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Role of Women-friendly, Family-friendly, and Women and Family-friendly Support Services on Work Performance

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Abstract

The study investigated the role of Women-friendly Support Services (WFFS only), Family-friendly Support Services (FFSS only), and both Women and Family-friendly Support Services (WFFS and FFSS) on the performance of female employees in work organizations. A descriptive survey design of Ex-post factor was adopted for this study. Participants in the study consisted of a total of 860 female employees drawn from services, manufacturing, and distributive organizations. Data was collected using the Women-Friendly Support Inventory (WFSI), Family-Friendly Support Inventory (FFSI), and the Work Performance Rating Scale 1 and 2 (WPRS1 and WPRS 2). Data was analyzed using the one way ANOVA at 0.05 level of significance, and the post hoc (Scheffe) test at significant level 0.05. Findings revealed that there is a significant difference between work performance of workers benefiting from only women-friendly

support services, ($F_{(11,330)} = 9.0; p < 0.05$), only family-friendly support services ($F_{(11,330)} = 46.0; p < 0.05$) and both women and family-friendly support services ($F_{(11,330)} = 4.5; p < 0.05$). Additionally, the post hoc (Scheffe) test at significant level .05 indicated mean values on work performance ($X = 101.2$) of beneficiaries of both FFSS and WFSS is higher than mean score on work performance of beneficiaries of FFSS only (101.1). Mean score on work performance of beneficiaries of FFSS only (101.1), is higher than that of beneficiaries of WFSS only ($X = 95.2$).

Introduction

Roles in the family tend to distract women when performing the work that they do in organizations. (Evbuoma, 2007). United States Agency for International Development (USAID) report has it that ‘... women grow at least 50 percent of the world’s food and as much as 80 percent in some African counties (USAID, 1991, p.30), while continuing to bear full responsibility for the household maintenance’. The description of women’s work in a developing country could easily characterize the life of a peasant woman in the middle-ages.

In organization, the lifestyle of an average woman (for instance in Nicaragua), provides a heart-rending account of a normal day in the life of a female garment worker. Rising at 3.00a.m; she washes clothes, cooks the family breakfast, and dresses the younger children. Off to work at 5.00a.m.; she returns at 5.00p.m to shop, clean, cook supper, and nurture her family. Bedtime is no earlier than 10.00p.m. Far less than five hours sleep before another grueling day. (Perez – Aleman, 1992). While this report may be absolutely true of some women to its details and not entirely true of other women to its details. 80% of Kenyan’s food production labourers, and 70% of agricultural labourers are women.(World Bank, 2007), (only 5% of them, registered landlord. (The African Report, 2011). It is certain that women experience role overload while combining work and family roles.

Ironically, female working members of work organizations are expected to perform as much as their male counterparts, even though they are centre figures in the family, without whom families cannot survive. (Evbuoma, 2007). Hager (1993) implies that the vast

