

Work-Life Balance Support for Reducing Women Turnover Intention in the Service Sector Pakistan: A Time-Lagged Study in Perspective of Sustainable Development Goal of Decent Work and Economic Growth

Tehreem Fatima, Muhammad Waqas, Ali Tariq

Lahore Business School, The University of Lahore, Sargodha Campus, Pakistan

ABSTRACT

Purpose: The purpose of this work is to find out how work-life balance support (i.e., work flexibility, non-work support, and family supportive supervisor behavior) influences work engagement through reduce work frustration based on Conservation of Resources (COR) theory.

Design/Methodology/Approach: This study relied on quantitative survey form women working in service sector (Education, banking, and others) in Pakistan. 285 valid responses were obtained via purposive sampling and analyzed by PROCESS model 4 through SPSS 21.

Findings/Results: The results indicated that work-life balance support (i.e., work flexibility, non-work support, and family supportive supervisor behavior) influences work engagement through reduce work frustration.

Originality/Value: This research has focused on the importance of work-life balance support from specific perspective of women. Moreover, it has linked three important types of work-life support mechanisms to work engagement through the scanty examined role of work frustration based on COR perspective.

Keywords: *work-life balance support; work flexibility, non-work support; family supportive supervisor behavior; work engagement; work frustration; Conservation of Resources (COR) theory; working women*