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Appendix A: Questionnaire and e-mail invitation

STUDY OF FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT

A research project undertaken from the University of Pretoria

Responsible Researchers

<table>
<thead>
<tr>
<th>Vanessa De Sousa</th>
<th>Prof Jeremias de Klerk</th>
<th>Prof Pieter Schaap</th>
</tr>
</thead>
<tbody>
<tr>
<td>PhD Candidate</td>
<td>Promoter</td>
<td>Co-promoter</td>
</tr>
<tr>
<td>Faculty of Economic &amp; Management Sciences</td>
<td>Faculty of Economic &amp; Management Sciences</td>
<td>Faculty of Economic &amp; Management Sciences</td>
</tr>
<tr>
<td>University of Pretoria</td>
<td>University of Pretoria</td>
<td>University of Pretoria</td>
</tr>
</tbody>
</table>

Dear Respondent

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

You may, however, choose not to participate and you may stop participating at any time without any negative consequences. This questionnaire will be accessed from an electronic web based application. It is essential that you complete the questionnaire personally and honestly by clicking on the link below. Once you have clicked on the link below, you indicate your consent to participate in this study. Completion of the questionnaire should not take more than twelve minutes to complete. If you are interested in receiving
feedback with regard to the information provided, please respond to this e-mail with the subject heading “feedback requested”. The results of the study will be sent to you. Please note that once you request feedback anonymity will not be assured, however confidentiality is still be guaranteed. Please take note of the different instructions that precede different sets of questions. All the questions that you will find in the questionnaire are from well-researched and established instruments. You will therefore find that the evaluation scale on some of the instruments will differ. Please read and follow the instructions as carefully as possible. Please answer all the questions.

Thank you for your cooperation.
FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

Online Survey System

Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

Introduction

Invitation
You are invited to participate in a research study. Your responses will be handled CONFIDENTIALLY and all your responses will be utilized for academic purposes only. The questions that you are required to answer are anticipated to cover your views towards work and life from various perspectives. Please remember, you are participating in a scientific study and that HONEST answers are the MOST IMPORTANT contributions you can make to its success.

PLEASE MAKE SURE THAT YOU READ THE INSTRUCTIONS AT THE TOP OF EACH PAGE. This survey is done voluntarily and by clicking on the start completing survey button below, you have indicated your willingness to participate in this study. The survey is ANONYMOUS and CONFIDENTIAL is guaranteed.

Start Completing Survey

Survey Particulars

Please complete the biographical information for the analysis of this survey:

Username: [enter your username]

- Indicate your age (in years)
- Gender: [Female/Male]
- Indicate your SAS Grade
- Region
- Department
- Ethnic Grouping
- Highest Qualification Attained

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

Online Survey System

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

- Select Personal & Organisational Details
- Select Children
- Select Partner/Spouse Support
- Select Manager Support
- Select Job and Private Life
- Select Work and Family Issues
- Select Present Job
- Select Job Experiences
- Select Role Identity
- Select THESE SECTIONS ARE FOR WORKING WOMEN WITH CHILDREN ONLY

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

End Survey

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

<table>
<thead>
<tr>
<th>STATEMENT</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is your marital status at this point in time?</td>
<td>-- Select Response --</td>
</tr>
<tr>
<td>Are you the primary breadwinner in your household? (Majority of the income in your household)</td>
<td>☐ Yes ☐ No</td>
</tr>
<tr>
<td>Please indicate the number of dependents you have that ARE LIVING WITH YOU! (You may have more than one answer)</td>
<td>☐ None ☐ One child ☐ Two Children ☐ Three or more children ☐ Elderly Parents ☐ Spouse Partner</td>
</tr>
<tr>
<td>Please indicate the number of dependents you have that ARE NOT LIVING WITH YOU! (You may have more than one answer)</td>
<td>☐ None ☐ One child ☐ Two Children ☐ Three or more children ☐ Elderly Parents ☐ Spouse Partner</td>
</tr>
<tr>
<td>How many years have you been working for the South African Breweries? (Round up to the nearest year)</td>
<td></td>
</tr>
</tbody>
</table>

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

- Select Personal & Organisational Details
- Select Children
- Select Partner/Spouse Support
- Select Manager Support
- Select Job and Private Life
- Select Work and Family Issues
- Select Present Job
- Select Job Experiences
- Select Role Identity
- Select THESE SECTIONS ARE FOR WORKING WOMEN WITH CHILDREN ONLY

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

End Survey
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many years have you been working in your current position? (Round up to the nearest year)</td>
<td>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10+</td>
</tr>
<tr>
<td>How many hours do you officially need to work per day as per your contract of employment? (Type in the number only)</td>
<td></td>
</tr>
<tr>
<td>How many total hours do you work on average per day at the office and at home? (Type the combined number only)</td>
<td></td>
</tr>
<tr>
<td>On average, how many official leave days do you take per year? (Type in the number only)</td>
<td></td>
</tr>
<tr>
<td>How often do you work over weekends and holidays?</td>
<td>Regularly, Sometimes, Never, Not Applicable</td>
</tr>
<tr>
<td>In total, type in the number of minutes that it takes you to travel to work and back home on average per day.</td>
<td></td>
</tr>
</tbody>
</table>
FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN
Family Work Conflict, Job Satisfaction and Burnout Questionnaire

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

<table>
<thead>
<tr>
<th>Completion</th>
<th>Category Title</th>
<th>Sub Category Title</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>Personal &amp; Organisational Issues</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Completed</td>
<td>Children</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Completed</td>
<td>Partner/Spouse Support</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Not started</td>
<td>Manager Support</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Not started</td>
<td>Job and Private Life</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Not started</td>
<td>Work and Family Issues</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Not started</td>
<td>Present Job</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Not started</td>
<td>Job Experience</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Not started</td>
<td>Role Identity</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Not started</td>
<td>THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY</td>
<td>Questions</td>
<td>Not started</td>
</tr>
</tbody>
</table>

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

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

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

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

Please complete each category from the list by selecting a category:

- Personal & Organizational Details
- Children
- Partner/Spouse Support
- Manager Support
- Job and Private Life
- Work and Family Issues
- Present Job
- Job Experiences
- Race Identity
- Survey Categories

After completing all categories of the survey, please end the survey here.
The following questions concern the influence your job has on your private life as well as the influence your private life has on your job. Please select the response which most closely reflects your opinion. HOW OFTEN DOES IT HAPPEN THAT?

<table>
<thead>
<tr>
<th>STATEMENT A</th>
<th>RESPONSE</th>
<th>STATEMENT B</th>
</tr>
</thead>
<tbody>
<tr>
<td>You are irritable at home because your work is demanding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You find it difficult to fulfill your domestic obligations because you are constantly thinking about your work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You manage your time at home more efficiently as a result of the way you do your job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You have to cancel appointments with your spouse/family/friends due to work-related commitments</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STATEMENT A</th>
<th>RESPONSE</th>
<th>STATEMENT B</th>
</tr>
</thead>
<tbody>
<tr>
<td>You are better able to interact with your spouse/family/friends as a result of the things you have learned at work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You are better able to keep appointments at home because your job requires this as well</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your work schedule makes it difficult for you to fulfill your domestic obligations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You do not have the energy to engage in leisure activities with your spouse/family/friends because of your job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You have to work so hard that you do not have time for any of your hobbies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You fulfill your domestic obligations better because of the things you have learned on the job</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

Online Survey System

Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

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

<table>
<thead>
<tr>
<th>Complete Category Title</th>
<th>Sub Category Title</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal &amp; Organisational Details</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Children</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Partner/Spouse Support</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Manager Support</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Job and Private Life</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Work and Family Issues</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Present Job</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Job Experiences</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Role Stability</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY</td>
<td>Questions</td>
<td>Not started</td>
</tr>
</tbody>
</table>

After completing all categories of the survey, please end the survey here:

End Survey

Online Survey System

Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

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

<table>
<thead>
<tr>
<th>STATEMENT A</th>
<th>RESPONSE</th>
<th>STATEMENT B</th>
</tr>
</thead>
<tbody>
<tr>
<td>The demands of my work interfere with my home and family life</td>
<td>Strongly Disagree</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>The amount of time my job takes up makes it difficult to fulfill family responsibilities</td>
<td>Strongly Disagree</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>Things I want to do at home do not get done because of the demands my job puts on me</td>
<td>Strongly Disagree</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>My job produces strain that makes it difficult to fulfill family duties</td>
<td>Strongly Disagree</td>
<td>Strongly Agree</td>
</tr>
</tbody>
</table>
FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

Online Survey System

Due to work-related duties, I have to make changes to my plans for family activities

- Strongly Disagree
- Disagree
- Somewhat Disagree
- Neutral
- Somewhat Agree
- Agree
- Strongly Agree

The demands of my family or spouse/partner interfere with work-related activities

- Strongly Disagree
- Disagree
- Somewhat Disagree
- Neutral
- Somewhat Agree
- Agree
- Strongly Agree

I have to cut off doing things at work because of the demands on my time at home

- Strongly Disagree
- Disagree
- Somewhat Disagree
- Neutral
- Somewhat Agree
- Agree
- Strongly Agree

Things I want to do at work don't get done because of the demands of my family or spouse/partner

- Strongly Disagree
- Disagree
- Somewhat Disagree
- Neutral
- Somewhat Agree
- Agree
- Strongly Agree

My home life interferes with my responsibilities at work such as getting to work on time, accomplishing daily tasks, and working overtime

- Strongly Disagree
- Disagree
- Somewhat Disagree
- Neutral
- Somewhat Agree
- Agree
- Strongly Agree

Family-related strain interferes with my ability to perform job-related duties

- Strongly Disagree
- Disagree
- Somewhat Disagree
- Neutral
- Somewhat Agree
- Agree
- Strongly Agree

Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

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

Survey Categories

- Personal & Organizational Details
- Children
- Parental Support
- Job and Personal Life
- Work and Family Issues
- Personal Job
- Job Experience
- Risk Identities
- This Section is for Working Women with Children Only

Completed
Completed
Completed
Completed
Completed
Not started
Not started
Not started
Not started

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

End Survey
### Family-Work Conflict, Job Satisfaction and Burnout Questionnaire

**What's new**

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

<table>
<thead>
<tr>
<th>STATEMENT</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being able to keep up all the time</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>The chance to work alone on the job</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>The chance to do different things from time to time</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>The chance to be &quot;somebody&quot; in the community</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>The way my boss handles his/her workers</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>The competence of my supervisor in making decisions</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>Being able to do things that don't go against my conscience</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>The way my job provides for steady employment</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>The chance to do things for other people</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>The chance to tell people what to do</td>
<td>Very Satisfied</td>
</tr>
</tbody>
</table>
FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

Online Survey System

- The chance to do something that makes use of my abilities
- The way company policies are put into practice
- My pay and the amount I do
- The chances for advancement on this job
- The freedom to use my own judgement
- The chance to try my own methods of doing the job

Online Survey System

- The working conditions
- The way my co-workers get along with each other
- The praise I get for doing a good job
- The feeling of accomplishment I get from the job
**FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN**

---

**Online Survey System**

**Family-Work Conflict, Job Satisfaction and Burnout Questionnaire**

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

<table>
<thead>
<tr>
<th>Category Title</th>
<th>Sub Category Title</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal &amp; Organizational Challenges</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Children</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Partner/Spoouse Support</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Manager Support</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Job and Private Life</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Work and Family Issues</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Present Job</td>
<td>Questions</td>
<td>Completed</td>
</tr>
<tr>
<td>Job Experiences</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>Role Identity</td>
<td>Questions</td>
<td>Not started</td>
</tr>
<tr>
<td>THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY</td>
<td>Questions</td>
<td>Not started</td>
</tr>
</tbody>
</table>

After completing all categories of the survey, please end the survey here:

End Survey

---

**Family-Work Conflict, Job Satisfaction and Burnout Questionnaire**

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

<table>
<thead>
<tr>
<th>Statement 1</th>
<th>Response Options</th>
<th>Statement 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel emotionally drained from my work</td>
<td>• None • A few times a year or less • Once a month or less • A few times a month • Once a week • A few times a week • Everyday</td>
<td>I feel upset at the end of a workday</td>
</tr>
<tr>
<td>I feel used up at the end of a workday</td>
<td>• None • A few times a year or less • Once a month or less • A few times a month • Once a week • A few times a week • Everyday</td>
<td>I feel tired when I get up in the morning and have to face another day on the job</td>
</tr>
<tr>
<td>I feel tired when I get up in the morning and have to face another day on the job</td>
<td>• None • A few times a year or less • Once a month or less • A few times a month • Once a week • A few times a week • Everyday</td>
<td>Working all day is really a strain for me</td>
</tr>
<tr>
<td>Working all day is really a strain for me</td>
<td>• None • A few times a year or less • Once a month or less • A few times a month • Once a week • A few times a week • Everyday</td>
<td></td>
</tr>
</tbody>
</table>

---

**Online Survey System**

**Family-Work Conflict, Job Satisfaction and Burnout Questionnaire**

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

<table>
<thead>
<tr>
<th>Category Title</th>
<th>Job Experiences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal &amp; Organizational Challenges</td>
<td>Questions</td>
</tr>
<tr>
<td>Children</td>
<td>Questions</td>
</tr>
<tr>
<td>Partner/Spoouse Support</td>
<td>Questions</td>
</tr>
<tr>
<td>Manager Support</td>
<td>Questions</td>
</tr>
<tr>
<td>Job and Private Life</td>
<td>Questions</td>
</tr>
<tr>
<td>Work and Family Issues</td>
<td>Questions</td>
</tr>
<tr>
<td>Present Job</td>
<td>Questions</td>
</tr>
<tr>
<td>Job Experiences</td>
<td>Questions</td>
</tr>
<tr>
<td>Role Identity</td>
<td>Questions</td>
</tr>
<tr>
<td>THIS SECTION IS FOR WORKING WOMEN WITH CHILDREN ONLY</td>
<td>Questions</td>
</tr>
</tbody>
</table>

After completing all categories of the survey, please end the survey here:

End Survey
### Online Survey System

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can effectively solve problems that arise in my work</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
<tr>
<td>I feel burned out from my work</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
<tr>
<td>I feel I am making an effective contribution to what this organization does</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
<tr>
<td>I have become less interested in my work since I started this job</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
<tr>
<td>I have become less enthusiastic about my work</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>In my opinion, I am good at my job</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
<tr>
<td>I feel exhilarated when I accomplish something at work</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
<tr>
<td>I have accomplished many worthwhile things in this job</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
<tr>
<td>I just want to do my job and not be bothered</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
<tr>
<td>I have become more critical about whether my work contributes anything</td>
<td>None, A few times a year at most, Once a month at most, A few times a week, Once a week, Everyday</td>
<td></td>
</tr>
</tbody>
</table>
FAMILY-WORK CONFLICT, JOB SATISFACTION AND BURNOUT OF WORKING WOMEN WITH CHILDREN

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

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

After completing all categories of the survey, please end the survey here:

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

<table>
<thead>
<tr>
<th>Group Title</th>
<th>Group Task</th>
<th>Response</th>
<th>Statement A</th>
<th>Statement B</th>
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<td>Work</td>
<td>Work</td>
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<tr>
<td>Conflict</td>
<td>Conflict</td>
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<tr>
<td>Job</td>
<td>Job</td>
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<tr>
<td>Satisfaction</td>
<td>Satisfaction</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Burnout</td>
<td>Burnout</td>
<td></td>
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</table>

In general, all employees are expected to be:

- Competitive
- Generous
- Ambitious
- Selfless
- Critical
- Prancing
- Professional
- Responsible
- Spiritual
- Instructive
- Tolerant
- Tender
- Family-Driven
- Envisional
**Online Survey System**

<table>
<thead>
<tr>
<th>Role (mature) Mothers</th>
<th>Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>In this section, you are now required to select the number that comes closest to your perception of what you believe MOTHERS are expected to be. <strong>IN GENERAL, ALL MOTHERS ARE EXPECTED TO BE:</strong></td>
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<thead>
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<td>In this section, you are now required to select the number that comes closest to your perception of what you believe MOTHERS are expected to be. <strong>IN GENERAL, ALL MOTHERS ARE EXPECTED TO BE:</strong></td>
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<thead>
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<td>In this section, you are now required to select the number that comes closest to your perception of what you believe MOTHERS are expected to be. <strong>IN GENERAL, ALL MOTHERS ARE EXPECTED TO BE:</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Role (mature) Mothers</th>
<th>Serious</th>
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</thead>
<tbody>
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<td>In this section, you are now required to select the number that comes closest to your perception of what you believe MOTHERS are expected to be. <strong>IN GENERAL, ALL MOTHERS ARE EXPECTED TO BE:</strong></td>
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<table>
<thead>
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<th>Understanding</th>
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</thead>
<tbody>
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<td>In this section, you are now required to select the number that comes closest to your perception of what you believe MOTHERS are expected to be. <strong>IN GENERAL, ALL MOTHERS ARE EXPECTED TO BE:</strong></td>
<td></td>
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</table>

<table>
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<th>Role (mature) Mothers</th>
<th>Compassionate</th>
</tr>
</thead>
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</table>

<table>
<thead>
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<th>Role (mature) Mothers</th>
<th>Accommodating</th>
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</thead>
<tbody>
<tr>
<td>In this section, you are now required to select the number that comes closest to your perception of what you believe MOTHERS are expected to be. <strong>IN GENERAL, ALL MOTHERS ARE EXPECTED TO BE:</strong></td>
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<table>
<thead>
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<th>Role (mature) Mothers</th>
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</tr>
</thead>
<tbody>
<tr>
<td>In this section, you are now required to select the number that comes closest to your perception of what you believe MOTHERS are expected to be. <strong>IN GENERAL, ALL MOTHERS ARE EXPECTED TO BE:</strong></td>
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<table>
<thead>
<tr>
<th>Role (mature) Mothers</th>
<th>Intuitive</th>
</tr>
</thead>
<tbody>
<tr>
<td>In this section, you are now required to select the number that comes closest to your perception of what you believe MOTHERS are expected to be. <strong>IN GENERAL, ALL MOTHERS ARE EXPECTED TO BE:</strong></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Role (mature) Mothers</th>
<th>Loving</th>
</tr>
</thead>
<tbody>
<tr>
<td>In this section, you are now required to select the number that comes closest to your perception of what you believe MOTHERS are expected to be. <strong>IN GENERAL, ALL MOTHERS ARE EXPECTED TO BE:</strong></td>
<td></td>
</tr>
</tbody>
</table>
### Online Survey System

#### Logical
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Instinctive

#### Rigorous
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Tolerant

#### Assertive
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Tender

#### Career-Driven
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Family-Driven

#### Intellectual
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Emotional

#### Interpersonal
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Understanding

#### Intelligent
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Compassionate

#### Directive
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Accommodating

#### Self-Reliant
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Nurturing

#### Methodological
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Intuitive

#### Sociable
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Living

#### Impatient
- 1
- 2
- 3
- 4
- 5
- 6
- 7

#### Patient
Appendix B: First e-mail reminder

14 October 2010

Dear Participant

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

Vanessa De Sousa (Researcher)
Tel: 079 892 0296
E-mail: Vanessa.ikin@za.sabmiller.com

Prof Mias de Klerk (Promoter)
Tel: 082 901 5480
E-mail: Mias.deklerk@sasol.com

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

Kind Regards
Vanessa De Sousa (Researcher)
Appendix C: Final e-mail reminder

19 October 2010

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

Dear Participant

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

Kind Regards

Vanessa De Sousa (Researcher)
Tel: 079 892 0296
E-mail: Vanessa.ikin@za.sabmiller.com

Prof Mias de Klerk (Promoter)
Tel: 082 901 5480
E-mail: Mias.deklerk@sasol.com
Appendix D: Written copyright permission

Dear Vanessa,

You have my permission to use the ISS in your research. You can find details about the scale in the Scales section of my website. I allow free use for non-commercial research and teaching purposes in return for sharing of results. This includes student theses and dissertations, as well as other student research projects. Copies of the scale can be reproduced in a thesis or dissertation as long as the copyright notice is included. “Copyright Paul E. Spector 2011. All rights reserved.” Results can be shared by providing a copy of a published or unpublished research report (e.g., a dissertation).

Thank you for your interest in the ISS, and good luck with your research.

Best,
Paul E. Spector
Department of Psychology
P.O. Box 416
University of South Florida
Tampa, FL 33626
813-974-507
pspector@sunmail.usf.edu
http://www.psychology.usf.edu/faculty/pspector

The Academy of Management review

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Page(s): 350
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$ 3.50
You have my permission...... all best.

RN

From: Vanessa Birt [De Sousa] - COF [mailto:vanessa.Bird@za.samsung.com]
Sent: Wednesday, January 14, 2013 7:10 AM
To: Netreweyer, Richard
Subject: Copyright Permission

Good Day

I trust that you are well? My name is Vanessa and I am a PhD student at the University of Pretoria in South Africa. I am completing my dissertation and I have used your internal consistency findings for WPAC and WPWC scales in your article "Development and validation of WPAC and WPWC scales (2005) Journal of Applied Psychology 81(6), p. 495". According to the APA referencing principles I need to obtain permission from the Authors to use this information.

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

Kind Regards
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