
**Researcher Notes**

**Categories addressed**: Social support, intention to leave, organizational stress, work-family conflict

**Participants**: Availability sample of 418 child welfare workers from a large, urban public agency. Workers were all direct service providers or managers in children’s services.

**Method**: The study employed a cross-sectional design. During each of the 29 training sessions at a university affiliated child welfare training center, the authors invited all workers in attendance to participate in the study. A questionnaire was developed to measure demographics, organizational stress, work-family conflict, social support, and intention to leave.

**Independent variables**: Work-family conflict, supervisor support, coworker support, significant other support, and friends/family support.

**Dependent variable**: Intention to leave

**Purpose of the study**: This study aims to identify the impact of social support on the relationship between two forms of stress (organizational stress and work/family conflict) and intention to leave among public child welfare agency employees. The study examined the differential effects of social support from supervisors, coworkers, spouse/significant other and family/friends.

**Findings**:

- All four forms of social support (supervisor, coworker, spouse/significant other and family/friends) together accounted for 7% of the variance in intention to leave.
- Workers who had support from supervisors and coworkers had less intention to leave.
- Workers with organizational stress and work/family conflict had greater intention to leave.
- The effects of organizational stress and work/family conflict were not additive (in other words, workers experiencing both types of stress were not more likely to intend to leave).
- Agency position, specifically being a line worker, was significantly related to intention to leave.
- Workers with a bachelor degree perceived higher support from their supervisors and coworkers.
- Workers with graduate degrees experienced higher levels of stress and greater intention to leave.