UNIVERSITY OF MACAU

FACULTY OF BUSINESS ADMINISTRATION

THE RELATIONSHIP AMONG WORK-FAMILY CONFLICT, JOB SATISFACTION AND WORK-FAMILY POSITIVE SPILLOVER OF WOMEN IN MACAU

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Thesis presented to the

Faculty of Business Administration

University of Macau

In partial fulfillment for granting the MBA Degree

2013

EXECUTIVE SUMMARY

This study examines the direct and moderating effects of work-family conflict on the relationship between perceived organizational support and job satisfaction, as well as the moderating effects of work-family role integration on both positive and negative spillover of job (dis)satisfaction from work to family domains. A survey on a sample of 234 female workers in Macau supported that work-family conflict is negatively related to job satisfaction, whereas perceived organizational support is positively related to job satisfaction. The positive relationship between perceived organizational support and job satisfaction was likewise determined to be weaker with high work-family conflict, suggesting that such conflict can offset the favorable impact of perceived organizational support. Furthermore, the results supported the moderating effects of work-family role integration for both positive and negative spillovers of job (dis)satisfaction from work to family domains. Thus, high work-family role integration not only enhanced positive spillover but also induced the inevitable outcome of enhancing conflict.

ACKNOWLEDGMENTS

I express my deep appreciation and gratitude to my supervisor, Dr. Linda Chen, for her enthusiastic guidance, encouragement, and suggestions for my research.

I similarly thank Dr. Jennifer Lai and Dr. Lucy Lin for their recommendation and advice, as well as my professors in the University of Macau. Moreover, I likewise provide my sincere gratitude to the FBA Graduate Studies Committee (FBAGSC) for their assistance and guidance.

Furthermore, I am grateful to my colleagues and friends, particularly those who assisted me with the data collection for this study.

Finally, I express my love and gratitude to my family for their understanding, support, and endless love.

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