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**FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF PSYCHOLOGY**

**WORK-FAMILY INTERACTIONS: EXPERIENCES OF UNDERGROUND MINE
WORKERS AT UNKI IN SHURUGWI**

**BY
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DEDICATION

I dedicate this research to my mum for her unconditional love and steadfast support that has put me through school and has helped in nurturing the woman I have become today.

I also dedicate this research to my late grandfather Sekuru Baba P.J Mucheki, for always being the voice of reason in my life and teaching me how important education was, and is to a girl child just as it is to a boy child. Thank you VaMuzenda, you are greatly missed.

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ABSTRACT

The study explored the lived experiences of underground mine workers at Unki in Shurugwi special attention being on their work-family interaction. The developing portrayal of double worker families, single-parent families and families with senior care obligations, the overflow of women into non-conventional occupations and employments and the expanded association of men in the family area are quite recently a contributing factor of the progressions that have affected family structures. Using a qualitative descriptive research the researcher collected data from a sample of 13 participants. Data was obtained using semi-structured interviews. The researcher sorted the gathered information in thematic categories and a number of subthemes emerged, work-family conflict, family-work conflict, experiences in the working environment, interaction between work and home life, social life and well-being, personal aspects, work aspects, personal strategies and organizational strategies. These helped to further explore and answer formulated research questions. Findings of the research indicated that despite the efforts put by participants to separate the family and the work domain, the two remain correlated domains that are difficult to separate. And thus failure to sustain a balance between the home and family sphere remains the major source of physical and psychological strain for both male and female participants in the mining industry.

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CHAPTER ONE

INTRODUCTION AND BACKGROUND TO THE STUDY

1.1 Introduction

This chapter focused on fundamental aspects of the research that basically laid the foundation for this whole project. It highlighted important information of the research such as the background to the study, statement of the problem, purpose of the study, research questions, significance of the study, assumptions, delimitations of the study, limitations of the study, and the definition of key terms in clear detail.

1.2 Background to the study

The attention on the interaction between work and family can largely be contributed to the vivid changes that occurred in family structures, the nature of jobs, and organisations Greenhaus (2002). The growing representation of dual-earner families, single-parent families and families with elder-care responsibilities, the entry of women into non-traditional occupations and jobs and the increased involvement of men in the family domain are just some of the changes that have influenced family structures. Technological and telecommunications advancements for example portable computers and mobile phones have made it possible for employees to work longer hours and to perform their job tasks at a variety of locations Polach (2003). Also, the constant need for upgrading household standards has driven people to work more in order to keep up with their own economic demands Polach (2003)). As a result, the boundaries between work and non-work have become blurred, making a balance between work and private life a pressing concern for women, men, families and organisations.

Work is a domain that is outstanding in many individuals' lives, not only do people work for the fulfilment of their economic needs and desires, but also to provide them with a sense of identity and opportunities to engage in meaningful relationships with others Lewis (2003), Thompson (2001). This therefore shows that many people view work as the centre of their lives, the means to structure their lives, their contact with social reality and the achievement of status and self-esteem. However, the labour market is becoming increasingly competitive and the pressure is high on employees to perform even much more than before. As a result, paid work is becoming highly intrusive into other aspects of employees' personal lives Lewis et al., (2003).

Women no longer commit to their expected gender roles only as expected of them by society, but they have since taken some time out to commit to their work and this is a change that has seen the nature of the family interaction being affected greatly. This is supported by Smit (2001) who states that the continuous rise in the rate of married women entering the labour market worldwide, affects the family life extensively. The dual-earner family is now a well-established social phenomenon. Findings have revealed that work-life imbalance is still tightly rooted due to the continuing limitations of ordinary childcare facilities, and the restraints forced on mothers by deprived part-time and non-standard work opportunities Houston (2005). However, research indicated that even when working, married women still do more household tasks than men. Fathers too have it difficult because while they seek to make a greater contribution to family life, their efforts can be blocked and well-established in linear career paths which provide no flexibility Houston, (2005).

Consequences of work-family interaction are not significant to married people who have children and responsibilities however to all involved in the spheres of either work or family. According to Karatepe & Baddar (2006) married couples with or without children or single parents are likely to be confronted by conflicts in their work and family domain. High demands are also made on the commitment and the time of dual-earner couples and participation in the labour market of both husband and wife can have an enormous influence on their marriage and family life Smit (2001). The dual-earner couple may also experience relationship problems due to the husband's feelings towards his wife's participation in the labour market Smit (2001). This henceforth causes either work-family conflict or family-work conflict, depending on which sphere might be too demanding and straining the participant.

1.3. Statement of the problem

Although research on work-family interactions has been done before, there is still relatively little known about how the experiences of underground mine workers in Zimbabwe in regards to the nature of interaction that exists between them and their families, and the consequences that result from such a nature of interaction. The subject of work-family interaction has sustained to attract trendy media and stern research attention worldwide Kirrane & Buckley, (2004). Modernising trends such as globalising influences, economic growth and equal employment opportunities are only a few that have led to a growing concentration on the interaction between work and personal life. Globalisation of the

economy has for example had an impact on the flexibility of work time schedules, where employees have to work long hours, overtime and during weekends. Besides work, employees are also confronted with certain demands in their personal life. As a result, numerous of their everyday problems stem from job responsibilities that are mismatched with home or family responsibilities Geurts et al., (1999). The work environment is also changing; mainly in terms of how mentally difficult workers perceive their jobs to be Geurts (2003).

A representative sample of the workforce has shown that a growing number of employees, particularly in the mining sector reported working at high speed "most of the time". As a result, there is confirmation that employees are facing greater pressures at home and at work because of the increase of dual-earner couples as well as changes in the nature of the workplace Geurts et al., (2003). Several trends and demographic changes have also taken place that has an effect on the interaction between work and personal life. Mines are often located in isolated, geographically remote areas and this forces employees to relocate into temporary homes closer to work resulting in physical separation of participants from their families.

1.4 Purpose of the study

The purpose of the study was to to explore and bring out the lived experiences of underground mine workers at Unki in Shurugwi in regards to their work-family interactions. Through qualitative research this would also help to understand the capacity of how work-family and family-work conflicts predict work and life satisfaction, the nature of interaction between the home and work life, the consequences that result from such a nature of interaction and the ways in which participants strategies and manage to deal with the interaction looking at both personal and organizational strategies.

1.5 Research objectives

1. To investigate the experiences of work-family interactions among employees working in the mining environment.
2. To determine how employees working in the mining environment experience their work-family interaction.
3. To determine the main dimensions in the lives of mine workers that are in interaction with one another.
4. To determine the major antecedents and consequences of work-family interactions for employees working in the mining environment.

5. To determine the strategies that mineworkers utilise in order to deal with their work-family interactions

1.6 Research questions or hypothesis

1. How do you describe the nature of your work-family interaction?
2. Do you feel a sense of general work and family satisfaction?
3. What challenges have you faced as a consequent of your work-family interaction?
4. What strategies can be put in place by both the employee and organization that can best help manage the interaction between the work and home life?

1.7 Significance of the study

This study focused on the work-family interactions of participants working in the mining industry of Shurugwi (Zimbabwe). Hardly any research has been done on work-family interactions in the mining industry of Zimbabwe. Mining is a high-risk profession and the custom of reducing the occurrence of morbidity and inhumanity in these industries must be gainfully considered Sun (1997). Many of the individuals who work in the mining industry are shift workers. Individuals who are working shifts often appear to have little time for non-work related commitments Sardiwalla (2003). Their families, personal health, socialising with friends, maintenance of their houses and their hobbies do not receive the necessary attention, which cause an imbalance between work and personal life.

1.8 Delimitations

The study focused on underground mine workers only and not all employees of the organization, this is because the specific group selected helped to bring to light the construct that lies within the research study. The heavy workload, overtime and long shifts that are spent at work show how the home has been at a disadvantaged side of the imbalance created from the work-family interaction. This research will explore the nature of interaction with key focus being on the work side and will help sum up the family side, mainly because trying to explore the interaction from both the work and home would be more time consuming and participants would feel a sense of intrusion if the researcher had tried to explore and bring out the experience directly from participants families. The majority of the participants of research were male participants as the mining industry is characterised by a population of more male employees than female employees.

1.9 Limitations

The limitations of this study were mainly the nature of the working-environment which resulted in failure of the researcher to observe participants while they performed their day to day work, and certain aspects of qualitative research. Participants worked in underground mining which is a high risky environment in which the researcher could not be authorized entry for precautionary and safety reasons and had to use prior knowledge of being in that environment once before. The researcher henceforth did not have the privilege to observe participants whilst they perform their day to day work, and only had to conduct interviews soon after participants shifts or just before they started their shifts.

Qualitative research also has certain limitations. According to Botha (2001), data gathering by means of qualitative interviewing is time-consuming and requires substantial expertise in both subject matter and human interaction.

1.10 Assumptions

It is generally believed that happiness comes when one have a sustaining stable job as a parent, and that it even creates a balanced nature of work-family interaction especially when a marriage is characterized by a dual-earning couple. Reasons for such assumptions being that participant's work for a well-established prestigious organization that can provide enough to sustain them and their families. Henceforth dealing away with the depression faced by many today of unemployment and failing to provide for their families, as well such things as depression, unhappiness and anxiety.

1.11 Key terms

1. **Work-family conflict** has been defined as a form of inter-role conflict in which the pressures from the work and family domains are mutually incompatible, so that participation in one role (home) is made more difficult by participation in another (work), Greehaus (1985)
2. **Work environment** Kohun (1992) define it as the sum of the interrelationships that exist within the employees and the environment in which the employees work
3. **Imbalance** it is the state or condition of lacking, as in proportion or distribution.
4. **Geographically remote** a long distance from highly populated settlements or lacks transportation links that are typical in more populated areas.

1.12 Chapter summary

The chapter above gave an introduction of the research bringing to light the fundamental aspects of the study as such the background of the study, the problem statement as well as defining the key terms that will aid the research. The research questions explored during the course of the study have also been highlighted

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The research study seeks to explore the experiences of underground mine workers at Unki Mines in Shurugwi with special concern to the work-family interactions. The literature review points out several work-family interaction challenges faced by employees such as the imbalances and psychological stresses caused by the work pressures. This chapter will further explore and bring out the importance of the research study.

2.2 Work-family interactions

The interaction between work and personal life is an important field of research in the 21st century and of pressing concern for various individuals and organisations globally. The challenges employees face in meeting demands of the work and family sphere have become more frequent and increasingly complex Viswesvaran (2005). Apart from reaching the normal deadlines, extra mental and emotional efforts in the workplace are frequently expected from employees and the number of different roles in life that employees hold such as spouse, parent, friend, and caretaker are seldom taken in consideration Geurts, Rune, & Peeters (1999). Employees have to juggle welfare activities and relationships outside work while at the same time striving to meet rising demands in the workplace Mageni & Slabbert (2005). As a result, work-family conflict can happen in both directions, work demands can interfere with family and family demands can interfere with work Boswell (2006).

New trends such as globalising influences, economic-growth and equal employment opportunities are only a few that have led to a growing concentration on the interaction between work and personal life Kirrane & Buckley (2004). Globalisation of the economy has for example had an impact on the flexibility of work time schedules, where employees have to work long hours, overtime and during weekends. In addition, employees are also confronted with certain demands in their personal life. As a result, numerous of their

everyday problems stem from job responsibilities that are mismatched with home or family responsibilities Geurts et al., (1999). Furthermore, the difficulty of trying to create a positive and balanced interaction between work and personal life often puts strain on the individual and can have several negative implications for the organisation for example absenteeism, reduced performance and for the employees' own personal life its poor physical and psychological health, decreased life satisfaction, marital satisfaction, family satisfaction and dissatisfaction with leisure activities Geurts & Demerouti (2003).

Work-life interaction may differ for males and females, especially when they are married. The continuous rise in the rate of married women entering the labour market world-wide as well as in Zimbabwe, affects the family life extensively Smit (2001). The dual-earner family is now a well-established social phenomenon. Findings reveal that work-life imbalance is still tightly rooted due to the continuing limitations of ordinary childcare facilities, and the restraints forced on mothers by deprived paid-time and non-standard work opportunities Houston (2005). Research shows that even when working, married women still do more household tasks than men Kossek (2006). Fathers too have a difficult task, because while they seek to make a greater contribution to family life, their efforts can be blocked and well-established in linear career trajectories, which provide no flexibility Houston (2005).

This study focuses on the work-family interaction of underground mine workers working in the mining industry at Unki Mines in Shurugwi. Many of the individuals who work in the mining industry are shift workers. Individuals who are working shifts often appear to have limited time for non-work related commitments Sardiwalla (2003). This henceforth creates an imbalance that is always a constant cause of worry and stress.

2.3 Nature of work and family interaction

Work-home interaction is defined by Geurts et al. (2005) as “an interactive process in which a worker’s functioning in one domain for example home is influenced by negative or positive load reactions that have built up in the other domain work”. Family roles, workforce demographics and the relationship between work and family are changing. An increase in dual-career couples, single-parent households, and gender integration in organisations are just some of these changes, and the result is that more families find themselves stressed in managing both work and family Byron (2005) & Brockwood (2002). The awareness that the interaction between these two domains may create a major problem for families, employees,

organisations and societies has grown in importance, particularly since the period of industrialisation Westman & Piotrkowski (1999).

A contemporary viewpoint is that “work” and “home” are not separate domains, but that they are highly interrelated. Work can be defined as a set of prescribed tasks that an individual performs while occupying a position in an organisation Geurts & Demerouti (2003). Home or non-work may refer to activities and responsibilities within the family domain, as well as to activities and obligations beyond one’s own family situation. It also involves activities within and beyond the family domain that cannot simply be considered leisure or spare time, because they involve similar to the work domain obligations and responsibilities for example household activities, care-giving responsibilities and social obligation Geurts & Demerouti (2003).

Many scholars have theorised about how people manage the possible conflicting demands of work and family life, as well as the possible antecedents and consequences of such conflicts. The literature distinguishes between two main hypotheses Rothbard, (2000), Geurts & Demerouti (2003). The first is the role scarcity hypothesis, which assumes that people possess limited and fixed amounts of resources in this instance time and energy. Managing multiple roles such as the role of employee, spouse and parent may be problematic, as these roles draw on the same scarce resources. Work-family conflict, related terms are work-family interference and negative work-family spill-over has been defined as “a form of inter-role conflict in which role pressure from the work and family domains are mutually incompatible in some respect” Greenhaus & Beutell (1985). This definition suggests that difficulties in combining work and family roles may arise either from time demands that make it physically impossible to be in two places at the same time time-based conflict, from the spill over of strain from one domain to another strain-based conflict, and or from the incompatibility of behaviours requested in each domain behaviour-based conflict.

The second hypothesis is the role enhancement hypothesis also known as the enrichment, role accumulation, facilitation or positive spill-over hypothesis. This approach challenges assumptions that people possess fixed amounts of energy and that fulfilling multiple roles is inevitably associated with energy depletion and strain Marks (1977). It is proposed that fulfilling multiple roles produces rather than depletes resources for example energy mobilisation, skill acquisition, greater self-esteem and positive affect that facilitate functioning in both life spheres.

2.4 Work-family interaction and challenges faced

Twenty-first century companies are extremely competitive, expensive and demanding and as a result, employees and management are under constant pressure to reach higher targets Rothmann, Steyn, & Mostert (2005). The difficulty of trying to create a positive and balanced interaction between work and personal life often puts strain on the individual and can have negative implications for his or her work for example turnover, absenteeism, reduced performance and in his or her personal life poor physical and psychological health, decreased life satisfaction, marital satisfaction, family satisfaction and dissatisfaction with leisure activities Geurts & Demerouti (2003). Modernising trends such as globalising influences, economic growth and equal employment opportunities are only a few that have led to a growing concentration on the interaction between work and personal life Kirrane & Buckley (2004). Globalisation of the economy has for example had an impact on the flexibility of work time schedules, where employees have to work long hours, overtime and during weekends. Besides work, employees are also confronted with certain demands in their personal life. As a result, numerous of their everyday problems stem from job responsibilities that are mismatched with home or family responsibilities Geurts et al (1999). The work environment is also changing; mainly in terms of how mentally difficult workers perceive their jobs to be Roxburgh, & Houtman (2003).

In most studies, work and family are visualised as two conflicting domains - work conflicts with family and family conflicts with work. Thus, the most broadly cited definition of work-family conflict states that it is a form of inter-role conflict in which the role pressures from the work and family domains are mutually incompatible in some respect. That conflict occurs when a person's efforts to fulfil a role at work interferes with efforts to fulfil roles outside of work and vice versa Greenhaus & Beutell (1985). However, the majority of individuals believe that in general, work-life balance includes a variety of dimensions, with work and family regarded as the most ordinary, but also conflicting aspects. However, additional dimensions can also play an important role in an individual's life, including social interactions, friendships, physical and emotional health, fitness, spirituality, intellectual enrichment, and community involvement. Greenhaus, Collins, & Shaw (2003) define work-life balance as the extent to which an individual is equally engaged in, and equally satisfied with his or her work role and family role.

Although work-life balance is a generally accepted term, there are complications with the concept of balance. Using the term "balance", ignores the possibility that both domains may also influence each other in a constructive way by transferring positive attributes. Lewis and Cooper (2005) state that work-family balance represents a vague concept where work and family life are integrated or harmonious in some way or where work-family balance is seen as a lack of conflict or interference among work and family roles. Achieving balance also implies that one must take away from one area and add to another. Another problem with the term "balance" is that it suggests that work is not part of an individual's life but something separate. This can lead to temporary answers for work-family conflict Lewis & Cooper (2005).

Recent research emphasises work-family integration, or more correctly work Life integration or harmonisation, as a more useful definition of the problem Burke (2004). Work and family can be equally reinforcing, and individuals can integrate or harmonise their work and family by choosing to keep them fairly part Lewis & Cooper (2005). In this study, the term "work-life interaction" was used to describe the interaction that an individual experienced between his\her work and personal life.

A large percentage of employed workers have serious difficulty in combining obligations in the work domain and home domain Geurts & Demerouti (2003). According to Geurts and Demerouti, the type of work-home conflict can be based on role characteristics that affect time, strain or behaviour in one domain, but which are incompatible when trying to fulfil the role in the other domain work versus home. Three types of work-home conflicts can therefore be identified, namely 1) time-based conflict such as when work and home roles compete for time; 2) strain-based conflict for example when strain in the one role affects performance in another role; and 3) behaviour-based conflict for to exemplify when role behaviour in the one domain may be in conflict with expectations of behaviour in the other domain Greenhaus & Beutell, (1985).

Several antecedents of work-life interaction have been identified and include personality characteristics such neurosis, extraversion, personal coping and Type A behaviour, family characteristics of family-work conflict has been particularly related to several demanding aspects of the family situation and job characteristics for example the amount of time required by the job Geurts & Demerouti (2003). Houtman (2003) found that factors at work such as long working hours and pressure at work, could have an influence on individuals'

personal lives. Strong and reliable proof had also been provided for quantitative workload examples having various tasks to accomplish with insufficient time. According to Grzywacz and Marks (2001), environmental barriers at work such as pressure at work and at home for example differences between spouses and family criticism are connected with higher levels of negative overflow between work and family. However, environmental assets from work such as decision autonomy, support from co-workers and supervisors and home for example spouse support will be linked with higher levels of positive overflow between work and family.

Poor interaction between work and personal life can also lead to several negative consequences, including physical consequences such as headache, back pain, upset stomach, tiredness, light-headedness and pain in the chest or in the heart area, psychological consequences include stress and burnout, behavioural consequences are increased use of stimulants such as coffee, cigarettes and alcohol and organisational consequences for example turnover, absenteeism and reduced performance (Geurts & Demerouti, (2003). Furthermore, Geurts et al. (1999) found that burnout, sleep deprivation and mental distancing were some of the consequences individuals had to face when there was conflict between the work and family domains.

2.5 General work and family satisfaction

Researchers have successfully demonstrated relationships between work-family conflict and family-work conflict and job satisfaction. For instance, the study by Martins et al. (2002) on 976 managers indicated that work-family conflict has contributed a negative significant influence on job satisfaction. Results from studies conducted on general work and family satisfaction demonstrated that when work roles interfere with family roles and family interference with work roles, the individual's job satisfaction is lower. Moreover, according to research findings by Karimi (2008) work-to-family interference has significant and negative effects on job satisfaction among 387 Iranian male and female employees. The results showed that, high levels of work family interference are associated with low job satisfaction. A qualitative study conducted by Mageni and Slabbert (2005) found that corporations realised that giving employees additional time off to attend to personal business could be directly associated with higher job satisfaction.

Ngah et al. (2009) conducted a study on the mediating effect of work-family conflict on the relationship between locus of control and job satisfaction among 159 single mother

employees. The results revealed that work-family conflict is significantly related to job satisfaction. Single mothers with lower work-family conflict experienced higher job satisfaction. This finding suggests that when single mother employees believe that they can control the events that happen in their lives, they tend to be more satisfied with their jobs and experience less conflict between work and family responsibilities. Another research by Boles et al. (2001) reported that both work interference with family and family interference with work were significantly related to job satisfaction in general. Results showed that increased levels of work-family conflict and family-work conflict were negatively related to employee job satisfaction. The results also suggested that work interference with family is a possible predictor of job satisfaction. Moreover, the research study by Aryee et al. (1999) demonstrated that family-work conflict was negatively related to job satisfaction among Chinese employed parents in dual-earner families.

Another study by Howard et al. (2004) investigates the relationship between work-family conflicts with employee job satisfaction among police officers in a large south-eastern state in the USA. Results indicate that, when an employee is experiencing conflict between work and family, satisfaction with the job in general and the actual work itself suffer the greatest declines.

Cohen and Liani (2009) examined work-family conflict among female employees in Israeli hospitals. The result of this study found a strong significant relationship between work attitudes, particularly job satisfaction, and work-family conflict. The results also show that higher level of job satisfaction is associated with lower levels of W-FC. This study suggested that an effective way to reduce the work-family conflict is to create positive attitudes among employees regarding their job and work setting.

The study by Ahmad (1996) examined the consequences of work-family conflict through path analytic associations of work-family conflict, job satisfaction, family satisfaction and life satisfaction. Data were obtained from 120 married female secretaries in the state of Selangor, Malaysia. Work-family conflict was shown to significantly lead to lower job satisfaction as well as family satisfaction. The results of this study imply that work-family conflict is an important concern for individuals and organizations alike because of its negative consequences leading to reduce job satisfaction as well as family satisfaction and hence will reduce life satisfaction.

According to previous studies, it appears that job satisfaction play a crucial role in work-family conflict and family-work conflict among working women. However, based on Karimi (2008) most of these studies were conducted in Western countries and only a few in a Middle Eastern countries. In addition, the outcomes of the investigations in developed countries are not necessarily applicable to the developing countries due to the influence of cultural beliefs Grzywacz et al., (2007). Therefore, this research was conducted to examine the relationships between job satisfaction with work-family conflict and family-work conflict among married female nurses in shiraz-Iran as one of the developing country with specific culture.

Work-family conflict and family-work conflict has also been related to family satisfaction. Family satisfaction refers to “extent to which an individual is satisfied with family life” Ahmad, (2005). A few studies have reported that lower level of family satisfaction have related to higher levels of work-family conflict and family-work conflict.

Michael et al. (2004) conducted a study on employed workers at two time periods to assess relationships between work-family conflict, family-work conflict, well-being, and job and family satisfaction, along with the role of social support from work colleagues and family members. The results showed that, the relationship between work-family conflict and family-work conflict with well-being and satisfaction may be time-dependent. Family satisfaction influenced work-family conflict at the first time of period while, family satisfaction influenced family-work conflict at the both times of period. According to research findings by Ahmad (1996) among 120 married female secretaries in the state of Selangor, Malaysia, work-family conflict was shown to significantly lead to lower family satisfaction. The results of this study imply that work-family conflict reduced job satisfaction as well as family satisfaction and hence will reduce life satisfaction.

Likewise, study by Aryee et al. (1999) examined the relationship between role stressors, inter-role conflict, and well-being and the moderating influences of spousal support and coping behaviours among 243 Hong Kong Chinese employed parents in dual-earner families. The results revealed that both work-family conflict and family-work conflict were negatively related to family satisfaction. In contrast, study by Karatepe and Baddar (2006) was inconsistent with the finding of others and revealed that work-family conflict was not related to family satisfaction among frontline employees in international five-star chain hotels in Jordan. While, Karatepe and Baddar found that employees who are unable to resolve a

number of problems associated with the conflict between family and work domains report lower satisfaction with their family life.

Family researchers have rarely studied family satisfaction in great depth and work-family conflict and family-work conflict issues. One reason for little attention of researcher may be that "family life" is not easily bounded. Unlike the domains of standard of living, housing or education, evaluation of one's marriage or family life is more difficult, since there are no general norms in these domains for objective comparison Campbell et al. (1976). Thus, the current study investigated on, family satisfaction as an independent variable to assess its influence on work-family conflict and family-work conflict as the dependent variables.

2.6 Strategies of managing interaction between work and home life

Relatively few empirical studies were done on the role of coping strategies that individuals used to deal with the interaction between work and personal life Geurs & Demerouti (2003). Beutell and Greenhaus (1983) found that active attempts to change the structural and/or personal definition of one's roles were more effective in dealing with work-home conflict than more passive and reactive role behaviour. Kirchmeyer (1993) reported similar findings, but showed that the type of coping strategy played an important role. Strategies that were aimed at changing one's attitude about what demands could realistically be met in both domains seemed to be more effective in coping with high demands from both domains than strategies aimed at changing the attitudes or behaviours of others. Furthermore, prioritising, delegating, support of spouses, and the positive nature of managerial experience were some of the main strategies individuals used in order to cope with work-family interaction Chapin et al, (2005)

2.6.1 Individual factors influencing balance

Individual factors influencing the perception of work life balance among employees is explained in terms of personality, well-being and emotional intelligence. McCrae & John (2000) proposed Big Five factor model of personality traits in terms of five basic dimensions namely: (i) Extraversion-describing active, assertive, energetic, enthusiastic and sociable individuals, (ii) Agreeableness-characterising cooperation, forgivingness, kindness and trust, (iii) Conscientiousness-pertaining to achievement orientation, dependability, orderliness, efficiency, responsibility and hardworking, (iv)Neuroticism- referring to anxiety, insecurity, tension, and worry, and (v) Openness to Experience characterized by intelligence,

imagination, curiosity, creativity, and originality. In general personality can be defined as the sum total of ways in which an individual reacts to and interact with others.

Parasuraman and Greenhaus (2011) suggested that personality characteristics could be influenced by the ability of individuals to interact and react to a situation and also help to proactively shape the environment. Wayne, Musisca and Fleeson (2004) investigated the relationship between each of the Big Five personality traits and conflict & facilitation between work & family roles. The study identified significant negative relationships between conscientiousness, extraversion, agreeableness, openness to experience, and work-family & family-work conflict, while a significant positive relationship between neuroticism and work-family & family-work conflict. The findings showed that extraversion is related to greater facilitation between work & family roles and do not relate to conflict, while neuroticism is related to conflict by a greater extent but only weakly related to facilitation. Aryee et al (2000) observed that individuals with proactive personalities may take steps to obtain support and engage in role reformation or negotiation to minimize work-family conflict and encourage work-family facilitation. The study also revealed that neuroticism is positively correlated to work-family conflict and negatively correlated to work-family facilitation. In addition, optimists would have the ability to extract social support and implement appropriate coping strategies to cope up with stressful circumstances, demonstrated by negative relation with work-family conflict and positive relation with work-family facilitation.

Kaur (2010) assessed the relationships between work life balance, big five personality dimensions and life satisfaction among government college teachers of Chandigarh, India. The results revealed that there exists significant positive correlation between work life balance, life satisfaction and Extroversion dimension of personality owing to the ability to build strong networks of social support which help them to maintain better work life balance. Results showed that there is no gender differences reported on all the variables except one, conscientiousness where females scored significantly higher than males. Devadoss & Minnie (2013) studied the influence of big five factors of personality on work-life balance based on experts' opinion.

2.6.2 Organizational factors influencing balance

The work related factors influencing the perception of work life balance among employees is explained in terms of flexible work arrangements, work life balance policies and programmes, work support, job stress, technology and role related factors. Many studies have

suggested that flexible work arrangements would help the employees to attain a better blend between work and non-work activities and help the organisations to recruit, retain and motivate their employees Christensen and Staines (1990) identified that flexitime work arrangement reduced late comings, absenteeism, and turnover. The study concluded that flexible time strategy improved employee productivity by minimising absenteeism, turnover and work family conflict.

Hill et al (2005) conducted a study on 6,451 employees of IBM in USA and the study empirically suggested the importance of flexible work timings and location of work place to reduce employee's work life imbalance. The study demonstrated that individual with the perceived job flexibility have the benefit of good work life balance and were capable of working longer hours. Wayne et al. (2013) suggested that limiting work hours may benefit workers to increase the level of work family balance because fewer work hours may contribute to reduction in work family conflict. Hill et al. (2007) propounded that, flexible time helps employees to manage their work and family responsibilities effectively there by allowing them to minimize work family conflict and to improve the performance at work & home.

Lingard, Francis and Turner (1998) conducted a study among project-based construction workers in a large civil engineering construction project in Melbourne, Australia. The study captured data with regard to the number of hours worked, satisfaction with work life balance and capacity to complete required tasks at work & at home. Results demonstrated a strong correlation between hours worked each week and participants' work & life experiences. The time series modelling revealed that workers taking a short, temporary break from work can contribute to improve work life balance. Julien et al (2011) had examined the role of alternative work arrangements that helps to reduce work life conflict in the public sector.

The Results revealed that a compressed work week is considered as an alternative work life arrangement that reduces work-life conflict and helps to enhance work-life balance. High levels of management & superior support of flexible work arrangements such as flexible hours and compressed work week were positively related with the ability to balance personal, family and work demands. Recent days, most of international studies have laid higher emphasis on flexible work arrangements and new working conditions compared to other work life balance initiatives Many studies had explored the influence of demographic variables and attitudinal issues on work-life balance within the working population.

Duxbury and Higgins (2001) observed significant increases in work-life conflict were observed regardless of gender, job type and parental status as compared to studies in the year 1991 among large sample of employees in Canada. Parasuraman and Simmers (2011) revealed that gender and job type had significant influence on work-family issues, job involvement and job satisfaction. The influence of gender on work-life issues was reported in many literatures. The studies have also indicated that the major stress experienced by females experience arises from family demands rather than work demands particularly when the family has children. Macintyre et al (2010) identified that factors affecting work and family life did vary by gender. Nurturing children and being in a senior position were more strongly related to work– home conflict for women than men. Barnett et al. (2003) identified the relationship of income of employees and balancing work and family responsibilities. Employees with lower income, particularly single mothers, have more difficulties in balancing work and family responsibilities.

2.7 Theoretical framework

2.7.1 The Boundary theory

Boundary theory focuses on the ways in which people create, maintain, or change boundaries in order to simplify and classify the world around them (Ashforth, Kreiner, & Fugate, 2000). Boundary theory has been applied in diverse contexts-including art, architecture, psychology, political science, organization theory, and anthropology-and has been used successfully to answer a wide variety of research questions, including those dealing with role transitions Ashforth et al., (2000) the healthiness of interpersonal relationships Katherine (1991) and the interface between individual and organizational identity Kreiner, Hollensbe, & Sheep (2006). In general, boundaries delimit the perimeter and scope of a given domain for example a role, a country, a home, a workplace. Boundaries can be constructed along a continuum from “thin” weak to “thick” strong. Thin or weak boundaries are “permeable” thus they are open to influence and “integrating” thus prone to merging aspects of categories, whereas thick or strong boundaries are “impermeable” thus closed to influence and “segmenting” meaning prone to dividing aspects of categories Ashforth et al., (2000).

In a landmark study on work-home relations, Nippert-Eng (1996) outlined how boundary theory can provide a lens for understanding the interface between work and home. She used work and home as examples of domains that can be treated as integrated or segmented to varying degrees. Since boundaries are co-constructed accomplishments, how individuals

perceive their work-home boundary Vis-a`-Vis others' perceptions of those boundaries can be critically important. In addition to individuals framing boundaries differently, collectives can develop shared norms about the permeability of given domains Kreiner et al., (2006). For example, families and workplaces vary in the degree to which they treat the work-home boundary as permeable or impermeable.

Specific ways in which workplaces manifest their values regarding work-home boundaries are through programs and policies that allow employees to negotiate these boundaries more fluidly Rothbard, Phillips, & Dumas (2005). So-called family-friendly programs and benefits are of growing interest and importance in human resource management, and the available data show an expansion of these practices over the past several years, despite mixed results as to whether they improve work-home balance Kossek & Lambert (2005), Osterman (1995). Once boundaries are socially shared, they can become institutionalized to the point that they are very difficult to change or erase Zerubavel (1991). Further, work and home cultures can create strong expectations about rules, attitudes, and behaviours that are often quite different from one another Clark (2000). When these cultures are perceived as contrasting, their members "cultural members" tend to construct a psychological boundary that exacerbates transitions between them Ashforth et al., (2000). The interaction, strife, and negotiation at this boundary then become useful phenomena to examine. We sought to examine these boundary conflicts and to document ways that individuals manage the work-home boundary successfully, in response to conflicting demands in the workplace and at home

2.8 Knowledge gap

The research on work-life interaction in the mining industry has been studied before due to the fact that work-family imbalances continues to contributing to the psychological stresses employees continue to go through. Mining is a high-risk profession and the custom of reducing the occurrence of morbidity and inhumanity in these industries must be gainfully be considered Sun, Zhang & Yang (1997). The occurrence of morbidity and inhumanity in these industries must be gainfully considered. Their families, personal health, socialising with friends, maintenance of their households and hobbies do not receive the necessary attention, which cause an imbalance of work and life. Some authors suggest that research-based knowledge about work-family interactions of mine workers is still relatively underdeveloped Jacobs, (2006), whilst others stress on how individuals experience more inter-role conflict as they try to cope with the demands of their work and personal life Olsen-Buchanan & Boswell

(2006). This research aims to analyse the experiences of underground mine workers at Unki Mines in Shurugwi with special attention on their work-family interactions.

2.9 Chapter Summary

The chapter was able to show a substantial amount of literature on the research problem thereby showing why it was important to carry out research on this problem area. The chapter also showed that there are different psychological problems associated with work-family interaction and explored the different challenges which result in psychological stresses, work-family imbalances and inter-role conflicts among employees and how that impacts on their families.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter focuses on the research methodology employed in gathering data for this study. The chapter seeks to entail and explore the ways in which information needed for the study came to be. It also highlights the specific and adequate tools of research that brought about the research findings clearly showing how they were used to attain such findings. Lastly the chapter will pay attention to the ethical consideration which the researcher adhered to during the course of her research

3.2 Research approach

This study will make use of a descriptive approach which will help in finding a pattern of meaning based on the data collected.

3.2.1 Qualitative approach

In this study the researcher is going to make use of the qualitative research method which is an approach associated with the social constructivist paradigm which emphasizes the socially constructed nature of reality. Reasons for choosing this method of research include; it is about recording, analysing and attempting to uncover deeper meaning and significance of human experiences, including contradictory beliefs, behaviours and emotions. Major interests

of the method also lie in gaining a rich and complex understanding of peoples experience and not in obtaining information which can be generalized to other larger groups. The qualitative research approach does not base its research on predetermined hypothesis, but rather it clearly identifies a problem or topic that can be fully explored.

Furthermore the approach also seeks in-depth, open ended responses. According to Salkind (2009), the purpose of qualitative research is to examine human behaviour and the social, cultural, and political contexts within which it occurs. Qualitative studies are based on meanings expressed through words and other symbols or metaphors and the designs most often used include case study research, participant observation, unstructured in-depth interviews, focus groups and participatory research Welman, Kruger & Mitcherll (2005). A qualitative approach is especially beneficial to this study since participants are allowed to describe what is meaningful or important to them in their own words rather than being restricted to predetermined categories regarding work-family life interaction.

3.3 Research design

The research study will adopt a descriptive phenomenological research design. The purpose of the phenomenological research design is to illuminate the specific, to identify phenomena through how they are perceived by the actors in a situation. In the human sphere this normally translates into gathering 'deep' information and perceptions through inductive, qualitative methods such as interviews, discussions and participant observation, and representing it from the perspective of the research participants. According to Moustakas, (1994) phenomenology is concerned with the study of experience from the perspective of the individual, 'bracketing' taken-for-granted assumptions and usual ways of perceiving. As such it is influential in understanding subjective experiences, gaining insights into people's motivations and actions, and cutting through the clutter of taken-for-granted assumptions and conventional wisdom.

3.4 Population

Wegner (2001) defines a population as the collection of all observations of a random variable under study and about which one is trying to draw conclusions in practice. Burns & Grove (2003) define target population as, the entire aggregation of respondents that meet the designed set of criteria. Furthermore the target population contains members of a group that the researcher is interested in studying. Results of the study are henceforth generalised to this population, because they all have common traits in common. The targeted population for this

research in particular are underground mine workers of Unki Mines in Shurugwi. The researcher is to conduct interviews on these employees using a designed interview guide containing a set of questions relevant to the study.

3.5 Sample size

Sampling is a process of selecting a subsection of a population that represents the entire population in order to obtain information regarding the phenomenon of interest. Qualitative sample sizes should be large enough to obtain feedback for most of all perceptions. Obtaining most or all of the perceptions will lead to attainment of saturation, thus saturation only adds more participants to the study but does not result in additional perspectives or information. Whilst Cresswell (1998) suggests at least 5-25 Morse (1994) suggest 6-30. However, Patton (2000) concludes that qualitative sample size may best be determined by time allotted, resources available and study objectives. In any case, the sampled population and the target population should be similar to one another.

3.6 Sampling procedure

The researcher used a homogenous sampling procedure to come up with the population sample for the research. The researcher is to conduct the study on experiences of underground mine workers on people who have been in the organization for at least 3 or more years.

3.7 Research instruments

These are the tools that will make the study feasible and aid in coming up with solutions needed. Thus the researcher will make use and apply the research instrument of interviews.

3.7.1 Semi-structured interviews

The research used of semi-structured interviews to gather the necessary research findings. Semi-structured interviews include a number of planned questions, but the interviewer has more freedom to modify the wording and order of questions. Data can be collected by listening to individuals, recording, filming their responses, or a combination of methods. According to Neuman (2000) interviews resemble everyday conversations, although they are focused to a greater or lesser extent on the researcher's needs for data. They also differ from everyday conversation because we are concerned to conduct them in the most rigorous way we can in order to ensure reliability and validity 'trustworthiness'. This means that both the researchers and the users of the findings can be as confident as possible that the findings

reflect what the research set out to answer, rather than reflecting the bias of the researcher, or a very atypical group.

Advantages of using interviews

- a) Qualitative interviewing techniques help researchers to observe and records participants' unique perspective or experience as it relates to the study.
- b) Questions are open ended and the interview is conversational in nature.
- c) The instrument allows the participant to provide first hand, first-person account.
- d) Collects complete information with greater understanding.
- e) It is more personal, as compared to questionnaires, allowing us to have higher response rates.
- f) It allows for more control over the order and flow of questions.

Disadvantages of using interviews

- a) The presence of the researcher in the process of gathering data is unavoidable and therefore can affect or influence the responses of participants.
- b) Issues of confidentiality and anonymity can pose problems during presentation of findings.
- c) Data analysis—especially when there is a lot of qualitative data.
- d) Interviewing can be tiresome for large numbers of participants.
- e) Risk of bias is high due to fatigue and to becoming too involved with interviewees

3.8 Data collection/ data collection procedure

Mays and Pope (2000) state that interviews consist of collecting data by asking questions. Data can be collected by listening to individuals, recording, filming their responses, or a combination of methods. Henceforth in this study the researcher will firstly get an approval letter from the Midlands State University Department of Psychology and will use this letter as evidence to show that the researcher is indeed carrying out a study to understand the experiences of underground mine workers at Unki Mines in Shurugwi in regards to their work-family interactions. After attaining a letter from the department the researcher requests for approval to carry out her research at the Unki Mines, attached will be a request letter written by the student and the interview guide to be used during the interviews The researcher will inform the participants of their right to confidentiality and affirm them that the information that they provide will be used for research purposes only.

3.9 Data analysis

The descriptive phenomenological research design will help in data analysis by arranging findings of the research study according to themes and topics and draw out key issues being discussed by participants.

3.10 Ethical considerations

Ethical considerations are a set of procedures which should be reflected upon so as to avoid suppressing the rights of the respondents. Ethics are the norms or standards of conduct that distinguish between right and wrong. This henceforth prevents against the fabrication or falsifying of data and therefore, promote pursuit of knowledge and truth as stated by. One starting point in considering ethical concerns is the four principles of Beauchamp and Childress (1983): autonomy; respect the rights of the individual, beneficence; doing good, non-maleficence; not doing harm and justice; particularly equity.

3.10.1 Informed consent

Everyone who participates in your study should have freely consented to participation, without being coerced or unfairly pressurised. The World Health Organization (2003) this means they should be well-informed about what participation entails, and reassured that declining will not affect any services they receive. While written consent may in some situations frighten the individuals you are talking to, you should at the very least obtain verbal consent.

3.10.2 Confidentiality

Rocha (2004) it is not always easy or even possible to measure the dangers of a certain context to a given population, let alone to individuals. It is therefore essential to protect the identity of the person from whom you gather information. If collected, the identity of the participants must be protected at all times and not be left lying around in notebooks or un-protected computer files.

3.10.3 Voluntary participation

The researcher has to take adhere to this ethic during the data collection process. This principle requires that one has to volunteer to participate in the research and not forced. Participants should respond to the interview questions freely thus they should be in the study by will. The researcher should not force or intimidate the participant and there should be no

use of dishonesty. It is the researcher's duty to know that the respondents have no responsibility to answer their questions.

3.11 Chapter summary

The purpose of the chapter was to demonstrate the methodology of the research in a profound manner. The chapter highlighted advantages and disadvantages of the research tools used when the study was undertaken. The chapter also gave a detailed description of the research population and research sample for the research.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1. Introduction

This chapter provides a detailed account of the key findings of research attained from participants during the data collection process, gathered through semi structured interviews. The interviews sought to explore and bring out the lived experiences of underground mine workers at Unki in Shurugwi in regards to their work-family interactions. The chapter also highlights on key main characteristics of participants as well as providing answers to key major questions of the research.

4.2. Characteristics of participants

Research findings showed that the majority of participants, 9 out of 13 had since worked in a mining environment before. Regardless the experience in such a working environment, participants reportedly admitted to how it had always been hard and difficult for them to live “worlds apart” from their families, more often feeling estranged to their spouse and children due to so much time they spent apart. Those staying with their families also reported on how working on shifts was challenging for them to deal with family issues that needed their attention, as they are constantly taking out their family time to rest on pressures and fatigue

created by work. Thirteen (13) participants were interviewed, all of them having different experiences of how the nature or their working environment, a geographically remote area in Shurugwi impacts on their work-family interactions. The ages of participants ranged from 18-50years old. Out of the 13 participants, 8 live with their families whilst the other 5 live on their own. Research findings found out that Unki as an organization has since built homes for its employees in Shurugwi at the Imphali housing estate. However, not all employees moved in at Imphali except for those that work shifts, thus those on constant rotation of working on day or night shifts. Due to the increase in dual-career couples, research also found out that among participants who were not living with their families, the spouse worked far and could not relocate to Shurugwi to stay in with their family while others struggle with the stresses of single-parenting. Names of participants for the purposes of confidentiality are withheld henceforth numbers were used to describe and represent them.

The table below summaries key description and background of the participants

TABLE 1: DEMOGRAPHIC INFORMATION

Participants Pseudonym	Age range	Job Title/ Position	Sex Male/Female	Years of Employment	Number of children
1	25-39	LHD operator	Male	4	3
2	25-39	UV operator	Female	6	1
3	25-39	Miner	Male	8	4
4	40-50	Fitter	Male	5	4
5	18-24	Lasher	Male	3	2
6	25-39	Team Leader	Male	7	5
7	40-50	Miner	Male	5	3
8	40-50	Shift Boss	Male	6	6

9	25-39	Geo Technician	Male	3	4
10	40-50	Miner	Male	4	3
11	25-39	UV Operator	Male	7	2
12	40-50	Overseer Miner	Female	10	2
13	25-39	Electrician	Male	4	5

The research study was guided by the following research questions;

- 2 How do you describe the nature of your work-family interaction?
- 3 Do you feel a sense of general work and family satisfaction?
- 4 What challenges have you faced as a consequent of your work-family interaction?
- 5 What strategies can be put in place by both the employee and organization that can best help manage the interaction between the work and home life?

These four major research questions also helped in acquiring the major themes of research in which, in presentation of the research findings each main theme has its sub-themes supporting it.

4.4 Theme 1: Nature of work-family interactions.

Work-home interaction is accepted to be “an interactive process in which a worker’s functioning in one domain for example home is influenced by negative or positive load reactions that have built up in the other domain work”. Findings of the research found that despite the efforts to create boarder lines that separate these two spheres, the boarders quickly dissolved soon after being made. It was often the effort of separation that often created the conflict and strains of imbalances as reported by the majority of the participants.

4.4.1 Subtheme 1: Work-family conflict

This is conflict emanating from the work to the home. Participants reported on occasions where they feel the need to stay at work and overtime and this takes out time from the family time. When the objectives set to be met in that extra time are not achieved some participants often took their work home. This stretches the imbalance as the family is completely overshadowed as work takes all the focus. Some participants reported on such occasions

where they regretted venting out their frustrations and lashing out on either their children or spouse. Some of the pressures to commit to work so much that the family creating such an overwhelming imbalance, often resulted when participants felt they had something to prove either to a supervisor at work who made them feel unappreciated or pressured. Sometimes also to the unsupportive family members whom they felt undermined their work. Narratives below highlight how the participants have experienced some of this work-family conflict;

I am constantly restless even when I get home and try to rest it's difficult to do so knowing I have unfinished work and I just say let me get it over with...time flies while you are at it and before you even know it you would have missed out on the great moments with your family.” (Participant 6, male)

“...sometimes you wonder to yourself and question the sense of your managers when the pressure and workload just becomes too much...it's like they even forget you have a life beyond the walls of work” (Participant 1, male)

“You do not want to be that parent who your children are always running away from after getting back from work because they always see you angry and lashing out at them or their mother when you come from work.” (Participant 8, male)

The above narratives clearly show how the participants know and understand how their lives are being affected by the nature of their work-family interaction. Too much time is spent at work, and the longer periods and overtimes that they work have since overlapped into their family time. Their work is taking much more than it is supposed to take from them. Participants are often fatigued as the majority of them reported to be constantly restless even when they get home. Thoughts of work are time and again always on their mind that it pushes them to even continue working when they get home as they feel they have so much to cover. This also takes a toll on the type of relations they have with their family, spouse and children.

Some of the participants reported that they felt misunderstood by families because they are always busy and have no time for their families, friends or anyone but their work and their work alone. Male participants reported that most of their children tend to be closer to their mothers, whilst female participants reported that their children tended to be closer to their fathers. They believed this to be a result of them spending so much time with the other parent who is around longer while they are working. This resulted in participants being anxious as

they tend to worry about their family relations. Another challenge was that of taking the work stress home. Where one feels they could not speak back to their supervisor or line manager, or had been in an argument with a colleague but could not react. That locked up anger tended to come out at in appropriate times at home by either lashing out their frustration on their children or their spouse.

4.4.2 Subtheme 2: Family- work conflict

This is conflict growing from the home to the borders of the work life. Participants have many roles that they are expected to fill in their personal lives. Some of these roles include being a husband, a wife, an aunt, a brother, a sister, a guardian and a friend. Findings from the research showed that some of the participants held highly commendable roles in the societies they grew up and lived in but had to leave in order to fulfil parental duties which they accepted to be first priority above all in their life. The conflict however, happens when one feels that not much time is being spent with the family, or when the family does not seem to show any support or appreciation. Failure to deal with inevitably arising family problems from time to time was another factor participants reported to be a source of such family conflict. All these pressures from the home often resulted in participants carrying their home stress to the workplace.

Some of the narratively reported responses by the participants are as follows;

“I wish my family could understand how much I sacrifice for them...the demands are just too much when no one seems to understand what you have going on” (Participant 2, female)

“I actually believe that most of the disciplinary cases are as a result of these family-work conflicts, your supervisor may just see it as insubordination or failure to obey laid out rules when in actual fact your mind is deeply far in thought with these family issues.” (Participant 5, male)

“You do not actually plan to start on a brawl at work but I suppose when you contain too much anger in you it just becomes so difficult to suppress it all in,” (Participant 13, male)

From the above narratives the researcher observed that participants suffer from the consequences of family-work conflict, in which if they fail to deal with the problems arising in the home or choose to disregard them, the subconsciously repressed stresses followed them

at work. This then resulted in them having problems at work, some failing to concentrate and some seemingly very distracted which resulted in them performing poorly. Henceforth leading to some of them getting a complaint form written by their supervisor, for them to sit for a disciplinary hearing that seeks to correct and understand their disruptive behaviour at work that will be leading to poor performance, at times even insubordination and even starting brawls with fellow colleagues. Most participants often attributed their behaviours to circumstances at work to have been the instigating factors for their unaccepted behaviour, when in actual fact they did shy away to admit to the real problems at home, due to maybe fear of been deemed weak by fellow colleagues. Fortunately others were open enough to admit that the pressure coming from home was disruptive for them to even concentrate on their work. Some participants reported that they often felt depreciated as their families kept on asking for more and more from them but never seemed to appreciate all the efforts they put to work for them.

4.3 Theme 2: General work and family satisfaction.

This research question intended to bring out whether or not participants felt any sense of satisfaction in their work life or home life despite the imbalances that might exist between the two. In regards to the experiences they had in the working environment as well as the interaction that existed between the work and home life. Findings of the research study found out that participants often felt a sense of satisfaction if they had something good going on in their life, or by the achievements gained in either the work, be it promotion or recognition of a job well done by a supervisor and in the home, satisfaction comes from the ability to provide such basic family needs as food, clothes, shelter and a good education for the children in school.

4.3.1 Subtheme 1: Experiences in the working environment.

All of these participants worked underground, which is an environment that is different from man's usual day to day working environment. Participants reported on how their first experience in such a working environment had been terrifying, whilst some reportedly to have seen the underground working environment to be their home due to the many years of experience spent working in such an environment. The majority of the participants however, agreed on the high demands of their working environment. Below are some narratives

gathered from the interviews on the experiences of participants with their working environment showing whether or not it gave them any satisfaction;

“...That is the biggest frustration of our work, because you have pressure from the top and from the bottom.” (Participant 12, male)

“...it consumes you so much that you even forget about everything beyond your work. The good thing is your good efforts are recognised and are awarded for at the end of the day” (Participant 11, female)

“...despite how hard the work we do here is safety has to be maintained at all cost. Working underground teaches you a thing or two and you are satisfied when you go home without reporting an incident.” (Participant 10)

Participants felt that the fall of platinum prices on the global market created an almost impossible demand on their production part, as the need to produce more than before had arisen just in order to survive or breakeven instead. Participants experienced pressure to work so hard in order to meet set targets that some felt consumed by their work, however reportedly felt a sense of satisfaction when their good work was recognised. Dissatisfaction only came when unending pressure kept coming and no recognition of a job well done was been made. Participants also reported on the expectation of exceptional behaviour that was expected of them at all times which resulted in them withholding emotions, which then at times just created strains and stresses that made it difficult to get any satisfaction from work.

The research also observed that safety was of paramount importance to the organization especially to the employees who worked in the underground environment. Participants often seemed stressed in their working environment when an incident occurred whilst they were on shift. The researcher discovered how such experiences shook participants and put especially those involved in terror and even fear of losing their jobs. However, satisfaction for the majority of the participants especially among supervisors came when a day ended with no incident or harm taking place.

4.3.2 Subtheme 2: The interaction between the work and home life

Employees often hold a number of different roles in life these include spouse, parent, friend, and caretaker and have to juggle welfare, actions and relationships outside work while still striving to meet rising demands in the workplace. Most of the participants stated that, ideally,

it was good to keep the two domains separate from each other. However, to do that in practice was not simple but rather very difficult to achieve. The main purpose of keeping the two domains separate was not to afflict their families with problems from work, and to be able to give their families their full attention after work, hoping that will do well in getting satisfaction both in the work and family life.

This was confirmed in narratives such as;

“...it is important to maintain a balance and not to bring stress from your personal life to work. So you actually try your best to leave problems at work at the end of the day, but it is not always that easy” (Participant 3, male)

“... I am grateful to organization for this housing project now I get to stay with my family and see them each and every day, it takes half of the stress away you know? It's a good feeling to just sit and not worry about when you will see them again? How they are doing in your absence?” (Participant 7, male)

“... When a family is just starting the dream is to be together always every step of the way but hey, you have to go where the money is right? My wife has a job there and am stuck here, it will be unfair for me to just uproot her and say come live with me. I love my family, and I also love my job but the pressure is just insane sometimes you don't even seem to understand the things around you.”
(Participant 9, male)

The researcher discovered that participants often try to strike a balance between the time they spent at work and the time they spent at home although it often proved to be difficult to achieve. It is in these efforts that the stresses emanated from. The majority of the participants reported on how difficult it was to always to balance their time in the two domains. Some participants even still felt that regardless the chance to be able to stay in together with their families, they still felt that being on constant rotation of either day or night shift made them feel like they were still leaving in separate homes with their families. Other participants felt disadvantaged as their families could not relocate to live in with them due to jobs that they secured far. This problem of thoughts always running around trying to sustain a balance often left employees feeling unsatisfied, except only a few of the participants who felt enough support from their families and always tried their best to go for family vacations once in a while.

4.4 Theme 3: Consequences of work-family interactions.

Under this question or theme rather, the research study intended to explore on the consequences that resulted from the work-family interactions of underground mine workers at Unki in Shurugwi. Special attention being on their social life and well-being, as well as looking at any risks that they felt were posed onto their health by their working environment. Bringing out also how societal expectations play a part that amounts to such consequences. Research findings found that experiences among colleagues were a learning curve for the newly employed who were just starting to work in a mining environment. It was also not all participants however, who felt at all the ease to open up about their experiences to fellow colleagues and employees. This being due to the fears of being judged for the wrong things that they felt others were doing so effortlessly.

4.4.1 Subtheme 1: Social life and well-being consequences

Social life is accepted to be pleasant companionship with friends, family or associates. Most participants in this research admitted that they did not spend a lot of time at home, and often missed their children's activities at school be it a soccer game or a prize giving ceremony. Work also had an influence on participant's hobbies, other interests such as school and church, and with time they had since learnt to overlook those areas of their life and only attended that once in a while they managed to.

Some of the narratives below highlight some of these consequences;

"We sometimes get projects that are finalised in short period, then you get projects that can go on for two or three years, I have seen that such big projects affect my social life..." (Participant 7, male)

"It influences in terms of stress, physical tense, sometimes when emotions bottle up, you feel it in your shoulders, your back and your mind, there is a constant knocking feeling in your thoughts that says there is something wrong, and sometimes your blood pressure even goes up". (Participant 2, female)

"My plot suffers under the work, I do not always have the time for it"; "the pot sums the most, then the school and everything that goes along with it ". (Participant 13, male)

The research found out that work demands not only had psychological, but also physical strain-based consequences for the participants. Both the demands of their work and personal

life made it difficult to keep the two domains separate and divide attention between them that was equal and hence the imbalances and conflicts remained endless. The majority of the participants reported to have lost touch with their many friends with the main reason being they are unavailable to socialise with others and the few times they are free from work they are either resting or compensating their quality time with their families. Some have since become friends with their colleagues who seem to have an understanding of their burdens and whom they enjoy sharing a beer with clearing out the stresses of work.

4.4.2 Subtheme 2: Personal aspects.

Personal aspects of the participant's circumstances had an influence on the interaction between work and family life and included positive and negative aspects, such as not living in the same town as your family. Extended family had an influence on the participants as well, especially when they were the sole breadwinners of the family. That responsibility did put constant pressure, especially financial one on participants. Below are some of the narratives that summarise some of the personal aspects;

The house situation not a problem, I choose to stay alone, so that my wife can stay and look after the house and the children" (Participant 12, male)

"I constantly have to give my family money. Even though my brothers and sisters are working, they are not responsible with their money, so when they don't have any money left for the month, I have to help them, because I am the 'responsible' one for the family". (Participant 8, male)

"Sometimes when you get home, you are tired, you have to pay attention to housework, your kids, your husband, and then you never get the things done that you wanted to do in the first place". (Participant 2, female)

The researcher found out that the challenges employees faced in meeting of the demands of the work and family sphere were more frequent and increasingly more complex. For female participants the challenge is they still had domestic responsibilities as well. They had to often clean and cook when they had come home after work. These demands had consequences for most female participants that made them anxious whenever it was time to go home. Some participants had no problem staying alone for it had been a personal choice that their wives stayed home where they were building and also would be taking care of the children. Such participants had no problem in always travelling every time they felt the need to be with their

families. However, for those who felt the situation to be beyond their control often wished they stayed with their families.

Participants also felt endless pressure from their extend families whom they always felt obliged to assist financially whenever they asked for help. The research also found that some aspects of the participant's personal lives rarely had an influence on their work.

4.4.3 Subtheme 3: Work aspects

These are aspects in which the work played a role in influencing the consequences of the interaction participants had in their lives. Such aspects are the ones participants had no control over because the strings are being pulled from somewhere else. Extended working hours and new technology enabled employees to work wherever and whenever they wanted. This means that the physical and chronological borders of work changed and it means that work progressively has a greater influence on personal and family life as expressed by the narratives below;

"A new machine comes in and you have to stay in training to master how to use it, sometimes it is all you dream of until you finally get to do it without thinking"

(Participant 6, male)

"Sometimes the workload is so heavy, it stays the whole time in your head, and you cannot even sleep or think, but just worry about it..." (Participant 1, male)

"...when it's hectic at work I constantly think of work even when I am at home".

(Participant 5, male)

Participants often reported that when it is so busy at work even when they get home from work it's hard not to think of work. The pressure on them as the production team is too much henceforth any chance they get to even plan or strategies for work while at home they will utilise it. The researcher also observed that participants even knowingly that the overtime shift they are working will not be paid for, they still go the extra mile to sacrifice their family time by working to achieve their set goals and targets. Frustrations often results when such participants asked for a leave and their supervisor declined them that chance, to them the overtime they would have ever done should be able to get them the rest they need, henceforth making them depressed and anxious when it does not turn out the way they hoped it would.

4.5 Theme 4: Strategies to manage the interaction between work and home life.

Findings of the research gathered that the strategies to manage the interaction between work and home life fell upon personal straggles and organizational strategies. Thus participants themselves understood the responsibility they had over managing the interaction between their work and family life. Henceforth they had to do all in their power in making these strategies a success, some enrolled their children in boarding school and some had housekeepers to help around the home. Organizational strategies were also recognised to be helpful such strategies as having a professional counsellor within the organization, providing also such financial assistance required by employees at whatever time a challenge arose for them.

4.6.1 Subtheme 1: Personal strategies

Strategies the participants used included a housekeeper, supportive parents and spouses, communication, time management, and prioritising. Having a housekeeper lightened their domestic responsibilities. Using this support system, they had more time to spend with their husband and children in the evenings because someone had already attended to the cleaning duties. The support and understanding of either husbands or wives was a great contribution to coping with the interaction. The importance of communication with either their work colleagues or their spouses was identified as a way of coping. The participants also emphasised the importance of time management and prioritising their daily activities and duties, which resulted in them achieving goals set for the day and helped in clearing the pressure.

"A person, has to prioritise and manage his time, if you cannot do time management, everything will fall on the ground and this often result in unending disciplinary hearing cases being filed because people are failing to meet set targets and using shortcuts that result in incidents" (Participant 10, male)

"I often feel relieved talking to my wife about somethings that may have upset me at work, she's really a good listener and often gives me advise I can always count on." (Participant 4, male)

"...I imagine the experience would have been worse and so strenuous if my husband had not always been supportive of my work, but I am overwhelmed by his support and help with the children" (Participant 11, female)

Research findings showed how the personal strategies participants used helped them cope and manage their interaction. The majority of the participants admitted to having their work moving smoothly whenever they always managed their time and prioritised their work according to the order of its importance. Those families who had both the mother and father working made sure they employed a helper who could always keep the house and look after the children, which actually helped them not worry about completing any domestic chores after work. Supportive spouses often made the experience less stressful and less challenging and either their husbands or wives often counted on their endeavouring support. Communication on what could have been going wrong in either of the spouse life often helped in dealing away with stresses and anxiety, unlike participants who often had no support.

4.6.2 Subtheme 2: Organizational strategies

The research study found out that Unki as an organization is concerned about the well-being of its employees. Most participants reported on how often they had received medical help from the clinic within the organization, and sometimes counselling itself from the professionals within the organization. However, not all employees had since made use of this provision, as some even reported how difficult it is to just go to clinic without a referral letter from a supervisor, and much interest lied in pushing for meeting up with set targets and deadlines. For required financial assistance participants reported how they often made use of the provision of salary advancements and expressed how grateful they were that their families were covered under their medical aid covered by the organization.

Narratives below highlight on how the participants felt about the organizational strategies;

“It comforts me to know that in any case of an emergency I will quickly get medical attention at our very own clinic there, incidents do happen underground regardless all efforts to maintain the zero harm vision” (Participant 13, male)

“I have spoken to one of the sister’s at the clinic and she really helped me. Sometimes despite the supportive colleagues and a supportive family you do get to a point where you need the professional help. Especially just when you think you are doing everything right and still things do not turn out okay you feel like you are starting to lose it” (Participant 8, male)

“Money is a constant challenge for all us especially when a problem arise in the family but I was happy I managed to get a salary advance that helped me to pay for my mother’s medical bill in January when my pocket was completely empty.”

(Participant 6, male)

The above narratives clearly highlight the efforts of the organization to help its employees manage their work-family interactions, providing a privilege that allows them to get financial assistance in cases of emergency. The clinic within the organization is enough recognition of the dangers of such a working environment where incidents sometimes occur, medical attention can quickly be administered. Not all incidents result in injuries however, participants under shock can be helped through counselling. The researcher found however, that participants often did not view or seemed to understand this provision of having to talk to a professional about any of their work-family conflict and family-work conflict problems they had been facing. Participants often pushed themselves to work even when they felt sick, sometimes due as a result that the supervisor did not grant them a referral letter to go to the clinic and in other cases they themselves actually saw it as wasting time that could be used to meet up their set targets.

4.6 Chapter summary

Most of the participants experienced such psychological strains as anxiety, stress, and fatigue. Findings of the research study showed how others managed to deal with such challenges through seeking for professional help and sharing challenging experiences among colleagues. The interview findings were presented directly in verbatim manner in which they were received. Participants also proved and showed how they have since learnt how to cope and manage their work-family interactions, regardless the overwhelming imbalances and conflict that may exist. To curb for such issues as fatigue the organization has since started on a housing project that allows employees who come from far to relocate and live in with their families.

CHAPTER FIVE

DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter's key focus is on giving a comprehensive analysis of the data gathered as well as giving a summarization of all the information acquired during the course of the research study.

5.2. Discussion of results

The study sought to mainly investigate the experiences of work-family interactions among employees working in the mining environment. To determine how employees working in the mining environment experience their work-family interaction, to determine the main

dimensions in the lives of mine workers that are in interaction with one another, to determine the major antecedents and consequences of work-family interactions for employees working in the mining environment and lastly to determine the strategies that mineworkers utilise in order to deal with their work-family interactions. The formulated research questions will be used to interpret, explain and help to draw necessary conclusions of the research study showing the significance of the research. The drawn conclusions from this research will be viewed also in light with other researchers who carried out similar research. The chapter will also make necessary recommendations that will be discussed upon the shortcomings encountered during the course of the research. The chapter's interpretation of the results will give a holistic understanding of the experiences of underground mine workers at Unki in Shurugwi in regards to their work-family interactions.

5.2.1 Nature of work-family interactions

Research findings indicate that despite the participants' efforts to maintain a balance between the time spent at work and the time spent at home, problems still arose in the sphere of interaction. This is in line with Greenhaus et al., (2003) who stated that work-family conflict occurs when participation in the work role and the family role is incompatible in some respect. As a result, participation in one role is made more difficult by virtue of participation in the other role. Henceforth most participants admitted to having the work domain overweighing their family domain. This led to the work-family conflict in which the demands of work overlapped into the spectra of home and participants reported on how they often failed to spend quality time with their families because their minds are always fixated on their work. The work-family conflict resulted in spending long hours at work, working overtime to complete projects.

Research indicated that despite efforts by participant to use boundaries that separate the work and the home life in line with the boundary theory which focuses on the ways in which people create, maintain, or change boundaries in order to simplify and classify the world around them Ashforth, Kreiner,&Fugate (2000). Findings confirmed that it was difficult to separate the two domains despite the efforts that the participants had put in. Hochschild (1997) is of the view that although these two forms of conflict-work interference with family and family interference with work are strongly correlated with each other, more attention had been directed at work interference with family more than family interference with work. This may be because work demands are easier to quantify; that is, the boundaries and responsibilities of the family role is more elastic than the boundaries and responsibilities of the work role.

Also, research has found that work roles are more likely to interfere with family roles than family roles are likely to interfere with work roles. This is largely attributed to the idea of what Hochschild (1997) termed "the ideal worker". Hochschild astutely points out that the image employers have of an "ideal worker" already rests on some unrealistic assumptions about how the family should operate. Many employers expect that employees with families have someone tending to everything at home, leaving the worker unencumbered. Despite the fact that a majority of families today are dual earning, the image of the "ideal worker" persists and causes work–family conflict by demanding too much of working parents.

It was also noted that the conflict that result from work pressure often caused stress and anxiety among participants. Which confirmed that the difficulty of trying to create a positive and balanced interaction between work and personal by using boundaries that set parameters that separate the two domains often puts strain on the individual and can have several negative implications for the organisation for example turnover, absenteeism, reduced performance and for the employees' own personal life its poor physical and psychological health, decreased life satisfaction, marital satisfaction, family satisfaction and dissatisfaction with leisure activities Geurts & Demerouti (2003).

5.2.2 General work and family satisfaction

Findings indicate that satisfaction in the family sphere often resulted in how often participants could see their families. The majority of the participants who were now staying with their families often felt at ease knowing that they are together with their families. However, the greater the distance a participant felt to be between them and their family and the number of times they often saw each other often left some with a feeling of dissatisfaction. This is also supported by research findings by Karimi (2008) work-to-family interference has significant and negative effects on job satisfaction. Researchers have successfully demonstrated relationships between work-family conflict and family-work conflict and job satisfaction. Results from studies conducted on general work and family satisfaction demonstrated that when work roles interfere with family roles and family interference with work roles, the individual's job satisfaction is lower.

The study review that experiences in the working environment such as incidents in which employees get injured often shook the participants and often reminded them of the dangers of working in underground mining. Such events made them feel a great deal of discomfort, knowing the consequences that will follow the occurrence of the incident, like dismissal of an

employee if they were making any shortcuts that go against the set standards and procedures of operation. However, that was not always the outcome for all incidents, at times employees will need to attend retraining for them to learn again on how to operate the machinery that caused them the incident. Regardless this alternative of outcomes participants reportedly admitted to always having the fear of doing something wrong that will lead them to an unfavourable outcome henceforth always tried their best to abide by the set standards and procedures. Research also found that employees often felt satisfied after shifts when they came from underground without anything harmful happening. Participants showed the understanding of the organization's vision of zero harm which made them more cautious and always look out for their colleagues.

It was also noted that experiences of work-life interaction differed for both the male and female participants. The female participants showed out how difficult it was being a working mother. According to Halpern (2013) work-life interaction may differ for males and females, especially when they are married. Females found it complicating to balance the "three" domains work, family and house, which needed undivided and continuous attention. Apart from their work and families, they had to attend to household duties as well, including cleaning, cooking, doing laundry and helping the children with their homework, where the male participants did not have those same obligations. This supported the findings of Kossek et al. (2006) that even when working, married women still do more household tasks than men. However, some of the female participants confirmed that their spouses were very supportive, and helped with household duties and children when they had to work. According to previous studies, it appears that job satisfaction play a crucial role in work-family conflict and family-work conflict among working women just as well as among working men.

5.2.3 Consequences of work-family interactions.

Findings indicate that twenty-first century companies are extremely competitive, expensive and demanding and as a result, employees and management are under constant pressure to reach higher targets (Rothmann, Steyn, & Mostert, 2005). The study indicated that participants became so consumed with their work life and the nature of their working environment had have allowed them only but a limited social life. The difficulty of trying to create a positive and balanced interaction between work and personal life often puts strain on the individual and can have negative implications for his or her work for example turnover, absenteeism, reduced performance and in his or her personal life poor physical and

psychological health, decreased life satisfaction, marital satisfaction, family satisfaction and dissatisfaction with leisure activities Geurts & Demerouti, ((Beutell, 1983) (Beutell, 1983) (Beutell, 1983)2003).

It emerged that work demands had strain-based consequences for the male participants, including physical and psychological strain. The female participants experienced tiredness after a day of work, which made it difficult for them to attend to all their household duties. This resulted in unnecessary conflict with their families and spouses. Taking work home influenced time spent with family for the participants, the time it took to finish the work could have been spent with the children and husbands or to attend to domestic duties. Furthermore, the majority of the participants, revealed that when they had a bad day at work and emotions built up, they were irritated when they got home and then took out those emotions on their spouses and families. This confirmed the findings of Geuns and Demerouti (2003) that a poor interaction between work and personal life can lead to several negative consequences, including physical consequences such as headache, back pain, upset stomach, tiredness, light-headedness and pain in the chest or in the heart area, and psychological consequences which include stress and burnout. It can also have negative consequences for the organisation itself and these include increased rate of absenteeism and poor work performance Geurts & Demerouti (2003).

5.2.4 Strategies to manage the interaction between work and home life.

The study review that relatively few empirical studies were done on the role of coping strategies that individuals used to deal with the interaction between work and personal life Geurts & Demerouti (2003). Beutell and Greenhaus (1983) found that active attempts to change the structural and personal definition of one's roles were more effective in dealing with work-home conflict than more passive and reactive role behaviour. Kirchmeyer (1993) reported similar findings, but showed that the type of coping strategy played an important role. Strategies that were aimed at changing one's attitude about what demands could realistically be met in both domains seemed to be more effective in coping with high demands from both domains than strategies aimed at changing the attitudes or behaviours of others. Furthermore, prioritising, delegating, support of spouses, and the positive nature of managerial experience were some of the main strategies individuals used in order to cope with work-family interaction Chapin et al, (2005).

It was also noted that the work related factors influencing the perception of work life balance among employees is explained in terms of flexible work arrangements, work life balance policies and programmes, work support, job stress, technology and role related factors. Many studies have suggested that flexible work arrangements would help the employees to attain a better blend between work and non-work activities and help the organisations to recruit, retain and motivate their employees Christensen and Staines (1990) identified that flexitime work arrangement reduced late comings, absenteeism, and turnover.

Findings indicated that both the female and male participants made use of relatively similar strategies such as prioritising, planning, keeping to a schedule, communication with spouse or family and exercising mainly for stress relief after work. Stoner et al. (2005) support these findings that prioritising, delegating, support of spouses, and the positive nature of managerial experience are some of the main strategies individuals use in order to cope with work-life interactions. Female participants mentioned the benefits of having a supportive husband, who took over the household duties while they were at work. Male participants also mentioned on the importance of self-awareness when coping with work life interaction. Clark (2001) found that active attempts to change the structural and personal definition of one's roles were more effective in dealing with work-home conflict than more passive and reactive role behaviour. Grzywacz et., (2007) reported similar findings, but showed that the type of coping strategy played an important role. Strategies that were aimed at changing one's own attitude about what demands could realistically be met in both domains seemed to be more effective in coping with high demands from both domains than strategies aimed at changing the attitudes or behaviours of others.

5.3. Conclusions

In relation to the nature of the family-interactions of underground mine workers at Unki in Shurugwi. Reviewed explored experiences reviewed that despite the efforts made by participants to draw the borders that separate the work and family domain, it was difficult to keep the two domains separate. Research revealed that the two domains correlate with each other and are often hard to separate.

In a way to understand the general nature of work-family satisfaction, findings indicated that the imbalances created from failure to maintain a balance between the spheres often resulted in lower job satisfaction and lower family satisfaction. Work –family conflict and family –

work conflict were as a result of the incompatibility between the two spheres. This often led to employee's poor performance and lower commitment on the job.

It was also noted that the consequences of the work-family interaction, often resulted in the participants suffering from psychological issues as stress, depression, anxiety and fatigue. Findings indicated how the female participants were affected in regards to their psychological well-being as they were faced with many responsibilities such as their gender roles they also had to fulfil when they got home from. Whilst male participants often suffered more from physical strain, due to the much hard labour they put in at work.

The study reviewed that in regards with the strategies made use of to manage the work-family interaction, both male and female participants made use of the same strategies such as time management, communication, and supportive spouse and sharing of experiences with fellow colleagues. This helped in managing the interaction and reduce the stress resulting from either the work-family conflict or family-work conflict.

5.4 Limitations

- ❖ Some participants felt hesitant to share their personal experiences and tended to generalize their responses.
- ❖ The research only managed to gather data from participants who were currently of day shift and not those on night shift.
- ❖ Interviews had to be shortened so as not to interrupt with a starting working shift or the disruption of employees who were leaving work for home.

5.5 Recommendations to the organization

- ❖ After exploring the experiences of underground mine workers at Unki in Shurugwi in regards to their work-family interactions the recommendations drawn from the above discussions include that the organization should strive to employ a professional counsellor or psychologist, who will be available at the premises of the organization. Research found out that this role of counselling is being undertaken by wellness officers however.
- ❖ Employees should also be made aware of this provision and be well advised of the benefits of speaking to a professional counsellor when they face such family issues that interfere with their work, or when they need to manage their frustrations emanating from work in order to avoid taking those frustrations home. Employees should be able to understand the importance of speaking to someone instead of

keeping their thoughts to themselves as it distracts them from performing well in their job.

- ❖ Operators of big mobile machineries such as the load haul dump trucks, should be enrolled on regular checks that keeps their health in check as some participants who operated such machinery reported on having constant back aches, headaches and fatigue. All underground mine workers actually should be enrolled on such regular health check-ups as they work in environment that poses so much threats on their health. There is a lot of noise pollution underground from so much of the drilling that goes on, there is also dust pollution that came from the blasting as well.
- ❖ To also curb the increasing rate of employee's absenting themselves from work. Work supervisor's should be flexible enough to grant requested leave by employees so that they have the time to attend to urging family issues that will be requiring their attention. This also helps in lowering the chances of employees bringing their family stresses to work.

5.5.1 Recommendations for further study

Recommendations for future studies are to include an equal number for both male and female participants. A more in depth study of how a specific sex either male or female experiences work-family interactions is possible if a study focuses on only certain occupations within the mining industry for example mobile geological technicians or engineers. This can then be compared to a group with a different occupation group in the mining environment. This study can also be expanded with quantitative research, where questions are formulated based on the current results. In this way, hypotheses regarding the relationship with the antecedents.

5.6 Chapter summary

This chapter focused on concluding the research, making room for necessary discussions on the findings gathered throughout the course of the research study. The chapter also indicated recommendations that Unki Mines as an organization should take into consideration in order to sustain the well-being of its employees as well as creating an even more flexible working environment. This study is to cautiously note that there is more need to understand how the work-family interactions of the people in the Zimbabwe mining sector are and how they can be managed. As it can be noted there is little research by scholars even in academics to show how employees can best manage their interactions and do away with their day to day stresses.

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APPENDIX A: RESEARCH INSTRUMENT

Midlands State
University
Established 2000



**FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF PSYCHOLOGY**

My name is Melissa Goredema I am BSC Psychology Honors Degree undergraduate student at the Midlands State University. I am requesting for your kind assistance that I believe will add great value to my research project. Below is an interview guide that I would request you answer to truthfully. The research topic is: **Work-Family Interactions: Experiences of underground mine workers at Unki in Shurugwi.** Please note that the information acquired from the interviews to be conducted will be kept confidential and will be used for academic purposes only.

Please respond to the given questions by answering correctly and giving the right information. There is no need to write your name.

SECTION A: DEMOGRAPHIC INFORMATION

1. SEX: MALE FEMALE
2. AGE: 18 - 24 25 -39 40 - 50
3. Years of Employment: 2 – 5years. 5years and above.
4. Current Job:
5. Do you have a family? YES NO
6. How many children do you have?
7. Do you live with your family? YES NO
8. Where is your home?
9. Where are you staying currently?

SECTION B: GENERAL WORK AND FAMILY SATISFACTION.

9. What has helped you stay in the organization up to this point?
.....
.....
10. How often do you see your family?
.....
.....

11. How do you manage to deal with stressful family - work situations that inevitably arise?

.....
.....

12. Is your family supportive of your job?

.....
.....

13. Do you feel you get adequate help from the organization in dealing with family problems?

.....
.....

SECTION C: NATURE OF FAMILY INTERACTION

14. How does your family feel about you working so far away from home?

.....
.....

15. Do you feel comfortable talking about your work-family problems with your colleagues and family? Are they supportive?

.....
.....

16. What challenges has this type of a working environment created for you?

.....
.....

17. What challenges can you say your working environment has posed on your family and children?

.....
.....

SECTION D: CONSEQUENCES OF WORK-FAMILY INTERACTIONS

18. How do you view your social life and well-being?

.....

.....
19. Do you feel there are any factors in your working environment that may affect your health?

.....
.....

20. Are there any experiences among colleagues that you benefit from?

.....
.....

21. Are there any societal expectations that hinder you from expressing what you feel? If so what are they?

.....
.....

SECTION E: STRATEGIES TO MANAGE THE INTERACTION BETWEEN WORK AND HOME LIFE.

22. What strategies have you implemented for yourself that help you deal with work-family imbalances?

.....
.....

23. What avenues have been put in place by the organization to help you deal with family-work problems?

.....
.....

24. How often do you consult the counsellor available at the clinic within the organization when dealing with stressful situations?

.....
.....

25. What has kept you motivated to your job? And helped you adapt to the nature of your working environment and the distance created by it from your family?

.....

APPENDIX B: LETTER OF APPROVAL FROM UNKI MINES

APENDIX D: TURN-IT-IN REPORT



Class Portfolio

Peer Review

My Grades

Discussion

Calendar

NOW VIEWING: HOME > PSY408 MAY 2017

Welcome to your new class homepage! From the class homepage you can see all your assignments for your class, view additional assignment information, submit your work, and access feedback for your papers. x

Hover on any item in the class homepage for more information.

Class Homepage

This is your class homepage. To submit to an assignment click on the "Submit" button to the right of the assignment name. If the Submit button is grayed out, no submissions can be made to the assignment. If resubmissions are allowed the submit button will read "Resubmit" after you make your first submission to the assignment. To view the paper you have submitted, click the "View" button. Once the assignment's post date has passed, you will also be able to view the feedback left on your paper by clicking the "View" button.

Assignment Inbox: PSY408 May 2017

	Info	Dates	Similarity	
Dissertaton		Start 31-Mar-2017 11:39AM Due 29-May-2017 11:59PM Post 30-May-2017 12:00AM	23% ■	Resubmit View

APENDIX E: MARKING GUIDE

Name of student: Melissa Goredema

REG No:133488C

	ITEM	Possible Score	Actual	Comment
A	RESEARCH TOPIC AND ABSTRACT clear and concise	5		
B	PRELIMINARY PAGES: Title page, approval form, release form, dedication, acknowledgements, appendices, table of contents.	5		
C	AUDIT SHEET PROGRESSION	5		
D	CHAPTER 1 Background, statement of problem, significance of the study, research questions, objectives, hypothesis, assumptions, purpose of the study, delimitations, limitations, definition of terms	10		
E	CHAPTER 2 Addresses major issues and concepts of the study. Findings from previous work, relevancy of the literature to the study, identifies knowledge gap, subtopics	15		
F	CHAPTER 3 Appropriateness of design, target population, population sample, research tools, data collection, procedure, presentation and analysis	15		
G	CHAPTER 4 Findings presented in a logical manner, tabular data properly summarized and not repeated in the text	15		
H	CHAPTER 5 Discussion (10)Must be a presentation of generalizations shown by results: how results and interpretations agree with existing and published literature, relates theory to practical, implications, conclusions (5)Ability to use findings to draw conclusions Recommendations (5)	20		
I	Overall presentation of dissertation	5		
J	References	5		
K	TOTAL	100		

MarkerSignature Date.....

Moderator.....Signature Date.....