The impact of work/home interference (home/work) on the level of motivation and burnout among civil servants in the field of social care from the North West Region of Romania

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Abstract: Interference between work and family (family-work) can lead to or create a process of imbalance between work and home responsibilities (or vice versa), which in turn can be costly for organizations and the people working in them. Although work-home interference (WHI) refers to a process of negative interaction between the work and home domains, little attention has been paid to the actual processes involved in the within-person, day-to-day management of work and home. Balancing or combining work and non-work successfully is a major challenge for many employees in the public sector, sometimes creating serious problems or conflicts between the two areas. Several empirical studies have shown that there is some contamination of work life on family life and vice versa. In general, research has highlighted that work demands often negatively affect private life (e.g., create interference between work and home; WHI). And the reciprocal may hold (e.g., interference between home and work).

Our research aims to create an overview of the impact of work-home interference on the level of motivation and burnout of civil servants (employees in the social assistance services of the mayors in the Northwest Region of Romania). Thus, based on an opinion survey among civil servants employed in the social assistance departments (social workers) of the main mayors' offices (town halls of county capitals) in the North-West Region of Romania, our study highlights the influence of the work-home (home-family) interference on the level of motivation and burnout of these employees.

In this sense, on the one hand, the level of motivation of social workers is strongly negatively affected by negative home-work interference, although positive home-work interference also has a positive mediating effect on motivation. On the other hand, the level of burnout of civil servants from social assistance departments is strongly positively affected by negative work-home interference, respectively being affected by the dimensions related to: (1) Time-based work interference with family, (2) Strain-based family interference with work.