

The Role of Islamic Legal Principles in Resolving Contemporary Issues: Insights from Traditional Sources

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Abstract

The main purpose of this research article is to highlight the importance of the objectives of Islamic law and the contemporary issues that vary from time to time and place to place, these contemporary issues are unlimited which are related to every aspect of human life. This research paper aims to highlight the importance of rules and principles of Islamic law which help to solve any contemporary issue, one of the main objectives of this research paper is to mention the sources of the objectives of Islamic law and also express the effort of Islamic scholars and jurists who have written the book in the form of encyclopedias which consist of large number of rules and principles in simple words after understanding the Holy Quran and the Prophetic Traditions, although In this short article, the author will not discuss the contemporary issues in detail because the number of contemporary issues is very large, related to the all aspects of human life, but will mention a few most important and basic principles of Islamic law, with the help of these principles Islamic jurists solve all the contemporary issues.

Keywords: objectives of Islamic law, contemporary issues, Shariah guidance, Islamic economic system, Islamic family system, Islamic criminal and justice system.

Introduction

Islamic scholars agree that Shariah rules have come for great purposes, these purposes may be related to an individual, community, tribe, or the whole nation. These objectives can be related to one's personal, collective, moral, social, economic and political affairs. The list of Islamic scholars who have written on the objectives of Shariah is very long, some of them are mentioned here: Imam Al-Juwaini, Imam Al-Ghazali, Imam Ibn Taimia, Imam Ibn Al Qayiam, Imam Al-Qarafi, Imam Al-Shaatebi and Imam Ibn Ashoor –may Allah have mercy on all of them- In that books and articles which were written specifically in objectives of Shariah the Islamic scholars have mentioned

with detail how we will know about the objectives of Shariah so that the contemporary issues can be solved in the light of the evidence and then presented to the people, and the Islamic law is the basic source of guidance for all people generally and especially for the Muslims until the day of judgment. The Islamic law is primarily based on the Quranic Verses and the Prophetic Traditions and is secondarily based on Al-Ijma, Al-Qiayas, Al-Istihsan, Al-Masalih Al Mursalah, Opinion of Sahaba, Al-Istishab etc, and the Islamic scholars derive the solutions of contemporary issues from the Holy Quran and Hadith, and the Quranic verses and Prophetic Traditions are limited and the contemporary issues that related to

the people are unlimited, and it is impossible that the solutions of these unlimited contemporary problems is not in the Islamic law because the Islamic law from Almighty Allah. It is also a fact that some know the solutions of these contemporary issues and some does not but the solutions of all contemporary issues are definitely in the Holy Quran or the Prophetic Traditions. Allah says: "And We have sent down to you the Book (the Quran) as an exposition of everything..."⁽¹⁾, Prophet Muhammad (PBUH) said, "I have left two matters with you. As long as you hold to them, you will not go the wrong way. They are the Book of Allah and the Sunna of His Prophet"⁽²⁾.

It means that Allah Almighty has given the solutions of everything in the Holy Quran including contemporary issues, but it is very important to understand how the solutions of all issues are presented in the Holy Quran, so it is necessary to know the Arabic language, has complete knowledge of Holy Quran and Prophetic Traditions and as well as the knowledge of interpreters who have written in the interpreting of the Holy Quran. Contemporary issues have changed and will continue to change at all times and in every place, but history is a good and clear witness that until today there is no single contemporary issue that has not been solved by Islamic law.

The solutions of all issues in the Holy Quran and the Prophetic Traditions are two types: one is in the form of a summary and the other in detail, and the evidence that is in the summary form is probably in the form of rules and principles which help the Islamic scholars to find the solutions of contemporary issues and it will continue till the day of Judgment.

In this century, the subject of objectives of Islamic Law has been given great importance and its impact has been clearly seen in the books, articles,

conferences, research organizations and educational institutes, and the reason of this importance because that people face unlimited new problems related to their personal life, community life, economic matters, political matter, medical matters, family matter etc, but the topic of Ijtihad, Qiyas, Istinbat, Fatwa and Qada in Islamic law guide the people in this regard. It is a fact that the purpose of the knowledge of the objective of Islamic law is for the benefit of the people in this world, so learning this knowledge and guiding the people according to the principles of the objectives of Islamic law is necessary for Islamic scholars.

The inductive method and qualitative research methodology have been adopted in this article in which Quranic verses, Prophetic Traditions, Islamic scholar's opinions, fatwas and evidences related to the objectives of Islamic law will be analyzed in the light of the objectives of Shariah.

2. Literature Review

It can be stated with a certain level of certainty that job satisfaction is the most widely understood concept in human resource management as it is one of the most extensively researched variables. However, at least as a concept there is a lack of understanding about its sub-dimensions like contextual performance (Ssemwanga, 2021). An employee performs various types of task at the workplace, mainly those which are mentioned in his/ her job descriptions whereas, there are a few voluntary actions that are not mentioned in their job description that benefits the employer intangibly (Bateman, & Organ, 1983). Contextual performance of an individual is defined as the demonstration of "pro-social behavior" in a work set-up. These kinds of behaviors are not stated in the job description but, they are expected by the employees. This kind of unmentioned expectation is also called "extra-role behavior" (Pradhan, & Jena,

2017). According to Brief and Motowidlo (1986), contextual performance is a type of behavior (i) which is demonstrated by the employees working in an organization, (ii) that are directed towards other group members, employees, teams, or the organization that had employed that person for performing his/ her job and (iii) lastly these behaviors are displayed by the employees in the good intention for the organization, teams, group members, and individual.

Many studies had endorsed the above-mentioned ideology and established that job performance constitutes of two main dimensions; first is the work that is mentioned in their job description of the employees and is required to be fulfilled whereas, the other is optional work behavior that is not described by the organization but still is displayed by an individual as a part of prosocial behavior (LePine, et. al., 2002). The significance of this pro-social behavior which is displayed voluntarily by the individual was comprehended by many psychologists and this concept was named as “contextual performance” by researchers and implies that the individual is indulged in helping attitude for his/ her colleagues and other employees at the organization (Motowidlo, & Van Scotter, 1994; Motowidlo, Borman, & Schmit, 1997; Borman, & Motowidlo, 1997). Further, researchers have argued that contextual performance consists of multiple sub-dimensions like determination, allegiance, and teamwork (Bergeron 2007).

According to Kahn (1990), an engaged employee is said to work with a sense of passion, which translates not only into a higher level of performance but also extra-role activity. The contextual performance is based on the "feeling and viewpoint" that employees have about their coworkers which is referred to as *esprit-de-corps* (team spirit). Through team spirit,

employees can freely and willingly share their challenges and problems within the firm thus, enhancing a sense of belonging (Jaworski, & Kohli, 1993). Many researchers have concluded that *esprit-de-corps* is an admirable endeavor for deriving the organization towards success (William, Swee-Lim, & Cesar, 2005; Jones et al., 2007) whereas others had determined that the growth of team spirit results in a happier workplace within an organization which results in better performance of the employees (Boyt, Lusch, & Naylor, 2001; Cohen, & Bailey, 1999; Alie, Beam, & Carey, 1998). According to a few researchers, volunteering of an individual for additional work, supporting other employees and colleagues in accomplishing challenging jobs, continuing to work with enthusiasm, collaborating with other employees whenever they require assistance, having a knowledge sharing behavior, and willingly sharing critical resources for the efficient and effective performance of an organization, observing the prescribed rules and regulations which are followed at the workplace, and supporting the decisions of organization for their improvement are examples of contextual performance (Coleman, & Borman, 2000; Motowidlo, & Schmit, 1999).

Two major domain where almost every working person spends most of his life is “family” and “work”, which make them an important factor in determining the utilization of resources in these domains. That is why the responsibilities and roles adopted in these two domains become most apparent in the life of an individual. However, the conflict between these roles arises when demand or responsibilities from either of the domain arise and an individual has to deal with them simultaneously, as there is a limited resource available in form of time and energy (Baykal, 2014; Akyuz, 2021). These conflicts can have direction in

both ways that are, the work domain can interfere with the family life of an employee and/or family matters may interfere with the work role of that person and affect their performance in that respective domain (Akyuz 2021). WFC is a sort of conflict between different roles of the employees which they encounter due to confrontation of family and work domain, the irreconcilability between family and work roles, the intertwining between two roles, the prevention of responsibilities of one role on to another role, in a nutshell, the deterioration of balance among these two areas (Baykal, 2014; Akyuz, 2021). Many previous studies had also found that among these two dimensions of WFC, the work interfere family occurs more frequently than family interfere work (Turunç & Çalışkan, 2011)

In 1974, Freudenberger introduced exhaustion as a concept, which was described as one of the most hazardous problems encountered by an individual during his/ her work life. He called it a “professional danger” (Freudenberger, 1974). Since then many researchers have given various definitions which are just changing in words expressions while staying close to the main framework (Akyuz 2021). In 1981 Maslach and Jackson, gave the universally accepted definition of the concept “emotional exhaustion”. They defined exhaustion as “emotional exhaustion, depersonalization and low sense of personal accomplishment seen in individuals who are in a close relationship with people due to their job” (Maslach and Jackson, 1981). Previous studies had established that emotional exhaustion has a negative effect on the employees such as the decrease in performance, increase in conflict, reduction in resistance to diseases, absenteeism, depleted energy, and psychological weakening which leads to lower performance of the organization (Meydan, 2011; Kızıldere & Kalay, 2015).

In 1981, Maslach and Jackson confronted exhaustion as a sudden situation and interpreted it as the express process in three dimensions which are emotional exhaustion, personal success, and depersonalization. Out of these three, emotional exhaustion is the fundamental dimension in which employees are unable to focus on their work due to exhaustion and are unable to maintain their focus emotionally. Personal success was defined as “the tendency of the individual to self-evaluate negatively” and depersonalization refers to “employees’ exhibit attitudes and behaviors devoid of emotion, regardless of whether they are individuals against the people they serve” (Maslach & Zimbardo, 1982; Maslach, Jackson & Leiter, 1996)

2.1 Relationship of Work interfere family, Family interfere work, Emotional Exhaustion, and Contextual Performance

Previous studies had proved that there is an association between WFC and the job performance of an employee, where WFC reduces the job performance of the employees (Wang & Tsai, 2014; An, Liu, Sun, & Liu, 2020; Odle-Dusseau, Britt, & Greene-Shortridge, 2012; Choi & Kim, 2012). This relationship between WFC and job performance can be described with the scarcity of resources hypothesis and the role theory which define that the high demand in one role can deplete the personal resources like mental or physical energy and time; thus leaving only insufficient resources to allot to other roles (Edwards & Rothbard, 2000; Goode, 1960; Marks, 1977). This theory is being supported by many previous studies and the negative effect of work-family conflict on the behavior of employees at the workplace has been established (Xie, Xia, and Yang, 2022). A significant and negative impact of work interfere family and family interfere work was also established by Sari, et. al. (2021) with the job performance of working women i.e. married female nurses of

hospitals in Bandung. They had found a moderate impact of both WIF and FIW with job performance which is 46.7% & 42.4% respectively. Furthermore, the negative relation of work interfere family and family interfere work had also been established with job performance (Zainal et al. 2020). In addition, Lambert (2022) had also established that work-family conflict is one of the major ingredients of individuals' burn out which included, increased risk of substance use, diminished physical and mental health, and decreased job performance. As contextual performance is a sub-dimension of job performance, so we hypothesize that:

H1: Work interfere family have a negative impact on contextual performance

H2: Family interfere work have a negative impact on contextual performance

Defining the relationship between WFC and emotional exhaustion Akyuz (2021) has described that there is a positive relation between WFC and EE, whereby the increase in WFC results in a significant increase in emotional exhaustion. Other studies had also suggested that work interfere family and family interfere work have a worse effect on the mental health of married couples (Yuceland and Latshaw 2020). According to Akyuz (2021), there is a

2.5 Theoretical Frame Work

positive relationship between work-family conflict and emotional exhaustion. Also, emotional exhaustion had a partial mediating role for WFC and life satisfaction. Furthermore, Silva (2022) has established that after job satisfaction, emotional exhaustion is the most significant predictor of an individual's performance and turnover intentions. Once the emotional exhaustion of an employee increases, it intensifies the procrastination behavior (Jung and Yoon 2022), which affects the team performance (Sun and Kim 2022). Therefore, continuing from previous studies and literature we have developed our next hypothesis which explains the relation of work interfere family and family interfere work with emotional exhaustion and contextual performance such as:

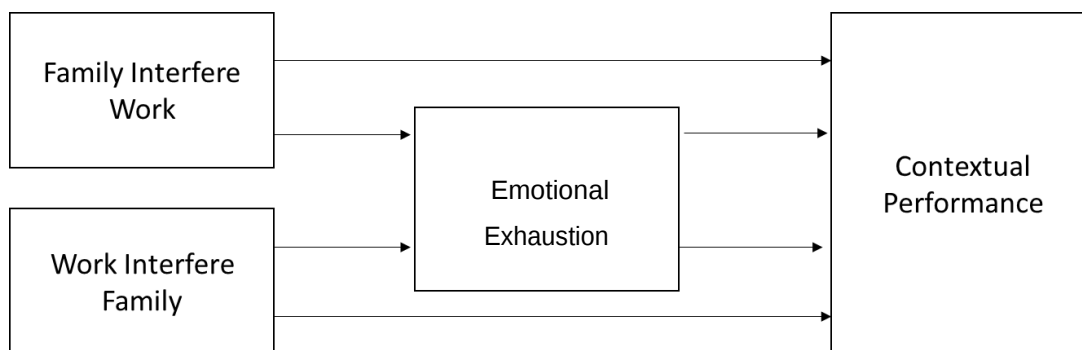
H3: Work interfere family has a positive impact on emotional exhaustion.

H4: Family interfere work has a positive impact on emotional exhaustion.

H5: Emotional Exhaustion has a negative effect on contextual performance.

H6: Emotional exhaustion plays a mediating role in the effect of work interfere family on contextual performance.

H7: Emotional exhaustion plays a mediating role in the effect of family interfere work on contextual performance.



Methodology

It is a descriptive study as it describes the relation between independent variables

(work interfere family and family interfere work) with a mediator (emotional

exhaustion) and a dependent variable (contextual performance).

3.1 Research Strategy

A research strategy describes the path for achieving the research objectives and answering the research questions. Choice of a particular research strategy ensures desired outcome of the study. The survey research is used to achieve the research objectives of this study, as it is a systematic way of gathering information from and about people to describe, explain or compare their knowledge, attitudes, and behavior (Fink, 2003; Sekaran, 2016).

3.2 Extent of Researcher Interference and Study Setting

There was minimal interference from the researchers' side as the phenomenon was studied in its natural way and the only interference was administering of questionnaire to the sample population (Sekaran, 2016). Therefore, the study is conducted in a non-contrived setting where the observed phenomenon proceeded in the natural environment. This is a cross-sectional study where data is gathered just once to answer the research question

3.3 Sampling Design and Sample Population

The sample population of our study is the aircrew of commercial airlines in Pakistan. Aircrew includes both pilots and cabin crew like flight pursers, flight attendants, and air hostesses. The dynamics of this population are unique because the margin of error is very low in their job performance and there is no previous study in the given context for the said population. There are a total of four airlines presently operating from Pakistan namely Pakistan International Airlines, Air Blue, Sial Air, and Serene Air. The number of aircrews is fluid due to continuous inductions and turnovers however, during the time of data collection there were a total of 315 pilots and 1080 cabin crew, making the target population of 1,395. Using 95% of confidence level and 5%

of confidence interval (margin of error) the sample size comes to 302 (Sekaran, 2016). The non-availability of aircrew, due to busy flight schedule hindered the probability sampling, therefore convenience (non-probability) sampling was done to gather the responses from the sample population

3.4 Data Collection

The study employed a quantitative approach and primary data is collected through the survey by using a self-administered questionnaire, prepared on Google forms and distributed online. The cross-sectional technique is used thereby, data of all variables are collected at one given point of time across the sample population (Sekaran, 2016). There are four variables which are measured on the Likert scale of five, with response option of 1 as "strongly disagree" and 5 as "strongly agree".

Work interfere family and *family interfere work* were measured by 18 items developed by Carlson, Kacmar and Williams (2000). Both variables constitute three dimensions each, which are time-based, stress-based, and behavior-based. *Work interfere family* was measured by questions like "I have to miss family activities due to the amount of time I must spend on work responsibilities", "Due to all the pressures at work, sometimes when I come home I am too stressed to do the things I enjoy", and "Behavior that is effective and necessary for me at work would be counterproductive at home". Similarly, *family interfere work* was measured by questions like "Behavior that is effective and necessary for me at work would be counterproductive at home", "Due to stress at home, I am often preoccupied with family matters at work", and "The behaviors that work for me at home do not seem to be effective at work".

Emotional exhaustion was measured using the scale developed by Maslach and Jackson (1981), which is still valid to measure this concept (Charoensukmongkol

and Phungsoonthorn, 2021; Charoensukmongkol 2022). The scale used five items to measure emotional exhaustion with questions used as “I feel fatigued when I get up in the morning and have to face another day on the job” and “I feel used up at the end of the workday”

Contextual performance was measured using the scale developed by Pradhan and Jena (2017). The scale has six items to measure contextual performance and sample questions include “I used to extend help to my co-workers when asked or needed” and “I derive a lot of satisfaction nurturing others in the organization”.

3.5 Data Analysis

After collecting, we conducted the cleaning of data for missing values, unengaged responses, and outliers. Initially, 3 respondents out of 425 were having missing data for more than 10% of the total items and their responses were deleted (Scheffer, J.

2002). Secondly, the standard deviation of the responses was carried out to identify unengaged respondents. There were 2 respondents whose data was checked for very low standard deviation and after thoroughly scrutinizing their responses, they were deleted from the data set. Furthermore, 2 outliers were identified and deleted whose responses were having more than 3 x Interquartile value (IQR) value, and 4 respondents' missing values were replaced by the median method as our data comprised of ordinal values. Finally, 418 responses were used for result analysis.

Our sample's demographic profile comprised 46% of male respondents and 54% of female respondents. 46% of them are pilots and 54% of the sample is cabin crew. The age group range was from below 25 years to above 50 years, with the majority of them under 25 years. Complete details of respondents are shown in Table 1

Table 1

Demographic distribution of Sample Population

Gender	n	%	Aircrew	n	%	Age		
Male	192	46%	Pilot	192	46%	25 and below	184	44.02%
Female	226	54%	Cabin Crew	226	54%	26 – 30 years	52	12.44%
						31 – 35 years	15	3.59%
						36 – 40 years	28	6.7%
						41 – 45 years	48	11.48%
						46 – 50 years	79	18.9%
						Above 50 years	12	2.87%

The assumptions of data normality were checked to ensure the normal distribution of the sample population and for conducting parametric tests. Initially, the Skewness and Kurtosis were measured which fall well within the accepted range and their

values were between +2 and -2 as shown in table 2 and considered fit for analysis (Kline, 2015). Figure 1, 2, 3, and 4 depicts the graphical representation of normal Skewness and Kurtosis of the collected data.

Table 2

Statistics

		WIF	FIW	EE	CP
N	Valid	418	418	418	418
	Missing	0	0	0	0
Skewness		.331	-.050	.181	.263
Std. Error of Skewness		.119	.119	.119	.119

Kurtosis	.404	-.167	-.029	.024
Std. Error of Kurtosis	.238	.238	.238	.238

This was followed by checking the multicollinearity of the variables. The value of VIF should be less than 3 for the

acceptance of assumptions of normality and the value of both independent variables is 1.311 as shown in table 3.

Table 3
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	5.517	.201		27.508	.001		
WIF	-.641	.056	-.543	-11.342	.000	.763	1.311
FIW	.056	.060	.045	.936	.350	.763	1.311

a. Dependent Variable: CP

After confirming the normality of data, the reliability of the scale was established. The acceptable value of Cronbach alpha is more than 0.7 to establish the reliability of the scale. Cronbach alpha value for work interfere family is 0.741 for 9 items, 0.796 for family interfere work with 9 items, 0.735 for emotional exhaustion with 5 items, and finally for contextual performance value is 0.819 with 6 items. Confirmatory factor analysis was performed to test the consistency of construct as per the understanding of the researcher and

established their best fit of the model for the suggested hypothesis. The value of CMIN/DF is 2.537 which is within the desired value of less than 3 (table 4). Furthermore, GFI value for the default model is 0.869 which is a little less than the desired value of 0.95, whereas AGFI value is 0.842 which is above the desired value of 0.8. The TLI range is from 0 to 1 and our model has 0.838 which is satisfactory. RMSEA below 0.5 is acceptable and below 0.3 is considered excellent and our data's value is 0.061 which lies in the excellent region.

Table 4
CMIN table of Default Model

	Model	NPAR	CMIN	DF	P	CMIN/DF	
Result	Default model	74	915.695	361	.000	2.537	
	Saturated model	435	.000	0			interfere
	Independence model	29	4261.001	406	.000	10.495	family and emotional

After establishing the normality of collected data, reliability, and validity of the scale, multiple regression was conducted for the testing of the hypothesis. The R square value for the model is 0.2837 with $p = 0.000$ which describes significance of the model (Chin. 1998). Based on table 5, there is a significant and negative relation of work

exhaustion with contextual performance (coeff = -0.6064, $p = 0.00$; coeff = -0.1215, $p = 0.0159$ respectively). This shows that with the increase in WIF there is a decline of 61% in the contextual performance whereas, EE reduces the CP by 12%. However, the impact of family interfere work is insignificant on

the contextual performance of the aircrew. Keeping in view these calculations we can deduce that:

H1, which states that *Work interfere family have a negative impact on contextual performance is accepted.*

Whereas,

H2, which states that *Family interfere work have a negative impact on contextual performance is rejected*, and

H5, which states that *Emotional Exhaustion has a negative effect on contextual performance is also accepted*

Table 5

Model with Outcome Variable: CP

	coeff	se	t	p	LLCI	ULCI
constant	5.6412	.2059	27.3962	.0000	5.2365	6.0460
WIF	-.6064	.0579	-10.4736	.0000	-.7202	-.4926
EE	-.1215	.0502	-2.4220	.0159	-.2201	-.0229
FIW	.1086	.0632	1.7180	.0865	-.0157	.2329

The next table (6) shows that there is a positive and significant relation of work interfere family and family interfere work with emotional exhaustion (coeff = 0.2813, p = 0.00; coeff = 0.4341, p = 0.00 respectively). It indicates that there is an increase in emotional exhaustion of 28% with WIF

whereas, FIW enhances the EE by 43%.

Therefore:

H3: *Work interfere family has a positive impact on emotional exhaustion is accepted*

H4: *Family interfere work has a positive impact on emotional exhaustion is accepted*

Table 6

Relation of WIF and FIW with EE

	coeff	se	t	p	LLCI	ULCI
constant	1.0255	.1951	5.2571	.0000	.6421	1.4090
WIF	.2813	.0549	5.1205	.0000	.1733	.3893
FIW	.4341	.0581	7.4757	.0000	.3200	.5482

Table 7 shows the total, direct and indirect (through mediator) effects of IV (X) and DV (Y). There is a significant and negative relation of WIF and CP through EE (effect = -0.0342, BootLLCI = -0.0709, BootULCI = -0.0066) which has resulted in a total negative impact of WIF on CP (effect = -0.6406, p = 0.00). These results explain that EE partially mediates the relation between WIF and CP. FIW have significant indirect effect on CP through EE (effect = -0.0528,

BootLLCI = -0.1018, BootULCI = -0.0090). However, the total effect of FIW on CP is non-significant (effect = 0.0559, p = 0.3499). Based on these results we can conclude that our:

H6: *Emotional exhaustion plays a mediating role in the effect of work interfere family on contextual performance is accepted*

H7: *Emotional exhaustion plays a mediating role in the effect of family interfere work on contextual performance is rejected*

Table 7*Total, Direct and Indirect effect of WIF and FIW on CP through EE*

Total effect of X on Y						
	Effect	se	t	p	LLCI	ULCI
WIF	-.6406	.0565	-11.3419	.0000	-.7516	-.5296
FIW	.0559	.0597	.9357	.3499	-.0615	.1732
Direct effect of X on Y						
	Effect	se	t	p	LLCI	ULCI
WIF	-.6064	.0579	-10.4736	.0000	-.7202	-.4926
FIW	.1086	.0632	1.7180	.0865	-.0157	.2329
Indirect effect(s) of X (WIF) on Y (CP):						
	Effect	BootSE	BootLLCI	BootULCI		
EE	-.0342	.0163	-.0709	-.0066		
Indirect effect(s) of X (FIW) on Y (CP):						
	Effect	BootSE	BootLLCI	BootULCI		
EE	-.0528	.0232	-.1018	-.0090		

Discussion

Although, previous research had studied the association between WFC and job performance, whereby WFC reduces the job performance of the employees (Choi & Kim, 2012; An, Liu, Sun, & Liu, 2020; Wang & Tsai, 2014; Odle-Dusseau, Britt, & Greene-Shortridge, 2012;). However, in-depth analysis of various dimensions of WFC and their effect on individuals, especially aircrew was still lagging. Even, the mediating role of various constructs in the relation of WFC and its outcome in the shape of job performance are fewer. Keeping this in view, our study had bridged the gap in identifying the associations among above mentioned constructs. Our results confirm previous theories and the results are endorsing earlier findings of researches. The first hypothesis, explaining the negative relation of WIF and CP confirms the role theory and results of previous studies where work-family conflict had a negative association with job performance (Sari, et al. 2021; Zainal et al. 2020; Edwards & Rothbard, 2000; Goode, 1960; Marks, 1977). Our second hypothesis

shows insignificant relation of FIW with contextual performance, which endorse the findings of Yang and Peng (2018), who had found insignificant relation of FIW with job satisfaction and turnover intentions. In addition, Cao et al. (2020) had also found insignificant relation of FIW with job outcomes, which included job performance and job satisfaction. Results related to WIF and FIW relation with EE, also validate the findings of previous studies that have found a positive and significant relation between WFC and EE (Akyuz 2021). Moreover, according to Yuceland and Latshaw (2020), WIF and FIW are the major factors that have a worse effect on the mental health of married couples. Finally, our findings related to mediating effect of EE among the relation of WIF and FIW with CP is also following previous studies where the researchers like Akyuz (2021), had found a positive relationship between work-family conflict and emotional exhaustion with a partial mediating role of EE for WFC and life satisfaction. Furthermore, Silva (2022) has established that after job satisfaction,

emotional exhaustion is the most significant predictor of an individual's performance and turnover intentions. Once the emotional exhaustion of an employee increases, it intensifies the procrastination behavior (Jung and Yoon 2022), which affects the team performance (Sun and Kim 2022).

5.1 Practical Implications

As the findings of our research are being acknowledged by the literature also, thus it establishes the significance and importance for both academia and managers dealing with commercial airlines aircrew. This study implies that WIF is a major hindrance in achieving excellence in contextual performance and hence job performance of the aircrew. Therefore, measures should be taken to improve the work-family balance by reducing interference of work with family. This will not only enhance the quality of the individuals' family life, rather will increase the output at work also. Secondly, measures taken to improve WIF and FIW will assist in reducing emotional exhaustion which is also an antecedent of reduced contextual performance.

5.2 Limitations and Future Directions

A few limitations were faced during the research. The major one was the non-availability of the aircrew, as they have very busy schedules, which cause hindrance in conducting random sampling (probability technique). Therefore, for future studies, it is recommended to perform probability sampling for the generalization of the study. Secondly, FIW has not proved to be a

significant predecessor of job performance therefore, an explanatory study should be conducted covering the underlying reason for this aspect. In addition, other factors like sleepiness, haphazard eating schedule, jet lag, and loneliness impact should also be established with the job performance. We have studied the effect of WIF and FIW on contextual performance only, therefore, the effect of these concepts and those mentioned above should be checked with other dimensions of job performance as well.

6. Conclusions

A large body of literature engulfs the effect of work-family conflict on job performance in various professional fields. However, this is the first time a study is being conducted bifurcating both dimensions of work-family conflict and finding its impact on emotional exhaustion and contextual performance of aircrew. This helped in understanding the diverse effect of both dimensions on contextual performance and a better understanding for prioritizing the specific domain of work-family conflict to reduce emotional exhaustion and enhance contextual performance. The unique dynamics of aircrew job routine make it further interesting to provoke the factor that affects their life and in return the output at work; which have grave consequences. This study is critical, giving the number and trend of aircraft crashes as well as eroding perception of passengers regarding air travel, as it had identified factors affecting the job outcome.

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