



## Mediating Effects of Coping Strategies on the Relationship between Organizational Support and Work-Family Conflict

Soulideth Keoboulapheth<sup>1\*</sup>, Surena Sabil<sup>2</sup> and Tan Kock Wah<sup>3</sup>

<sup>1</sup> Souphanouvong University, Laos

<sup>2,3</sup> Universiti Malaysia Sarawak, 94300 Kota Samarahan, Sarawak, Malaysia

### ABSTRACT

This study aims to determine the mediating effects of coping strategies on the relationships between organizational support (supervisor and coworker support) and work-family conflict. A questionnaire survey approach was conducted with the purposive sampling. This study was contributed to 342 married employees from different organizations in the Luangprabang province, Laos. The gathered data was analyzed by employing the Structural Equation Modeling using SPSS Amos 21.0 software. The findings showed that organizational support (supervisor support and coworker support) was not significantly related to work-family conflict. Problem-focused coping was not significantly related to work-family conflict, whereas emotion-focused coping was significantly related to work-family conflict. This is one of the first studies to provide empirical evidence in terms of the mediating effects regarding coping strategies among married employees in Laos. The organizations should consider the coping strategies and the support from supervisors and colleagues in formulating strategies to minimize work-family conflict. Additionally, problem-focused coping is a more meaningful predictor of work-family conflict than emotion-focused coping. Providing the training of the comprehensive coping program to the employees could help them to be sensitive in coping work-family conflict. This study could serve as an important guideline to develop planning strategies in managing work and family role and promoting work-life balance among the employees.

*Keywords:* Work-family conflict; organizational support; problem-focused coping; emotion-focused coping

### INTRODUCTION

A large body of research studies have been done in terms of work-family conflict (WFC) (Lapierre & Allen, 2012). However, even today, many employees are still facing the challenging task of managing work roles as well as family

roles based on WFC (Mauno & Rantanen, 2013). Consequently, the management of WFC has become increasingly important (Powell, Francesco, & Ling, 2009). Nevertheless, past studies were mostly carried out in Western countries having similar cultural and family structures (Allen, Herst, Bruck, &