

Ripple Effect of Individual Cognitive Work-Family Conflict on Team Performance: Mediating Role of Emotional Exhaustion and Emotional Contagion

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Abstract

Purpose: To investigate the impact of cognitive work – family conflict (WFC) on team performance, this study aimed at testing the model. i.e. how cognitive based work – family conflict reverts back to work place and affects the team performance. Based on conservation of resource (COR) theory and concept of resource loss spiral and contagion phenomena.

Design / Methodology / Approach: Data was collected from 298 team workers and 187 team leaders affiliated with financial sector. PLS-SEM, Higher Component Modeling technique was employed to analyze the data.

Findings: Results revealed a positive association between Cognitive work-family conflicts and employee team performance. Data also supported the mediating role of emotional exhaustion and emotional contagion. This study empirically proves that, when any of the team member is affected by cognitive work – family conflict, an emotional exhaustion takes place due to the loss of cognitively valued resources. Furthermore, with reference to emotional contagion phenomenon, it was clearly established that emotionally exhausted employee spillover the same behavior within team that affects the teamwork performance.

Originality / Value: This study helps in understanding the internal mechanism through which cognitive work family conflict affects team performance. The findings further pave the way for undertaking focused research on the cognitive work-family conflicts to have an in-depth view of the employees' behavioral dimensions through proposed model.

Keywords

Cognitive work – family conflict, Team performance, Resource loss spiral, Emotional contagion.