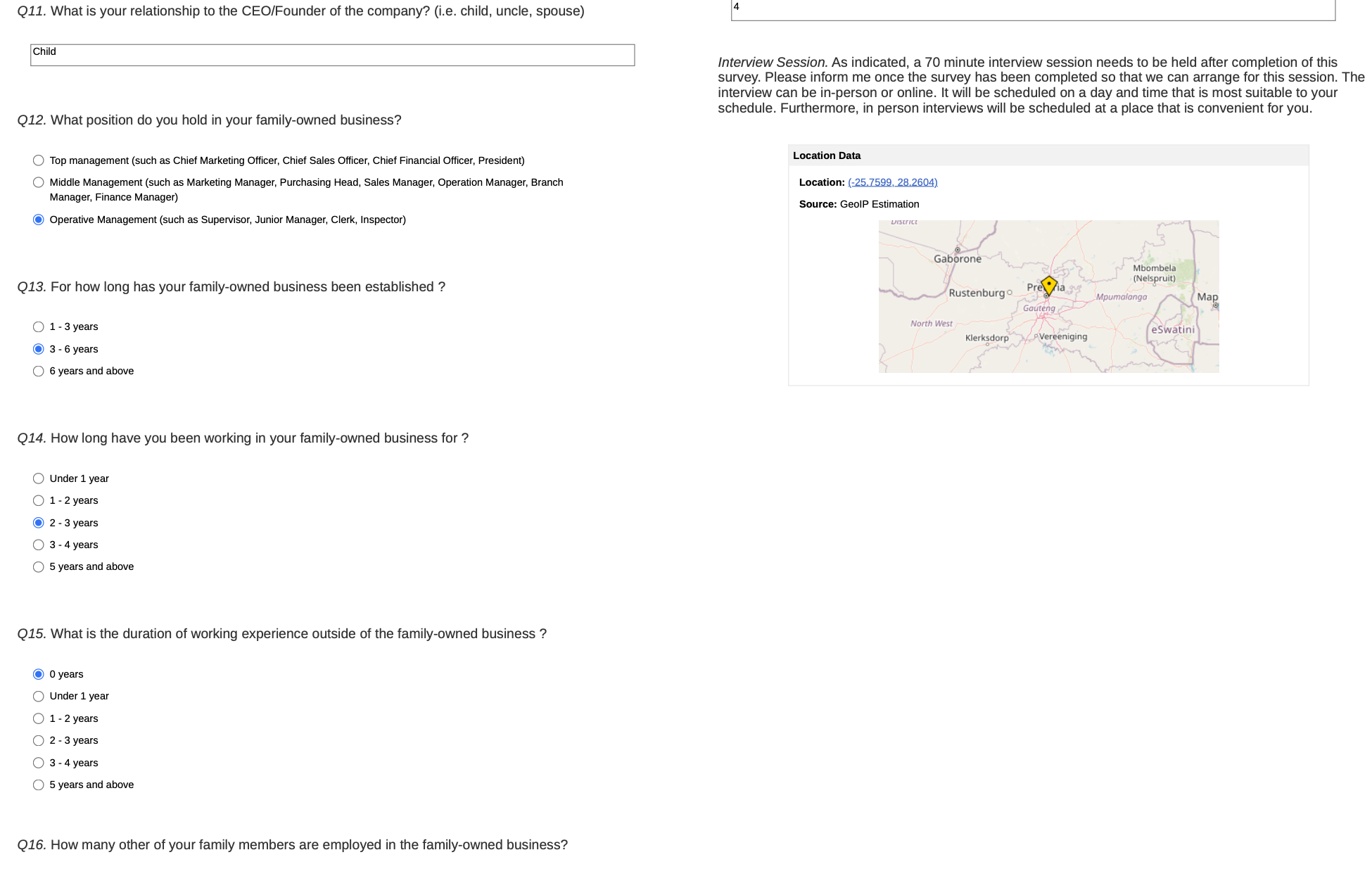
# INTERVIEW 6

## Interview Transcription

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| --- | --- | --- |
| Line Number | Person | Dialogue |
| 1 | Researcher | Good day, how are you doing today? |
| 2 | Participant | I’m good, thank you. How are you? |
| 3 | Researcher | I’m good thanks. Before proceeding, I want to confirm that you have completed the consent form and if you would still like to proceed with this interview? |
| 4 | Participant | Yes I have completed it and we can proceed. |
| 5 | Researcher | Okay. I would like to highlight that this interview will be confidential and your identity will be kept anonymous through explicit and implicit methods. This implies that your name will not be used and further factors that could potentially lead to your identification will be eliminated. Do you understand this ? |
| 6 | Participant | Yes. |
| 7 | Researcher | Okay. I request that you stop me at any given point where you are uncomfortable with the interview or questions posed. On that note, I would like to remind you of your right to withdraw from participation with no negative consequences this implies that you can at any point in this interview or research process convey the intention to withdraw your contribution to this study and there will be no penalty or disadvantage presented to you. Do you understand this right? |
| 8 | Participant | Yes. |
| 9 | Researcher | Okay, I am going to record this interview for record keeping and transcription purposes. Is that still okay? |
| 10 | Participant | Yes, it is. |
| 11 | Researcher | Okay, now that all that admin is done, I want to thank you for carving the time to speak with me today. The intention of this is to have a free flowing discussion regarding your experience being placed in your family-owned business. I will now start posing the interview questions but please feel free to interrupt me where you feel it is necessary. |
| 12 | Participant | Okay |
| 13 | Researcher | So I see that your family business is placed in the retail and wholesale industry, could you perhaps give an idea of what exactly you sell or what services you render? |
| 14 | Participant | Like grocery stuff. |
| 15 | Researcher | Okay so is it more a cash and carry or supermarket ? |
| 16 | Participant | One is like a supermarket and the other is like a cash and carry. |
| 17 | Researcher | I see that you have been working there for 2-3 years, I just want to get an idea of how you experience working in the family owned business? Let’s talk about the pros and cons that you personally experience. |
| 18 | Participant | The nice thing about working in a family business is that uhmm.. the work environment is quite flexible. I don’t have to like clock in 8 to 5 every day. I go in around 10 and once my work is done for the day then I can leave. Uhmm.. another thing is because we are all family, we all have kind of the same end goal in mind. So we always want to do what is best for our business at the end of the day. Yeah. |
| 19 | Researcher | So there’s that flexibility and working towards a shared goal, within this are there any negative aspects that you have experienced? |
| 20 | Participant | Uhm…because it is a grocery store, we are open every day of the year. There is not one day where we are perhaps closed, even public holidays, the stores are open so that means….we can’t necessarily take family holidays when we want to or if we need that time off, somebody always has to be present and working. |
| 21 | Researcher | So there’s that extra commitment and you have to make these sacrifices like spending time with one another, going on holiday. It’s also a demand of the industry in which you are placed. It’s not like a supermarket can just close, people eat and buy food every day. |
| 22 | Participant | Some people have to stay behind and do the work. Another thing is that a lot of the time, your work stress and problems come home with you. If you are working for someone else in a corporate job, whatever problems there are, you can like clock off and be at work but in a family business, once we get home – we’re still discussing things, we’re still trying to figure things out if there’s any problems or anything so there is that stress in some sense. |
| 23 | Researcher | So there’s that sacrifice and then there’s the element of lines not being drawn whatsoever. I am assuming in your instance that work-life boundaries aren’t really in place? |
| 24 | Participant | Yeah. |
| 25 | Researcher | This is difficult. I see four of your family members are employed in the business. Is there anybody in your family that is not employed in the business? |
| 26 | Participant | Well from my immediate family no - so my mom, my dad, my sister – we all are involved. But actually I think I should have said 5 not 4 in that because I realised that in our wholesale side there’s a whole other family dynamic which is my dad’s nephews. |
| 27 | Researcher | Okay so it would be five and not four? |
| 28 | Participant | Ya |
| 29 | Researcher | Okay no problem I will adjust that for you. Are you taking any steps to manage implementing work-family boundaries? If work is overlapping into the home, you are neglecting aspects of your personal life so are there any steps you take personally or as a family unit to address this ? |
| 30 | Participant | Not really, no. |
| 31 | Researcher | Mmm.. and do you think that you are the only one that is aware of the lack of work-family boundaries or ? |
| 32 | Participant | No I feel like my mom especially…she does most of the work, the biggest load on her. So when she comes home, she usually… that stress from work and everything, it affects the rest of the house because we can see that she is stressed and she has a lot on her plate. So ya. |
| 33 | Researcher | So your mom is feeling it ? |
| 34 | Participant | Ya. |
| 35 | Researcher | Okay so is there any support within the environment? So obviously there is that flexibility so I am sure your mom has the flexibility of attending to things at home then going to work or there is some sort of arrangement like that. Is there any other support factors which you turn towards for cohesion? |
| 36 | Participant | Because my mom does the most work, my sister and I have taken over things at home so that it is less pressure for her. So groceries, cooking – she doesn’t have to worry about all of that stuff. When she is home, she can just be home. Other than that, there hasn’t been anything else that we have done to help with that. |
| 37 | Researcher | Okay and do you have any ideas of what could be done to help improve that work-life boundary? |
| 38 | Participant | I think…it would be…delegating more of the work and not taking on so much because I think she can’t handle all of it. But then again, there is no one else to take it on so maybe finding and hiring suitable people to help take that load off. So that not everything is on her plate. |
| 39 | Researcher | Okay so there is a mindset of ‘I have to do it myself’? |
| 40 | Participant | Yeah. |
| 41 | Researcher | Okay and currently, you did mention you and your sister have been helping out with the household chores and things like that. So how has this been on your overall well-being ? You are working in the business, there is that job responsibility then there are all of these things at home but then at that same point in time, you are a child to your parents. How has this influenced your well-being overall? |
| 42 | Participant | It’s… it’s very stressful because then again, I feel like I have a lot on my plate. If I need my own time to just relax, recover and re coup – I just don’t necessarily get that because there are other things that need to be done around the house. |
| 43 | Researcher | Mmmm |
| 44 | Participant | It does feel a lot is on my plate and because of that I do see a .. psychologist…Because it is… quite a lot … yeah |
| 45 | Researcher | Okay and it seems like you are continuously working and going for it and it’s just too much. |
| 46 | Participant | Mmm |
| 47 | Researcher | And I sympathise with that because even with me – you know that I am a child of a family business and of late, my mom has been going early to the shop. I have my job, studying and then just doing things at home – cooking, small odds and ends need to be done. I believe that it does take a significant influence on your well-being. I mean I am experiencing it too. I do think it’s very brave of you to be going to a psychologist to address this. How are you feeling now ? How long have you been seeing a psychologist for ? |
| 48 | Participant | Uhm… it started when … 2021 because while I was still studying and having to do responsibilities at home, my baby brother was born that year so it was a lot of things on my plate and I couldn’t handle. Then when I graduated, it was working and doing things at home so it did feel like a lot so for the last three years now. |
| 49 | Researcher | Mmmm and how do you feel about your current state? Has it improved significantly since then ? |
| 50 | Participant | It has because I have found ways to cope and prioritise in myself and my own needs before everything else has helped. I need to rest, I need to take care of me first so I have the energy for everything else |
| 51 | Researcher | Ya so if you’re not feeling good about yourself or are not in a good space then you are not going to exert that energy and effectiveness on the things you have to do whether it be home or work you know… Uhm… so ya. That’s good. I am glad to hear that your reached out for the help and it’s brought positive uhm… contributions to your life. Just to delve onto that aspect of work, what does a typical working day look like for you? |
| 52 | Participant | Uhm… I go in the morning around 10 or so. I don’t have that much responsibility like I do some supervising and admin work and sometimes book-keeping. So once I get a few hours, get it done then I can go home. Ya… I am usually on my own when I do admin and book-keeping so … it’s not as stressful but when I have to supervise staff and oversee them, it is a bit stressful because you have to deal with issues with customers or issues within staff and I’m just not the type of person equipped for that kind of thing. I don’t like social situations or dealing with people in that sense. I prefer admin and the book-keeping side of things. |
| 53 | Researcher | Okay so you go in and do that, what time do you generally return home? |
| 54 | Participant | Sometimes 3 or 4 sometimes even 5. It depends on how much I have to do. If I have… |
| 55 | Researcher | Okay so there is a lot of flexibility in the day ? |
| 56 | Participant | Yup. I can also work from home when I am doing admin work. Yeah. |
| 57 | Researcher | So that’s quite nice. Knowing you have that option available to you. It’s not set that you have to go in every day. I see that you said that you are in more of an operative management position. Do you have a specific position or title assigned to you? |
| 58 | Participant | No, no I don’t. |
| 59 | Researcher | Okay so I gather that you do the book-keeping and also … |
| 60 | Participant | It’s more like what my mom would delegate to me from her own work.. yeah. |
| 61 | Researcher | Okay so it’s more … your mom has this responsibility then assigns certain things to you ? |
| 62 | Participant | Yes |
| 63 | Researcher | That’s mostly the book-keeping and supervising I understand. |
| 64 | Participant | Yes. |
| 65 | Researcher | Okay. I know that you studied an undergraduate degree, could you maybe specify what you studies. |
| 66 | Participant | I did BCom Business Management |
| 67 | Researcher | Okay so the book-keeping aspect, is this something you are passionate about? You have said that you feel more comfortable doing to but I am just trying to get a sense that you’re parents trust you enough to give you that responsibility. So let’s talk a bit more about that. How do you manage this ? |
| 68 | Participant | I do it because I know how to do it but it’s not necessarily what I would like to be doing. I am working in the family business to help out, make things easier for my mother and the family. In terms of my career, I am… waiting till the next stage of my life starts which is to get married and then I … wont be working any longer. |
| 69 | Researcher | Okay so now that we have established that this is not a long term commitment. You mention that you started working in the family business to help out so is there some sort of … do you feel obligated in some way? |
| 70 | Participant | Yes. |
| 71 | Researcher | Why? |
| 72 | Participant | Because my mom has been working my whole life and I feel guilty for not helping her out and I feel like… she’s gotten older and I want to also take care of her and play my part in things. |
| 73 | Researcher | Mmmm so I am getting a sense that you aren’t emotionally attached to the business |
| 74 | Participant | No |
| 75 | Researcher | You’re more attached to your mom that is the most predominant person you are talking about and you want to take a load off her chest |
| 76 | Participant | Yeah |
| 77 | Researcher | Was this always the plan, to be a housewife at some point? |
| 78 | Participant | To be honest – yes but also, I am going with the flow of things. I am not really sure if that is where I will end up. I am just trying to figure things out. |
| 79 | Researcher | So there is a lot of uncertainty? |
| 80 | Participant | Yes. |
| 81 | Researcher | Let’s talk a little bit about your undergraduate degree where you studied business management, what drove your decision to do this ? Did the family business have any influence on that decision? |
| 82 | Participant | No.. it didn’t. I always wanted to do that and I thought after completing my degree that I would … my ..my goal...what I wanted was to work in a bank. BUT – things took it’s own turn, like my family started their own business and I wanted to help out and also just with.. the way..like…how covid came and everything, it just changed my perspective on things. And I mostly, my mom had a baby in 2021 and before that she was working in a …working for a company for over 20 years and I saw how that … drained her, affected her when she was retrenched and I don’t want to be in that same position. So it’s better for me to work in my family business where I know if I need to step back then I can. |
| 83 | Researcher | Mmmm… |
| 84 | Participant | And because things are more flexible, I can still prioritise myself in the family business than if I was working in a company or somewhere else. |
| 85 | Researcher | Okay I am getting the sense that you started studying then in that couple of years, that’s when the family business was launched, am I correct? |
| 86 | Participant | Yes. |
| 87 | Researcher | Okay and this obviously must have been a difficult time, to embark ina. New venture comes with a lot of uncertainty at home as well. You did mention that you would have liked to work in a bank but seeing how your mom worked at a company which took a toll on her mentally and emotionally, that kind of put you off. Then you almost resorted to the family business as a way of having something once you’ve figured things out. |
| 88 | Participant | Mmmhmm. |
| 89 | Researcher | Okay and in terms of your career progression and development, when you entered the family business, were you always delegated the book-keeping and supervising responsibility? |
| 90 | Participant | Yes. |
| 91 | Researcher | So your job responsibilities from then has not really drifted much ? |
| 92 | Participant | No, not really. |
| 93 | Researcher | How do you feel about that? |
| 94 | Participant | I am happy with that because I wouldn’t want to do any other position. |
| 95 | Researcher | Okay so you are content with where you are? |
| 96 | Participant | Yes. |
| 97 | Researcher | Okay then I just want to talk about the support you have received. In terms of the emotional support, you are going to a third party for assistance. Sometimes things do get heated in a family business and there is a lot of conflict involved. Can we talk about some of the conflict that you have experienced personally? |
| 98 | Participant | Uhm… for example… because I am Muslim… other people … a few other members at work are my step fathers nephews and they’re not directly my family but we are related in the sense because we are Muslim girls working in the shop, there has been issues where a male customer talks to us or something like that, they start getting offensive and in the past have blown things out of proportion. Just caused issues out of nothing. |
| 99 | Researcher | Mmm… so there is that gender difference? |
| 100 | Participant | Yes and just bringing personal matters in the business. |
| 101 | Researcher | That’s not a nice position to be in because at the end of the day, you are there to work so how did that make you feel when they blew things out of proportion with male customers? And how did you address this? |
| 102 | Participant | It was emotionally draining because at the end of the day, my mom also ended up siding with them in a way. So it was … it felt like… you’re on your own, there is no one would maybe understand what was happening. |
| 103 | Researcher | SO you felt secluded? |
| 104 | Participant | Yeah. |
| 105 | Researcher | Okay and when you were going through this, you mention that it was emotionally draining, did you speak to anyone about this besides your psychologist ? |
| 106 | Participant | I didn’t. |
| 107 | Researcher | Okay so then..is it safe to say that whenever you are experiencing difficult times at work, you mainly go to your psychologist. There is no other person that you turn to? |
| 108 | Participant | Sometimes I go to my mother but she is in the business and sometimes when she is on their side, there is no one else to turn to. |
| 109 | Researcher | Yeah and it causes … it’s complex because you want to talk to her about these things but because It is so close knit and everybody is involved, feelings might get hurt. |
| 110 | Participant | Exactly. |
| 111 | Researcher | In terms of support in your work environment, we have spoken about the flexibility where you can leave as soon as you’re done and also work from home at times. Is there any other dynamics in your work environment that you can rely on for support? Say for example, you aren’t feeling well, are there people around you that come and take over or would it just be going back to you mom? |
| 112 | Participant | Most of the times, it would be going back to my mom but there is also my sister so if I am not there then she can take on some of the duties like the supervising. |
| 113 | Researcher | Yeah. |
| 114 | Participant | Other than that, there isn’t anyone else. The work will wait till I am back. |
| 115 | Researcher | Now that you bring up the supervising, it just dawned upon me, you did mention being Muslim and female which has had an impact on how you’ve interacted with customers. Does it not also influence how you supervise the staff? Has that been problematic at all? |
| 116 | Participant | Uhm… with previous employees it has. With males then… sometimes… as a female, if I give them an instruction, they won’t listen or take me as seriously as they would if a man had said that, if a man would have told them to do something. |
| 117 | Researcher | Mmmm |
| 118 | Participant | Yeah, I feel that sometimes I am not taken as seriously as some people are…but with our current staff, it is not like that anymore, we have a good staff now |
| 119 | Researcher | So you think it was peoples conceived ideas that had influenced the dynamic at work? |
| 120 | Participant | Yeah. |
| 121 | Researcher | Okay and it’s nice to hear that you have a workforce now that is willing to listen to you. I mean if you are there to help and you’re doing things like book-keeping and supervision, they need to be able to take that instruction from you. |
| 122 | Participant | Mmmm |
| 123 | Researcher | Yeah… Okay I just want to also delve into the family dynamics, we have established that your stepfathers’ nephews are involved in the business and they are very protective over you and your sister. Your mom is also there, and she has an immense amount of workload. In all of this, you haven’t really mentioned your stepfather being involved. I. just want to get a sense, is he involved? |
| 124 | Participant | He is but not at the same rate as my mother. He does supervision because he’s got other work that he has on his own – not in terms of our family business so he is not always in the shop. He is not doing uhm…any kind of book-keeping or anything else besides when he is there then he supervises. He doesn’t have any other responsibilities. |
| 125 | Researcher | So it’s more of a passive involvement like if he can, he’s there and if not, then it is what it is. So there is not .. you can’t really rely on him then? |
| 126 | Participant | Yes. |
| 127 | Researcher | Okay before I let you go, are there any other things that you do to cope like exercising or any outlet that you deal with all of these emotions? I mean we spoke about your family business being flexible which you like but then we have also spoken about how work overlaps into home and there is this pre-conceived …restriction placed on you being a Muslim female. You mention that you can’t really go to your family for support since everyone is involved and it has had a significant impact on your well-being. So is there any coping mechanisms? What else do you do besides go to your psychologist that helps you get through the day? |
| 128 | Participant | I do exercise often during the week… I do like to read a lot which is kind of an escape. Other than that, there has not been anything else. |
| 129 | Researcher | Okay well we have covered all the aspects that I needed to speak about. We have come to the end of our session, is there anything you want to address that you feel you were unable to during the session? |
| 130 | Participant | No. |
| 131 | Researcher | Okay and I just want to check if you would be willing to have a follow up interview should I be requiring more information regarding certain issues discussed? |
| 132 | Participant | Yeah that would be no problem |
| 133 | Researcher | Okay thank you for taking the time to participate in this process. Your time is highly valued, and your input is extremely insightful. |
| 134 | Participant | Thanks for having me. |

## Demographic & Questionnaire Responses:



## Notes

### Observation:

Participant seems really low or despondent with regards to the family-owned business and her experience. She did not let out too much information, had to probe extensively. Seems to experience challenges with her family on a personal and business level. There is extreme pressure with home responsibilities. In conjunction to that guilt of wanting to assist her mother then dealing with unpleasant events within the business (discomfort with supervision, incident with male customers, employees and nephews).There is an element of uncertainty with regards to her career. It seems that she had a goal initially when embarking on her academic journey then things changed drastically when COVID hit and her mom was retrenched. There could be an element of job security where she indicates she would rather work in the family business so that she knows that she could have the opportunity to step back when it is needed. Interview poses the idea that being a Muslim female poses challenges in the work setting.

### Reflection:

Quite an overwhelming interview. Took it upon discretion to end the interview sooner than expected since the participant did not seem to want to proceed. The demographic of participants indicates how few females are present within family-owned businesses. Snowballing was used and directed to gather more female participants however, there are not much females placed in the companies. Most of the female family members either pursued a different career or become a housewife after marriage.