2004:1; De Sousa, 2013:1; Edwards, Guppy & Cockerton, 2007:99; Marais & Mostert, 2008:62-66; Paddey & Rousseau, 2011:346; Whitehead, 2008:24). Non-standard working hours and shift work are also part of the work domain and working overtime has become a very common phenomenon (Van der Lippe, Jager & Kops, 2006: 303; Whitehead, 2008:21).

Although current employment opportunities could be financially rewarding, employees are expected to be self-motivated and willing to accept increased responsibilities, but without the security that the position is safe. Many employees are in the position where they should also cater for their own career progression and professional development – with the uncertainty and pressure attached to it (Richard & Schemm, 2003:247; Whitehead, 2008:24).

In order for organisations to remain competitive, there is an increase of pressure on employees to engage in multiple work tasks simultaneously and these tasks have often intensified – leading to pressure on employees to work faster, but to fit in more and more tasks, market themselves constantly, ‘remain on the edge’ and be competent. (Allvin et al., 2011:46; Brannen, 2005:114-115; Paddey & Rousseau, 2011: 346). Another trend in the work domain is thus performance-based environments where the employee is expected to perform multiple functions and be highly effective as a team member to ensure that team demands are met, but again the consequence might be adding stress and pressure on the individual (Richard & Schemm, 2003:248).

2.4.3.2 Consequences of increased pressure for higher performance regarding work-home interaction

Despite increased pressure on employees for higher performance, the work domain could present valuable resources to the individual, providing, for example, feelings of satisfaction, enjoyment and supportive working arrangements (Koekemoer & Mostert, 2010:5) - which might be linked to a positive experience of work-home interaction. Participation in multiple roles could be beneficial to the individual, as stressed by the role expansion theory. It could be associated with the availability of a broader range of resources (such as income and social contacts and -support), skills and opportunities and these might improve or facilitate functioning in each domain. Success, positive affect and energy in one domain could buffer the effects of failure in the other domain. Involvement in multiple roles could thus increase the

opportunities for success and individuals can be provided with a broader frame of reference from which to relate to others (Demerouti et al., 2004:24; Hanson, Hammer & Colton, 2006: 250; Landy & Conte, 2010:441-442).

There are two further aspects, related to possible positive consequences regarding work-home interaction, worth mentioning here. They are work identity and self-efficacy. Work identity can be described as the degree in which an individual views his / her work as important to his / her self-image. The higher the work identity, the more positive benefits could flow over to the home domain. Self-efficacy in this context is linked the employed individual's belief in his / her ability to successfully perform tasks – also multiple tasks. If an individual's self-efficacy is high it could lead to positive mood, self-confidence which can again positively influence the home domain (Wayne et al., 2007:69).

On the other hand, negative consequences linked to increased pressure for higher performance in the workplace, deserve thorough discussion. The work-family conflict theory, for example, describes inter-role conflict due to multiple roles and time conflicts. When increased pressure from the multiple demands of work and family roles are mutually incompatible and when participation in one role or domain makes it difficult to participate in another domain, there is conflict or interference (Montgomery et al., 2005:146; Rotondo et al., 2003:275; Wentzel et al., 2009:1-9). Work-family conflict thus occurs when:

- strain from participation in one role,
- time devoted to the requirements of one role, or
- specific behaviours required by one role, make it difficult to fulfil the requirements of the other role (Rantanen et al., 2011:27).

With regard to work-home conflict, certain questions can be asked, such as: What might be the effect of pressures of work and poor relations at work on family life? Could these effects include aspects such as less involvement or even withdrawal from children or emotions such as anger? Does stress experienced in the work domain lead to less emotional involvement in children's lives? In what way can the marital relationship be affected by work pressures? It seems inevitable that work-home interaction can play a role in family conflict (Canary & Canary, 2013:143-145). Further examples of work interfering with home in a negative manner are where the employed individual spend long hours at the work place, or worry about work when at home, or discuss work when at home (Green, Bull Schaefer, MacDermid & Weiss, 2011:747).

It seems highly possible that work-home conflict has the potential to harm employees and their families – examples here might be greater health risks, poor performance in the parental role, lowered productivity at work, less life satisfaction, anxiety and work stress (Somech & Drach-Zahavy, 2012: 68-69; Wentzel et al., 2009:1-9). These aspects again indicate the way in which work and home are interlinked.

A further example of negative consequences of increased pressure on employees is where behaviour that might be effective in one domain might be ineffective in the other – such as where an individual is expected to be objective, self-reliant and detached in his work domain, and expected to be emotionally nurturing and affectionate in his personal relationships at home. Demands or stressors as well as resources – both emotional and structural – of one domain can thus flow into and affect a person's fulfilment of a role in the other domain and this flow can be extremely negative (Alexander & Baxter, 2008:196; Bessinger, 2006:18; Thompson & McHugh, 2009:354-355).

The changes with regard to the work domain, especially the increased pressure in the work domain, also seem to have the potential to impact on employees' emotional state of mind. Stress, depressive mood and anxiety are some of the effects of these workplace changes. Furthermore, an individual's emotions are affected directly, not only by experiences in a specific domain such as the work domain, but also by the complex social interactions he / she engage in with others (Edwards et al., 2007:99; Matthews, Acitelli, Del Priore & Barnes-Farrell, 2006:228). This study was conducted at a counselling centre where the focus is on people seeking help. The help-seeking theory was thus used as one of the theoretical frameworks. The study explored whether individuals' experiences of aspects such as anxiety or depressive mood, were linked to negative work-home interaction and whether these experiences were the sole reason or part of the reason for them seeking help at the centre.

2.4.4 Increased diversity of the workplace

2.4.4.1 General

The workforce has changed to a more diverse and heterogeneous domain. South Africa, in particular, has become a multi-cultural, diverse country with eleven official languages and with value and belief systems that are often incompatible (Bhoodram, 2006:28; Jacobs et al., 2008:18-19; Mostert & Oosthuizen, 2006:429; Rost & Mostert, 2007:59). The labour force also became more heterogeneous in respect of gender, ethnicity, culture, education and immigrant status.

Furthermore, due to the passing of new legislation, such as the Employment Equity Act (Act No. 55 of 1998) and the Skills Development Act (Act No. 97 of 1998) more women became part of the workforce. In addition, there is an increase of women specifically in managerial and executive positions. A further example of the changes regarding diversity in organisations, is that there was previously a significant trend that supervisors in many organisations were mostly white, whereas employees were mainly of African, Indian and Coloured origins – this has changed dramatically. The diversity and transformation of the workplace are thus prominent changes that have taken place in South African organisations (Allvin et al., 2011: 104; Bessinger, 2006:14; Bhoodram, 2006:28; Burke, 2004:1; Koekemoer & Mostert, 2010:1; Mostert & Oosthuizen, 2006:429; Standing, 2009:119; Stewart & Donald, 2006:104; Whitehead, 2008:14,21).

2.4.4.2 Consequences of increased diversity of the workplace regarding work-home interaction

There are certain consequences regarding work-home interaction because of the increased diversity within the work domain. In the South African context, for example, there is no legislation advising or instructing local organisations to practice flexible work options – for example for women in managerial positions – to be able to also manage home responsibilities. As in the rest of the world, South Africa is also facing high workloads, skills shortages and business pressures, which makes it extremely difficult for employed individuals to manage the (often conflicting) demands and commitments of family, education, social responsibilities, customers and their own managers (Sanichar, 2004:35-36).

In addition, traditional organisational cultures, where long hours at work and rewards for those who arrive early and work late and a perception that these employees are the purely committed and motivated ones, might still be the norm in South African organisations – with huge consequences for work-home interaction.

Furthermore, both men and women have been increasingly confronted with the high pressure of managing both work and family roles and responsibilities (Van Aarde & Mostert, 2008:1). Currently employment equity is a reality in South Africa and individual groups that were previously disadvantaged and historically excluded have increasingly become part of the

workforce and are subject to the influences of westernisation – which potentially can transform the traditional cultural roles in the family (Potgieter & Barnard, 2010:2).

2.4.5 Bullying and victimisation

2.4.5.1 General

Further aspects influencing the work domain are the high incidences of bullying and victimising at the workplace that are occurring in an increased frequency. An example is a study in which 78 % of employees indicated that they were subjected to bullying and victimisation (Maiden & Terblanche, 2006:90). In the light of exploration of work-family interaction, the question how these incidences affect the individual's family life, seems relevant.

2.4.5.2 Consequences of bullying and victimisation regarding work-home interaction

The concept of spill over focuses on work-home interaction and indicates that emotions, attitudes, skills and behaviour from one domain can spill over to the other domain. Because there is a tendency that the effect of work-related aspects on home is bigger than from home to work, experiences such as bullying and victimisation in the work domain could lead to negative emotions (such as anxiety and anger) and behaviour in the home domain (Brotheridge & Lee, 2005:217). An individual's emotions and behaviour are directly and

indirectly affected by the complex social interactions with others in a system such as the work domain. This is the reason why, for example, high levels of strain and stress in the work environment could be associated with high levels of negative marital interactions (Matthews et al., 2006:228-229).

Changes during the past decades regarding the work domain have, however, not only affected the work domain. The domain of home has also undergone changes and some of these will get attention in the next section.

2.5 CHANGES WITH REGARD TO HOME

The home domain has important functions, such as motivating individuals to perform roles inside and outside the family and the maintenance of their morale (Mokomane et al., 2014:135). The family is also the environment of rest and recovery from the work environment, of leisure, childbirth and child upbringing. The changed society, however, has impacted hugely on family life and it has undergone certain changes in the past decades. Some of these changes, relevant to the study of work-home interaction, will be highlighted in this section, together with the possible consequences regarding work-home interaction (positive and negative) that might be the result of these changes.

2.5.1 Increased demands on the family

2.5.1.1 General

It seems as if the demands on the family have changed as people's time and energy have been diverted away from home and family. Traditionally, the family or home domain was a safe haven where individuals could seek refuge from the demands and insecurities of the outside world. The concept 'cocooning', where employed individuals perceive their homes as a place to be sheltered from the pressures of an increasingly competitive workplace and a depersonalised society, is often an ideal, but, in today's society, not a reality (Grobler, Warnich, Carrell, Elbert & Hatfield, 2006:30). The reason is that the family in itself could be a source of high demands and insecurity. These demands can be emotional or social (Allvin et al., 2011:148). An example hereof is that the hectic schedules of both the dual-earner parents and their children make it sometimes impossible even to have dinner together (Offer & Schneider, 2008:177).

2.5.1.2 Consequences of increased demands on the family regarding work-home interaction

The role expansion theory and role enhancement hypothesis claim that multiple roles can generate resources for the individual. Despite the negativity around increased demands, it can create positive consequences, such as increased opportunities and security, strengthened self-esteem, development of certain skills, increased energy and a buffer against stress.

Marital quality, for example, can serve as buffer for work-related stress. Where the increased demands in the home domain result in the acquisition of certain insights, helpful behaviour and interpersonal skills - such as empathy and positive time management - these might be transferred to and utilised positively in the work domain.

To argue the above-mentioned argument further, a concept such as work-family facilitation can be used to describe possible positive consequences of increased demands on the family. This concept can be defined as the extent to which an individual's engagement in one life domain (such as home) provides gains (i.e., developmental, affective, capital – money and employment benefits, or efficiency) which contribute to enhanced functioning of another life domain (such as work). Enhanced functioning is the improvement in domain performance, such as interpersonal communication and problem solving. Engagement is the degree to which individuals invest themselves in domain-related activities. Gains can be divided into four broad categories, namely developmental gains (acquisition of skills, knowledge, perspectives and values), affective gains (alteration in mood and attitude), capital gains (acquisition of economic, social and health assets) and efficiency gains (enhanced focus or attention induced by the multiple role responsibilities) (Hanson et al., 2006:250-251; Warner & Hausdorf, 2009: 375; Wayne et al., 2007:63-65). In practice this means that the home domain could provide certain attitudes, values and skills that can be positively used in the work domain.

Enrichment is another concept that can assist in focusing on positive consequences of increased demands on the home domain. Enrichment occurs when resources are generated in one domain that improves the quality of life in the other domain. In practice this means that an individual experiencing love, support and respect in his family domain, might be able to fulfil his role in the work domain in a self-confident manner (Geurts et al., 2005:320). These themes were explored further in this study.

Positive spill over is a final concept that can strengthen the argument that increased demands on the family might have positive consequences. Four types of positive spill over can be distinguished, namely affect, values, skills and behaviour. Positive affect, such as enthusiasm, experienced in one domain may increase motivation or interpersonal interactions in the other. In the same manner, values, skills and behaviour may be transferred in a positive way from one domain to another. An example here is a positive family culture in which values such as autonomy and consideration is highly rated and may influence the work domain by affecting the individual's work-related values, such as work-ethic (Hanson et al., 2006:251).

Increased demands on the family might, however, also have negative consequences. These demands, coming from the multiple roles in individual's lives, might be hugely stress-generating. Demands can also be in conflict with one another. This study was influenced by the role stress theory and role scarcity hypothesis, which indicate that multiple roles linked to one domain, could cause strain and conflict in the other domain. Increased demands could, for

example, seriously affect the marital relationship. The presence of young children or marital conflict can thus be examples of some of the demands coming from the home domain (Galovan et al., 2010:650).

With regard to work-home interaction, employees in South Africa might find it particularly difficult to harmonise work and home obligations, the reason being that fewer resources seems to be available in this country than in some other countries. There also seems to be an occurrence of higher care-giving burdens. An example in this regard is where extended family members have the obligation to care for children of parents who died of HIV / Aids related illnesses (Paddey & Rousseau, 2011:346).

2.5.2 Increased diversity of family life

2.5.2.1 General

Traditionally the basic family form of the population and sample used in the study was the nuclear family, with the man, his wife and their biological children. The role of the husband was that of breadwinner and the representative of the family in all formal, external matters, whereas the wife had the roles of caregiver for her husband and children and managing the household (Allvin et al., 2011:144). Economic circumstances and global and societal trends, as well as increasing gender equality, have impacted significantly on the traditional family structure and roles (Van Aarde & Mostert, 2008:1). The impact of the macro- and micro

systems on the individual in his / her environment, as stressed by the ecological perspective of the systems theory, is again a focus point here.

In modern society, the traditional family dynamic has been replaced with a less gender-role prescribed model where men are involved in parenting and women are more involved in paid work outside the home. There also tend to be a greater need for both men and women to care for their aging parents and thus greater participation in multiple roles – not only in the work domain, but also in the home domain (Warner & Hausdorf, 2009:372-373).

The home domain thus became more diverse and diverged at an increasing rate to other types of families – such as single parent families, gay and lesbian families, divorced parents with joint custody, stepfamilies and families with elder care responsibilities (Bianchi & Milkie, 2010:706; De Sousa, 2013:1; Koekemoer & Mostert, 2010:1; Whitehead, 2008:16). As was mentioned before, there was a dramatic increase of women entering the workforce, especially women with children – because of economic necessity, higher costs of living and a need for personal fulfilment (Burke, 2004:1; Crompton & Lyonette, 2006: 380; Mokomane et al., 2014:136; Standing, 2009:119; Van Aarde & Mostert, 2008:1; Whitehead, 2008:17). Together with this came an increase of dual-earner families, more women in non-traditional occupations and an increased involvement of men in the family domain (Koekemoer & Mostert, 2010:1). A further change with regard to family life is a growth in geographically divided families due to globalisation (Standing, 2009:121).

2.5.2.2 Consequences of increased diversity of family life regarding work-home interaction

As was indicated before and in accordance to the role expansion theory, involvement in multiple roles can be beneficial to individuals. Women entering the workforce can generate a valuable additional source of income, with the added economic benefits attached to it. Together with the increased involvement of men in the family domain, the employed couple can thus experience not only improved economic security, but also the fulfilment of sharing their multiple roles. Adaptive strategies such as prioritising and delegation might be utilised by the couple to manage possible conflicting demands and relationships within the family might be strengthened because of the cooperation between family members. Furthermore, increased social contacts for women, for example, because of their involvement in the work domain, might also provide extra resources that are available to assist them in managing their multiple roles positively (Demerouti et al., 2004:7).

On the other hand, one of the consequences of increased diversity within the home domain is that the traditional emotional and supportive functions of the family might be seriously eroded. A transformed family structure in modern society, such as a single parent family, might not necessarily be the safe haven where individuals may seek refuge from the demands and insecurities of the outside world. Contrary to more traditional, extended family structures, the home environment itself can be the source of high demands. (Allvin et al., 2011:148). A single

parent, for example, with a limited support system (at home and at work) might have very negative experiences, linked to the multiple, overwhelming and often conflicting roles and demands in the home domain. As stressed by the role stress theory, multiple roles and demands in one domain, in this instance the home domain because of single parenthood, can cause strain and conflict in the other domain (work).

Furthermore, and again contrary to the traditional micro systems of work and home, the workplace instead of the home, can become the major source of support and personal fulfilment (Offer & Schneider, 2008:181). For this reason it can mean that employed individuals are willing to spend more hours at work or put more effort into this domain, which can have detrimental effects on the home domain.

2.6 THE COUNSELLING CENTRE

This study was conducted at a counselling centre. The history and founding of this centre, the nature and rationale of the services it renders, as well as some statistical information will be discussed in the next section. The study also focused on help-seeking and explored whether the experience of negative work-home interaction was the sole or part of the reason for people seeking help at the centre.

2.6.1 History and founding

The Network for Life Centre is the counselling centre of a mega-church in Centurion. The church has approximately 12 000 members. As a prominent beacon in the community, it is involved in many local, national and international community and missionary outreaches. The counselling centre was established in 2008 when a huge need for affordable counselling services to members of the church, but also in the broader community, was identified. Currently, the centre has a network of professional counsellors, psychologists and other professional people who renders a wide range of services, focusing on enhancing healthy family life.

2.6.2 Nature and rationale of services

The counselling centre renders services to individuals, families and groups in the local and broader community. The centre has a network of professional counsellors and therapists. They also network with, and get referrals from organisations and other resources in the community, such as welfare organizations, rehabilitation centres and community support groups and –forums.

The rationale of the services of the counselling centre is to focus its resources, specialist-skills and activities on any person with a need for emotional, spiritual, physical, financial or social support and care. The focus areas are counselling and therapy for adults and children

(including trauma debriefing, HIV and Aids counselling and marital therapy), life skills training and –projects, as well as several support groups. Support groups for adults and children after divorce, single parents and bereaved people, are examples here. The centre also accommodates a branch of Jacob’s Well, an inter-denominational ministry to support people who find themselves “between jobs” or unemployed.

2.6.3 Statistics

The counselling centre has had an average monthly intake of 110 clients during the past year. The clients who reported, or were referred to the centre, requested counselling services, emotional, spiritual or financial support, trauma debriefing and legal advice. Although some clients reporting at the centre are unemployed, 70 % to 80 % of them are employed and thus part of both work and home domains.

2.6.4 Help-seeking at the counselling centre

Individuals and families seeking help at the counselling centre generally are self-referred or are referred for services by welfare organisations, other churches and community resources. In some instances, they are also referred by courts of law. The study explored and envisaged to give more insight into the link between help-seeking behaviour and the experience of negative work-home interaction. The question was asked whether the latter has been the sole, or part of the reason for help-seeking at the centre.

Help-seeking at the counselling centre is linked to the services rendered by Employee Assistance Programmes (EAPs). These programmes are worth mentioning here because their services resonate with the study in that they recognise the fact, and are established because of an understanding that the domains of work and home cannot be separated. These programmes therefore focus on both the work and home domains of employed individuals – an aspect that the researcher envisages that the counselling centre should work towards. EAPs are concerned with enhancing the effectiveness of employees where the focus is on prevention, early identification and resolution of problems before they impact adversely on work performance. It can be reiterated that the wellness of the employee, plays a huge role in the wellness of an organisation (Sieberhagen et al., 2011:11). The standards for Employee Assistance Programmes in South Africa are compiled in a document, which stipulates the minimum standards that these programmes should adhere to and also the core technologies or functions of these programmes (Standards Committee of EAPA-SA, 2010). The core technology that resonates with service rendering at the counselling centre is that of case management. Case management entails the identification, assessment, motivation, short-term intervention, referral, follow-up, reintegration and aftercare services to employee and their family members, who experience problems in the work or home domain (Standards Committee of EAPA-SA, 2010). An employee, for example, who experiences marital discord because of long working hours and work pressure, should thus be given the opportunity by the organisation to consult with a professional marriage counsellor.

The counselling centre, although it is not structured as an EAP, renders counselling services to individuals and families. The researcher envisages that the centre could make an increased contribution to healthy family life by assisting clients who experience negative work-home interaction and giving them coping strategies to manage the interaction in more positive ways.

2.7 CONCLUSION OF THE LITERATURE OVERVIEW

The focus of this chapter was on the concept of work-home interaction and literature was extensively reviewed in order to give a solid foundation for the study. It became clear that work and home constitute the dominant life roles of employed individuals, making this concept an important one in modern society. From the literature review, it also became clear that there are several new trends with regard to both the workplace and home life in the 21st century, with high and challenging demands on employed individuals to manage multiple roles, while attempting to be successful in the two domains of work and home. Macro level changes in the global economy, also affecting the South African society, highly technologically advanced environments, together with insecurities, high workloads and stress, pose real challenges to employed individuals, but also to organisations. It was stressed that organisations in today's societies need a highly productive workforce and cannot afford to lose their competitive edge by ignoring aspects that can potentially harm work performance and effectiveness – such as difficulties to manage multiple roles in the work and home domains. Family life has also undergone huge changes in the past decades, such as an increase in dual-earner couples

and single parent households. These changes again have the potential to affect the demands coming from this domain.

Furthermore, from the literature review, it became clear that work-home interaction is a complex concept, entailing both a positive and negative side. According to previous research, positive work-home interaction didn't receive as much attention as negative work-home interaction. The importance of the need for research that also include a focus on positive interaction – where work and family roles produce beneficial resources that has the potential to be enriching for either domain - was stressed.

With the help of the literature review as basis, the concept of work-home interaction was explored in the study.

2.8 CONCLUSION OF THE CHAPTER

The next chapter will focus on the empirical research on work-home interaction as was conducted at the counselling centre. The focus of the exploration done during the study was on the perceptions and experiences of work-home interaction (both positive and negative) of some of the clients who sought help at the counselling centre and how individuals cope with the competing, multiple and often conflicting demands of living in the two domains of work and home in South Africa. Furthermore, focus was placed on the strategies used by individuals in managing work-home interaction and facilitating and enhancing positive work-home

interaction. The coping strategies used by individuals who experience positive work-home interaction thus received prominent focus so that the counselling centre could broaden its services to assist clients who experience the opposite. The study thus envisaged to make a contribution to healthy family life by assisting clients who experience negative work-home interaction and giving them coping strategies to manage the interaction in more positive ways.

CHAPTER 3

EMPIRICAL STUDY ON THE EXPERIENCES OF CLIENTS AT A COUNSELLING CENTRE ON THE INTERACTION BETWEEN WORK AND HOME

3.1 INTRODUCTION

The goal of the study was to explore and describe the experiences of work-home interaction of clients at a counselling centre of a mega-church in Centurion. This chapter will focus on the objectives of the study, namely to explore and describe clients' perceptions and experiences of the interaction between their work environment and their personal lives (home), as well as the consequent negative or positive impact of such interactions; to explore whether an experience of negative work-home interaction was part of the reason why the clients (participants) sought help at the counselling centre; and to explore and describe the strategies used by individuals in managing work-home interaction, including those already employed by clients to facilitate positive work-home interaction.

Furthermore, this chapter presents an overview of the research methods in Section A, which were utilised to undertake the empirical research of this study, by focusing on the research question, research approach, the type of research, research design, method of data collection,

data analysis and trustworthiness of the qualitative data collected, as well as the ethical considerations. This will be followed by an analysis and interpretation of the research findings in Section B.

Section A: Research Methodology

3.2 RESEARCH METHODOLOGY

In this section, an overview of the research methodology will be provided.

3.2.1 Research question

The research question that guided the study was: “What are the experiences of work-home interaction of clients at the specific counselling centre of a mega-church in Centurion?”

3.2.2 Research approach

The goal of this study was to seek a better understanding of a specific phenomenon, namely the perceptions and experiences of clients accessing services at a counselling centre and on the role of work-home interaction in their lives. The complexity of the phenomenon within the social and cultural context in which it occurs, made a qualitative approach most suitable for the study (Leedy & Ormrod, 2010: 95; Salkind, 2006:12). The reason for choosing the qualitative approach was because it focuses on exploring, discovering and describing realities in people’s lives that are complex in nature and that cannot be easily divided into measurable

variables (Leedy & Ormrod, 2010:96; Roberts, 2004:112). The many nuances and complexities of work-home interaction were explored and both the negative and positive interactions from both domains were attended to.

When utilising the qualitative approach, the researcher selects a few participants and seeks to gain in-depth information from them about a specific phenomenon. The life-worlds of these participants and their personal experiences were accessed by means of interviews – thus exploring their experiences of the phenomenon by interacting with them directly. The study also focused on some of the social roles people find themselves in, as it explored the individual's work and personal roles and how these overlap or interfere with each other. The study strived to describe events, as well as themes, and these were captured in the final report (Berg, 2007:8,14; Creswell, 2014:199-200; Leedy & Ormrod, 2010:96).

The perspective taken in the study is that of social constructivism, in which realities are personally and socially constructed and insight into these realities is gained by focusing on the narratives of individuals, groups and cultures (Fouché & Schurink, 2011:307-311). Social constructivism, as the ontology and epistemology of the researcher, guided the study and the research design that was used. Social constructivists believe that individuals seek understanding of the world in which they live and work and they develop subjective meanings of their experiences (Creswell, 2014:8). This study aimed to explore the personal experiences of clients' work-home interaction.

3.2.3 Type of research

The study explored a problem in practice, namely of the complexities around the two domains of clients' work and personal lives.

In the light of the above, the type of research was applied research. This type of research can be of immediate relevance to the field that it is conducted in (Leedy & Ormrod, 2010:44-45). The understanding, insight and knowledge that came from the study might well be utilised at the counselling centre, not only in the planning and possible expansion of the services it renders, but also in its place within the broader community as a resource with a focus on building healthier family life.

3.2.4 Research design

The research design flows from a certain perspective in which reality is looked at. The perspective, as mentioned earlier, is social constructivism.

As the researcher strived to gain in-depth, detailed and rich information about the realities that some clients of the counselling centre experience with regards to work-home interaction, the research design best suited for this study was the collective case study design (Berg, 2007:283). The advantage of case studies is that they allow the researcher to engage with a single person or a small number of participants. Furthermore, case studies are in-depth

explorations of several individuals, based on extensive data collection. Using the collective case study design enabled the researcher to explore the experiences of a number of cases so that similarities could be identified, comparisons could be made and themes could be identified (Berg, 2007:292; Creswell, 2014:200; Fouché & Schurink, 2011:321-322; Leedy & Ormrod, 2010:137). The researcher also made her findings available to the other therapists at the counselling centre, so that their understanding of work-home interaction and their service delivery to clients could be enhanced.

The case study design has a weakness in the sense that the information collected and the findings from the study might not be adequate or sufficient to generalise to the client system of the counselling centre at large, or church-based counselling centres in the RSA. When collective case studies are used, however, the weakness can be addressed as a variety of multiple perspectives could be accessed (Fouché & Schurink, 2011:322-323; Leedy & Ormrod, 2010:137).

The research design of this study thus assisted in finding answers to the research question.

3.2.5 Study population and sampling

In the study, the population consisted of all the employed clients reporting and accessing services at the counselling centre of the mega-church. Being employed is a specific characteristic that was necessary in order to conduct this exploratory study. The number of

intakes at the centre per month is approximately 110 clients, with around 70 – 80 % being employed. The number of the population was thus an average of 77– 88 clients per month, of which 90% are Afrikaans speaking.

To ensure the objectivity of the researcher, only participants who completed a therapeutic process with three other therapists (employed at the counselling centre) were included in the sample of the study. Gender and age were not considered as criteria in the selection of participants.

The sample of the proposed study was a portion taken from the population, using a non-probability procedure. This means that no random procedure was used to recruit the participants to the study and the participants might not be representative of the population. Non-probability sampling is a form of sampling where participants are selected because they are available, convenient, and represent some characteristic the researcher seeks to study (Creswell, 2002:167). The researcher chose employed, Afrikaans-speaking participants who were clients of the selected three therapists at the counselling centre, whose therapeutic processes had been terminated no longer than six months ago, and who gave consent, in writing, to participate in the study. The researcher chose these participants from a list received from the three other therapists containing the names of clients whose therapeutic processes were terminated no longer than six months ago. The researcher chose an equal number of participants from the top of each list, starting with those whose therapeutic processes were

terminated most recently. The researcher requested that the three therapists contact these identified clients to enquire if they would be willing to participate in the research. The researcher provided the therapists with a written guideline to use when they telephonically contact their ex-clients. The guideline assisted them in explaining the goal of the research and the extent of the clients' participation in the research to them. Participants were sought until 10-15 participants were identified who were willing to participate in the research, or alternatively to the point of data saturation. With these elements in mind, the study thus used purposive sampling as the procedure (Strydom & Delpont, 2011:392). This required that clients access services at a specific site (the counselling centre of the mega-church), had purposefully chosen to be part of the study, believing that they could provide valuable information about their experiences of work-home interaction (Leedy & Ormrod, 2010:147).

In the study, in-depth, individual and detailed information was collected and the focus was on the qualitative nature of the information (Strydom & Delpont, 2011:391). As such, the size of the sample was not statistically determined and it might not have been completely representative of the population (Strydom & Delpont, 2011:391). As the study used the qualitative research approach and because the researcher aimed to gain in-depth, rich and detailed information, the sample size was 10-15 case studies. If saturation point would have been reached after six cases, fewer cases would have been studied (Creswell, 2014:189).

3.2.6 Data collection

The specific data collection method must have the goal and objectives of the study as a foundation. The study was conducted by means of a qualitative approach and information was collected in the form of words and meanings, not numbers and statistical data. This study was exploratory and descriptive in nature and sought to gain more understanding of participants' experiences and the meanings that they attach to these experiences.

The data gathering technique that was used in this study was semi-structured one-on-one interviews (Leedy & Ormrod, 2010:141). In the interviews the researcher listened closely as participants described their everyday experiences related to the phenomenon (Leedy & Ormrod, 2010:141). In the study it was of the utmost importance that the researcher listened carefully to the words and phrases participants used to ensure that she understood their experiences.

The interviews were semi-structured in that certain central questions were asked. (Leedy & Ormrod, 2010:148). Open ended questions were used in which the participants could describe their point of view (Creswell, 2014:190). A preliminary set of themes that were used as an interview schedule, are attached as Annexure 4. An interview guide or schedule is a set of predetermined questions that might be used as an appropriate instrument to engage the participant and designate the narrative terrain (Greeff, 2011:352). Adding to this, the interview

guide can be described as an agenda for, and a way to generate conversation (Sharar & Hertenstein, 2005:97). The interview schedule was in Afrikaans, as the participants were Afrikaans-speaking.

The interview schedule in Annexure 4 thus gave direction to the interviews and assisted in focusing on the objectives of the study. The study also included probing questions which invited participants to elaborate further on certain themes in order to get rich, in-depth and detailed information on their perceptions and experiences with regards to work-home interaction (Berg, 2007:99-102).

An advantage of interviews in the study was that they provided participants with opportunities to verbalise detailed, in-depth and personal information about their experiences and the meanings thereof. In her interaction with participants, the researcher asked specific questions in order to focus on certain aspects, to clarify uncertainties and exert some control over the line of questioning (Creswell, 2014:191). Disadvantages of interviews are that information collected might be clouded or filtered by the biases, perceptions and opinions of the interviewer; that participants might feel obliged to give information they think the interviewer wants to hear; and that, because of the personal interaction, the boundary between therapy and research is crossed (Creswell, 2014:191; Greeff, 2011:360). In the study, an attempt to counteract these disadvantages was made by implementing the strategies to ensure the

trustworthiness of the research, as discussed later. All the participants also completed a therapeutic process with another therapist.

In qualitative research, as in this study, it is good practice to attempt to identify potential problems that might pose difficulties in the data collection process before commencement of this process. In this study, these included aspects such as difficulties in scheduling the interviews on dates and times that suit both participants and the researcher, practical difficulties with audio recording of the interviews, moving from ice-breakers to the interview, managing the lengthy process of transcribing the information and so forth. The researcher attempted to explore ways of identifying and managing these challenges prior to data collection.

3.2.7 Data analysis

As the qualitative approach was applied in the study, data analysis as an ongoing, time-consuming process commenced shortly after data collection started (Schurink, Fouché & De Vos, 2011:401). Data analysis attempted to make sense of the information gathered from the participants during the interviews (Creswell, 2014:195).

Schurink et al. (2011:402-403) give certain guidelines that were used in the process of analysing data in this study. A short description of these guidelines, and how it was applied in the study, is discussed below.

- The initial research question, additional ones that emerged during the study, or initial ones that might have been revised, were constantly kept in mind and re-visited.
- A well-kept, detailed audit trail to document action steps, thoughts and reflections was used by the researcher throughout the study.
- The interviews were digitally recorded, with the consent of the participants. Practical arrangements to ensure the quality of the recordings were made in advance.
- After every interview, the text was transcribed in verbatim form, to assure that the rich, in-depth and detailed information gathered from each participant was captured. Ample time for the transcription was put aside, as it is a time-consuming activity. Margins were created on each side of the text document and extra space was left on each page, so that notes could be made during data analysis. Notes were made with regards to pauses in the interview or when a participant did not want to respond to a question (Creswell, 2014:197-198).
- The digital-recordings of every interview were played and re-played, and the text was read and re-read to enable the researcher to identify words and phrases that could be used in the development of themes. Focus was given to participants' interpretations of their experiences and the researcher drew attention to similarities and deviations in responses.
- The researcher developed themes and coded these. The process of coding and the development of categories are discussed below.

In the data analysis of the study, the researcher aimed to describe the experiences and meanings of experiences of participants and to look for themes relating to work-home interaction. The information gathered was carefully prepared in the form of coding and categorising. The steps below were taken in the process of analysing the information (Creswell, 2014:197-201; Roberts, 2004:145; Schurink et al., 2011:403-423). As these authors stress, these steps might overlap and might not follow in a linear and rigid manner.

- Preparation for the organising and recording of the information. Aspects that assisted the researcher in this step were careful planning to have a systematic file, card and labelling system, considering how the colour coding of notes could assist in finding similarities and deviations and defining potential themes or categories for the analysis of the information.
- Collection of information and preliminary exploratory analysis. This entailed a reflection on emerging themes, both during and after interviews. The researcher considered how the interview went in terms the participants' non-verbal language, hindrances that might have been encountered regarding ethical aspects or the process of interviewing, as well as the researcher's personal assumptions and biases.
- The researcher used practical ways of managing and organising the information after the interviews, for instance keeping information on every interview in a separate envelope and making copies of all information.

- The researcher labelled certain ideas, perceptions and responses of the participants and then generated categories (groups of concepts), themes (main aspects that are emphasised by participants) and sub-themes by focusing on the research question.
- The researcher coded the information by writing memos or code notes.
- The researcher's personal understanding of the information was tested and possible alternative explanations for certain responses were explored.
- The researcher compared findings to ascertain confirmation or non-confirmation with the literature on the concept of work-family interaction.
- The researcher interpreted the information by making sense of it and formed broad opinions that could be discussed extensively in the final research report.

As mentioned previously, data analysis commenced once the collection of information started. During the latter process, the development of themes took place. The researcher realised at a certain point that a specific theme reached saturation point, when no new information could be added to its content. This meant that the researcher needed to identify and interview more participants until saturation point was reached in all the specified themes (Creswell, 2014:189).

Another aspect of the utmost importance was the trustworthiness of the research. It is especially important in qualitative research that stems from a social constructionist perspective, where realities are personally and socially constructed and insight into these

realities is gained by focusing on the narratives of individuals, groups and cultures. Although multiple realities are accepted within the framework, there must still be some confidence that participants' intended meanings are reflected (Lietz, Langer & Furman, 2006:443). The strategies to ensure trustworthiness in the study, as discussed in various sources (Creswell, 2014:201-203; Johnson & Waterfield, 2004:125-129; Lietz et al., 2006:450-455; Schurink, et al., 2011:419-421), were the following:

Credibility / authenticity

It is similar to internal validity. The researcher compared the participants' views with her reconstruction and representation of them and stipulated boundaries in order to ensure validity within the parameters of the setting, population and theoretical frameworks of the study. The researcher made use of different theories as her theoretical frameworks. The ecological perspective of the systems theory, the role stress- and role expansion theories, as well as some help-seeking theories were used. The researcher established the counselling centre as the specific setting in which the study was conducted and stipulated the population from which the research was drawn.

Transferability

It is similar to external validity or generalisability. A question rightfully asked here was whether the findings in the research could be transferred from the specific setting and population to other settings and populations. In order to ensure transferability, the researcher utilised

different theoretical sources and continuously weighed the research findings up against the theoretical frameworks underpinning the study.

Dependability

This is similar to reliability. The researcher ensured that the research process was logical, well documented and audited. In the study, dependability was a challenge because of changes that could have occurred within the social world in which the study was conducted.

Conformability

Conformability is similar to objectivity. The question asked here was whether the findings of the study would be confirmed by another. The researcher aimed to ensure conformability by comparing the research data to current literature.

3.2.8 Pilot study

A pilot study, as a brief and exploratory investigation, was undertaken (Leedy & Ormrod, 2010:110). The pilot study is like a small replica of the main study in which certain aspects of the study are carefully tested and evaluated and thus a brief, exploratory investigation (Leedy and Ormrod, 2010:110). The pilot study was comprehensive and used to test the relevance of the interview schedule procuring answers to the research question, as well as the researcher's methods of data collection and -analysis (Leedy & Ormrod, 2010:110-111; Strydom, 2011:237; Strydom & Delport, 2011:394-396).

Two participants were identified for the pilot study, in the same way as the identification of participants for the main study. These participants were, however, not part of the main study. The pilot study gave valuable information about the relevance of the questions of the interview schedule and about the order of the questions of the interview schedule. The pilot study also gave information about the use of the concept 'strategy' and this concept was clarified and described in more detail in the main study, in order to prevent possible misunderstanding.

3.2.9 Ethical considerations

There were certain ethical procedures that were kept on the forefront while conducting the study. It was of the utmost importance that ethical issues were considered as the participants in this study, being clients who accessed services at a counselling centre, might have experienced some form of emotional or psychological distress. The sensitivity, in which participants should have been treated, couldn't be reiterated enough (Bak, 2004:28; Leedy and Ormrod, 2010:101; Strydom, 2011:115). For the purposes of this study, the researcher used clients of other therapists at the counselling centre whose therapeutic processes had been terminated in the past six months.

3.2.9.1 Avoidance of harm

The goal of ethical considerations in research is to avoid harm to participants (Bak, 2004:28). Clients accessing services at the counselling centre could have been distressed and even severely traumatised. The researcher attempted to avoid any form of harm to participants by

including only clients whose therapeutic processes had been terminated and who were willing to participate in the study. Each participant received an informed consent form in which the purpose of the study was explained. The informed consent form is attached as Annexure 3.

Participants, who presented with re-traumatisation symptoms during the interviews, were debriefed by the researcher and, if further therapeutic input was needed, referred back to the therapists who treated them before.

3.2.9.2 Voluntary participation

The participants were informed of the goal of the study and reminded that they are under no obligation to participate in the study (Strydom, 2011:116). They were also informed that they can withdraw from the study at any stage, without any negative consequence. The researcher assured clients that they will receive the same assistance from the counselling centre (if further was needed) that they would have, whether or not they participated in the study.

3.2.9.3 Informed consent

An informed consent form was used and each participant went through its content before commencement of the interview. Participants were given the opportunity to ask any questions about the study. The researcher clarified with each identified participant their role in the study, in order to ensure they understood the goal and purpose of the study, namely an exploration of their experiences of work-home interaction. Other factors that were also be included in the

form were: the competence of the researcher; full information on research procedures, including the fact that interviews would be voice recorded; the research setting, reporting and that the data will be kept and archived at the University of Pretoria for 15 years. Afterwards both participants and researcher signed the form. The reasons for the use of digital recording during the interviews were explained and confidentiality was stressed.

3.2.9.4 Privacy, anonymity and confidentiality

The information obtained in the study was treated with the strictest confidentiality. No identifying details of the participants were revealed in the process of analysing information and in the report on the findings. The interviews were conducted in a venue, chosen by the specific participant, where no one could hear the conversation and no one could see that the participant took part in the study. The researcher ensured anonymity by using pseudonyms, such as referring to participants using numbers, for example Participant 1, in the transcribed interviews. (Creswell, 2002:217; Strydom, 2011:120). The researcher was the only one who had access to the digital recordings.

3.2.9.5 Release and publication of findings

The study must be presented to the public in the form of a written document otherwise the research will have no future value, even if it is a highly scientific investigation (Strydom, 2011:126). The researcher presented the findings of the study in the form of a research mini-dissertation, which will be available in the library of the University of Pretoria. The information

is accurate, objective and thorough, to the best of the researcher's ability. All resources were acknowledged and recognised. The researcher also reported on limitations of the study.

3.2.9.6 Competency of the researcher

The researcher is a social worker and therapist at the counselling centre of a mega-church. The researcher has also been an affiliate with the Careways Group for the past six years and in this capacity became familiarised with Employee Assistance Programmes, the services they render to individuals, families and organisations, and how these programmes focus on both the work and home domains. In the two professional roles the researcher realised that when counselling an individual, their work and personal lives cannot be separated.

Section B: Research Findings and Interpretation

3.3 EMPIRICAL FINDINGS AND INTERPRETATION

3.3.1 Profile of participants

Table 1 :Profile of participants

Participant No.	Age category (years)	Gender	Marital status	Position and work environment
Participant 1	30-39	F	Married	Administrative assistant – retail company
Participant 2	50-59	F	Married	Administrative assistant – secondary school
Participant 3	30-39	F	Divorced	Chemist / manager – medical company
Participant 4	40-49	M	Divorced	IT specialist – IT company
Participant 5	30-39	F	Married	Manager / trainer – international IT company
Participant 6	30-39	F	Married	Registered marital counsellor and mediator / part-time post graduate student
Participant 7	40-49	M	Divorced	Own business - motorcycle sales
Participant 8	30-39	F	Divorced	Own business - reflexology
Participant 9	30-39	F	Divorced	Financial manager – engineering company
Participant 10	30-39	F	Married	Financial reporting specialist
Participant 11	50-59	F	Divorced	Conveyor – lawyer company
Participant 12	50-59	M	Married	Bookkeeper – private company
Participant 13	20-29	F	Married	Administrative assistant – municipal offices
Participant 14	30-39	M	Married	Manager – retail company

3.3.2 Central themes and sub-themes

During the data analysis process, the researcher extrapolated a set of themes and sub-themes. The key findings and conclusions from each theme will be discussed in Chapter 4.

In the themes and sub-themes, the definition of work-home interaction was accentuated, namely that there is an interaction between work and home and that functioning in one domain is influenced by load effects that have built up in the other domain (Demerouti et al., 2004:7). The four dimensions of work-home interaction, namely negative work-home interaction, negative home-work interaction, positive work-home interaction and positive home-work interaction all came out in the themes of the study (Geurts, et al., 2005:322). The strategies people implement to facilitate positive work-home interaction was an important theme, with sub-themes, to be taken back to the counselling centre with the focus to improve services to increase healthy family life.

In order to share the participants' perceptions and experiences, verbatim quotations will be provided together with a discussion of each theme and sub-theme.

The themes and sub-themes are as follows:

Table 2 :Central themes and sub-themes

Central themes	Sub-themes
<p>Theme 1</p> <p>Connectivity and subsequent eroded and blurred boundaries between work and home</p>	
<p>Theme 2</p> <p>Aspects from work influencing home positively</p>	<p>3.3.2.2.1 Income and financial stability</p> <p>3.3.2.2.2 Communication and conflict management skills</p> <p>3.3.2.2.3 Sense of self-worth</p> <p>3.3.2.2.4 Independence in children</p> <p>3.3.2.2.5 Values</p> <p>3.3.2.2.6 Supportive work environment</p> <p>3.3.2.2.7 Self-awareness</p> <p>3.3.2.2.8 Availability for family</p>
<p>Theme 3</p> <p>Aspects from work influencing home negatively</p>	<p>3.3.2.3.1 Experience of constant pressure</p> <p>3.3.2.3.2 Long and inconsistent working hours</p> <p>3.3.2.3.3 Conflict in work environment</p>
<p>Theme 4</p> <p>Aspects from home influencing work positively</p>	<p>3.3.2.4.1 Supportive home environment</p> <p>3.3.2.4.2 Positive experiences in home life</p>

Central themes	Sub-themes
<p>Theme 5</p> <p>Aspects from home influencing work negatively</p>	<p>3.3.2.5.1 Lack of support in home environment</p> <p>3.3.2.5.2 Problematic marital relationship</p> <p>3.3.2.5.3 Single parenting</p>
<p>Theme 6</p> <p>Roles in marriage</p>	
<p>Theme 7</p> <p>Wife in a higher earning position at work than the spouse and the effects thereof</p>	
<p>Theme 8</p> <p>Strategies people implement to facilitate positive work-home interaction</p>	<p>3.3.2.8.1 Setting boundaries between work and home</p> <p>3.3.2.8.2 Setting up solid support systems</p> <p>3.3.2.8.3 Coaching children</p> <p>3.3.2.8.4 Exercise / physical activity / healthy lifestyle</p> <p>3.3.2.8.5 Constructive communication</p> <p>3.3.2.8.6 Counselling sessions</p> <p>3.3.2.8.7 Solid planning and structure and including children in the planning process</p> <p>3.3.2.8.8 Involvement in recreational / community activities / clubs</p> <p>3.3.2.8.9 Me-time</p> <p>3.3.2.8.10 Create availability and support in marital relationship</p>

Central themes	Sub-themes
	3.3.2.8.11 Television 3.3.2.8.12 Prayer and faith 3.3.2.8.13 Creating a safe haven at home 3.3.2.8.14 Positive thinking / attitude

3.3.2.1 Theme 1: Connectivity and subsequent eroded and blurred boundaries between work and home

Globalisation and the development of technologies have changed the world of work significantly. The continuing evolution of portable computers, mobile phones and other communication technologies has freed employees from the confines of a particular workplace, allowing them to work just about anywhere, anytime, with the result that the boundaries between work and home are eroded and blurred. When work is highly portable, especially through the use of the new technologies, work is highly likely to be more integrated in the home domain, making it all the more difficult to set boundaries between work and home (Currie & Eveline, 2011:534).

The theme of connectivity and the subsequent eroded and blurred boundaries between work and home came out. Two participants (**3 and 5**) explained how their working hours have become flexible which could be positive, but how they are also often away from home constantly connected to their work. This is linked to the ecological perspective of the systems

theory which emphasises the dynamic interaction between the two systems of work and home. One system has an effect on the other and the interaction can either be facilitative or conflictual (Hill, 2005:794-795).

Literature confirms that there might be positive aspects linked to being connected to work either via internet or phone, and having non-standard, more flexible working hours (Paddey & Rosseau, 2011:356-348). These were highlighted by two participants (**Participants 3 and 5**). (Note that all the English translations below are freely translated).

“...ons werk is redelik akkommoderend, elkeen kan sy omstandighede tot ‘n mate skik soos wat hy wil. Ons het heeltemal wegbeweeg van die standaard 08:00 tot 17:00-ding. Daar is baie voordele daaraan. ...my betrokkenheid by die huis kan baie sterker wees, ek is baie meer betrokke by die huis. Ek is gereeld vroegoggende en ook aande weg van die huis af. Ek het die voordeel om andersins meer familietyd te kan hê, dis vir my baie meer werd, as daardie twee of drie aande wat ek moet werk.” / [“... our work is fairly accommodating, everyone can in a way arrange his circumstances as he wishes. We completely moved away from the standard 08:00 to 17:00 thing. There are more advantages to it ... my involvement at home can be much stronger, I am much more involved at my home. I am often early mornings and also in the evenings away from home. Apart from this, I have the advantage to have more family time, this has more value to me, opposed to those two or three evenings that I have to work.”]
(Participant 3).

“Die flexibility is die positiewe deel, want as ek Sondae werk, het ek weer ander tye in die week af... ek kan hier by die huis wees, ek hoef nie ‘n sekere tyd in die oggend op kantoor te wees nie. Ek kan my kinders skool toe vat, as hulle siek is, kan ek hulle gaan haal. Daardie is positiewe goed, dat ek meer beskikbaar is vir my familie.” / [“The flexibility is the positive side, because when I work on Sundays, I am off again at other times during the week ... I can be here at home, I need not be at the office at a specific time in the morning. I can take my children to school, when they are ill, I can go and fetch them. Those are positive aspects, that I am more available to my family.”] (Participant 5).

As described in the ecological perspective of the systems theory, even larger societal trends in the larger macro environment could play a role in the interaction between work and home (Bianchi & Milkie, 2010:706). In South Africa, as in the rest of the world, there is undoubtedly a huge tendency for dual-earner couples, and together with this, many negative aspects linked to the connectivity and loss of boundaries between work and home. This is further linked to some of the changes affecting the workplace, namely the 24/7 workplace and hugely increased and non-standard working hours (Allvin et al., 2011:105; Land & Taylor, 2010:397-398; Van der Lippe et al., 2006:303, Whitehead, 2008:21). **Participant 5** explained in this regard:

“Ek dink ons werk nou 24 uur ‘n dag. Afhangend van die bietjie tyd wat ons tussenin probeer slaap, is ons eintlik maar heeltyd ‘connected’. Soos byvoorbeeld gisteraand ses uur het ek ‘n vergadering gehad, dan is dit ‘n slegte tyd vir my familie, ek het klaar die kos gemaak en alles was gereed, maar ek moes sê julle moet eet, ek gaan nou my vergadering doen.” / [“I think

we now work 24 hours a day. Depending on the little time that we try to sleep in-between, we actually are constantly connected. For example, last night at six o'clock, I had a meeting, then it is a bad time for my family, I finished the food and everything was ready, but I had to say, you should eat, I am going to do my meeting.”].

Participant 5 explained further that, although she works flexi-time and tries to accommodate family responsibilities as far as possible, she struggles to disconnect from her work. Where literature shows that flexi-time is a positive aspect in restructuring work patterns, (Paddey & Rosseau, 2011:346-348), it thus came out that people might still struggle with the fact that they are constantly connected to their work. The boundaries between work and home have become so blurred and eroded that work practices spill over to what previously would have been private spaces and time, such as family holidays (Land & Taylor, 2010:398). People often work at, or from home, during week-ends and vacations, even seven days a week, 24 hours a day (Burke, 2004:1; Koekemoer & Mostert, 2010:2; Mokomane et al., 2014:136). It also came out that, although people might not constantly be physically busy with work, their focus might still be on work, as featured in the comments that **Participants 3 and 5** made:

“... ek mag dalk hier wees, maar ek is nie altyd teenwoordig vir my gesin nie. Ek is definitief hier, maar my kop ... ek is dan nie beskikbaar vir my gesin nie. My ure is nie vasgestel nie, dis onvoorspelbaar, my dae is nie dieselfde nie. Ek dink ons funksioneer op 'n vlak van konstante bewustheid, 'n werksbewustheid. Daar is weke wat ek ses dae 'n week werk. My liggaam is so gewoon om op 'n sekere vlak te funksioneer, ek weet nie of ek meer kan afsluit nie.” / [“... I might be here, but I am not always present for my family. I am definitely here, but my head ...

then I am not available for my family. My hours are not fixed, it is unpredictable, my days are not the same. I think we function at a state of constant awareness, a work-awareness. My body is so used to functioning on a certain level, I don't know if I can shut myself off anymore.”]

“Die negatiewe kant is jou huis is tot ‘n mate altyd by jou werk en jou werk is verseker by jou huis. Dit raak baie grys. Dit raak so geïntegreerd dat, omdat jy half 24/7 ‘on call’ is, verwag mense jy gaan daar wees, jy werk ander tye sewe uur in die aand, hoekom gaan jy nie nou nie? Dis die probleem, as ek eers my ‘inbox’ oopgemaak het en ek sien daar is veertig e-posse en my oog het so drie gevang, dan, selfs al maak ek my rekenaar toe, die kind praat, maar ek hoor hom nie eintlik nie. My kop is klaar daar, al reageer ek nie.” / [“The negative side is that your home is to some extent always at your work and your work is for certain at your home. It becomes very grey. It becomes so integrated that, because you are sort of 24/7 on call, people expect you to be there, you work at seven o'clock in the evenings at other times, why not now? That is the problem, when I have opened my inbox and I see that there are forty e-mails and my eye catches approximately three, then, even if I close my computer, the child speaks, but I do not really hear him. My head is already there, even if I do not react.”]

The effect of the connectivity and eroded boundaries between work and home on children in the home also came to the fore during the study. According to **Participants 3 and 5**,

“Die kinders voel die werk is altyd daar, dis nie, mamma gaan nou werk toe, ek mag haar nie pla by die werk nie, hulle bel want hulle het nie noodwendig daardie grense van, dis nou werkstyd nie.” / [“The children feel that the work is always there, it's not, mom is now going to

work, I should not disturb her there, they phone because they do not necessarily have the boundaries that it is now work-time.”]

“Dis sleg vir my drie-jarige, want byvoorbeeld halfvyf moet ek haar by die skool gaan haal en wil sy my eintlik hê, maar nou het ek daardie tyd ’n vergadering en is ek nie vir haar beskikbaar nie, dis nie vir die kinders maklik nie.” / [“It is bad for my three year old, because, for example, I should get her at school at half past five and she wants me, but now I have a meeting at that time and I am not available to her, it is not easy for the children.”]

To add to the above, literature makes mention of the positive relation between communication technologies used after hours and work-life conflict and that people in these situations struggle to set boundaries in this regard. It also indicates that the employee’s significant others will be affected by these situations (Boswell & Olson-Buchanan, 2007: 604; Currie & Eveline, 2011:534). It can thus be deduced that children might be affected by connectivity and eroded and blurred boundaries between work and home, but further exploration of literature and research in this regard is necessary.

The blurred and eroded boundaries between the work and home domain and the fact that people could be constantly connected to their work due to technological developments, could therefore have a positive or negative side to it. This study not only focused on the experiences of employed people with regard to work-home interaction and together with this connectivity and the boundaries between their work and home, but also on strategies people develop and

implement in order to manage lack of, or blurred and eroded boundaries. These strategies are discussed meticulously in Theme 8 of this chapter.

3.3.2.2 Theme 2: Aspects from work influencing home positively

The definition of work-home interaction states that positive aspects within the work environment could spill over to the home domain (Demerouti et al., 2004: 7). The work domain could thus be beneficial to individuals because of the valuable resources and skills that it can provide. To add to this, the concept of role enhancement comes to mind – this is where one role (such as employer) can enhance another role (such as parent) (Van Aarde & Mostert, 2008:3).

Some positive aspects from the work environment influencing the home environment positively came to the fore and are here presented as sub-themes.

3.3.2.2.1 Sub-theme 1: Income and financial stability

According to the role expansion theory, the multiple roles of an individual can be hugely beneficial to the individual. The multiple roles, for example, generate benefits in the form of added income, financial stability and a sense of security (Grönlund & Öhn, 2010:180). These specific benefits brought from the work environment to the home environment were stressed by **Participants 10 and 12**.

*“... die werk het baie voordele, betaal jou skoolgelde, dak oor jou kop ... dit is belangrik want werkloosheid is ‘n slegte ding.” / [“... the work has many advantages, pay your school fees, roof over your head ... it is important because unemployment is a bad thing.”] (**Participant 10**).*

*“Kyk, ek dink die eerste ding is finansieel, jy gaan werk omdat jy ‘n inkomste moet verdien.” / [“Look, I think the first thing is financial, one goes to work because one should earn an income.”] (**Participant 12**).*

3.3.2.2.2 Sub-theme 2: Communication and conflict management skills

The acquisition of skills in the workplace could be used in, and improve the functioning in the home domain (Hanson et al., 2006:250; Landy & Conte, 2010:441-442) In accordance with the literature, **Participants 6, 10, and 14** indicated that their work environment facilitated the acquisition of communication and conflict management skills.

*“Ek het aangeleer om ordentlik en duidelik te praat, dit doen ek by die huis nou ook, ek het dit by my werk geleer.” / [“I learnt to speak properly and to say things clearly, I now do it at home too, I learnt it at work.”] (**Participant 10**).*

*“Kyk, by my werk, daar is 140 mense onder my, ek moet kommunikeer, so ek dink my kommunikasie is beter by die huis, want ek het dit by die werk geleer.” / [“Look, at my work, there are 140 people under me, I must communicate, so I think my communication at home is better, because I learnt it at work.”] (**Participant 14**).*

*“Ek het sekere ‘skills’ by die werk geleer wat ek by die huis toepas, ek het geleer om baie hard te probeer om konflik reg te bestuur. Ek kom uit ‘n gesin waar daar nie konflik was nie, want my pa het dit nie toegelaat nie.” / [“I acquired certain skills at work that I apply at home, I learnt to try very hard to manage conflict in the right way. I come from a family where there was no conflict, because my father didn’t allow it.”] (**Participant 6**).*

3.3.2.2.3 Sub-theme 3: Sense of self-worth

A further positive aspect acquired at work and influencing the home domain positively is a sense of self-worth that is gained. **Participants 1 and 2** indicated that their work environment gives them a sense of self-worth. This resonates with the role expansion theory that indicates that a feeling of being needed and appreciated in different contexts, such as in the work environment, could strengthen self-esteem (Grönlund & Öhn, 2010:180; Nordenmark, 2004:115-118).

*“Vir my is dit nodig om ‘n werk te hê, as ek byvoorbeeld glad nie gewerk het nie, dink ek nie ek sou in die oggende wou opstaan nie. Die werk was vir my ‘n groot uitkoms toe ek depressie gehad het. Jy voel jy word waardeer, ek wil hoor ek beteken iets, ek kry erkenning.” / [“For me it is necessary to have a job, if, for example I didn’t work, I do not think I would have wanted to get up in the morning. Work was a huge advantage when I suffered from depression. You feel appreciated, I want to hear that I mean something, I get acknowledgement.”] (**Participant 2**).*

“As jy erkenning kry by die werk, is jy trots en deel dit graag. Wanneer jy dit by die werk kry, is jy outomaties in ‘n beter bui, jy voel goed oor jouself.” / [“When you get recognition at work,

you are proud and want to share it. When you get it at work, you are automatically in a better mood, you feel good about yourself.”] (Participant 1).

3.3.2.2.4 Sub-theme 4: Independence in children

A further aspect that came to the fore in the study, but was not found in literature is the development of greater independence in children – specifically as a result of a parent’s work situation. **Participant 5** stressed that her work environment and the fact that she must travel abroad on a regular basis for work-related issues, resulted in more independence in her young children.

“Dit het hulle oor die jare baie meer onafhanklik gemaak, ek dink nie hulle het my altyd, net vir my nodig nie, hulle maak ook op hulle pa staat, hulle is ‘ok’ om alleen by hom te wees, hulle gaan ook partykeer na my ma toe, hulle is nie klouerig aan my nie, hulle het daardie onafhanklikheid geleer. Hulle kan op hulle eie funksioneer, juis omdat ek met tye van die huis af weg is.” / [“It made them, throughout the years, much more independent, I don’t think they always need me, only me, they also rely on their father, they are ok to be alone with him, they also sometimes go to my mother, they are not clingy towards me, they learnt independence. They can function on their own, because I am away from home at times.”]

This sub-theme might also be a subject for further research.

3.3.2.2.5 Sub-theme 5: Values

The role expansion theory indicates that there might be numerous benefits and gains to performing in multiple roles, such as in the workplace and at home (Grönlund & Öhn, 2010:180; Nordenmark, 2004:115-118). The acquisition of certain values in the workplace, will also be of benefit in the home domain – this aspect is indicated in literature as a developmental gain (Hanson et al., 2006:250-251; Warner & Hausdorf, 2009: 375). To confirm this, **Participant 7** mentioned certain values that he acquired in his work environment and that he tried to instil in his children.

“Ek het altyd vir hulle geleer om mense met respek te hanteer, soos wat jy graag hanteer sal wil word, dit het uit my werksituasie gekom. Ek het hulle ook geleer geld is nie alles nie. Geld kan enige tyd van jou weggevat word.” / [“I always taught them to treat people with respect, as you would want to be treated, that came out of my work situation. I also taught them that money is not everything. Money can be taken away from you at any time.”]

Participant 6 added to this when she stressed that her work environment make her aware of values that she wants to instil in her home life.

“...wat is die beste maniere van goed doen, met alles wat ons doen probeer ons evalueer, wat is in die groter prentjie, wat ons doen, is dit sinvol of nie?” / [“... what are the best ways to do things, with all that we do we try and evaluate, what are the bigger picture, what we do, is it meaningful or not?”]

3.3.2.2.6 Sub-theme 6: Supportive work environment

A supportive work environment could influence the home domain positively. The restructuring of work patterns, such as opportunities to work flexi-time could be beneficial (Paddey & Rossouw, 2011:346-348), although the contrary is also possible, as was seen in the theme regarding connectedness. There are, however, also other aspects in the work environment that could provide valuable resources to the individual – such as feelings of satisfaction and enjoyment (Koekemoer & Mostert, 2010:5). To confirm this, some participants gave information on how they experience the support coming from their work environment.

Participant 1 stressed the fact that her work environment gives support in terms of her home life.

“My maatskappy is baie familie-georiënteerd. As die skool bel en sê my kind is siek, kan ek die kind gaan haal.” / [“My company is very family-orientated. If the school phones and says my child is ill, I can go and fetch the child.”]

Participant 2 added to this when she stressed that the support that she gets from her colleagues in her work environment, is taken home, with positive effects.

“My kollegas is ongelooflik, ek probeer die positiwiteit wat ek daaruit kry terug te neem huis toe.” / [“My colleagues are amazing, I try and take the positivity I get from it, back home.”]

Participant 9 experiences support in her work environment in the sense that there has been an openness to accommodate her specific circumstances. A negotiation process took place in which the expectations from both sides were clarified.

“Ek het gesê, ek is die ma van drie kinders, ek wil byvoorbeeld my kinders in die oggende sewe uur by die skool aflaai, so ek sal eers kwart oor agt by die werk kan wees. Hulle het weer teruggekomb en gesê ons wil verslaggewing daardie spesifieke tyd hê, dit het ‘juggle’ gekos om te sorg dat ek aan hulle behoeftes kan voorsien, maar absolute verstandhouding is nodig.” / [“I said, I am the mother of three children, I want, for example, to drop my children off at school at seven o’clock in the mornings, so I will only be at work at quarter past eight. They came back and said we want reporting at that specific time, it meant juggling to meet their needs, but absolute mutual understanding is necessary.”]

3.3.2.2.7 Sub-theme 7: Self-awareness

It can be accepted that self-awareness might also be a gain acquired in the work domain that could contribute to enhanced functioning in the home domain, although it is not specified in literature. **Participant 6** indicated that her work environment makes her more self-aware and assists her in evaluating her own emotional responses.

“Ek is baie gesensiteer oor goed as gevolg van my werk. Ek raak byvoorbeeld baie moeg gewerk, so ek sal dink, waaroor is ek nou omgekras, waar kom dit vandaan? ”. / [“I am much sensitised about things because of my work. I become, for example, very tired because of work, so I will think, what upset me now, where does it come from?”]

3.3.2.2.8 Sub-theme 8: Availability for family

An aspect such as the possibility to work flexi-time could be a valuable asset, assisting in accommodating family responsibilities (Paddey & Rousseau, 2011:346-348). This was confirmed by **Participants 5 and 14** when they indicated that the work environment provides availability to their family.

*“Ek is meer beskikbaar vir my familie. Ek kan ‘n vergadering op die rekenaar doen en ook kos in die oond stoot.” / [“I am more available for my family. I can do a meeting on the computer and also put food in the oven.”] (**Participant 5**).*

*“... in die oggende, ek weet ek hoef nie so vroeg soos my vrou by die werk te wees nie, so ek help haar om ons seun klaar te maak vir skool.” / [“ in the mornings, I know I need not be at work as early as my wife, so I can help her in preparing my son for school.”] (**Participant 14**).*

The positive aspects from work influencing home positively that came to the fore, reiterate the fact that work-home interaction comprises a positive side. The following theme, however, stresses the negative side, namely aspects from work that influence home negatively.

3.3.2.3 Theme 3: Aspects from work influencing home negatively

Negative aspects that occur at work and that influence home life negatively, were explored. Literature indicates that organisations worldwide experience increased pressure to improve safety measures, productivity and efficiency (Rost & Mostert, 2007:54). There is also an

increase in the level of international competition amongst organisations, with a rise in working hours and the intensity of work (Allvin et al., 2011:105; Land & Taylor, 2010:397-398; Mageni & Slabbert, 2005:394). Literature also describes the work-family conflict theory which focuses on conflict and interference that occur when participation in one role, such as employee, makes it difficult to participate in another role, such as being a parent or marital partner (Montgomery, 2005:146; Rotondo et al., 2003:275; Wentzel et al., 2009:1-9).

Demands and stressors in the work environment, such as conflict, could flow into and affect an individual's fulfilment of a role in the home domain and this flow could be negative (Alexander & Baxter, 2008:196; Bessinger, 2006:18; Thompson & McHugh, 2009:354-355).

In the exploration of the negative aspects from work influencing home negatively, the following sub-themes came to the fore, which confirm that the pressure on organisations and experiences in the work environment have an effect on the employees and their personal lives. What is interesting and needs to be noted is that little information was received about the effect of increased pressure in the work domain on employees' emotional state of mind. Literature indicates that stress, depressive mood and anxiety can be some emotional effects of workplace changes (Edwards et al., 2007:99; Matthews et al., 2006:228).

3.3.2.3.1 Sub-theme 1: Experience of constant pressure

Increasingly demanding work circumstances could lead to a situation where employees' time and energy are diverted away from their home (Burke, 2004:1; Koekemoer & Mostert, 2010:2; Mokomane et al., 2014:136). This is linked to eroded and blurred boundaries between work and home, as was discussed in Theme 1.

Participants 4 and 5 indicated that the experience of constant pressure coming from their work environment has a huge effect on their home life.

*“... baie van my werk is resultaat-gedrewe, jy moet sekere resultate hê, sekere doelwitte wat ons moet maak.” / [“... much of my work is result-driven, you must have certain results, certain targets to be reached.”] (**Participant 5**).*

*“Ek was nooit by die huis nie, ek kon nie saam met my gesin op vakansie gaan nie, ek het nie naweke of Kersfees af gehad nie, dit was die heelyd my besighede waaraan ek moes dink, ek het al meer geïrriteerd by die huis gekom, ons het verby mekaar begin leef.” / [“I was never at home, I could not go on holiday with my family, I was not off on week-ends and Christmas, I had to think about my businesses constantly, I came home all the more irritated, we started to live apart from each other.”] (**Participant 4**).*

3.3.2.3.2 Sub-theme 2: Long and inconsistent working hours

Long and inconsistent working hours and non-standard working hours, for example excessive overtime, create a 'long hours culture' that are at the order of the day in contemporary society

(Alexander & Baxter, 2008:196; Curry & Eveline, 2011:537). **Participants 4, 5, 6, 10** confirmed the literature when they indicated that long and inconsistent working hours have a detrimental effect on their home life and time spent as a family.

*“... ek het my huisgesin verloor omdat ek te veel gewerk het. Ek het twintig ure ‘n dag gewerk, vier ure by die huis spandeer. Daar was nie verhoudinge gewees nie, ek het naweke gewerk, ek het my seun nooit gesien nie, alles was net werk, werk werk.” / [“... I lost my family because I worked too much. I worked twenty hours a day and was at home for four hours. There were no relationships, I worked on week-ends, I never saw my son, everything was only work, work, work.”] (**Participant 4**).*

*“En dan, laat aande, ek moet sê dis sleg vir my man, dis vir hom swaar dat ek partykeer laat aande, tienuur of so, dat ek dan nog vergaderings het, baie keer as hy al gaan slaap, dis definitief nie vir hom positief nie.” / [“And then, late nights, I must say it is bad for my husband, it is difficult for him that I sometimes late at night, ten o’clock or so, still have meetings, often when he already goes to sleep, it is definitely not positive for him.”] (**Participant 5**).*

*“Ek het tot elfuur, twaalfuur in die aand gewerk, die effek daar is dat jou kinders slaap as jy by die huis kom, so jy kry min tyd saam met jou kinders.” / [“I worked till eleven, twelve o’clock at night, the effect thereof is that your children sleep when you get home, so you get little time with your children.”] (**Participant 10**).*

3.3.2.3.3 Sub-theme 3: Conflict in work environment

Participants 1 and 13 gave information of the effect of the experience of conflict in the work environment on the home environment – which again emphasised a dimension of work-home interaction, namely negative work-home interaction where negative load effects in one domain have a built up in the other domain (Demerouti et al., 2004:7). They described it as follows:

*“As daar konflik by die werk is, is jy meer geneig om ongeduldig te wees met die mense by die huis, jy is dalk vinniger om kwaad te word by die huis.” / [“When there is conflict at work, then you are quicker to become angry, you are more prone to be impatient with the people at home, you possibly get angry quicker at home.”] (**Participant 1**).*

*“As daar konflik in jou werksituasie is, dan sal ek partykeer baie geïrriteerd by die huis aankom, mens kan nie noodwendig afskakel nie.” / [“When there is conflict in your work situation, then I will sometimes come home irritated, one cannot necessarily switch off.”] (**Participant 13**).*

The participants in the study gave information about aspects in their work domains influencing their home domains negatively. The changes affecting the work domain in contemporary society, as were discussed in section 2.4 of Chapter 2, play a huge role in this regard.

The study focused on the bi-directional nature of work-home interaction - from work to home and from home to work - and the following theme discuss aspects from home affecting the work domain positively.

3.3.2.4 Theme 4: Aspects from home influencing work positively

Aspects in the home domain could influence or spill over to the work domain with positive results (Demerouti et al., 2004:7; Geurts et al., 2005:320; Hanson et al., 2006:251; Van Aarde & Mostert, 2008:3). The role expansion theory comes to mind in this regard – focusing on benefits and gains that could be transferred from one domain to another (Grönlund & Öhn, 2010:180). The positive aspects from home spilling over to work were explored in the study and certain sub-themes came to the fore.

3.3.2.4.1 Sub-theme 1: Supportive home environment

Literature offers a concept to explain how a supportive home environment could influence work positively, namely enrichment. This is where resources generated in the home domain can improve the quality of the work domain – an individual experiencing love and support at home, might be able to fulfil his / her role in the work domain in a self-confident manner (Geurts et al., 2005:320).

In this regard, **Participants 9 and 14** indicated that their supportive home environment is enforced by the fact that they are surrounded by trustworthy, loving family members and that this assist them in their functioning in their work environment.

“... ek het daardie iemand wat ek vertrou en vir my kan sê wat presies by die huis aangaan, dan kan ek weer op my werk fokus.” / [“... I have somebody whom I trust and can tell me exactly what is happening at home, then I can focus on my work again.”].

*“Ek kry my vrou se liefde en ondersteuning, byvoorbeeld een keer ‘n maand, dan sal sy en my seun by die winkel inkom, op ‘n Saterdag, dan kom hulle net vinnig hallo sê, dis vir my baie lekker, dan wys ek vir haar goed by my werk. Dit help my weer in my werk.” / [“I get my wife’s love and support, for example once a month, then she and my son will come to the shop, on a Saturday, they will quickly come and greet me, I enjoy it very much, then I show her stuff at my work. This again helps me at work.”] (**Participant 14**)*

3.3.2.4.2 Sub-theme 2: Positive experiences in home life

To add to sub-theme 1, the home environment could enrich the work domain in terms of positive experiences. **Participants 1, 6, 12 and 14** indicated how their positive experiences within their family life, enrich their work.

*“My ervaringe van my kinders en van verhoudings, dit maak my werk ryker. My huis verryk my werk.” / [“My experiences of my children and of relationships, it enriches my work. My home enriches my work.”] (**Participant 6**).*

*“Ek is bietjie sagter vandat ek ‘n gesin het, ‘n bietjie mensliker, ek is meer rustig met die mense by die werk, ek sal meer vrae vra by die werk en nie net reageer op goed nie.” / [“I am a bit softer since I have a family, ‘n bit more human, I am calmer with the people at work, I would ask more questions and not just react on things.”] (**Participant 14**).*

*“Wanneer jy in die oggend opstaan en daar word drukkies en soentjies gegee, jy voel dadelik belangrik, dit laat mens goed voel oor jouself. Jy voel gelukkig in jou omstandighede by die huis, en jy vat die gelukigheid saam met jou werk toe.” / [“When you wake up in the morning and hugs and kisses are given, you immediately feel important, it makes one to feel good about yourself. You feel happy in your circumstances at home, and you take the happiness with you to work.”] (**Participant 1**).*

*“Dit is binne-in my, as jy gelukkig is by jou huis gaan jy gelukkig wees by jou werk, jou gesin, soos jou kinders, positiewe goed van hulle, werk maklik in op jou werk, dan voel jy goed. As daar positiewe goed in jou gesin is, soos goeie resultate van wat jou kinders doen, dan voel jy goed en jy vat dit saam werk toe. Ek praat nou wel nie daaroor nie, maar dis hier binnekant en laat my goed voel. Ek voel dan gelukkig binne-in myself, dan doen ek my werk ook goed.” / [“It is within me, when you are happy in your home you will be happy at your work, your family, such as your children, positive aspects of them, it easily affects your work, then you feel good. When there are positive aspects in your family, such as good results from what your children do, then you feel good en you take it with you to work. I do not talk about it, but it is here on the inside and makes me to feel good.”] (**Participant 12**).*

This theme reiterates that positive experiences in the home environment have the potential to enrich the work domain. The negative influences, however, again also came to the foreground in the next theme.

3.3.2.5 Theme 5: Aspects from home influencing work negatively

As indicated before, the role stress theory describes negative effects of multiple roles and the demands thereof (Grönlund & Öhn, 2010:180-181). The negative aspects from home influencing work negatively, were explored in the study and the following sub-themes came to the fore.

3.3.2.5.1 Sub-theme 1: Lack of support in home environment

In contemporary society, family structures have transformed and the home environment could be a source of high demands (Allvin et al., 2011:148). These aspects were emphasised by **Participants 6 and 9** when they indicated the difficulties linked to lack of support in the home environment.

“As my ondersteuningstelsel nie werk nie, dan is dit baie moeilik, as my au pair siek is, dan word my werk beslis geaffekteer, dis ‘n groot krisis.” / [“When my support system does not work, then it is difficult, when my au pair is ill, then my work gets affected, it is a huge crisis.”]
(Participant 6).

“Baie keer kry ek oproepe met ‘n krisis by die huis, dan moet ek huis toe gaan.” / [“I often get phone calls regarding a crisis at home, then I must go home.”] (Participant 9).

3.3.2.5.2 Sub-theme 2: Problematic marital relationship

Marital conflict is an example, given in literature, of a demand in the home domain that could affect the work domain negatively (Galovan et al., 2010:651). **Participants 1, 10 and 13** confirmed this when they indicated that problems in their marital relationship affected their work performance in a negative way:

“Ons huweliksprobleme het gemaak dat ek baie keer negatief by die werk aangekom het en dit het my werk beïnvloed, ek het gesukkel om te fokus, dan sukkel ek meer om met moeilike kliënte te werk. As dit moeilik gaan tussen my en my man, kom ek moeg en geïrriteerd by die werk aan, dan bring ek dit tog by die werk in, dit bly konstant in jou agterkop.” / [“Our marital problems caused that I often arrived at work negatively and it affected my work, I struggled to focus, then I struggle more to work with difficult clients. When it is difficult between my husband and me, I arrive at work feeling irritated and tired, then I bring it to work, it is constantly at the back of your mind.”] (Participant 13).

“Ek was af, dit het my werk baie beïnvloed, ek het steeds al die doelwitte gemaak, maar emosioneel kon ek nie ‘cope’ nie, dit het my werk beïnvloed. As ek en my man vasgesit het, dan was ek omgekrap, dan sukkel mens om te konsentreer.” / [“I was down, it affected my work hugely, I could still reach all the targets, but emotionally I could not cope, it affected my work. When my husband and I had a fight, then I was upset, then one struggles to concentrate.”] (Participant 10).

*“As daar konflik is tussen my en my man, dit gaan na my werk toe.” / [“When there is conflict between my husband and myself, it goes to my work.”] (**Participant 1**).*

3.3.2.5.3 Sub-theme 3: Single parenting

The increased diversity of the home domain led to a growth in other types of families, such as single parent families (Bianchi & Milkie, 2010:706; De Sousa, 2013:1; Koekemoer & Mostert, 2010:1). Six of the fourteen participants in the study were single parents.

Single parenting came out as a reality in the home environment affecting work negatively.

Participant 9 indicated:

“Die negatiewe van huis na werk is omdat ek ‘n enkelouer is, partykeer is daar baie druk by die huis en is dit baie moeilik.” / [“The negative from home to work is because I am a single parent, sometimes there is much pressure at home and this is very difficult.”]

Participant 3 also stressed:

“My kinders kom tot ‘n mate meer saam met my werk toe as wat my werk saamgaan huis toe, dit gaan altyd ‘n uitdaging wees, vir enige ma in die werksplek, as daar nie ‘back-up’ planne in plek is by die huis nie.” / [“My children come in a way more with me to work than my work going with me to home, it will always be a challenge, for any mother in the workplace, if there are no back-up plans at home.”]

The realities that people face while living in the two domains of work and home, came to the fore in the study. The bi-directional nature of work-home interaction was prominent and the participants share about their experiences of both negative and positive interaction, going in both directions.

The next theme brings a dimension to the fore with regard to roles in marriage. This dimension of work-home interaction was not discussed in the literature study in Chapter 2, but came strongly to the fore in the empirical study. The researcher went back to literature after the data collection in order to also focus on this theme and specifically on gender roles in marriage. The review of literature can be used before and after the data collection phase of a study (Delport, Fouché & Schurink, 2011:306).

3.3.2.6 Theme 6: Roles in marriage

The role stress and role expansion theories both emphasise the impact of the multiple roles that adults in contemporary society have. The role stress theory focusses on the demands of the multiple roles, creating stress and conflict. The role expansion theory emphasises the benefits and gains of multiple roles. In the study, some of the participants made comments about multiple roles specifically affecting the marital relationship. Women in contemporary society have less time for household tasks due to work demands, but still maintain responsibility for the majority of household and childcare responsibilities – they continue to

perform traditionally female tasks such as cooking and laundry, whereas men are more likely to perform infrequent household maintenance chores. Regarding childcare, women are more likely to do the planning, worrying and decision making for their children, while men are more apt to spend childcare time playing with the children. (Forste & Fox, 2012:613). It seems as if men might struggle with taking over the more traditional women roles regarding household tasks and childcare.

Literature describes factors that might increase the stress and demands on contemporary families (Galovan et al., 2010:652; Grönlund & Öhn, 2010:180-181; Nordenmark, 2004:115-118). Parenting seems to be more closely associated with women than men – as gender stereotypes still appears to prescribe roles (Lumby & Azaola, 2014:31). Stereotypes about gender tend to be deeply imbedded in society and it assigns roles to men and women according to historical, cultural and social beliefs and values (Hofmeyr & Mzobe, 2012:1278).

Participant 5 gave information about her husband and herself being in conflict because of multiple roles in their marriage. The reasons for the conflict are long working hours, parenthood and managerial, high-earning position in the work domain.

“... dis ‘n groter las op hom, in daardie periodes wat ek nie hier is nie, moet hy alles doen. As ons eerlik is met mekaar is dit ook waar spanning en onmin mag ontstaan, want dis ‘n moeilike situasie, dis nie altyd vir hom maklik om daardie rolle van my oor te neem nie. Ek dink, as ‘n vrou, is dit vir ons baie natuurliker om alles te doen, vir hom is dit nie natuurlik nie.” / [“... it is a greater burden on him, in those periods that I am not here, he must do everything. If we want

to be honest with each other, it is also where stress and conflict can start, because it is a difficult situation, it is not always easy for him to take over those roles of mine. I think, as a woman, it is more natural for us to do everything, for him it is not natural.”]

Furthermore, **Participant 5** was of the opinion that traditional roles are applicable to men, but not women. She explained the role of the man in the house as traditionally that of protector and provider of physical means and emotional support. Because of her role in the workplace, she is of the opinion that she does not need her husband anymore, because the latter made her to be strong and self-sufficient. She, however, experiences the costs of pursuing a career and having aspirations regarding work – overwork, guilt and exhaustion are consequences felt by women who combine work and motherhood (Gerson, 2004:165). In addition to this, men can be left with uncertainties regarding their role within the family and even experience a sense of irrelevance and disempowerment (Dworkin, Colvin, Hatcher & Peacock, 2012:99-100). **Participant 5** explained in this regard:

“... ek het hom nie meer nodig nie, nie fisies nie, nie emosioneel nie, ek kan ‘ok’ wees op my eie, my finansiële situasie sal ‘ok’ wees as ek hom nie het nie. Ek kan net dink hoe verlore die man moet voel, want sy rol het eintlik net heeltemal weggegaan. Wat beteken hy eintlik, want sy vrou kan alles doen. ... dis amper asof ons mekaar verloor het, ek kan nie weer terugdraai nie, en hy gaan nie noodwendig verander nie, ons drome, ideale en toekomsplanne is nie dieselfde meer nie. Ons vroue voel ook skuldig oor die tradisionele rolle, ons is nie los van die tradisionele rolle nie. My man kan nie verstaan hoekom is ek nou so ‘n rebel nie, as ek sê ek wil oorsee gaan woon, ek wil my beroep beoefen. Dis asof ons met een voet in die tradisionele

deel is en die ander deel is rebels. As my kind siek is, moet ek noodwendig afvat by die werk, nie my man nie. 'n Groot deel van die tradisionele rolle is nie agtergelaat nie. My man dink steeds sy werk is belangriker as myne en hy sal nie sommer afvra as daar 'n krisis by die huis is nie."/> / ["... I do not need him anymore, not physical, not emotional, I can be ok on my own, my financial situation will be ok if I do not have him. I can only think how lost the man must feel, because his role has actually totally disappeared. What does he really mean, because his wife can do everything ... it is almost as if we lost each other, I cannot turn back, and he is not necessarily going to change, our dreams, ideals, future plans, are not the same anymore. We as women also feel guilty about the traditional roles, we are not separated from the traditional roles. My husband cannot understand why I am such a rebel, when I say I want to go and stay abroad, I want to have my career. It is as if we stand with one foot in the traditional part and the other part is rebellious. When my child is ill, I should be the one taking time off work, not my husband. A huge part of the traditional roles was not left behind. My husband still thinks that his work is more important than mine and he would not willingly ask for time off when there is a crisis at home."]

The danger of the dynamics within the family, as came out in the quote above, can be that the wife feels dissatisfied in marriage and that the husband feels uncertain and loses a sense of self worth and status. The result could be violence, detachment from family life, marital discord and even divorce (Dworkin et al., 2012:99-100; Jackson, Miller, Oka & Henry, 2014:106-107). All these could pose a danger to healthy family life, which is a prominent focus of the counselling centre.

Furhermore, **Participant 5** also stressed that, because of her work situation, the multiple roles that she has to fulfil and the fact that she got certain authority and leadership within her work environment, lead to the fact that she struggles to accept decisions and authority coming from her husband. This is again in conflict with the gender stereotypes, where women are portrayed as more emotional and intuitive and men as dominant and rational and also the perception that women are less capable in leadership roles (Hofmeyr & Mzobe, 2012:1278-1279).

“... ons vroue kry sekere outoriteit in ons werk, want ons moet sekere besluite neem, ons is in ‘n sekere posisie waar ons verantwoordelikheid moet neem, vir mense, vir begrotings, om dan huis toe te kom en nie so op te tree nie is amper onmoontlik vir my, want ek is inherent ‘n sterk vrou, om dan terug te sit en besluite aan jou man oor te laat, dis baie moeilik.” / [“... we women, we get a certain authority in our work, because we must take certain decisions, we are in a certain position where we should take responsibility, for people, for budgets, to then go home and not function like that is almost impossible to me, because I am inherently a strong woman, to then sit back and leave decisions to your husband, it is very difficult.”]

This aspect will be further discussed in the next theme.

Participant 10 added to the above and stressed that, despite her long working hours, she still had to fulfil multiple roles at home.

“...as ek by die huis kom, moes ek steeds die skottelgoed doen, kosmaak, dan was ek nogal omgekrap, maar hy kom ook maar moeg by die huis, so ek los hom maar. As ek hom vra om

kos te maak, sê hy ek maak lekkerder kos, dan doen ek dit maar.” / [“... when I come home, I must still do the dishes, prepare food, then I was somewhat upset, but he also comes home tired, so I leave him. When I ask him to prepare food, then he says my food is nicer, then I do it.”]

On the other hand, if men acknowledge in the marital relationship that they have a joint responsibility for family and household matters and if these responsibilities can be shared more equally, role conflict can be reduced hugely (Hofmeyr & Mzobe, 2012:1287). In the lives of **Participants 7, 13 and 14** it seems as if they have more of these shared responsibilities and they indicated that they do not struggle to take over some of the roles of their spouses. The negotiation of gender roles and competency in a wider range of roles within the family is confirmed by literature – and it is called an individualised marriage, where there is less interdependence and less inflexibility regarding socially defined gender roles (Lauer & Yodanis, 2011:671). The participants explained these as follows:

*“Ja, ek het nie ‘n probleem gehad daarmee nie, ek kon maklik skottelgoed was, ensovoorts, ek het maklik in die huis-rolle ingegaan, ek hou van kosmaak.” / [“Yes, I didn’t have a problem with it, I could easily wash the dishes, and so forth, I went into the house-roles easily, I like preparing food.”] (**Participant 7**).*

*“Ek kom agter ek is bereid om die rolle te ruil, ek maak graag kos, ek probeer nuwe resepte.” / [“I became aware that I am willing to swop the roles, I like to prepare food, I try new recipes.”] (**Participant 14**).*

“Ek sal sê ons is 50/50, omdat ons albei ‘n voldag werk het, ons ruil alle rolle om en dit werk goed, dis nie my werk, sy werk nie, ons probeer mekaar help.” / [“I would say we are 50/50, because we both have a full-time job, we swop all roles and it works well, it is not my work, his work, we try and help each other.”] (Participant 13).

Participant 6 went even further and, contrary to literature, described a unique situation that works for her and her husband, where she has taken over all the roles regarding their household and her support system, whereas her husband only focuses on his role as main breadwinner. She definitely manages multiple roles at home and in her workplace. The multiple roles of herself and her husband are divided roles in terms of practical and emotional aspects.

“Ons rolverdeling, ek sien dit op ‘n praktiese en emosionele vlak. Op emosionele vlak en finansiële bestuur is ons 100% in ‘n 50/50 vennootskap, ons is ten volle daar vir mekaar. As dit kom by die praktiese verdeling van werk, is dit 95/5, ek kan nie van hom verwag om enigiets by die huis te doen nie, want hy verdien tien keer meer as ek en werk dubbel die ure wat ek werk. Die huishouding, rekeninge wat betaal moet word, skoonmaakmiddels, kos, alles hierdie is my verantwoordelikheid. Hy is daar vir my en die kinders as hy tuis is. Al wat ek van hom verwag is om emosioneel beskikbaar te wees.” / [“Our role-division, I see it on a practical and emotional level. On emotional level and financial management, we are 100% in a 50/50 partnership, we are fully there for each other. When it comes to the practical division of work, it is 95/5, I cannot expect of him to do anything at home, because he earns ten times more than me and work double the hours that I work. The household, accounts that should be paid,

cleaning materials, food, all these are my responsibility. This puts me in a dominant situation regarding many things, but it works perfectly for us. All I expect of him is to be emotionally available.”]

In contrast to the above-mentioned situation that **Participant 6** described, role conflict can be a reality in contemporary marriage relationships and gender stereotyping can still be at the order of the day. Despite the huge increase in women in the labour market, there seems to be little change in gender-role expectations and, as a result, women can still struggle immensely to manage the demands of work and family roles (Du Plessis & Barkhuizen, 2015:39-43). It can thus even go as far as marital dissatisfaction – evidence in literature suggests that where husbands resist their wives’ efforts to more equally distribute child care and housework, this lack of equitable division of labour is associated with lower marital satisfaction (Jackson et al., 2014:107). This, in return, could endanger healthy family living. The role of the counselling centre in this regard could be an aspect for further investigation. Work-family dilemmas pose huge challenges within families and the question can be asked if these should only be the predicaments of the individuals facing them or if it should be addressed within societies (Gerson, 2004:165) – again the role of the counselling centre is central here.

The following theme is linked to gender stereotypes and roles in marriage and focuses on the situation where the wife is in a higher earning position at work than her spouse, as well as the effects thereof. The researcher again had to go back to literature after data collection, because the literature study (in Chapter 2) did not cover this theme.

3.3.2.7 Theme 7: Wife in a higher earning position at work than the spouse and the effects thereof

The passing of new legislation in South Africa, such as the Employment Equity Act (Act No. 55 of 1998) and the Skills Development Act (Act No. 97 of 1998) resulted in more women not only becoming part of the workforce, but specifically in managerial and executive positions. Couple income disparities favouring wives are expected to increase as more women enter higher status occupations that have historically been dominated by men (Furdyna, Tucker & James, 2008:332). A theme that came to the foreground in the study was the prevalence of women in higher earning positions at work than their spouses, together with the effects thereof. Literature shows that, as the woman gains economic capital in the form of increased education and income, her decision making power increases (Forste & Fox, 2012:614). **Participant 5** (in a higher earning position than her husband) indicated that she feels that she does not need her husband anymore. This resonates with the increase in power, and also the fact that she does not need the marriage for her own and her children's economic well-being. Literature confirms the fact that individuals (thus also women) in contemporary society could be in a position that they do no longer need marriage for economic well-being (Lauer & Yodanis, 2011:670).

Participants 5 and 11 gave information about the effects of the wife being in a higher earning position at work. The effects on family relationships such as the marital relationship, as well as

on the identity of the women, came to the fore. Literature confirms that increased earnings might be associated with higher rates of marital dissolution, lower marital quality for women and even that the risk for departure from the marriage is increased. Having equal or higher economic resources, lowers marital interdependence and facilitates marital disruption (Furdyna et al., 2011:332-333). This was confirmed by **Participant 5**, as she indicated that changes regarding her work situation and position and her earning more than her spouse, has a definite impact on their relationship.

“... dis definitief nie waarvoor my man opgeteken het vyftien jaar gelede nie, hoe hy gedink het ons huwelik gaan uitdraai nie. Dis dan asof die werk die vyand word, want dis die werk wat my van die huis af wegvat, dis werk wat my tyd in beslag neem, dis werk wat my geaardheid beïnvloed, wat sekere goed van my verwag, as ek dit nie is of doen nie, dan gaan ek nie suksesvol wees nie. Dis my werk wat die grootste rede ..., en nog steeds die grootste konflik en verwydering tussen ons veroorsaak. Natuurlik het ek verander, natuurlik het ek ervarings en goed beleef, wat maak dat ek nou anders na hom en waarskynlik ons huwelik kyk.”/ [“...it is definitely not what my husband signed up for 15 years ago, the turn he thought our marriage would have taken. It is then as if the work becomes the enemy, because it is work taking me away from home, it is work that takes up my time, it is work influencing my nature, that expects certain things from me, if I do not do it, then I won't be successful. It is my work which is the biggest reason..., that causes the biggest conflict and distance between us. Of course I have changed, of course I experienced things, which cause that I now look differently at him and most probably our marriage.”]

Participant 5 described further that her work situation gave her the opportunity to stay abroad, but that her husband does not support her in this and refuses that they move.

“... hy is glad nie bereid om daardie tipe van opofferings vir my te maak nie, ek verdien ‘n groter salaris as hy, hoekom kan hy dit nie vir my doen nie, ek sou dit vir hom gedoen het as hy is daardie situasie was, net omdat ek die vrou is, mag jy dit nie vir my doen nie? My loopbaan kan vir die kinders geleenthede gee, kan vir ons geleenthede gee, maar hoekom sal jy dit nie vir my wil doen nie? Dis ‘n groot konflikpunt tussen ons, want ek verwag van hom om my te ondersteun, en hy is nie bereid om dit te doen nie.” / [“... he is totally not willing to make those kinds of sacrifices for me, I earn more than him, why can’t he do it for me, I would have done it for him if he was in that situation, only because I am a woman, are you not allowed to do it for me? My career can give opportunities for my children, can give opportunities for us, but why would you not do it for me? This is a huge point of conflict between us, because I expect of him to support me, and he is not prepared to do it.”]

Participant 5 described the way that her work situation, being a high-earning, managerial position and travelling abroad, broadened her horizon hugely, but that her husband fails to be part of this.

“... my horisonne het ver verbreed, want ek sien die wêreld, maar hierdie is glad nie deel van my man se lewe nie. Ek raak baie sterk en onafhanklik. Ek dink jy kan dan ook die konflik verstaan tussen my en my man, want ek sal hom as eng ervaar, dit skep absoluut afstand, want my wêreld en my verwysingsraamwerk is anders as syne. En my groei en ontwikkeling as mens is anders as wat syne is. ... as gevolg van my werk, het dit gemaak dat ek uit my dop moes klim. Dis goed wat ek van die werk af huis toe bring. My man sal sê, jy is nou iemand anders, jy het nou iemand anders geword, maar in my hart, miskien was daardie goed altyd

daar, ek het dit nou maar net ontwikkel, ek moes dit ontwikkel.” / [“... my horizons have broadened hugely, because I see the world, but this is totally not part of my husband’s life. I become very strong and independent. I think you can then understand the conflict between me and my husband, because I would experience him as being narrow-minded, it creates absolute distance, because my world and my frame of reference are different from his. And my growth and development as a human being is different from his ... because of my work, it made me to get out of my shell. These are the aspects that I bring home from work. My husband would say, you are now somebody else, you became somebody else, but in my heart, maybe those things were always there, I just developed it now, I had to develop it.”]

Participant 5 added to this when talking about her identity –

“... werk maak eintlik 80 – 90 % van wie ek is.” / [“... work dictates actually 80 – 90 % of who I am.”]

Participant 11 described that she, while in a position earning more than her husband, consciously decided to not talk about her work experiences and challenges, when at home.

“ as die vrou ‘n hoër posisie as haar man beklee, kan jy nie by die huis kom en van jou werk, jou pos en daardie goed praat nie, want dan voel hy minderwaardig. So ek het geleer om stil te bly, net so 5 % oor my werk gepraat en gevra, hoe was jou dag, en nooit uitgebrei oor goed nie.” / [“...when a woman has a higher position than her husband, you cannot get home and talk about your work, your position and that kind of stuff, because then he would feel inferior.

So I learnt to keep quiet, only talk about 5 % about my work and asked, how was your day, and never elaborated about things.”]

It thus seems as if there might be a relationship between the wife’s marital happiness and her contribution to household income. When women provide a greater share of the couple income, they might view their marriages more critically than those who contribute less (Furdyna et al., 2008:341). Again the question of healthy family life comes to the fore, with implications for the counselling centre.

The study also focused on strategies that people implement to facilitate positive work-home interaction. This is given extensive attention in the next section.

3.3.2.8 Theme 8: Strategies people implement to facilitate positive work-home interaction

The strategies that people implement to manage negative work-home interaction and facilitate positive work-home interaction, were also explored during the interviews and the sub-themes around these will be discussed in this section. Developing strategies as a way of coping with various stressors, life strains and conflict can be classified into three broad categories, namely problem-focused coping, emotion-focused coping and avoidance- focused coping (Mostert & Oosthuizen, 2006:431; Rantanen et al., 2011:26-27, Rotondo et al., 2003:275-278). The data received from the participants in the study revealed information on all three these categories.

Furthermore, the strategies people use to cope with work-home interaction are also linked to work-life balance. Work-life balance can be defined as the individual's ability to meet both work and family commitments and to find a satisfactory 'fit' between the multiple roles in an individual's life (Lazăr et al., 2010:202; Mageni & Slabbert, 2005:393; Parkes & Langford, 2008:267;). The focus of this study was not on work-life balance specifically and also not on the work-life balance policies and programmes of the organisations that the participants are employed with. However, the strategies people use to facilitate positive work-home interaction can also shed light on the way people attempt to bring work-life balance into their lives.

The strategies will be discussed according to the following sub-themes.

3.3.2.8.1 Sub-theme 1: Setting boundaries between work and home

Technological developments and the industrialisation of the workplace affect the boundaries between work and home enormously. There are no longer clear and strong boundaries between work and home and with regard to what is expected to do at work and at home (Brannen, 2005:127; Currie & Eveline, 2011:534-535; Koekemoer & Mostert, 2010:1; Landy & Conte, 2010:441).

In the study, it came to the fore that people consciously attempt to manage the eroded and blurred boundaries between work and home (as in Theme 1), by setting clear boundaries.

Participants 1, 3, 9, 11, 12 and 13 indicated that they consciously set boundaries between work and home, in order to prevent aspects from work spilling over to their home domain.

*“Ek het myself aangeleer, as ek by die werk in die kar klim, as ek daardie deur toemaak, is dit asof ek die deur toemaak van werk. Dan het ek die pad huistoe, dan dink ek aan die huis – wat gaan ek doen, wate kos gaan ek maak, oor my kinders, familie, so dan het ek myself afgeskakel van werk. Dan, in die oggende as ek by die huis in die kar klim, skakel ek my weer aan vir werk, om my voor te berei vir wat daar wag, wat gister gedoen is, wat moet ek vandag doen, hoe moet ek my dag beplan. As die deur toegaan hier, skakel ek af hier, en skakel aan vir die werk. Dit werk baie goed vir my.” / [“I learnt myself, if I get into the car at work, when I close the door, it is as if I close the door of work. Then I have the road home, then I think about home – what am I going to do, what food I am going to prepare, about my children, family, so then I shut myself off from work. Then, in the mornings when I get into the car at home, I switch on for work, to prepare myself for what awaits me, what was done yesterday, what I must do today, how should I plan my day. When the door shuts here, I shut down here and switch on for work. It works very well for me.”]. (**Participant 11**).*

*“Ek het my geleer om af te sny by die werk en myself in te stel op die huis as ek daar kom.” / [“I learnt myself to switch off from work and to put my mind on home when I get there.”] (**Participant 13**).*

“... ek probeer maar net om vir myself te sê, as ek daar by die deur uitstap, wat by die werk gebeur bly daar, nie saam te vat nie, om vir myself te sê, as ek by die huis kom, te se moenie daaraan dink nie, los dit, dis more se probleem.” / [“I just try and say to myself, when I go out

of the door, what happened at work stay there, to not take it with, to say to myself, do not think about it, leave it, it is tomorrow's problem.”] (Participant 1).

“In die aande as my kinders gaan slaap, ek maak eers seker dat hulle in die bed is, nie voor die tyd nie, ek voel dit is onregverdig, my foon is tot dan af ... ek maak seker dat ek, dat die mense by die werk weet hulle gaan my nie daardie tyd kry nie. Eers nadat ek met hulle klaar is en hulle in die bed gesit is, dan sal ek gaan sit en werk. Ek sal ook my dag in deel en vir die kinders sê, ek gaan nou saam met julle iets doen, dan gaan ek in die biblioteek werk, ek wil nie dan by die huis werk nie.” / [“In the evenings, when my children go to bed, I firstly assure that they are in bed, not before the time, I feel it is unfair, my phone is then off ... I make sure that I, that the people at work know that they won't be able to reach me then. After I am finished with them and they are in bed, then I will sit and work. I will also divide my day and tell the children, I am going to do something with you now, then I am going to work in the library, I don't want to work at home then.”] (Participant 9).

“... die situasies by die werk, neem ek nie huis toe nie. Ek sal miskien oor kleinighede gesels, maar ernstige goed probeer ek van die huis af weghou. Ek bedoel, dis goed dat mens kan oplos by die werk, jy hoef dit nie by die huis te kom oplos nie. Ek verkies om nie werksprobleme huis toe te vat nie. Daar is baie keer goed wat jou ongelukkig maak by die werk, maar mens moet dit self verwerk, en sê as mens dit nie by die werk kan oplos nie, dan gaan jy dit definitief nie by die huis kom oplos nie. Ook van die huis af werk toe – die rit van jou huis af werk toe, dan verwerk jy dit vinnig en dan weet jy, as jy by die werk kom, gaan jy besig wees met ander goed. Dan het ek dit klaar iewers gebêre, ek sal weer as ek terugkom huis toe, dan sal ek daaraan werk. / [“... the situations at work, I do not take them home. I would probably talk about small stuff, but I try and keep serious stuff from home. I mean, it is

stuff that one can solve at work, you needn't go and solve it at home. I prefer to not take work problems home. Often there is stuff that makes you unhappy at work, but one should work through it yourself, and say, if one cannot solve it at work, one would definitely not solve it at home. Also from home to work, the ride from home to work, then you quickly work through it and then you know, when you arrive at work, you will be busy with other things. Then I already buried it somewhere, I will again when I come back home, then I will work on it. (Participant 12).

“Ek vertel nie vir mense by die werk van my huisgoed nie, ek probeer ook niemand beïndruk met my huislike omstandighede nie. As daar positiewe goed in my gesin is, soos goeie resultate van wat jou kinders doen, dan voel jy goed en jy vat dit saam werk toe, maar ek praat nie daaroor nie, dis hier binnekant en laat my goed voel. Ek probeer ook my werk afhandel by die werk, as ek nie agt ure se werk by die werk kan doen nie, dan doen ek nie my werk nie, dit is my houding.” / [“I do not tell people at work about my home stuff, I try not to impress anybody with my home circumstances. When there are positive aspects in my family, such as good results from what your children do, then you feel good and you take it to work, but I do not talk about it, it is here on the inside of me and make me feel good. I also try and finish my work at work, if I cannot do eight hours of work at work, then I do not do my job, this is my attitude.”] (Participant 12).

“Jy moet grense stel, vir jouself sê hierdie oproepe neem ek, daardie neem ek nie, hierdie tyd skakel ek die rekenaar aan, daardie tyd nie, hierdie tyd reageer ek op goed, ander kere nie. Jy moet jou eie grense stel, want by my gaan niemand anders dit stel nie.” / [“You should set boundaries, say to yourself these phone calls I take, those not, these times I put on my

computer, those times not, these times I react to things, other times not. You should set your own boundaries, because with me nobody else is going to do it.” (Participant 3).

3.3.2.8.2 Sub-theme 2: Setting up solid support systems

Setting up solid support systems as a specific action to solve problems was a strategy developed by **Participants 3, 5 and 9**. It is thus an example of problem-focused coping where individuals take specific actions while facing challenging life situations and life strains (Rantanen et al., 2011:25-26).

“Jy het ondersteuningsbronne nodig, ek het ‘n bediende en ‘n au pair.” / [“You need support systems, I have a maid and an au pair.”] (Participant 3).

“My ouers woon fisies by my in. Ek moes verlede jaar Parys toe gaan, wat ek ‘n week weg was van die huis af, maar omdat ek my ouers het wat fisies in my huis bly, is my huissituasie nie omgekrap nie. Daar is streng roetine of ek nou daar is of nie. Ek het ‘n onderneming met my ouers, hulle het die volle reg om my kinders te dissiplineer as ek nie daar is nie.” / [“My parents stay with me. I had to go to Paris last year, I was away from home for a week, but because my parents stay physically in my home, my home situation was not thrown over. There is a strict routine, whether I am there or not. I have an arrangement with my parents, they have full rights to discipline my children when I am not there.”] (Participant 9).

“Ek het ‘n voltydse au pair wat my kinders by die skool gaan haal, hulle huis toe bring en saam met hulle huiswerk doen. Ek het ondersteuningstrukture – ‘n pediater, ‘n arbeidsterapeut, ‘n kliniese sielkundige en ‘n prokureur, almal is bereid om my te help. Ek het mense nodig en vra

hulp.” / [“I have a full-time au pair that fetches my children from school, takes them home and do homework with them. I have support systems – a paediatrician, a occupational therapist, a clinical psychologist and a lawyer, all are prepared to assist me. I need people and I ask for assistance.”] (Participant 9).

“Ek moes ‘n voltydse bediende aanstel wat nou op ons perseel woon. Ons het ook ‘n saamryklub met die bure oorkant die straat, om my kinders in die oggende skool toe te vat as ek uitstедig is.” / [“I had to appoint a full-time maid who stays on our property. We also have a lift-club with the neighbours across the street, to take my children to school when I am out of town.”] (Participant 5).

3.3.2.8.3 Sub-theme 3: Coaching children

Participants 3 and 9 gave information on a strategy that they use, namely to specifically coach their minor children around aspects linked to their work and the demands thereof. It can be added that both these participants are single parents and this situation could have been a factor in the development of this specific strategy. In literature it is stressed that, single parenting need not be a detrimental factor to children’s well-being and sense of security. Children are likely to thrive when they feel supported by satisfied, committed caregivers, regardless of whether this takes place in a two-parent or a single parent home (Gerson, 2004:171). The sense of security single parents provide their children came out in the following two quotations:

*“My kinders weet, as ek in ‘n sekere tipe vergadering is, vat ek nie ‘n oproep nie. Hulle weet, as daar ‘n krisis is, wat die stappe is wat hulle dan kan vat.” / [“My children know, when I am in a certain type of meeting, then I do not take phone calls. They know, if there is a crisis, what the steps are that they need to take.”] (**Participant 3**).*

*“Ek het my kinders goed geleer, in hulle kamer is my telefoonnommer opgeplak. Daar is ook opgeplak wat ek doen. Hulle het ‘n goeie idee van hoe my wêreld is, hoe dit bydra tot hulle wêreld.” / [“I taught my children well, my telephone number is pasted in their room. Also pasted is what I do. They have a good idea about my world, how it contributes to their world.”] (**Participant 9**).*

3.3.2.8.4 Sub-theme 4: Exercise / physical activity / healthy lifestyle

Specific problem-focused strategies that came out in the study were that of exercise and physical activity. Problem-focused coping is where specific actions are utilised to solve problems (Mostert & Oosthuizen, 2006:431; Rantanen et al., 2011:26-27).

Exercise and physical activity and thus leading a healthy lifestyle were definite strategies that **Participants 3, 8, 12 and 14** specified as ways to cope with the demands of work-home interaction. Again these strategies seem to be conscious plans that the participants make and it was reiterated that they need to plan for it.

“Ek kry balans deur twee of drie oggende ‘n week uit te sit vir oefen, dan gaan stap of swem ek, ek het gewoonlik so ‘n uur. Dis deel van my dagboek. Dis vir my baie, baie belangrik, dis

baie goed.” / [“I get balance through putting time out two or three times a week for exercise, then I go for a walk or swim, regularly I have approximately an hour. It is part of my diary. It is very, very important to me, it is very good.”] (Participant 8).

“Jy moet tyd skep om iets fisies te doen, soos oefen, om emosies te hanteer en te keer dat dit opbou.” / [“You should create time to do something physical, such as exercise, to manage emotions and to prevent it from building up.”] (Participant 3).

“Ek is baie lang ure by die werk. In die oggende hoef ek nie so vroeg by die werk te wees nie, dan gaan ek eers gym toe. Dis ‘n baie goeie aflaaiplek. Ek is baie aggressief as ek te veel opbou en opbou. Om van al my frustrasies ontslae te raak, om my kop skoon te kry, alles wat my pla, dan voel mens somer weer vars en lus vir die ding. Dis my ontspanningstyd.” / [“I am at work for long hours. In the mornings, I do not need to be at work so early, then I first go to gym. It is a good place to offload. I am very aggressive if I build up and build up. To get rid of all my frustrations, to clear my mind, all that bothers me, then one again feels fresh and eager for things.”] (Participant 14).

“ ek hou van aktiewe goed. In die week is dit nie altyd moontlik nie, want dan kom ek laat by die huis en is moeg, maar ek probeer aktiewe goed doen oor ‘n naweek, dan sal ek my fiets vat ek gaan ry. Ek hou ook daarvan om in die tuin te werk, dit help my ook aflaa. Ek dink as jou liggaam goed voel, dan voel jy ook goed. Ek stap ook baie.” / [“... I like active stuff. During the week, it is not always possible, because I get home late and I am tired, but I try and do active stuff during a week-end, then I would take my bicycle and go for a ride. I also like gardening, it also helps loading off. I think if your body feels good, then you also feel good. I also walk a lot.”] (Participant 12).

3.3.2.8.5 Sub-theme 5: Constructive communication

Constructive communication both at work and in the home seems to assist people in facilitating positive work-home interaction. This resonates with a concept such as work-family facilitation, namely where one domain provides gains, such as efficient communication, to another domain and improves functioning in the latter domain (Hanson et al., 2006:250-251; Warner & Hausdorf, 2009: 375; Wayne et al., 2007: 63-65). Constructive communication is a strategy that people use in the home domain, but was provided by the work domain.

Participants 1, 14, 10 and 4 specified how they use the communication skills that they learnt as a strategy, with positive effects.

*“Ek is ook iemand wat goed uitpraat as iets my pla by die werk. Mens moet ook nie uit woede reageer nie. Ek gesels ook met my man as goed krap, veral goed wat my deur die dag omkrap. Dis ‘n manier van uitlating, ook om te keer dat ek goed weer die volgende dag werk toe vat, om te keer dat ek dit gaan uithaal op ‘n spesifieke persoon daar.” / [“I am someone who talk things through when something bothers me at work. One should also not react out of anger. I also talk to my husband if things bothers me, especially things that bothers me during the day. It is a way of letting it out, also to prevent that I take stuff to work the next day, to prevent that I take it out on a specific person there.”] (**Participant 1**).*

“ ons het nie met mekaar gepraat nie, dinge by die werk was moeilik en ek kon nie daaroor praat nie, alles het opgebou op ‘n negatiewe manier en dan is alles by die huis verkeerd, dit wat jou vrou doen, en dis oor werk-goed. Ons moes leer praat daaroor, om mekaar beter te verstaan en te verstaan waar die goed vandaan kom, dis van die werk af huis toe, maar die

*ander een moet verstaan, ... ek het altyd baie van die stres van die werk ingehou, by die huis stilgebly daaroor. Ek dink nog steeds baie aan die werk as ek by die huis is, maar ek kommunikeer baie meer met my vrou daaroor.” / [“... we didn’t talk to each other, things at work were difficult and I could not talk about it, all built up in a negative way and then everything at home is wrong, what your wife does, all because of work stuff. We had to learn to talk about it, to understand each other better and to understand where things are coming from, it is from work to home, but the other one should understand, ... I always kept in much of the stress of work, at home I kept quiet about it. I still think a lot about work when I am at home, but I communicate a lot more to my wife about it.”] (**Participant 14**).*

*“Moenie altyd wil baklei nie – ek het dit by die werk geleer. Baie keer moet mens net bietjie meer buigbaar wees – jy kan nie glo wat jy dan gaan regkry nie. Ek en my man, ons moes dinge leer uitpraat, mekaar vergewe. As jy dit uitsorteer voel jy beter. Sorteër jou probleem uit, maar nie deur aggressiwiteit nie.” / [“Do not always fight – I learnt that at work. Often one should be a bit more flexible – you cannot believe what you will then achieve. Me and my husband, we had to learn to talk things through, forgive each other. When you sort it out, you feel better. Sort your problem out, but not through aggressiveness.”] (**Participant 10**).*

*“Jy moet om ‘n tafel sit met jou huisgesin, elkeen moet ‘n lys opstel, wat is vir elkeen belangrik. Jy bespreek dan daardie punte, skryf alles neer, ook verwagtinge, amper soos ‘n kontrak. Mekaar help, ook dankie sê as jy my help. Dis wat my werk my geleer het.” / [“You should sit round a table with your family, everyone should make a list, what is important for everyone. You then discuss the points, write everything down, also expectations, almost like a contract. Help each other, also say thank you if you help me. This is what my work taught me.”] (**Participant 4**).*

3.3.2.8.6 Sub-theme 6: Counselling sessions

One of the objectives of the study was to explore whether the experience of negative work-home interaction was part of the reason for people seeking help at the counselling centre.

Participants 4, 7, 8, 13 and 14 indicated that circumstances around negative work-home interaction lead them to seek help at the counselling centre. They also indicated some of the benefits that help-seeking provided in their lives. It became clear that these individuals not only became aware of a problematic situation in their lives, but that they were willing to seek help, that they appraised the situation as something to seek help for and that they had access to appropriate services – in these cases the availability of the counselling centre in their community (Richwood et al., 2007:35).

*“Gaan sien ‘n berader. Ek het nodig gehad om met iemand te praat oor my denke, oor wat met my gebeur het en te hoor wat doen ek reg en verkeerd en wat kan ek verander, om dinge beter te maak vir myself en vir ander. Ek het ook nie myself geken nie, ek het nie ‘n rustigheid in my gehad nie. Ek het al die jare ‘opgeneuk’ en dit nie beseef nie.” / [“Go and see a counsellor. I needed to talk to somebody about my thoughts, about what happened to me and to hear what I do right and wrong and what I can change, to make things better for myself and others. I also didn’t know myself, I didn’t have peace within myself. I messed up all those years and I didn’t realise it.”] (**Participant 7**).*

“ ons moes leer praat daaroor, om mekaar beter te verstaan ..., ...ons moes ook leer om goed meer saam te doen. Ons moes leer om ‘fun’ goed saam te doen, die berader het ons geleer om te dink aan ons-tyd en ook aan gesinstyd. Daar was ook dinge by die huis wat ons moes

*bespreek met die berader. Ons het nie geweet hoe om al die druk van werk en huis te hanteer nie, wat om daarmee te doen nie, ons moes met iemand praat.” / [“... we had to learn to talk about is, to understand each other better ..., ... we also had to learn to more often do things together. We had to learn to do fun things together, the counsellor taught us to think about us-time and also about family-time. There were also things at home that we needed to discuss with the counsellor. We didn't know how to manage all the pressure of work and home, what to do with it, we needed to talk to someone.”] (**Participant 14**).*

*“ die probleem wat ons in ons huwelik ondervind het en wat albei van ons ook in ons werk beïnvloed het, ons moes dinge uitpraat met iemand buite die huwelik, werk ... dit het baie gehelp.” / [“... the problem we experienced in our marriage and which affected us both in our work, we needed to talk it through with someone outside the marriage, work ... it helped a lot.”] (**Participant 13**).*

*“ wat ek het is 'n 'life coach' wat ek gereeld sien. Ek gaan sien haar soos wat ek dit nodig kry, ... partykeer voel mens jy het meer tyd nodig vir jouself om met goed te deel, ek maak seker, as ek voel ek moet by my 'life coach' uitkom, dan doen ek dit.” / [“...what I have is a life coach, whom I see regularly. I see her as needed, ... sometimes one feels one need time for yourself to work through things, I make sure, when I feel I should see the life coach, then I do it.”] (**Participant 8**).*

*“Ek het in berading my foute begin raaksien, dis moeilik, maar mens moet veranderings begin maak daaraan.” / [“Through counselling I started to see my own mistakes, it is difficult, but one should make changes about them.”] (**Participant 4**).*

3.3.2.8.7 Sub-theme 7: Solid planning, structure and including children in the planning process

The involvement in multiple roles can provide certain gains to the employed individual. Literature indicates that these gains can be divided into four broad categories, namely developmental -, affective -, capital - and efficiency gains (Hanson et al., 2006:250-251; Warner & Hausdorf, 2009: 375; Wayne et al., 2007: 63-65). A strategy used by some of the participants was that of solid planning and structure, which could be seen as an efficiency which is gained and developed in the work domain.

Participants 3, 5, 6, 8 and 9 specified that solid planning assisted them in managing work-home interaction and in facilitating positive work-home interaction. An interesting aspect that did not come out in literature was that it seems as if involving children in the planning process made it more valuable.

*“Gewoonlik as ek in die oggend die kinders se kosblikkies pak, dan dink ek wat gaan ons eet vanaand, wat moet ek koop, waste tyd het ek, waar moet ek heen ry, wie het watter aktiwiteit vandag.” [“Often, when I pack my children’s lunch boxes in the morning, then I think about what we are going to eat this evening, what I should buy, what time I have, where must I travel to, who has which activity today.”] (**Participant 8**).*

“Waar die werk ook ‘n impak het op die huis is dat dit baie gestruktureerd by die huis moet wees. Daar is net ‘n sekere tyd vir kosmaak, ... ‘n sterk roetine is baie belangrik. Beplanning

definitief ook – die werk beïnvloed mens se beplanning geweldig, ook hoe beplan ek my vrye tyd. Daar is nie vrye tyd as ek dit nie beplan nie.” / [“Where the work also impacts on home, is that there should be a clear structure at home. There is only a specific time for preparing food, ... a strong routine is very important. Definitely also planning – work influences one’s planning hugely, also how do I plan my free-time. There will not be free-time if I do not plan for it.”] (Participant 6).

“ beplanning, as iets platgeval het is dit as gevolg van beplanning. Die beste ding wat ‘n ma kan doen is beplanning. Die beste ding wat ons ‘n kind kan leer is om self te beplan. Gaan sit Sondagmiddag saam met hulle, ek probeer dit so doen, werk saam deur hulle en my kalenders. Jy kan seker die helfte van probleme uitskakel as jy net gereeld beplan – langtermyn en korttermyn. Hoe meer ek hulle betrek, hoe meer sukses het ek.” / [“... planning, when something went wrong it is because of planning. The best thing a mother can do is planning. The best thing we can teach our children is to plan. Go and sit with them on a Sunday afternoon, I try and do it like that, together work through your own and their calendars. You can surely prevent half of the problems when you just plan regularly – long-term and short-term. The more I include them the more success I have.”] (Participant 3).

“Ons beplanning, ons beplan elke jaar vooruit. My kinders weet presies wanneer ons weggaan met vakansie. Dit vat tyd, maar hulle weet lank vooruit, as ek na ‘n vergadering toe gaan. My kinders is deel van my beplanning. Hulle weet, daardie aand gaan my ma hulle in die bed sit. Hulle weet, hierdie jaar gaan hulle swem doen en ek doen hierdie jaar boekklub.” / [“Our planning, we plan in advance every year. My children know exactly when we are going on holiday. It takes time, but they know long in advance, if I go to a meeting. My children are part

of my planning. They know, that night my mother will put us to bed. They know, this year we will do swimming and I will do book-club.” (Participant 9).

“Ek deel my begroting met my kinders. Hulle moet vir my sê wat hulle nodig het, dit maak dinge ook makliker.” / [“I share my budget with my children. They must tell me what they need, it also makes things easier.”] (Participant 9).

“ ek moet altyd as ek weggaan, moet ek so paar maaltye vooruit gaarmaak. Ek skryf vir my man ‘n hele skedule uit, wat kan hulle elke aand eet, wat hy moet aankoop, ek het hom ook al ‘n paar basiese resepte geleer.” / [“... always when I go away, I must prepare a few meals in advance. I write out a whole schedule for my husband, what they can eat every night, what he should buy, I also taught him a few basic recipes.”] (Participant 5).

3.3.2.8.8 Sub-theme 8: Involvement in recreational / community activities / clubs

A strategy used by some participants to facilitate positive work-home interaction is their involvement in recreational and / or community activities and clubs. **Participants 3 and 9** considered their involvement in recreational and community activities and clubs as highly valuable.

“... die boekklub is eenmaal ‘n maand. As ek tyd kry lees ek. Wat nogal ‘nice’ is, daardie vrouens bring hulle wêreld, ek lees boeke wat ek nooit sou gelees het nie. Ek kom in kontak met ‘n verskeidenheid mense ook.” / [“... the book club is once a month. When I get time, I read. What is nice, those women bring their world, I read books that I would never have read. I also come in contact with a variety of people.”] (Participant 9).

*“ jy skep aktiwiteite wat vir jouself vervullend is. Dis vir my opbouend. Ek het spesifiek gegaan en vir myself gesê, ek moet ander goed bybring, ek moet myself ontwikkel, iets leer, ek het byvoorbeeld gholflesse begin neem. Ook die enkelouergroep, dis vir my lekker, iets waar jy uitreik na ander mense toe, moontlik iets vir iemand anders beteken, maar jy doen dit nie vir jou werk en nie vir jou kinders nie. Om betrokke te wees by gemeenskapsaksies, dan besef jy jou eie goed is nie so erg nie. Maar ek moet dit gestruktureerd inpas, in ‘n kalender sit ...” / [“... you create activities which are enriching for you. It is enriching for me. I specifically went and told myself, I must do other things, I should develop myself, learn something, for example I started taking golf lessons. Also the single parent group, I like it, something where you reach out to other people, perhaps mean something to someone else, but you do not do it for your work or your children. To be involved in community actions, then you realise your own stuff is not that bad. But I must structure it, put it in a calendar ...”] (**Participant 3**).*

3.3.2.8.9 Sub-theme 9: Me-time

The creation of me-time came out as a strategy to facilitate positive work-home interaction. Some participants described that they read, do scrapbooking, sleep and have just a cup of tea in their me-time.

*“Ek hou daarvan om met ‘n boek te ontspan, dit gee ‘n afleiding vir my, dis ‘n manier om af te skakel.” / [“I like to relax with a book, it gives me distraction, it is a way to shut down.”] (**Participant 1**).*

*“Ek is baie lief vir ‘scrapbook’, sommer net om iets anders te doen as die gewone roetine. En dan, sal ek sê as ek skottelgoed was, alleen met my eie gedagtes, net weer goed wat dalk by die werk gebeur het, te oordink, dink ook wat moet ek more by die werk doen, om dit dan op hierdie manier af te sluit.” / [“I like scrapbooking, just to do something else out of the normal routine. And then, I would say, when I do the dishes, alone with my own thoughts, just to think over things that happened at work, think about what I should to tomorrow at work, to shut it down in this way.”] (**Participant 13**).*

*“... ek is iemand wat graag lees, soos in die aande, byvoorbeeld wanneer die kinders slaap, sal ek graag iets lees. Lees of selfs ‘n lekker koppie tee partykeer is ongelooflik.” / [“ I am somebody who likes reading, for example in the evenings when my children sleep, then I like to read. Reading or even a nice cup if tea is sometimes incredible.”] (**Participant 8**).*

*“Ja, ek wil alleentyd hê, net ‘n bietjie rus en my oë toemaak en slaap, almal soek mos jou aandag.” / [“Yes, I want alone time, just to rest for a while and close my eyes and sleep, everybody demands your attention.”] (**Participant 10**).*

3.3.2.8.10 Sub-theme 10: Create availability and support in marital relationship

Literature emphasises the importance of emotional connection within marriage as a source of strength for the individuals (Johnson, 2008:20-23). **Participant 6** focused on the value of availability and support in the marital relationship and how creating availability and support in her marital relationship is a crucial strategy in managing the demand coming from work and home.

*“ ...ons skep tyd, as ons byvoorbeeld ry, dan praat ek en my man, hoe gaan ons dit en dit doen, hoe gaan ons mekaar ondersteun en beskikbaar wees vir mekaar. My man is baie beskikbaar en ‘ok’ as ek hom bel tydens werkstyd. Hy sal uit ‘n vergadering stap, hy sal sê ek is in ‘n vergadering, maar sê ek bel later, as dit dringend is, sal hy met my praat. As hy nie beskikbaar is nie, dan ‘sms’ ek hom, waaroor dit is, dan sal hy bel – ons hou die kommunikasiekanale oop, dis ook ‘n strategie wat ons het.” / [“... we create time, for example when we travel, then me and my husband talks, how are we going to do this and that, how are we going to support each other and be available for each other. My husband is very available and ok if I phone him during working hours. He would walk out of a meeting, he would tell me he is in a meeting, but tell me he would phone me later, if it is urgent, he would talk to me. If he is not available, then I text him, about what it is, then he would phone – we keep the communication channels open, it is also a strategy that we have.”] (**Participant 6**).*

3.3.2.8.11 Sub-theme 11: Television

A coping strategy that people can also use in managing negative work-home interaction is avoidance-focused coping, where they attempt to avoid or ignore stressors in either the work or home domains (Mostert & Oosthuizen, 2006:431; Rantanen et al., 2011:26-27). An avoidance-focused coping strategy that **Participant 11** uses, is watching television.

“TV is iets wat my afskakel ... ek dink dan aan niks nie, ek kyk nou meer TV.” / [“TV is something that shuts me down ... I do not think about anything, I watch more TV now.”]

3.3.2.8.12 Sub-theme 12: Prayer and faith

Literature describes that prayer and faith can be used by people as a spiritual tool in dealing with various difficulties in their lives (Esperandio & Ladd, 2015:670). According to literature, religion or spirituality can be an important resource in the face of work-home interaction and conflict and can even play a role in determining whether the individual's roles in the work and home domain enrich or interfere with one another (Dust & Greenhaus, 2013:282; Henderson, 2014:1). **Participants 7, 2 and 11** confirmed this when they indicated that they use their faith and prayers to strengthen them in managing the multiple and demanding roles of work and home.

“Eerstens, bly op God vertrou.” / [“In the first place, I keep on trusting God.”](Participant 7).

“ ... jou geloof, ek het hierdie saak vir die Here gegee ...” / [“... your faith, I gave this matter to the Lord ...”] (Participant 2).

“Die Here is goed vir my en ek kom deur elke dag.” / [“The Lord is good to me and I come through each day.”] (Participant 11).

3.3.2.8.13 Sub-theme 13: Creating a safe haven at home

Literature indicates that the home domain as a safe haven to be sheltered from the pressures from the outside world greatly disappeared in contemporary society (Grobler et al., 2006:30).

Participant 11, however, described how she consciously decided to create a safe haven at home:

*“Ek wil vrede hê in my huis en skep dit vir myself. Ek sorg dat daar rustigheid in my huis is en dat alles rustig is om my. My huis se naam is Eden, die paradys vir my op aarde, niemand mag hier baklei of skree of niks nie, hier moet vrede wees.” / [“I want peace in my home and create it for myself. I make sure that there is peace in my home and that everything is peaceful around me. My house’s name is Eden, the paradise for me on earth, nobody is allowed to fight or scream or anything, here should be peace.”] (**Participant 11**).*

3.3.2.8.14 Sub-theme 14: Positive thinking / attitude

Positive thinking is an example of emotion-focused coping used to regulate emotions (Mostert & Oosthuizen, 2006:431; Rantanen et al., 2011:26-27). Examples of this way of coping as a strategy to facilitate positive work-home interaction, was emphasised by **Participants 2, 8, 9 and 13**.

*“... ek voel ‘n mens se gesindheid, dit beheer tog, dis belangrik om jouself positief te dink, andersins gaan jy in ‘n gat val.” / [“... I feel one’s attitude, it controls, it is important to think yourself positively, otherwise you will fall into a hole.”] (**Participant 2**).*

“... nou gaan ek huis toe, nou gaan ek positief wees vir my man en kind, dat jy nie werkdinge op hulle uithaal nie, ... jy moet vir jouself sê, dis nie jy by die huis wat my kwaad gemaak het nie, dit was die kliënt by die werk. / [“... now I am going home, now I am going to be positive

for my husband and child, so that you do not put work stuff on them, ... you should tell yourself, it is not you at home that made me angry, it was the client at work.”] (Participant 13).

“Ek besluit ook soms om sekere mense te vermy, negatiewe mense ...” / [“I also sometimes make a decision to avoid certain people, negative people ...”] (Participant 9).

“Ek dink positief, ek probeer fokus op vandag, ek probeer goed raaksien, ook langs die pad. Ek raak ook graag betrokke by ander mense ... ek neem ‘n minuut om te hoor of hulle ‘ok’ is, dis nogal vir my lekker.” / [“I think positively, I try and focus on today, I try and observe things, also next to the road. I also like to get involved with other people ... I take a minute and ask if they are ok, I like that.”] (Participant 8).

3.4 SUMMARY

This chapter presented an overview of the research methods that were utilised to undertake the empirical research of the study. Furthermore, the chapter focused on the analysis and interpretation of the research findings. The researcher presented the empirical findings gathered from the interviews with fourteen participants. The empirical findings were presented through eight main themes, namely connectivity and subsequent eroded and blurred boundaries between work and home; aspects from work influencing home positively, aspects from work influencing home negatively, aspects from home influencing work positively, aspects from home influencing work negatively, roles in marriage, wife in a higher earning position than the spouse and the effects thereof, and the strategies people implement to facilitate positive work-home interaction.

The next chapter will summarise the study in terms of its key findings and the conclusions that can be drawn from the findings. It will be determined whether the goal and objectives of the study were reached. Recommendations will be offered with regard to work-home interaction, with the vision that these recommendations will be taken back to the counselling centre where the study was conducted. Ultimately the goal is to contribute to building healthy family life by assisting people in developing coping strategies that will enhance positive work-home interaction.

CHAPTER 4

KEY FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

4.1 INTRODUCTION

This chapter concludes the research report and will outline the research findings with regard to the perceptions and experiences of clients of a counselling centre on work-home interaction. The researcher will, by presenting the empirical key findings of this study, indicate whether the goal and objectives of the study were accomplished. The researcher will also answer the research question by means of presenting the key findings. Some conclusions and recommendations will be emphasized. The key findings, conclusions and recommendations will be taken back to the counselling centre, where the study was conducted.

4.2 RESEARCH GOAL AND OBJECTIVES OF THE RESEARCH STUDY

The **goal** of the study was to explore and describe the experiences of work-home interaction of clients at a specific counselling centre of a mega-church in Centurion.

The goal was reached through the **objectives** that are outlined below. The ways in which the objectives were accomplished will be discussed.

Objective 1: To explore and describe clients' perceptions and experiences of the interaction between their work environment and their personal lives (home), as well as the consequent negative or positive impact of such interactions.

This objective was reached and the clients' perceptions and experiences of work-home interaction are comprehensively addressed in Chapter 3. It is presented in the form of themes and sub-themes that came to the fore. Before the study commenced, the literature study as set out in Chapter 2, assisted the researcher to get an in-depth understanding of some theoretical frameworks that served as a foundation for the study. It also focused on the concept of work-home interaction and some of the coping strategies people use to facilitate positive work-home interaction. The strategies were further explored in the study. Work-life balance is a concept linked to work-home interaction and was discussed in Chapter 2. In the literature study, the changes that have occurred in the two domains of work and home in the past decades got attention, as these changes have the potential to impact dramatically on work-home interaction. The consequences (regarding work-home interaction) of these changes were discussed, with the focus on both positive and negative work-home interaction. The study was conducted in the South African context and a discussion of the challenges relevant to work and home life within the unique South African society, was also relevant. After data collection, the researcher went back to the literature, because of some of the themes that came to the foreground. Key findings and conclusions from the literature study (before and after data collection) were drawn and are discussed in section 4.3.1 of this chapter.

Objective 2: To explore whether an experience of negative work-home interaction was part of the reason why the clients sought help at the counselling centre.

The objective was reached as this exploration formed part of the questions that were asked of each of the participants. It is described in sub-theme 6 of Theme 8 in Chapter 3.

Objective 3: To explore and describe strategies used by individuals in managing work-home interaction, including those already employed by clients to facilitate positive work-home interaction.

This objective was accomplished during the interviews with the participants of the study and the strategies are comprehensively described in Theme 8 in Chapter 3.

The study was guided by the **research question**, namely:

What are the experiences of work-home interaction of clients at the specific counselling centre of a mega-church in Centurion?

The research question is answered by the themes and sub-themes that came to the fore in the study (presented in Chapter 3), as well as through the key findings and conclusions, which will be discussed in the next section.

4.3 KEY FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

The key findings and conclusions that are discussed below are the result of two sources of data, namely the literature study (that took place before and after data collection) and the individual interviews with clients of the counselling centre (empirical study). This will be followed by recommendations to the counselling centre where the study was conducted, and for future research.

4.3.1 Literature study

4.3.1.1 Key findings from the literature study

The key findings from the literature study are the following:

- The two domains of work and home are the central, prominent and dominant life domains of most adults in contemporary society.
- Work-home interaction is a concept that gets wide attention in literature. The latter describes its reciprocal relationship in which the work domain can influence the home domain, and vice versa.

- The ways in which the two domains of work and home influence each other is an important field of study in contemporary society. The influence can either be positive or negative.
- In various previous research studies, positive work-home interaction didn't receive as much attention as negative work-home interaction. The importance of the need for research that also include a focus on positive interaction – where work and family roles produce beneficial resources that has the potential to be enriching for either domain - was stressed.
- In contemporary society and because of many changes affecting the work and home domains, there is a general striving towards a more multi-dimensional understanding of the factors that might influence work-home interaction.
- Some theoretical foundations can be used to describe work-home interaction in its many facets, such as the role stress theory and role expansion theory.
- The work domain has undergone changes in the past decades, affecting work-home interaction and the boundaries between work and home. Examples of these changes are the industrialisation of the workplace, technological developments and increased pressure for higher performance in the workplace.
- The home domain has also undergone changes in the past decades, affecting the ways in which work-home interaction are experienced. Examples here are increased demands on, and diversity of family life.

- Employment equity is a reality in South Africa and individual groups that were previously disadvantaged and historically excluded have increasingly become part of the workforce and are subject to the influences of westernisation – which potentially can transform the traditional gender roles in the family. There is, for example, a huge increase in women in the labour market.
- In contemporary society, the traditional family dynamic has been replaced with a less gender-role prescribed model where men are involved in parenting and women are more involved in paid work outside the home.
- Economic circumstances and global and societal trends, as well as increasing gender equality, have impacted significantly on the traditional family structure and roles. In contemporary society, there is also an increase in women entering managerial and executive positions, as well as higher status and higher earning occupations, which were historically dominated by men.
- Women in contemporary society have less time for household tasks due to increased work demands, but still maintain the most responsibility in the family for the majority of household and childcare responsibilities – they thus continue to perform traditionally female tasks such as cooking and laundry, whereas men are more likely to perform infrequent household maintenance chores.
- As women gain economic capital in the form of increased education and income, their decision making power increases and they can be in a position that they do no longer need marriage for economic well-being. Increased earnings might even be associated

with higher rates of marital dissolution, lower marital quality for women and even the risk for departure from the marriage.

- Developing strategies is a way of coping with various stressors, life strains (such as negative work-home interaction) and conflict and can be classified into three broad categories, namely problem-focused coping, emotion-focused coping and avoidance-focused coping.

4.3.1.2 Conclusions from the literature study

The conclusions that can be drawn from the literature study are as follows:

- Work-home interaction could occur in both positive and negative ways and the latter two could also occur simultaneously in the lives of individuals.
- The changes affecting the workplace and home in contemporary society could have both positive and negative outcomes for employed individuals.
- Positive work-home interaction seems to be under-researched in the South African context.
- Men could experience a sense of disempowerment and uncertainty, as well as a loss of status and self-worth in marriage, because of the women's changed roles in the workforce and women becoming more independent on different levels.
- Women could become dissatisfied with marriage, due to the lack of equitable division of labour in marriage regarding household tasks and childcare.

- Women seem to struggle immensely with the management of the demands of work and family roles.
- Marriages could be endangered because of women's increased decision making power and the fact that they do not need marriage anymore for their own and their children's economic well-being. There thus seems to be a relation between the wife's marital happiness and satisfaction and her contribution to the household income.

4.3.2 Key findings and conclusions from the empirical study

The following key findings and conclusions can be drawn from the interviews with the participants in the study. It is presented according to the themes that came to the fore in the study. In the presentation, Themes 2, 3, 4 and 5 are presented simultaneously because of their relatedness in terms of the bi-directional nature of work-home interaction.

4.3.2.1 Theme 1: Connectivity and subsequent eroded and blurred boundaries between work and home

➤ Key findings

- The boundaries between work and home are more eroded and blurred in contemporary society, due to technological developments. The latter entail aspects such as connectivity and flexible, non-standard working hours.

- The positive side of connectivity and eroded boundaries is the availability for family members.
- The negative side of connectivity and eroded boundaries is the constant connectedness to the workplace, constant focus on work, although not physically at work and a struggle to disconnect from work.

➤ **Conclusions**

- Connectivity and eroded boundaries between work and home are experienced in both positive and negative ways.
- An employee can be more available to his / her family, which can be helpful in situations such as single parenting.
- It seems as if minor children might be affected by connectivity of the parents, but further research in this regard is necessary.

4.3.2.2 Themes 2, 3, 4, 5: Aspects from work influencing home positively; Aspects from work influencing home negatively; Aspects from home influencing work positively; Aspects from home influencing work negatively

➤ Key findings

- Participants experience the bi-directional nature of work-home interaction.
- Participants experience both positive and negative work-home interaction.
- Participants experience that both positive and negative work-home interaction can occur simultaneously in their lives.
- The changes in both the work domain (for example constant pressure and long working hours) and home domains (for example dual earner couples and single parent families) in contemporary society influence the way in which participants experience work-home interaction.

➤ Conclusions

- It seems as if people are aware of work-home interaction and could give ample examples of positive and negative influences going in both directions, namely from work to home and vice versa.

- A supportive environment in both work and home domains are crucial for an experience of positive work-home interaction.
- The marital relationship, its quality and the availability and connectedness of spouses, seem to be an important factor in positive work-home interaction. Marital conflict seems to have a negative effect on work performance.
- Skills gained in the work domain can be utilised in the home domain – such as communication and solid planning skills. These are examples of efficiency gains developed in the workplace that could be carried over to use in the home domain.
- The development of independence in children because of their parent’s work situation came to the fore and could be further researched.

4.3.2.3 Theme 6: Roles in marriage

➤ Key findings

- The more traditional gender roles in marriage seem to be adhered to by men, but women want and need to move away from them - mostly because of the challenges linked to their multiple roles at work and at home.
- The husband in a dual career family could feel burdened and struggle when taking over the women’s roles regarding household chores and childcare.
- Women in the dual roles of pursuing a career and motherhood struggle immensely and could develop feelings of overwork, exhaustion and guilt.

➤ **Conclusions**

- There seems to be confusion regarding the gender role expectations in marriage as traditional gender roles are challenged. Role conflict could occur within marriages as women struggle to manage the demands of work and home roles. These seem to be some of the results of the increase of women entering the labour force and occupying managerial and executive positions. There also seems to be little change in gender-role expectations within the marriage.
- It seems as if men struggle to take over the more traditional women's roles regarding household tasks and childcare.
- Women in occupations where they have learnt to be independent and self-sufficient and who combine work and motherhood, might not only experience dissatisfaction in marriage, but also experience feelings of guilt and overstrain.
- Marital conflict, disconnectedness of the spouses and even the contemplation of divorce could be the result of gender roles that are challenged and women expecting more support from men in terms of the household and childcare chores.
- In marriages where there are increased sharing of responsibilities and negotiation regarding gender roles, the experience of the negative feelings and dissatisfaction in marriage, are less.

4.3.2.4 Theme 7: Wife in a higher earning position at work than the spouse and the effects thereof

➤ Key findings

- Women in higher earning positions / managerial positions in their workplace are experiencing huge challenges regarding work-home interaction, their satisfaction within the marital relationship, gender roles and the ways in which marriage is viewed.

Conclusions

- Marriages in which women is in a managerial and / or higher earning position than their spouses might be in danger, because of the women's difficulties in managing multiple roles, the women's increased emotional and financial independence, the couples' struggle to manage gender roles and women becoming independent.

4.3.2.5 Theme 8: Strategies people implement to facilitate positive work-home interaction

➤ Key findings

- Work-home interaction is a reality in the lives of the clients of the counselling centre that participated in the study, but most of them could describe strategies that they utilise with the aim to facilitate positive work-home interaction.

- Coping behaviour of the participants could be classified in three coping strategies problem-focused, emotion-focused and avoidance-focused coping.

➤ **Conclusions**

- Participants consciously create and use certain strategies to facilitate positive work-home interaction. It seems as if the strategies they utilise include problem-focused, emotion-focused and avoidance-focused coping, where the former is utilised most. From the study, examples of problem-focused coping that came to the fore are boundary-setting between work and home, setting up solid support systems and doing physical exercise. Accessing counselling services are also a problem-focused way of coping and some participants accessed the counselling services of the specific counselling centre in which the study was conducted – solely because of experiences of negative work-home interaction. They indicated that the sessions benefitted them in the sense that they learnt ways of managing negative work-home interaction. An example of emotion-focused coping (positive thinking) and avoidance-focused coping (television watching) also came to the fore.
- Participants consciously attempt to manage the eroded and blurred boundaries between work and home by setting clear boundaries in order to prevent negative spill-over from one domain to another.
- With regards to the planning of schedules, participants indicated that they derive more benefit and value when they involve their children in the planning process.

- Involvement in community / recreational activities, exercise and physical activities, as well as the creation me-time could be beneficial as strategies to facilitate positive work-home interaction, but the participants stressed that proper planning for involvement in these activities is necessary.
- The marital relationship, its quality and the way that the couple emotionally connect and be available to each other, seem to be an extremely valuable resource and strategy in managing the multiple demands coming from the domains of both work and home.
- It seems as if creating solid support systems is crucial to managing the demands in the work and home domain.
- It seems as if children in single parent homes need to know more about their parents' work domain and the single parents as participants use coaching in this regard as a strategy - not only to manage work-home interaction, but also to give a sense of security to the children.
- Constructive communication skills and counselling sessions, in which these could be learnt, came out strongly as strategies to facilitate positive work-home interaction.
- Prayer and faith seem to play an important role in managing the demands of work and home.

4.3.2.6 Recommendations

Based on the key findings and conclusions, the following recommendations can be made relevant to work-home interaction. The study was conducted at a counselling centre and the

researcher envisaged taking recommendations back to the centre. Furthermore, recommendations for further research can also be made:

4.3.2.6.1 Recommendations to the counselling centre

- In order to enhance the contribution of the counselling centre towards healthy family life, the key findings and conclusions of the study would be taken back to the counselling centre in which the study was conducted.
- The pressure on contemporary marriages should receive continuous and increased attention from the helping professions, and thus also the counselling centre. This will ensure that the focus on healthy family life stays prominent. With regard to gender roles, men should be assisted when they experience a sense of uncertainty, irrelevance and disempowerment in marriage, especially in cases where traditional roles are no longer applicable. Both genders should be assisted in re-defining and re-negotiating their gender roles within marriage and family.
- The role of the counselling centre in the concepts of role conflict and gender stereotyping should be explored, as a lack of equitable division of labour can be linked to marital dissatisfaction, which in turn can endanger healthy family life.
- During therapeutic processes, clients should be encouraged and assisted to create strategies to facilitate positive work-home interaction. The study gives ample examples of practical strategies that individuals already utilise with positive outcomes.

- The counselling centre could consider conducting prevention, information and educational programmes with regard to work-home interaction.

4.3.2.6.2 Recommendations for future research

- Further research, focusing on women in higher earning or managerial positions than their spouses, is necessary in order to be able to professionally and therapeutically assist couples who struggle with new gender roles, situations and challenges.
- The ways in which significant others in the family, especially minor children, might be affected by the parents' connectivity and their eroded and blurred boundaries between the work and home domains, might be a subject for further research.
- In the study it came to the fore that children might become more independent because of a parent (-s) involvement in multiple roles in the work and home domains. This is an aspect that could be researched further, together with the possible long term effects of the increased independence.
- Further research on work-home interaction, having a wider population and focusing on different race groups, can be valuable.

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Annexure 1

Authorisation letter of organisation where empirical study was done



Mrs M E Mardon
rmardon@ksm.co.za

Dear Mrs Mardon

**YOUR REQUEST FOR PERMISSION TO PERFORM EMPIRICAL RESEARCH
M E MARDON, STUDENT NR 80148761**

With reference to your letter dated 5 February 2015, I have pleasure in informing you that your request to perform an empirical research at the Network for Life Centre, has been approved.

Please contact me with regard to the finalisation of the Project Commencement date at your earliest convenience.

Yours sincerely

A handwritten signature in black ink, appearing to read "Carl S Du Preez".

Carl S Du Preez
Manager and Psychologist
Network for Life Centre

06/02/2015

General Enquiries : Dina Cerff (dcerff@ksm.co.za)
Website : www.kerksondermure.org / Persoonlike Sorg

Annexure 2

Letter of ethical clearance



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Faculty of Humanities

Faculty of
Humanities
Ethics Committee
03-Jun-2015

Dear Ms Maria Mardon,

Project: EXPERIENCES OF CLIENTS AT A COUNSELLING CENTRE OF WORK-HOME INTERACTION

Researcher: MariaMardon

Supervisor:

Department: Social Work and Criminology

Reference number/s: GW20150404HS

Thank you for the application that was submitted for review.

I have pleasure in informing you that the Research Ethics Committee formally **approved** the above study at an ad hoc meeting held on 03-Jun-2015. Data collection may therefore commence.

Please note that this approval is based on the assumption that the research will be carried out along the lines laid out in the proposal. Should your actual research depart significantly from the proposed research, it will be necessary to apply for a new research approval and ethical clearance.

The Committee requests you to convey this approval to the researcher.

We wish you success with the project.

Sincerely

Prof Karen Harris
Acting Chair: Postgraduate Committee and Research Ethics Committee
Faculty of Humanities
UNIVERSITY OF PRETORIA
e-mail:Karen.harris@up.ac.za

Research Ethics Committee Members: Dr I. Bokland, Prof Prof M-H Coetzee, Dr JEH Grobler, Prof KL Harris (Acting Chair), Ms H Klopper, Dr C Panebianco-Warrens, Dr Charles Puttergill, Prof GM Spies, Dr Y Spies, Prof E. Taljard, Dr P Wood

Annexure 3

Informed consent form



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

INFORMED CONSENT FORM

Participant's Name:

Date:

Principal Investigator:

Name: M E Mardon

Institution: University of Pretoria

Address: cnr of Lynnwood and Roper Street, Hatfield, Pretoria

Informed Consent

1. **Title of Study:** EXPERIENCES OF CLIENTS AT A COUNSELLING CENTRE OF WORK-HOME INTERACTION
2. **Purpose of the Study:** The purpose of this study is to explore and describe the experiences of clients at a counselling centre of a mega-church in Centurion of work-home interaction.
3. **Procedures:** The interview will take approximately 1 to 2 hours. The interview will be scheduled at my convenience.
4. **Risks and Discomforts:** There are no known medical risks or discomforts associated with this project, although I may experience fatigue and/or stress during or after the interview.
5. **Benefits:** I understand there are no known direct medical benefits to me for participating in this study. However, the results of the study may help researchers gain a better understanding of work-home interaction.
6. **Participant's Rights:** I may withdraw from participating in the study at any time.

7. **Financial Compensation:** I will not be reimbursed for my participation or any travel expenses.
8. **Confidentiality:** In order to record exactly what I say in the interview, a tape recorder will be used. The tape will be listened to only by the Principal Investigator.
9. I understand that the information from the interview will be kept confidential unless I ask that they be released. The findings of this study may be published in professional journals or presented at professional conferences, but my records or identity will not be revealed unless required by law.
10. If I have any questions or concerns, I can call Ria Mardon at 012-663 1610 or 082 654 6233 at any time during the day or night.

I understand my rights as a researcher subject, and I voluntarily consent to participation in this study, I understand what the study is about and how and why it is being done. I will receive a signed copy of this consent form.

Subject's Signature

DATE

Signature of Investigator

Annexure 4

Data collection instrument

Experiences of clients at a counselling centre of work-home interaction

Semi-structured interview schedule with preliminary themes as focus of the study. It is presented in Afrikaans, because the participants will be Afrikaans speaking.

1. Werk-na-huis interaksie – positief en verrykend

- Op watter maniere word jou huislike lewe positief deur jou werk beïnvloed?
- Watter strategieë gebruik jy om positiewe interaksie van jou werk na jou huislike lewe te bevorder?

2. Huis-na-werk interaksie – positief en verrykend

- Watter aspekte in jou huislike omstandighede beïnvloed jou werk positief?
- Watter strategieë gebruik jy om positiewe interaksie van jou huis na jou werk te bevorder?

3. Werk-na-huis interaksie - negatief

- Op watter maniere word jou huislike lewe negatief deur jou werk beïnvloed?
- Watter strategieë gebruik jy om die interaksie te hanteer?
- Was hierdie negatiewe beïnvloeding die rede of deel van die rede hoekom jy die beradingsentrum gekontak het vir hulp?

4. Huis-na-werk interaksie - negatief

- Watter aspekte in jou huislike omstandighede beïnvloed jou werk negatief?
- Watter strategieë gebruik jy om die interaksie te hanteer?
- Was hierdie negatiewe beïnvloeding die rede of deel van die rede hoekom jy die beradingsentrum gekontak het vir hulp?

Annexure 5

Data storage form



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

FACULTY OF HUMANITIES

RESEARCH PROPOSAL AND ETHICS COMMITTEE

Declaration for the storage of research data and / or documents

I, **Maria Elizabeth Mardon**, the principal researcher of the study, titled, **Experiences of clients at a counselling centre of work-home interaction**, will be storing all the research data and / or documents referring to the above-mentioned study in the **Department of Social Work and Criminology** at the **University of Pretoria**

We understand that the storage of the mentioned data and / or documents must be maintained for a minimum of 15 years from the commencement of this study.

Start date of study: **01/01/2013**

Anticipated end date of study: **30/10/2015**

Year until which data will be stored: **31/12/2030**

Name of Principal Researcher	Signature	Date
Maria Elizabeth Mardon		31/08/2105

Name of Co-Researcher	Signature	Date
-	-	-

Name of Head of Department	Signature	Date
Prof A Lombard		