

Analyzing How Working From Home Can Lead to Higher Job Satisfaction for Employees Who Have Care Responsibilities Using Structural Equation Modeling

Authors : Christian Louis Kühner, Florian Pfeffel, Valentin Nickolai

Abstract : Taking care of children, dependents, or pets can be a difficult and time-consuming task. Especially for part- and full-time employees, it can feel exhausting and overwhelming to meet these obligations besides working a job. Thus, working mostly at home and not having to drive to the company can save valuable time and stress. This study aims to show the influence that the working model has on the job satisfaction of employees with care responsibilities in comparison to employees who do not have such obligations. Using structural equation modeling (SEM), the three work models, "work from home", "working remotely", and a hybrid model, have been analyzed based on 13 influencing constructs on job satisfaction. These 13 factors have been further summarized into three groups "classic influencing factors", "influencing factors changed by remote working", and "new remote working influencing factors". Based on the influencing factors on job satisfaction, an online survey was conducted with $n = 684$ employees from the service sector. Here, Cronbach's alpha of the individual constructs was shown to be suitable. Furthermore, the construct validity of the constructs was confirmed by face validity, content validity, convergent validity ($AVE > 0.5$; $CR > 0.7$), and discriminant validity. In addition, confirmatory factor analysis (CFA) confirmed the model fit for the investigated sample (CMIN/DF: 2.567; CFI: 0.927; RMSEA: 0.048). The SEM-analysis has shown that the most significant influencing factor on job satisfaction is "identification with the work" with $\beta = 0.540$, followed by "Appreciation" ($\beta = 0.151$), "Compensation" ($\beta = 0.124$), "Work-Life-Balance" ($\beta = 0.116$), and "Communication and Exchange of Information" ($\beta = 0.105$). While the significance of each factor can vary depending on the work model, the SEM-analysis shows that the identification with the work is the most significant factor in all three work models and, in the case of the traditional office work model, it is the only significant influencing factor. The study shows that among the employees with care responsibilities, the higher the proportion of working from home in comparison to working from the office, the more satisfied the employees are with their job. Since the work models that meet the requirements of comprehensive care led to higher job satisfaction amongst employees with such obligations, adapting as a company to such private obligations by employees can be crucial to sustained success. Conversely, the satisfaction level of the working model where employees work at the office is higher for workers without caregiving responsibilities.

Keywords : care responsibilities, home office, job satisfaction, structural equation modeling

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