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THE RELATION BETWEEN COUPLE COMMUNICATION AND WORK-FAMILY
CONFLICT

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HONORS PROJECT

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Abstract

In studies examining work-family conflict, much of the attention has been focused on control at work (Radcliffe & Cassel, 2014). The purpose of the study was to examine the relationships between couple communication at home and experienced job satisfaction, relationship satisfaction, and overall work-family conflict. Though hypotheses specifically examining communication frequency were not fully supported, post-hoc analyses revealed unique relationships between specific communication patterns and skills and work-family conflict, especially when examining family-to-work influences. Suggestions for future research to examine the benefits of teaching communication skills at work and how they may impact work-family conflict are also discussed.

The Relation between Couple Communication and Work-Family Conflict

In the literature examining work-family interactions, there has been an over-emphasis on examining the work domain independently and a very limited perspective on work-family experiences as a whole, especially from the perspective of the home and family domain (Radcliffe & Cassell, 2014). According to Radcliffe and Cassell (2014), the research that has been conducted specifically on the family domain has typically been focused on variables that contribute to the difficulties of managing and balancing work and family roles. The purpose of this study is to understand how couple communication at home relates to work-family conflict and other work-related variables. Specifically, I am examining how different aspects of communication between couples, including communication frequency, skills, and patterns, affect work-family conflict, job satisfaction, and relationship satisfaction.

Balancing the demands of work and home life generates stress on individuals and has an impact on the entire work force (Galinsky & Stein, 1990). If the demands of the two roles can be balanced, rather than in conflict with each other, then the stress associated with work-family conflict can be reduced (Greenhaus, Collins, & Shaw, 2003). Work-family conflict, which occurs between work and family roles when the role expectations of these two domains are not compatible with one another, is related to many negative outcomes (Netemeyer, Boles, & McMurrian, 1996). Negative outcomes of work-family conflict include psychological distress, such as depression and anxiety disorders, job-related distress, emotional exhaustion, dissatisfaction with family, work, and/or life in general, alcohol abuse, and absence from work and/or family roles (see: Bellavia & Frone, 2005). Because of the host of problems associated with work-family conflict, it is important to consider all that can be done to alleviate the inter-

role conflict that occurs when role pressures between work and family domains are incompatible (Greenhaus & Beutell, 1985; Bellavi & Frone, 2005).

Teaching couples strong communication skills has been proposed to be an effective form of intervention for couples suffering from high levels of work-family conflict. Research has found that constructive and destructive communication can fully mediate the relationship between work-family conflict and marital satisfaction (Carroll, Hill, Yorgason, Larson, & Sandberg 2013). In addition, Sandberg, Yorgason, Miller, and Hill (2012) found that marital distress is a predictor of the quality of well-being in both families and organizations, further suggesting a link between the quality of home life and work. In this study I examine how couple communication qualities, including communication skills, communication frequency, and communication patterns (positive, negative, and avoidant) relate to work-family conflict, job satisfaction, and relationship satisfaction.

Work-Family Conflict

Interactions between work and family domains, and the ways in which individuals react to and deal with these interactions, have critical implications for the individual, his/her family, and the organization for which the individual works (Carlson & Kacmar, 2000). Work-family conflict has costly and damaging effects on behaviors and attitudes in the work and life domains, and on the health of individuals (Allen, Herst, Bruck, & Sutton, 2000; Netemeyer et al., 1996). A balance between the roles of work and family life are important for reduction of work-family conflict, an inter-role conflict in which participation in different roles (work roles or family roles) results in opposing pressures. Because these pressures are between work and family domains, the direction of the conflict can be work-to-family or family-to-work and impact more than just the individual experiencing the pressures of incompatible roles (Greenhaus & Beutell,

1985; Bellavi & Frone, 2005). Specifically, work-family conflict has been conceptualized to occur under three explicit conditions; 1) when time devoted to one role (work or family) makes it difficult to devote time to the other role, 2) when strain from one role makes it difficult to fulfill the requirements necessary to participate in the other role, and 3) when specific requirements of one role make it difficult to participate in the other role (Greenhaus & Beutell, 1985).

Job Satisfaction

The most commonly studied correlate of work-family conflict is job satisfaction (Bruck, Allen, & Spector, 2002; Judge & Kammeyer-Mueller, 2012). Job satisfaction is the degree to which an individual likes his/her job and is referred to as an emotional-affective response that occurs when an individual's expectations of his/her job are being met and values are being achieved (Locke, 1969; Spector, 1997). Job satisfaction is an affective/attitudinal reaction to a job and has many implications for the employee and organization (Spector, 1997). For example, studies have found that as work-family conflict increases, job satisfaction decreases, indicating a negative relationship between work-family conflict and job satisfaction (Bruck et al., 2002). Job satisfaction has also been found to be related to important, work-related variables including organizational citizenship behaviors, safety, and quality of work (Barling, Kelloway, & Iverson, 2003; Foote & Tang, 2008). In their meta-analytic examination of the relationship between job satisfaction and subjective well-being, Bowling, Eschelman, and Wang (2010) found that job satisfaction has positive relationships with life satisfaction, overall happiness, the presence of positive affect, and an absence of negative affect.

However, job satisfaction does not only impact the employee and organization for which he/she works. Ilies, Wilson, and Wagner (2009) found, for example, that daily spillover of job satisfaction impacts the individual as well as those around them. Daily job satisfaction was found

to be positively related to positive affect at home and negatively related to negative affect at home. In addition, these authors found that employees' daily job satisfaction ratings were related to partner evaluations of the employee's emotional states at home. Job satisfaction is considered a work-role attitude that is influenced by interactions in both the work and family domain (Ilies et al., 2009), suggesting that the two constructs are related. Thus, my first hypothesis is:

Hypothesis 1a: Work-family conflict is negatively related to job satisfaction.

Relationship Satisfaction

Because of the relationship between job satisfaction and the home domain, it is not surprising that Rogers and May (2003) found that marital satisfaction is positively related to job satisfaction. Similarly, Sandberg et al. (2012) found that marital distress was negatively related to job satisfaction. Research also supports that the quality of marital relationships is related to job satisfaction and productivity (Sandberg et al., 2012). In addition to studies on the relationship between marital satisfaction and job satisfaction, research has examined the relation between work-family conflict and marital satisfaction. Research has shown, for example, that high levels of work-family conflict result in decreased marital satisfaction in individuals and their spouses (Amstad, Meier, Fasel, Elfering & Semmer, 2011; Bakker, Demerouti, & Burke, 2009; Leiter & Durup, 1996; Steenbergen, Kluwer, & Karney, 2014). Because of the relationship between marital satisfaction and work-family conflict, and to accommodate for a wider range of participants, I hypothesize that:

Hypothesis 1b: Work-family conflict is negatively related to relationship satisfaction.

Communication

Communication is an essential component of human interaction, whether the interaction occurs within the family or work domain. Most crucial, perhaps, are the impacts of

communication across family and work domains. A popular counseling text by Okun and Kantrowitz (2014) claims that a major source of interpersonal difficulties, including those in marital, work, and family domains, can be attributed to communication problems. According to Okun and Kantrowitz (2014), communication problems stem from misunderstandings resulting from ineffective communication. Communication skills, skills that allow for the ability and capacity to realize communication goals during an interaction, require effort and practice (Burleson & Denton, 1997). Burleson and Denton (1997) criticize that too often communication skills are viewed as a single, global dimension, while in fact there are multiple communication skills that make up the construct that influence each person and his/her relationships differently. In general, communication between people is very important, playing a critical role in both psychological wellbeing and interpersonal relationships (Hartley, 2002; Okun, 1991).

Communication skills are an important determinant of marital satisfaction and can be used as a tool to attain better balance between work and family domains (Clark, 2000). Communication patterns have also been found to be related to relationship satisfaction. For example, Yoo, Bartle-Haring, Day, and Gangamma (2014) found that just as a wife's appraisal of her husband's communication predicts her own relationship satisfaction, a husband's appraisal of his wife's communication predicts his relationship satisfaction. The impact of communication on relationships, including relationships in work and family domains, leads to the following hypotheses:

Hypothesis 2a: Frequent communication with one's partner is positively related to job satisfaction.

Hypothesis 2b: Frequent communication with one's partner is positively related to relationship satisfaction.

In addition to being related to relationship satisfaction, communication patterns have been found to fully mediate the relationship between work-family conflict and marital satisfaction (Carroll et al., 2013). In their study, Carroll et al. (2013) found that work-family conflict is negatively related to marital satisfaction. Specifically, while constructive communication was related to high marital satisfaction, destructive marital communication was found to be related to low marital satisfaction. Important to note is the belief that discussion of work-family conflict is much more distressing in situations of destructive communication and less distressing in constructive conversations, even if the topics discussed are negative. Similarly, Kossek, Lautsch, and Eaton (2006) found that communication with one's spouse about work related issues only reduces work-family stress when the work issues are positive in nature.

Communication with family about work can be an important way to mitigate work-family conflict (Clark, 2000; Galinsky & Stein, 1990). Communication is key in reaching optimal balance between work and family roles because it makes people in the family domain aware of challenges, successes, etc. happening in the work domain. When family members better understand happenings in the work domain, it provides a chance for them to show support and understanding (Clark, 2000). Thus, my final hypothesis is:

Hypothesis 3: Frequent communication with one's spouse is negatively related to work-family conflict.

Method

Sample

Working individuals who were in a romantic relationship and at least 18 years old were recruited using a peer-nomination strategy. The author's professional and personal contacts were contacted via email and/or a social media announcement. The invitation described the study,

contained required HSRB related information, provided a link to the survey, and requested that those not eligible to participate in the study forward the email or announcement to individuals who meet the criteria.

A total of 186 individuals responded to the survey. Of these, 93 completed the survey and their information was retained for analysis. Of the 93 individuals included for analysis, 64 were female (68.8%), 26 were male (28.0%), and 3 people (3.2%) did not report their gender. The mean age was 37.34 years ($SD=14.11$). Majority of participants (71.0%) did not have children living in the home and the average numbers of hours worked by each participant was 40.79 hours ($SD=19.41$) per week. Sixty-five (65) respondents were married and living with their partner, one (1) was married but not living with his/her partner, twelve (12) were not married but cohabiting, thirteen (13) were not married and not living together, and two (2) individuals did not respond. Participants who have been married to or cohabiting with their partner have been doing so for an average of 12.72 years ($SD=12.13$).

Measures

Constructs were averaged for each participant to compute each correlation.

Work Family Interface. Work-to-family conflict and family-to-work conflict was measured using Matthews, Kath, & Barnes-Farrell's (2010) Abbreviated Work-Family Conflict Measure. Each of the six items were scored on a five-point Likert scale where 1 = *Strongly Disagree*, 5 = *Strongly Agree*. An example item is, "I have to miss family activities due to the amount of time I must spend on work responsibilities." A full list of scale items can be found in Appendix A.

Job Satisfaction. Job satisfaction was assessed using Spector's (1985) Job Satisfaction Survey (JSS). Each of 36 items was scored on a seven-point Likert scale where 1 = *Strongly*

Disagree, 7 = *Strongly Agree*. An example item is, "I feel a sense of pride in doing my job." A full list of scale items can be found in Appendix B.

Relationship Satisfaction. Relationship satisfaction was measured using an adapted version of Johnson and Anderson's (2013) Marital Satisfaction Survey. Questions were modified to address the current relationship of the partner rather than specifically addressing a marital relationship, allowing individuals in committed relationships who are not yet married to participate in the survey. There were a total of seven items that examined six aspects of the relationship. Responses were scored on a five-item scale where 1 = *Very Dissatisfied*, 5 = *Very Satisfied*. A sample item is, "Thinking about the past month, please indicate the degree to which you are satisfied with your romantic relationship in regards to how conflicts are resolved." A full list of scale items can be found in Appendix C.

Communication. Various communication aspects were assessed using a variety of measures. Communication patterns in couples were assessed using an adapted version of Futris, Campbell, Nielsen, and Burwell's (2010) Communication Patterns Questionnaire-Short Form (CPQ-SF). Rather than directly addressing the participant's spouse, the adapted version addressed the participant's partner. Eleven items were scored on a seven-point Likert scale in which 1 = *Very Unlikely*, 7 = *Very Likely*. An example item is, "When issues or problems arise, how likely is it that you and your partner avoid discussing the problem?" A full list of scale items can be found in Appendix D.

Communication skills were assessed using Burleson, Kunkel, Samter, and Working's (1996) Communication Function Questionnaire. This questionnaire examines eight different communication skills and is scored on a five-point Likert scale where 1 = *Strongly Disagree*, 5 = *Strongly Agree*. A sample item is, "[My current romantic partner] makes me feel like I can be

really honest about the things in our relationship that produce conflict.” A full list of scale items can be found in Appendix E.

Questions regarding communication were also adapted from Crossfield, Kinman, and Jones’s (2005) Aspects of Work Questionnaire. A list of questions asked that were based on Crossfield et al.’s (2005) Aspects of Work of Questionnaire can be found in Appendix F.

Participants were also asked general questions about the nature of the topics discussed with their partner as well as the frequency with which partners had intimate and work-related discussions. Communication was considered frequent if it occurred two or more times per week. Infrequent communication was communication that never took place or up to only one time per week. Participants were asked about the frequency with which they communicated with their partners regarding work and how frequently couples had intimate conversations. Questions asked can be found in Appendix G.

General Survey. Demographic and inclusion criteria were also assessed. The following variables were assessed along with the general survey: participants’ and partners’ job titles, hours worked per week, similarity of jobs between participant and partner, and current living arrangements.

Results

Table 1 shows the means, standard deviations, and correlations among study variables. All hypotheses were tested using correlational analyses. Hypothesis 1a was partially supported. As expected, job satisfaction was negatively related to work-family conflict ($r = -.28, p < .01$). However, the relationship was not found to be significant in the direction of family-to-work conflict ($r = -.15, p > .05$). Hypothesis 2a was fully supported. Relationship satisfaction was found to be negatively correlated with both work-to-family conflict ($r = -.23, p < .05$) and

family-to-work conflict ($r = -.24, p < .05$). Although not directly derived from the proposed hypotheses, it is interesting to note that relationship satisfaction and job satisfaction were positively and significantly related ($r = .24, p < .05$).

Regarding frequency of communication, hypothesis 2a was not supported. In analyzing frequency of communication, communication with one's partner was considered frequent if conversations occurred at least two times per week and infrequent if conversations took place one time per week or less. Neither intimate conversations nor conversations regarding work were significantly related to job satisfaction, ($r = .14, p > .05$) and ($r = -.09, p > .05$) respectively. Hypothesis 2b, however, was supported. Frequency of intimate conversations with one's partner was found to be positively and significantly related to relationship satisfaction ($r = .51, p < .01$), as was frequency of communication specifically about work related topics, ($r = .25, p < .05$).

Correlational analyses did not support hypothesis 3. Frequent communication between couples about intimate topics in general or work topics specifically was not significantly related to either work-family conflict, ($r = .00, p > .05$) and ($r = .10, p > .05$) respectively, or family-work conflict, ($r = -.04, p > .05$) and ($r = -.11, p > .05$) respectively.

Post-hoc Analyses

Post-hoc correlational analyses revealed significant relationships between communication skills and patterns and work-family conflict, but only in the family-to-work direction. Though no individual communication skills were significantly related to work-family conflict, almost all of the individual communication skills were negatively and significantly related to family-work conflict at the .01 level (seen in table 2). Communication skills related to family-work conflict at the .01 level included conflict management skills ($r = -.31$), comforting skills ($r = -.33$), ego support skills ($r = -.30$), referential skills ($r = -.34$), and conversational skills ($r = -.28$). Overall

communication skills were also negatively related to family-work conflict at the .01 level ($r = -.34$). When considering the relationship between work-family conflict and overall communication skills, ($r = -.21$) the relationship was significant, but only at the .05 level.

In addition, when examining communication patterns, specifically positive, negative, and avoidant communication patterns, avoidant communication patterns were most significantly related to family-to-work conflict ($r = .32, p < .01$), as can be seen in table 1. Avoidant communication patterns were related to family-work conflict above and beyond both negative communication patterns, which saw no significant relationship ($r = .17, p > .05$) with family-to-work conflict, and positive communication patterns, which were found to be negatively and significantly related to family-work conflict, but only at the .05 level ($r = -.26$).

Discussion

Little has been studied regarding the specific dynamics involved within a family experiencing high levels of work-family conflict (Radcliffe & Cassell, 2014). Carroll et al. (2013) have suggested, however, that teaching communication skills to couples experiencing high levels of work-family conflict may be a powerful point of intervention. Past research examining work-family conflict specifically from the home domain has found that processes engaged in by couples experiencing work-family conflict involve complex negotiations and interactions and do not follow a logical sequence (Radcliffe & Cassell, 2014). With this study I add to the literature by examining various aspects of communication between couples, including communication frequency, patterns, and skills, and their relations to work-family conflict, job satisfaction, and relationship satisfaction. Limited research has examined how communication between couples on the topic of work may relate to job satisfaction, relationship satisfaction, or work-family conflict.

My results reveal that communication patterns, specifically avoidant communication and positive communication, are related to family-work conflict, but not work-family conflict. Of all communication patterns, avoidant communication was most strongly correlated with family-to-work conflict, even more so than negative communication. However, only negative communication between couples was significantly related to job satisfaction such that increased negative communication was related to lower job satisfaction. Based on the strengths of the relationships, however, results imply that any type of communication between couples (positive or negative) is better than no communication, or avoidant communication. Results are consistent with findings that avoidant communication is most detrimental to romantic relationships (Ebrahimi & Ali Kimiaei, 2014; Jang, Smith, & Levine, 2002).

Results also show communication skills to be strongly correlated with family-to-work conflict, but not work-to-family conflict. On the other hand, job satisfaction was only significantly related to work-family conflict but not family-work conflict. In addition, my results indicate that frequency of communication, regardless of whether conversations were intimate in nature or on the topic of work, did not have a significant relation to job satisfaction or work-family conflict. Crossfield et al. (2005) similarly found no evidence for communication frequency having a moderating or mediating effect on an individual's work stressors and job commitment or their partner's psychological well being. Results suggest that it is not the frequency with which communication takes place, but rather the type of communication and the skills that are employed in conversations that are most strongly related to job satisfaction, relationship satisfaction, and work-family conflict (specifically family-to-work conflict). Okun and Kantrowitz (2014) explain that effective communication skills are essential for any human

interactions, are necessary to develop and maintain healthy relationships, and are applicable in personal, social, and professional settings.

Practical Implications and Future Research

Not only is communication important within families, but it is fundamental to the operation of all organizations (Greenbaum, Clampitt, & Willihnganz, 1988). Because of the positive impact of presence of communication skills between couples on family-to-work conflict, employees and organizations should consider the quality of employees' home life and its relation to work. Sandberg et al. (2012) have found that marriage-to-work spillover is costly for families and employers. Thus, future research should examine whether the communication skills that are important within couples can be taught in organizations in hopes that the skills will be transferred home to reduce family-to-work conflict.

Effective communication improves overall performance of employees, managers, and the organization as a whole (Polito, 2013). Teaching communication skills in the workplace that have been shown to reduce family-to-work conflict when used in communication between spouses may also be beneficial when engaged in the workplace. In a study examining the relationship between effective communication and interpersonal conflict between salespeople and purchasers, Hung and Lin (2013) found that communicating effectively buffers the effects of conflict on relationship satisfaction because effective communication is able to diminish the negative effects of conflict on overall relationship satisfaction. Thus, not only could effective communication patterns and skills be taught in the workplace in hopes of having them transfer home to reduce overall work-family conflict, but they could be useful on the job.

Limitations and Conclusion

Certain limitations must be acknowledged when considering the results of this study. First, the response rate to the survey was low, resulting in a small sample size in which a majority of participants were female. Future research should aim for a larger sample size in which the number of female participants and male participants is more balanced. Not only would a larger sample size make for more generalizable results, but it would also allow us to determine whether communication skills and work-family conflict are moderated by gender. In addition, when examining communication frequency, the base rate of “infrequent communication” was low, resulting in unbalanced sample sizes for the comparison of couples communicating “frequently” versus “infrequently”. With a small sample of participants communicating infrequently, it is difficult to confidently determine the relation of infrequent communication to work-family conflict, job satisfaction, and relationship satisfaction. Finally, when considering couples, the study did not differentiate between married and dating couples. Future researchers may consider the differences between married and dating couple to determine whether the type of relationship an individual is in (married versus dating) impacts experienced work-family conflict and also to see whether communication styles differ significantly.

Even with its limitations, the study makes an important contribution to the literature by revealing existing relationships between family and home life and work-family conflict. In addition, the current study examines how work-family conflict can be alleviated through the effective use of communication skills and patterns. Though communication frequency was not found to be significantly related to job satisfaction or work-family conflict, communication skills and patterns were found to be significantly related to family-work conflict. Prior to this study, no research had been conducted examining the impacts of control from the home front on work-

family conflict (Radcliffe and Cassel, 2014). Results revealed that control of work-family conflict can come from home, not necessarily through frequency of conversations, but rather through the use of effective communication skills and patterns between couples.

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Table 1

Descriptive Statistics and Correlations

<i>Variable</i>	M	SD	1	2	3	4	5	6	7	8	9	10	11
1 Age	37.34	14.11											
2 Gender	1.17	0.46	-.15										
3 Work-to-Family Conflict	2.69	0.85	-.12	.04									
4 Family-to-Work Conflict	2.13	0.68	.10	-.05	.31**								
5 Job Satisfaction Overall	4.67	0.82	-.07	-.09	.28**	-.15							
6 Relationship Satisfaction	3.98	0.89	-.16	.12	-.23*	-.24*	.24*						
7 Communication Positive	5.62	1.14	-.27	.10	.02	-.26*	.09	.66**					
8 Communication Negative	3.10	1.42	.02	-.13	-.01	.17	-.24*	-.37**	-.32**				
9 Communication Avoidant	3.01	1.32	-.05	-.12	.04	.32**	-.05	-.50**	-.65**	.36**			
10 Communication Skills Overall	3.86	0.73	-.30**	.12	-.21*	-.34**	.26*	.77**	.73**	-.43**	-.42**		
11 Frequency of Intimate Conversations	1.45	0.50	-.08	.04	.00	-.04	.14	.51**	.35	-.21	-.22	.43	
12 Frequency of Work Related Conversations	1.86	0.35	-.00	.08	.01	-.11	-.09	.25*	.40	-.05	-.11	.32	.24

*, Correlation is significant at the 0.05 level (2-tailed). **, Correlation is significant at the 0.01 level (2-tailed).

Table 2

Descriptive Statistics and Correlations of Communication Skills

<i>Variable</i>	M	SD	1	2	3	4	5	6	7	8	9	10	11	12
1 Work-to-Family Conflict	2.69	0.85												
2 Family-to-Work Conflict	2.13	0.68	.31**											
3 Job Satisfaction Overall	4.67	0.82	-.28	-.15										
4 Relationship Satisfaction	3.98	0.89	-.23	.24*	.24*									
5 Communication Skills Overall	3.86	0.73	-.21*	-.34**	.26*	.77**								
6 Conflict Management Skill	4.12	0.85	-.18	-.31**	.15	.77**	.87**							
7 Comforting Skill	3.88	0.91	-.10	-.33**	.23*	.69**	.88**	.71**						
8 Ego Support Skill	4.18	0.87	-.18	-.30**	.19	.67**	.83**	.80**	.76**					
9 Regulative Skill	3.55	0.93	-.09	-.18	.28**	.52**	.78**	.64**	.63**	.59**				
10 Referential Skill	3.62	0.90	-.17	-.34**	.26*	.69**	.86**	.71**	.72**	.63**	.71**			
11 Conversational Skill	3.93	0.93	-.24	-.28**	.24*	.64**	.87**	.68**	.79**	.65**	.55**	.66**		
12 Narrative Skill	3.76	0.92	-.24	-.25*	.19	.41**	.62**	.40**	.45**	.41**	.32**	.44**	.64**	
13 Persuasive Skill	3.81	0.88	-.17	-.18	.13	.53**	.74**	.57**	.54**	.54**	.63**	.53**	.65**	.47**

*. Correlation is significant at the 0.05 level (2-tailed). **. Correlation is significant at the 0.01 level (2-tailed).

Appendix A

Abbreviated Measures of Work-Family Conflict (Matthews et al., 2010)

Instructions: Thinking about the past month, please indicate how much you agree with these items.

1. I have to miss family activities due to the amount of time I must spend on work responsibilities.
2. I am often so emotionally drained when I get home from work that it prevents me from contributing to my family.
3. The behaviors I perform that make me effective at work do not help me to be a better partner.
4. I have to miss work activities due to the amount of time I must spend on family responsibilities.
5. Because I am often stressed from family responsibilities, I have a hard time concentrating on my work.
6. Behavior that is effective and necessary for me at home would be counterproductive at work.

Response Scale: 1 = *Strongly Disagree*, 5 = *Strongly Agree*.

Appendix B

Job Satisfaction Survey (Spector, 1985)

Instructions: Thinking about your job over the past month, to what degree would you agree with the following statements?

1. I feel I am being paid a fair amount for the work I do.
2. There is really too little chance for promotion on my job.
3. My supervisor is quite competent in doing his/her job.
4. I am satisfied with the benefits I receive.
5. When I do a good job, I receive the recognition for it that I should receive.
6. Many of our rules and procedures make doing a good job difficult.
7. I like the people I work with.
8. I sometimes feel my job is meaningless.
9. Communications seem good within this organization.
10. Raises are too few and far between.
11. Those who do well on the job stand a fair chance of being promoted.
12. My supervisor is unfair to me.
13. The benefits we receive are as good as most other organizations offer.
14. I do not feel that the work I do is appreciated.
15. My efforts to do a good job are seldom blocked by red tape.
16. I find I have to work harder at my job than I should because of the incompetence of people I work with.
17. I like doing the things I do at work.
18. The goals of this organization are not clear to me.

19. I feel unappreciated by the organization when I think about what they pay me.
20. People get ahead as fast here as they do in other places.
21. My supervisor shows too little interest in the feelings of subordinates.
22. The benefit package we have is equitable.
23. There are few rewards for those who work here.
24. I have too much to do at work.
25. I enjoy my co-workers.
26. I often feel that I do not know what is going on with the organization.
27. I feel a sense of pride in doing my job.
28. I feel satisfied with my chances for salary increases.
29. There are benefits we do not have which we should have.
30. I like my supervisor.
31. I have too much paperwork.
32. I don't feel my efforts are rewarded the way they should be.
33. I am satisfied with my chances for promotion.
34. There is too much bickering and fighting at work.
35. My job is enjoyable.
36. Work assignments are often not fully explained.

Response Scale: 1 = *Strongly Disagree*, 7 = *Strongly Agree*.

Appendix C

Relationship Satisfaction Survey - adapted from Marital Satisfaction Survey (Johnson and Anderson, 2013)

Instructions: Thinking about the past month, please indicate the degree to which you are satisfied with your romantic relationship in regards to...

1. the physical intimacy you experience.
2. the love you experience.
3. how conflicts are resolved.
4. the degree of fairness in the relationship.
5. the quality of communication.
6. the emotional intimacy you experience.
7. your overall relationship with your partner.

Response Scale: 1 = *Very Dissatisfied*, 5 = *Very Satisfied*.

Appendix D**Communication Patterns Questionnaire-Short Form (Futris et al. 2010) - Revised for***Current Study*

Instructions: For the following questions, please consider your current romantic relationship.

When issues or problems arise, how likely is it that....

1. you and your partner avoid discussing the problem.
2. you and your partner try to discuss the problem.
3. you try to start a discussion while your partner tries to avoid a discussion?
4. your partner tries to start a discussion while you try to avoid a discussion?

During a discussion of issues or problems, how likely is it that

5. you and your partner express feelings to each other?
6. you and your partner blame, accuse, or criticize each other?
7. you and your partner suggest possible solutions and compromises?
8. you pressure, nag, or demand while your partner withdraws, becomes silent or refuses to discuss the matter further?
9. your partner pressures, nags, or demands while you withdraw, become silent or refuse to discuss the matter further?
10. you criticize while your partner defends himself/herself?
11. your partner criticizes while you defend yourself?

Response Scale: 1 = *Very Unlikely*, 7 = *Very Likely*.

Appendix E

Communication Function Questionnaire (Burleson et al., 1996)

Instructions: For the following questions, please consider your current romantic partner. He/she...

Conflict Management Skill

1. Makes me believe our relationship is strong enough to withstand any conflicts or disagreements we might have.
2. Makes me feel like I can be really honest about the things in our relationship that produce conflict.
3. Makes me believe it's possible to resolve our conflicts in a way that won't hurt or embarrass each other.
4. Makes me see that even the best of relationships has its conflicts or disagreements that need to be worked through.
5. Makes me realize that it's better to deal with conflicts we have than to keep things bottled up.

Comforting Skill

1. Can really help me work through my emotions when I'm feeling upset or depressed about something.
2. Can really cheer me up when I'm feeling down or upset.
3. Almost always makes me feel better when I'm hurt or depressed about something.
4. Helps me understand why some things hurt or depress me so much.

Ego Support Skill

1. Makes me feel like I'm a good person.
2. Makes me believe in myself.

3. Makes me feel like I can achieve my personal goals.

Regulative Skill

1. Helps me see why my actions broke a social rule or norm.
2. Makes me see how my mistakes hurt myself or other people.
3. Takes time to work through my mistakes with me.

Referential Skill

1. The capacity to express ideas in a clear, concise way.
2. Talks to other people on their own level.
3. Explains things very well.
4. Makes you understand exactly what he/she is referring to.
5. Explains things like directions or instructions so that they're really easy to follow.

Conversational Skill

1. Can make conversations seem effortless.
2. Is easy to talk to in almost any circumstance.
3. Is always interesting and fun to talk with.
4. Makes conversation really easy and fun.

Narrative Skill

1. Can always get a bunch of people laughing just because he/she is good at telling a joke or a story.
2. Often comes up with witty remarks in conversation.
3. Almost always tells an entertaining joke or interesting story when we're together.

Persuasive Skill

1. Can talk me into doing things that he/she wants me to do.

2. Is able to get me to go along with what he/she wants to do.
3. Knows the kinds of things to say to get me to think or act differently.

Response Scale: 1 = *Strongly Disagree*, 5 = *Strongly Agree*.

Appendix F

Questions Derived Based on the Aspects of Work Questionnaire (Crossfield et al., 2005)

Instructions: For the following questions, please consider your current romantic partner.

1. How often do you discuss work with your partner?

Response Scale: *Never, Less than Once a Month, Once a Month, 2-3 Times a Month, Once a Week, 2-3 Times a Week, Daily*

1. How would you describe the nature of the conversations you have with your partner *in general?*

2. How would you describe the nature of the conversations you have with your partner *regarding work?*

Response Scale: 1 = *Always Negative*, 5 = *Always Positive*

Instructions: If you discuss work with your partner, please indicate all aspects of work you and your partner are most likely to discuss.

1. Managers in general
2. Your boss/your spouse's boss specifically
3. Colleagues
4. Subordinates
5. The nature of the work itself
6. The use the job makes of your/your spouse's capabilities
7. Your feelings about the company/organization
8. Career plans/prospects
9. Level of satisfaction with the job

Response Scale: Participants were asked to check off issues they were likely to raise as well as issues their spouse was likely to raise.

Instructions: For the following questions, please consider your current romantic partner.

1. How well do you think your partner understands the issues you face at work?
2. How well do you understand the issues your partner faces at work?

Response Scale: 1 = *not at all*, 5 = *completely*

1. How helpful do you find it to discuss work with your partner?
2. How helpful do you think your partner finds it to have discussions about work with you?

Response Scale: 1 = *never helpful*, 5 = *always helpful*

Instructions: In your opinion, between you and your spouse...

1. which of you has the more demanding job?
2. which of you worries more about your job?
3. which of you gains more satisfaction from your job?
4. which of you receives more support in your job?

Response Scale: Participants were asked to indicate whether the questions applied to them, their spouse, or both equally.

Appendix G

For the following four questions, no explicit instructions were presented.

1. On a typical weekday, how many waking hours do you spend with your partner at home?

Response Scale: *Open Ended*

2. How often do you have intimate conversations with your partner?

Response Scale: *Never, Less than Once a Month, Once a Month, 2-3 Times a Month, Once a Week, 2-3 Times a Week, Daily*

3. When discussing work with your partner, how long do usually talk about your job?
4. When discussing work with your partner, how long do usually talk about your partner's job?

Response Scale: *Up to 15 Minutes, 30 Minutes, 1 Hour, 2 Hours, More than 2 Hours*

Up to 15 Minutes, 30 Minutes, 1 Hour, 2 Hours, More than 2 Hours

Instructions: For the following questions, please consider your current romantic partner.

1. When something goes wrong at my work, I can talk it over with my partner.
2. My partner talks with me about how I feel about my job.
3. My partner talks with me to help me feel better when I've had a hard day at work.
4. My partner is interested in talking with me when I have something good happen at work.

Response Scale: 1 = *strongly disagree*, 5 = *strongly agree*

Instructions: For the following questions, please consider your current romantic partner. How often...

1. do you think your spouse has time to listen to you when you come to him/her with problems?
2. do you have time to listen to your partner when he/she comes to you with problems?
3. does your partner share with you about things that bother him/her?
4. do you share with your partner about things that bother you?

Response Scale: *Never, Sometimes, About Half the Time, Usually, Always*