



## NEGATIVE SPILLOVER EFFECT OF WORK-FAMILY/FAMILY-WORK INTERFACE AMONG SERVICE EMPLOYEES

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### ABSTRACT

*Employees in the service organization have extensive interaction with customers. The quality of service and satisfaction of customers depends on the efficiency of service employees. So it is the responsibility of the organization to consider the work-family balance of its employees for the smooth running of the organization. The negative spillover from work to family and family to work has been rising in the last couple of years and it is expected to increase in the years to come. Few among the various reasons are high paid jobs which demand more commitment, long working hours, unachievable targets, more number of dependents, more family demands etc. This paper has adopted a holistic approach in reviewing consequence of work-family interface. It focuses on the negative spillover of work-family, family- work interface and strategies to avoid the spillover effect.*

**Key Words: Spillover, Work-Family Interface, Family –Work Interface, Service Sector**