CHAPTER-II

REVIEW OF LITERATURE
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Survey of related literature is the foundation stone of research. Hence, it is advantageous to survey the work which has already been done in a particular area of knowledge. It also furnishes the investigator with a necessary sequence of knowledge in the concerned field. It also helps the investigator to have a clear comprehension of the research studies already conducted and it further enables to have an idea of the subject of the study in all aspects and implications. The review of related literature acts as a guide post not only in regard to the quantity of work done in the field but also enables the investigator to perceive the depth in the field. Before finalizing a research proposal, may be in any field, it is the survey of related literature which proves of paramount assistance in the entire gamut of methodological steps.

The exercise of reviewing studies provides essential information on the related work already available in the field while avoiding unnecessary duplication. It also helps revealing the facts and figures which has earlier remained untouched, unexpected and unexplored in the previous research studies. The review of related literature is important as it acts as a lighthouse not only with regard to extent of work done but it also enables investigator to perceive the gaps and lacunas in the concerned field of research. In simple terms, survey of related literature means to locate, to read and to evaluate the past as well as the current literature of research concerned with the project undertaken. Therefore, the study related literature can never be ignored in any type of research. According to Goode and Hatt (1952) “without a critical study of the related literature the investigator will be put into in the dark and perhaps uselessly repeat work already done”. The main purpose of survey of related literature is not merely compilation of the studies conducted on specific area of research but also it is an analytical review of the various study sources. The related studies stimulate and encourage the investigator to go deep into the intricacies of the problems and also enable to derive respective conclusions.
These studies could provide us necessary backdrop for the study of role conflict among working women and as such are touched upon in the discussion briefly. Since the present study focuses on working women in organized sectors particularly primary school teachers, nurses, women bankers and women D group Government employees. Hence, an attempt is made to review some important studies related to these occupational groups.

**Studies related to Working Women.**

To begin with the studies on secondary school teachers, Kaul (1972) conducted a factorial study of certain personality variables of popular teachers in secondary schools. The objectives of the study were to sort out the differentiating personality traits of popular teachers by studying the differences between the mean scores of popular and non-popular teachers in the different traits of personality factors. It was found that the popular teachers differentiated themselves on eleven personality traits. The popular teachers distinguished themselves as more outgoing, intelligent, emotionally stable, sober, conscientious, venturesome, tough-minded, shrewd, placid, controlled and relaxed. They were found to be low on economic and aesthetic values.

Shaheen (1973) conducted a sociological study of higher secondary school female teachers. The objectives of the study were to understand personal and social background of the respondents with a view to establish necessary association and correlation. And another purpose of the study was to enquire into the family size and its composition and to see its impact on the efficiency of women teachers. The findings regarding socio-economic status of teachers were dissatisfactory. The bulk of female teachers were from middle and lower socio-economic status. The study revealed that improved educational opportunities have raised women’s qualification as well as their aspirations for participation in the economic world. The economic conditions had also made it imperative on the part of married and unmarried women particularly the educated ones to take up jobs.
Gautama (1974) carried out a sociometric study of the patterns of social interaction among principals, teachers and students in higher secondary schools of Himachal Pradesh. The objective of the study was to study the patterns of social interaction and to have a comprehensive picture of patterns of social interaction in the school community. The study was restricted to rural and urban school only. The findings of the study revealed that patterns of social interaction found in the total sample. Tendencies of sex segregation and sex antagonism were found both among the teachers and the students, being more among the girl students as compared to boys. It was also found that there was a high positive association between the student’s socio-economic status and the positive social interaction amongst themselves.

Gupta (1978) carried out a study of secondary school teachers in Eastern Uttar Pradesh. The objectives of the study were to find out the overall status of secondary school teachers and to give some suggestions for the improvement in their status. The findings of the study were that the teachers working in rural areas commanded more social respect than those in urban areas. They were not satisfied in their present salary. Recommendations were made to permit their teachers to take up tuitions for improving their economic status.

Gayatri (1980) framed a study on self-concept of women teachers in different occupations to know self-concept regarding their characteristics. The findings supported that female teachers were significantly more optimistic and more symbolic, intellectual and aesthetic. The study also revealed that the female teachers had significantly better self-concept regarding their characteristics.

Gupta (1981) conducted a comparative study of socio-economic problems and professional behavior of men and women teachers in co-educational institutions at different levels in the state of Haryana. The objectives of the study were to compare the socio-economic background of male and female teachers and to evaluate their basic environment. The teachers
were administered the Kulshreshtha socio-economic status scale to evaluate the socio-economic status of the urban as well as rural teachers. The study concluded that the socio-economic status of the teachers at primary, middle, secondary and college levels were more or less similar. Female school teachers were more democratic, indirect and gave encouraging statements in the classroom than the male counterparts.

Kumar (1991) conducted a study on teacher effectiveness among different groups of teachers in relation with personality traits. The objectives of the study were to determine personality traits among different groups of teachers and also to determine relationship between teachers’ effectiveness and personality traits among different groups. The design of the study was ex-post facto. Teachers’ effectiveness scale was used to measure teachers’ effectiveness. Second, the sixteen personality factors questionnaire was used to determine personality traits. The findings of the study indicate that teacher effectiveness and personality traits of Arts teachers had no relationship. Teacher effectiveness and personality traits of ‘Commerce teachers have negative relationship. The relationship between Teacher effectiveness and personality traits of Science teachers do vary.

Krishnan (2005) conducted an ethnographic research in rural communities in Karnataka State, South India, to explore the contexts in which marital violence occurs and the relationships between structural inequalities (gender, caste, and class inequalities) and marital violence. Research highlighted that (a) marital violence is intimately linked to experiences of gender, caste, and class inequalities; (b) women’s ability to resist violence hinges on access to economic and social resources; and (c) health care providers need to be actively involved in responding to violence. This study demonstrates the urgent need for violence prevention initiatives, particularly those that address the contribution of structural inequalities.
Jha (2007) attempts to assess contemporary policies/programmers and financial commitments of the Indian state in providing elementary education to its children, as this, arguably, is among the most important basic needs in any society. As is well-known, in spite of the frequent rhetoric to the contrary, there has been a serious neglect in the public provisioning of this need, and the schooling system in India is nowhere near ready to provide a decent quality of education to the children of different serious of the wider societal structure. Inadequate spending, as well as the malfunctioning of schools and other relevant institutions, have been the obvious bottlenecks constraining India's progress. Ostensibly, there is need of the hours for contemporary official discourses to address existing problems and move forward rapidly. However, it is understood that public commitment to quality elementary education continues to be half-hearted. The policy initiatives of the government in the past do not generate much optimism with respect to addressing the huge deficits in the education sector, and even appear to be retrogressive in important ways.

Leach and Sitaram (2007) report on a small exploratory study of adolescent girls' experiences of sexual harassment and abuse while attending secondary schools in Karnataka State, South India. In South Asia, public discussion of sexual matters, especially relating to children, is largely taboo, and the study uncovers a hidden aspect of schooling, which presents a further barrier to increasing girls' educational participation in India. Data from open-ended interviews and a participatory workshop in two schools revealed that girls were vulnerable to sexual harassment both within the school grounds (mostly by male pupils) and while traveling to and from school (by older boys and adult men), especially on public transport. For some girls, sexual harassment reduced their desire to continue their schooling, for others it increased their fear of being withdrawn if parents came to hear of any incident. Given the reluctance in patriarchal societies to address the abuse and
exploitation of women and girls, the authors suggest that further research into this issue is urgently needed.

Coming to deal with some studies on nurses, Rajagopalan’s study of nurses in Chandigarh in 1963 is one of the earliest and important sociological studies of nursing in India. He collected primary data through interviews with fifty female nurses employed in two Government Hospitals at Chandigarh. He has focused on the introduction of the new role of the professional nurse in the country, which had the effect of disqualifying them for marriage and thereby brought it into conflict with their normal legitimate role in the home. His analysis of the changes in the composition of the nursing personnel sheds some light on the nature of social norms as well as on the implications of deviation.

Doctors and Nurses- A Study in Occupational Role Structure (Oommen, 1978) is a comprehensive study of the role structures of allopathic doctors and nurses. Oommen, chose the variables such as organizational attributes (size of the hospital), personal attitudes (religion, mother tongue, state of domicile, rural-urban background, age, education, birth order and marital status) and occupational attributes (length of experiences, salary, rank, and type of role activity) to analyze the occupational role commitment of doctors and nurses, their perception of occupational roles, occupational value orientations, role conflicts of doctors and nurses i.e., between familial roles and occupational roles, occupational role relations of doctors and nurses, and role behavior of doctors and nurses.

Smith and Godfrey (2002) have analyzed that despite an abundance of theoretical literature on virtue ethics in nursing and health care, very little research has been carried out to support or refute the claims made. One such claim is that ethical nursing is what happens when a good nurse does the right thing. The purpose of this descriptive, qualitative study was therefore to examine nurses’ perceptions of what it means to be a good nurse and to do the right thing. Fifty-three nurses responded to two open-ended questions:(1) a
good nurse is one who...; and (2) how does a nurse go about doing the right thing? Three hundred and thirty-one data units were analyzed using qualitative content analysis. Seven categories emerged: personal characteristics, professional characteristics, patient centeredness, advocacy, competence, critical thinking and patient care. Participants viewed ethical nursing as a complex endeavor in which a variety of decision-making frameworks are used. Consistent with virtue ethics, high value was placed on both intuitive and analytical personal attributes that nurses bring into nursing by virtue of the persons they are. Further investigation is needed to determine just who the ‘good nurse’ is, and the nursing practice and education implications associated with this concept.

Sara and others (2002) intended to describe the development of a model of moral distress in military nursing. The model evolved through an analysis of the moral distress and military nursing literature, and the analysis of interview data obtained from US Army Nurse Corps officers. Stories of moral distress given by the interview participants identified the process of the moral distress experience among military nurses and the dimensions of the military nursing moral distress phenomenon. Models of both the process of military nursing moral distress and the phenomenon itself are proposed. Recommendations are made for the use of the military nursing moral distress models in future research studies and in interventions to ameliorate the experience of moral distress in crisis military deployments.

Fooladi (2003) through qualitative ethnographic methods explored gendered nursing education and practice among Iranian nursing students and faculty. Interaction with nursing students and faculty occurred in a familiar turf using the native language in interviews and on field observations. Settings included classrooms, skills laboratory, faculty offices, clinical areas and informants’ homes. Formal and informal interviews, observations and printed materials provided useful data to reach consistent common patterns. Thematic analysis and triangulation of data identified gender variations in care and
compassion, spirituality, economic motives and practice preference. Integrated experiences of pre-Islamic period were used to describe the current developments of gendered nursing education and practice in the Islamic Republic of Iran. Study of gendered nursing education and practice brings attention to the cultural significance of gender issues. This body of knowledge will benefit nurses in general and educators in particular by increasing their cultural understanding of gender.

Barbara and Cohen (2003) have described how home care nurses orient to and manage cultural issues during patient visits. Fourteen home care nurse-patient dyads were observed. Interviews were then conducted with nurses. Nurses and the home care agencies for which they worked engaged in practices aimed at minimizing patients’ cultural practices and beliefs. A correspondence with how nurses oriented to patients’ cultures and how cultural issues were managed during encounters was observed. By and larger, nurses and home care agencies used strategies to avoid dealing with patients’ "different" cultural backgrounds. Work needs to be done to begin integrating theory and practice regarding culturally competent health care.

Hanseen, Ingrid’s (2004) inquiry is based on an empirical research regarding ethical challenges in intercultural nursing. The focus is on autonomy and disclosure. Autonomy is a human capacity that has become an important ethical principle in nursing. Although the relationship between autonomy and patients’ possibly harmful choices is discussed and the focus is on ‘forced’ autonomy. Nurses seem to equate respect with autonomy; it seems to be hard to cope with the fact that there are patients who voluntarily undergo treatment but who actively participate neither in the treatment offered nor in making choices regarding that treatment. Nurses’ demand for patients to be autonomous may in some cases jeopardize the respect, integrity and human worth that the ethical principle of autonomy is meant to ensure. Even though respect for a person’s autonomy is also respect for the person, one’s respect for the person in question should not depend on his or her capacity or aptitude to act autonomously. Is
autonomy necessarily a universal ethical principle? This study negates the question and, through the issues of culture, individualism versus collectivism, first- and second-order autonomy, communication and the use of family interpreters, and respect, an attempt is made to explain why.

Kristine (2004) seeks to contribute to the understanding of the concept of sacrifice and its significance to nursing through an extensive account of relevant literature from the disciplines of theology, sociology, anthropology, and psychology. The review uncovered that in sacrificing something of value, individuals anticipate connecting with families, groups, society and deities. Knowledge of the phenomenon of sacrifice has importance for nurses who use the human becoming theory as a guide for practice as they participate with individuals who are struggling with relinquishing something of value, while hoping to strengthen connections with others.

Kaseeam (2005) has found that, despite considerable investment and sustained efforts from the Ministry of Health and Quality of Life (MOHQL) and the National Non-communicable Disease Prevention and Control Programme, the incidence of diabetes in Mauritius remains one of the highest in the world. This study explores the views of nurses on how well they were able to fulfill their role in caring for patients with diabetes at the primary health care level. A phenomenological approach was used for the research and data were collected through a semi-structured interview from 10 participants at five community health care centers. Colaizzi's framework was adopted for data analysis. The findings revealed that the majority of nurses did not feel knowledgeable enough to give effective care to diabetic patients. The following four main themes emerged: management of care, barriers to caring, communication skills and training and educational needs in diabetes care. Due to the deficit in their level of knowledge in diabetes care and management, nurses admitted not being able to effectively fulfill their role as ‘teacher, coach, manager and supporter’. This study has implications for clinical practice in that
appropriate training must be provided to these nurses if significant improvements are to be made in the outcomes.

Gardner, Janelle (2005) has investigated that racial and ethnic minority students have high attrition rates in nursing school. This study describes a qualitative study that explored 15 minority nursing students’ experiences who enrolled in a predominantly white nursing program. In-depth interviews were conducted and eight themes emerged: loneliness and isolation, distinction, absence of acknowledgment of individuality from teachers, peers’ lack of understanding and knowledge about cultural differences, lack of support from teachers, coping with insensitivity and discrimination, determination to build a better future and overcoming obstacles. This study provides a voice for minority nursing students whose experiences have not been heard. By understanding these students’ experiences and perspectives, nursing educators may be better able to meet their educational needs and increase graduation rates.

Buchan (2006) has probed that a number of common issues and challenges face every country; however, their impact varies greatly across different countries. A particular concern in relation to nurse migration is its effect on adding to the imbalance in nursing resources that already exists in different regions and different countries. The number of nurses recruited into developed countries has increased significantly during the past decade, particularly from developing countries. Understanding and addressing the impact of migration requires not only examining what pulls nurses into destination countries but also what pushes them from source countries. The study also addressed the ethical issues involved in international recruitment. Effective national policies for recruiting and retaining nurses would reduce the need for recruiting from other countries.

Tankha (2006) has maintained that, stress has become the most important factor influencing individual efficacy and satisfaction in modern day
occupational settings. In this context, the nursing profession is increasingly characterized by occupational stress. His study was conducted with the aim of investigating the effect of role stress in a sample of 120 nursing professionals of government and private hospitals. They were administered Organizational Role Stress Scale by Pareek (1981) in order to assess the level of stress experienced by them. The obtained results revealed that male nurses experienced significantly higher stress level as compared to females. Second, male nurses from private hospitals showed significantly higher level of stress levels than the government nurses on eight out of the ten dimensions of Organizational Role Stress Scale.

Percot’s (2006) study based largely on fieldwork in Gulf countries and in Kerala focuses on female nurses from Kerala, who have worked, and are currently working or are preparing to work in Gulf countries. It examines in particular to what extent these women today aspire not only to a lucrative career abroad, but also to a new lifestyle in which traditional gender-based restrictions are replaced by increased and improved female agency and a focus on the nuclear family. The main goal of this study is to demonstrate how, after three decades, the migration of Kerala nurses to the Gulf has evolved into an actual migratory strategy to take advantage of the various new opportunities available in Western countries. After two generations of nurse migration, evolutions, which are closely linked to the emergence of an Indian-or, more precisely, a Keralalese-diaspora in the Gulf countries, are now taking on a much wider global dimension, with significant implications on lifestyle choices.

Cowan and Norman (2006) have found that shortages of nurses challenge the provision of health care in developed countries including those in the European Union (EU), but there has been no upward trend in recruitment of nurses from EU countries with a surplus. A remedy is to facilitate migration of nurses around Europe. However, the importance of the concept of cultural competence has been overlooked within EU health care systems. Migrant nurses from EU countries employed in the United Kingdom indicate that they
have experienced problems arising from a variety of issues related to cultural
diversity. Countries such as the United Kingdom could benefit from
introducing enculturation courses for migrant nurses.

Dealing with some important studies pertaining to women in banking it
is found that, Robert (1984) has used a comparative organizational design in
order to find the representation of women and minorities in the internal labor
markets of banks. Organizational and community characteristics are used in
this study, to account for differences among twenty four large U.S. banks in the
proportion of managerial and professional positions held by women and by
minorities. The study indicates that community characteristics such as labor
force composition, unemployment rate and percentage democratic are generally
found to be more influential than organizational characteristics such as bank
size, bank rate of growth of managerial and professional positions and
involvement in litigation. The characteristics examined were substantially
more effective in accounting for variations in minority employment patterns
than in female employment patterns.

Culpan, Akdag, and Cindoglu (1992) have compared the American and
Turkish women professionals in the banking industry with reference to their
perception of discrimination, their attitudes towards work, and the nature of
support they receive and their levels of job satisfaction. The study consists of
two different samples representing women professionals in the banking
industry. Results indicate that bank organizations are still not ready for the
integration of women professionals into the industry, either in Turkey or in the
American.

Kumar (1993) has made an attempt to provide an insight into the
organizational behaviour of women managers working in Indian Banks.
Banking industry is an important constituent of the financial system of the
country, where women have made a major breakthrough since independence
though they have been working in the industry in different capacities for a long
period of time. Women managers working in public and private sector commercial banks of India in four Metropolitan cities were personally visited for the purposes of the study. The study revealed that, women in general have the capabilities required of managers. They observe no great internal or external barrier to thwart women’s aspirations in management. This is in conformity with the findings in a number of studies conducted. More experienced women executives are more negatively disposed to women as managers.

Redelinghuys and Associates (1999) were intended to study the views of women in the commercial banking sector on their different roles and the effects that it could possibly have on their work and careers. The study was conducted among women employees from four branches of a prominent commercial banking group in Bloemfontein. Women employees at all organizational levels accept the lowest level, comprising of cleaners and tea makers, were included in the study. The main conclusion that can be drawn from the findings of this study is that the women in this population are not subjected to noticeable role conflict. They generally feel that they experience satisfaction in all of their roles namely those of mother, spouse and employee. The respondents also do not experience acute pressure in their different roles. Their work role appears to be the one that places the most pressure on them.

Emslie, Hunt and Macintyre (1999) have studied the men and women employees of a large British bank. The study addresses three main questions: do gender differences in minor morbidity remain if we compare men and women who are employed in similar circumstances (same industry and employer)? What is the relative importance of gender, grade of employment within the organization, perceived working conditions and orientation to gender roles for minor morbidity? Finally, are these factors related to health differentially for men and women? There were statistically significant gender differences amongst these full-time employees in recent experience of malaise symptoms, but not in physical symptoms. However, the study explained only a
small proportion of variance, particularly in comparison with working conditions. Generally similar relationships between experience of work and occupational grade and morbidity were observed for men and women.

Birkelund (2000) assesses the significance of the national context through a comparison of the biographies of career bank managers, male and female, in Britain and Norway. The continuing expansion of women’s employment has increasingly focused attention on the question of how the caring work traditionally carried out by unpaid women will be accomplished. The scholars find that more family-friendly policies of the Norwegian state do have a positive impact, particularly in somewhat exceptional cases, nevertheless in general in both countries, individuals have difficulties in combining employment with caring and no examples of a ‘two career’ household were found in either country. These findings emphasize the continuing tension between market forces and social reproduction, which has been exacerbated by the erosion of the ‘male breadwinner’ model of family caring and has yet to be resolved in a satisfactory level.

Metle (2001) has explored the relationship between the level and field of education and job satisfaction among Kuwaiti women employees in the Kuwaiti private banking sector. The analysis is focused on the responses of the female employees to their own jobs as indicated by their level of job satisfaction. Specifically, the research involved a stratified sample of the Kuwaiti women employees in the whole private banking sector in Kuwait. This study differs from other investigations of job satisfaction in two principal ways: in dealing with the private sector and in taking into account education in the private sector work setting. The major findings of this research indicate that a much broader approach towards increasing satisfaction than focusing on the job itself is required. The study shows that the respondents’ educational background is of substantial importance in affecting job satisfaction.
Rutherford (2001) explores how the long hour’s culture fostered in so many British organizations may act as a means of social closure to exclude women managers from senior positions. His research was conducted in eight different divisions of two UK companies, an airline and a merchant bank, shows that access to the resource of time is vital to be a successful manager. It is evident that women are less likely to have equal access to time because of the gendered division of domestic labour, and indeed men’s time is often made available to them by their partners at home. At a time when women can offer almost everything that men can in terms of ability, skills and experience, time becomes the differentiating feature which makes men more likely to achieve promotion. The research shows the convergence of patriarchal and organizational desires and interests.

Skuratowicz and Hunter (2004) have derived a four-step process of occupational sex segregation from a case study of restructuring in a large American bank. This change was occasioned by a restructuring initiative that created new positions. Through interviews with employees and direct observation of work in four geographic regions, the scholars, identified four factors that underlie the process of resegregation: (i) Managers built gendered assumptions into the new jobs; (ii) employees responded to these cues and to the characteristics of the jobs; (iii) management made job assignments that were consistent with both their assumptions and employees’ choices; and (iv) both managers and employees developed shared gender norms associated with the new positions.

Reitman and Schneer (2005) in their study seek to determine the long-term impact of career interruptions on income and career satisfaction. Longitudinal data were collected from men and women MBAs who were surveyed three times over a 13-year period. Traditionally, the model of a successful managerial career involved a steady climb up a corporate ladder, and interruptions resulted in penalties. As employment gaps have become fairly common for managers, the negative career stigma may be diminishing.
However, the findings from the study suggest that the penalties persist. MBAs with career interruptions earned less than those continuously employed, even 25 years after the interruption. Career interruptions were detrimental to career satisfaction only for men. The findings have implications for managers and organizations.

Koyuncu and Burke (2006) aim to examine potential antecedents and consequences of work engagement in a sample of women managers and professionals employed by a large Turkish Bank. Data were collected from 286 women, at 72 percent response rate, using anonymously completed questionnaires. Antecedents included personal, demographic and work situation characteristics as well as work life experiences. It also included the measures of work satisfaction and psychological well-being. The following results were observed. First, work-life experiences, particularly, control, rewards and recognition and value fit, were found to predict all three engagement measures. Second, engagement, particularly dedication, predicted various work outcomes such as job satisfaction and intent to quit. Third, engagement, particularly vigor, predicted various psychological well-being outcomes. Organizations can increase levels of work engagement by creating work experiences such as control, rewards and recognition are consistent with effective human resource management practices. Thus, their study contributes to our understanding of work engagement among women managers and professionals.

PromillaKapur’s studies on working women occupy an important place among the studies on the subject. In her thesis “Marriage and Working Women” (1970), she proposed to find out how successfully the educated working wives had been able to achieve and maintain harmony and happiness in their married and family life. In other words, the study sought to examine how far, in spite of the newly imposed responsibilities of their jobs, Indian working wives had been able to make adjustments in their married and family life. The study was conducted in Delhi on a sample of 300 major occupational
categories, namely, teachers, office workers, and doctors, each category consisting of 100 women. The study concluded that employment of a married woman did not affect her marital adjustment adversely.

Further, an attempt is made to review the studies related to education, marriage, employment, role obligations and profile of working women. Ramanamma (1979) made a study of “Graduate Employed Women in an urban Setting”. The main objective of the study was to assess, the structural changes brought about in various institutions due to the changing position of women arising out of their education and employment, and the problems of employed women in Indian society and the significance of these problems for the society at large. The study sought to examine the changes occurring in the family, friendship and marriage patterns due to education and employment among urban women. The study was conducted in Poona city and its suburbs. A list of employed women working in various offices, schools etc in the Poona city and its suburbs was prepared. A sample of 505 educated women from six different occupations was chosen. The data were obtained mainly by administering an anonymous questionnaire to the women. The study broadly indicated that changes were occurring in the educated and employed women.

Srivastava (1978) undertook a study of “Employment of Education Married Women in India”. To be specific, the above investigation was conducted mainly to find out the causes and consequences associated with employed educated married women vis-à-vis non-working women. The study has revealed that the working women differed from the non-working women with regard to fertility, family size and socialization of children. However, the working women could not devote time and energy to the management of home and development of the children, compared to non-working women. It means employment has impaired the performance of a woman’s basic roles as wife and mother. Working women, compared to non-working ones, depended on labour-saving devices and domestic servants or relatives. An important finding of the study was that the role of working women did not undergo any
significant changes as a consequence of the economic contribution that they made towards the family.

Blumberg and Dwaraki (1980) conducted a study on educated women of Bangalore city in phases. The main focus of their study was to examine the intermeshing of education and marriage systems as they affected the life of their respondents. The study revealed that educated women were finding it very difficult to work, especially after marriage, as they had no place to leave their kids and had to have trustworthy servant. Surprisingly, the authors observed that most women behaved in a way that suggested that their broader experience made them more tolerant in their relationship with their in-laws. Finally, the authors concluded that women, who tried to meet the traditional role obligations of the Indian wife and mother and also spent many hours away from home in paid employment, were experiencing a “role overload” or “a double day”. The combination of twin roles, where modern technology had not yet arrived to eliminate household drudgery, easily created strain.

Talwar (1984) in her thesis ‘Social Profile of Working Women’ presented a comprehensive account of the social profile of working women. To be specific, the main objectives of the study were to specify the social characteristics of working women and to identify the reason for the employment. The study was conducted in Jodhpur City of Rajasthan. It was based on the responses of 400 working and 400 non-working women. The working women were selected randomly from a population of working women of the city. The non-working women were selected through a procedure known as “ecological sampling”.

Sharma (1990) conducted an empirical study of 200 working women of Delhi falling under different categories of professions. The basic objective was to evaluate the position of working women in India in the light of modernization. The study has revealed that having education and employment to their credit made the working women have a different view about the
existing society. It was found that a majority of the women after completing their education developed a tendency to seek a job even in the male-dominated occupational fields. With the growing economic independence, a sense of self competence and independent existence among women started increasing. The women’s interaction with the outside world developed in them a social skill, which has in due course been useful in influencing the family members.

**Studies Related to Role Conflict**

Singh (1972) carried out a study on the data from Punjab women to find the motives for employment among working women and the relation between the motives for employment and Role Conflict. The study revealed that majority of women tends to join employment sector purely due to economic reason. It was also observed that the motives to seek employment and role conflict were closely related.

Bhoite (1973) carried out a study to analyze the roles of women employees who work under the developmental schemes as agents of social change. The sample was limited to the government and semi-government women employees in rural areas. Intense role conflict was found in majority of the cases of those employed women. The study had noted down that the women employees suffered from various problems which arises out of rural environment.

Verma (1975) conducted a study on role conflict and the corresponding role performance among head masters. The objectives of the study were to identify situations, which were perceived to be the role conflict situations and expectations. The main findings were that role conflict was positively related to worry. Role Conflict and sex were positively related. But role conflict and other institutional factors such as location, level and management of school were not significantly related. There was no existence of relationship between the role conflict and experience.
Rani (1976) examined the problem of role conflict among working women in Patna City. The objective of the study was set for employment. It was found that the main reason was the desire to make use of higher or professional education. Working due to gross economic necessity held the fourth rank in the measure of motivation. The correlation between motivation and occupation was found to be insignificant. Ill health, inflexible attitude of in-laws, unfriendly behaviour of friends and neighbours and lack of positive support from the husband were found to be the main factors causing role conflict.

Dhillion (1981) conducted a study of role conflict among working women. The objectives of the study were to find out the nature and extent of role conflict faced by working women and to delineate the socio-economic factors affecting the role conflict. The study revealed the problem of role conflict among working women and identified the factor which helped or hindered the performance of home role and job role. A number of problems faced by working women were also observed which indirectly affected the performance of dual role.

Uma (1983) carried out a research project on social psychological study of women teachers to measure the relationship between the intensity of role conflict and need for satisfaction of teachers. The next objective was framed to test the hypothesis that role conflict in job is intense in a closed climate as compared to an open climate. The major findings of the study were that school teachers obtained a higher mean role conflict score, especially in home role situations as compared to college teachers. Significant mean differences existed between job security and need achievement among teachers who had worked for less than five years as compared to teachers with more than 5 years of experience.

Saita (1984) also studied role conflict among women teachers. In an attempt to find the total role conflict, teaching role conflict and personality role
conflict were taken as the objectives of the study. The major findings of the study were that there was a significant difference in the total role conflict experienced by women teachers. The results also supported that there was no significant difference in the social role conflict among women teachers working at different levels, i.e., primary, secondary and at college level. The study also concluded that women teachers working at primary level felt more discipline role conflict than those working at secondary level.

Mane (1984) conducted research on women working in the Secretariat of Maharashtra Government. The study was aimed at identifying stresses and tensions under which women function in their dual roles as an earner and a home maker. Significant differences in the personal status and work situations of the women were traced. The respondents were adopted varied measures to contain the stress inherent in the situation and to cope with their dual role.

Mehta (1985) and Prasad (1985) also conducted their studies on role conflict among teachers. The major objectives of the study were to ascertain the aspirations, adjustment and role conflict of school teachers. The studies concluded that the secondary school teachers and female teachers manifested higher educational aspirations than primary and male teachers respectively. Last but no the last finding of the study was that all groups of teachers suffered from role conflict but secondary school teachers scored significantly higher than primary school teachers on role conflict indices.

Rane (1986) worked on increased psychological problems in society and changing role of mothers. One of the objectives of the study was to examine the educational implications of the changing role of an Indian woman. The study concluded that the main aspect of the problem of working mothers and their children was that the traditional role of the woman as a mother had not been changed in spite of her increased educational qualifications. The study also revealed that education did not influence the attitude of women regarding their role in the cultural sphere.
Sinha (1988) conducted a study on a simple of 280 housewives of PatnaCity. Women teachers constituted half of the sample for study. It was hypothesized that with respect to conflicting role and expectations, working wives will have more role conflicts than non-working wives. The results revealed that the working house-wives in general were more prone to role conflict than nonworking house-wives. On the basis of the results, it was concluded that working women have more family obligations and the extent of family obligations was positively related to role conflict.

Jindal (1990) studied conflict resolution behavior and commitment to organization. A study of teachers’ perception in the colleges of Haryana was undertaken to find out organizational commitment in relation to experience, sex, location of colleges, nature of colleges etc. The teachers were administered conflict management inventory and organizational Commitment Questionnaire. The study concluded that women teachers had higher commitment in University colleges and private colleges in comparison to men teachers. However, men teachers had higher commitment in government colleges than women teachers. There was no significant correlation between commitment and teaching experience. Both male and female teachers had similar conflict resolution behavior and commitment to organization. Further the study concluded that role conflict and sex were positively related. But role conflict and location, management of school were not significantly related. Lack of emotional and financial support from near and dear were found to be the main factor causing role conflict.

Sarbin (1954: 228) found that inter role conflicts occur “when a person occupies two or more positions simultaneously and when the role expectations of one are incompatible with the role expectations of other”. The attitude of family member (other than husband) and their nature of co-operation are crucial for the role adjustment of a working wife (Prowell 1963, Kalarani 1976, Hoffman 1963) since a married women is a member of the family her decision to work or refrain from work depends upon the views and the needs of her
husband and other family members, of course it presupposes a series of role ideal for the husband and the family members.

Kapur (1974) finds that the presence of in laws is source of conflict. Singh (1972) reports that the size of the family is a contributing factor in role conflict among working women. Further Kapur indicated that women who choose to combine marriage with career face almost a situation of normlessness and they hardly know how to adjust time and resources between these two major responsibilities. This makes them experience great conflict, tension and strain. It is confirmed that the job taken by women created more conflicting situations for them due to dual role played and inability to tolerate the whole burden. The role conflict is related to time in terms of non availability or high cost of various labour and time saving devices, tremendous transport problems which take much time of working women and inadequate number of day centers for young children. Singh (1972) confirms the above results and opines that the length of time required to be spent at work place is an important factor for role conflict. Pareek and Mehta (1997) in their study compared three groups of working women i.e. gazetted officers, bank employees and school teachers on the types of role stresses they experienced. The results showed school teachers to be lower on all kinds of role stress compared to gazetted officers and bank employees.

Chattopadhay and Dasgupta (1999) however concluded that one could be married and play the role of wife, mother, householder and executive effectively and yet experience not more role stress than their single counterparts. Since the problems and difficulties of women are multi dimensional as evident from the literature reviewed, therefore, they require further probing. Keeping this in view, an attempt was made to study the effect of different professions and multiplicity of social roles on the role conflict of working women. It was hypothesized that women in professions with low level of perceived social recognition would experience more role conflict than those in professions with high level of perceived social recognition; the greater the
number of social roles, the higher would be the role conflict in working women and there would be a significant interactive effect of different professions (in terms of their perceived social recognition) and the level of social roles on the role conflict.

Hemlata and Suryanaryana (1983) reported that women working irregular hours have more problems than those working regular hours. Among both nurses and doctors the timings of duties are too erratic since they require them to do night shifts along with call duties whereas the job of a college lecturer requires a fixed time schedule. Therefore little overload allows them comparatively more quality time to be spent in household duties. In general, role conflict was found to increase with the increase in number of roles. More role conflict in married professional women in the present study derives from the contradictory values underlying their roles. As professional women they are expected to be committed to their work “just like men” at the same time as they are normatively required to give priority to their family. Further, the position seems to complicate when the woman attains motherhood. It is known that as the roles increase, so do the responsibilities. High demands sometimes result in less ability to satisfy any responsibility fully and thus the feeling that life is out of control. They concluded through a study of role interventions of married working women that women’s problems were greatly influenced by the age and socio-economic status of working women and husband’s nature, children’s age and number, family type and the nature of work and work timings.

Shukla and Kapoor (1990) studied the effect of women’s employment on decision-making power in the family. The study was carried on 47 single earner and 54 double earner families. The relative authority of husbands and wives in various areas of decision making was explored. The data were collected through structured questionnaire technique for both the groups. The important findings of the study are: (i) husbands in single career families had greater power than husbands in dual career families, (ii) Wives in dual career families had greater power than the wives in single career families, (iii) the
relative power of spouses was not significantly different in the two types of families, and (iv) dual career families were more egalitarian than single career families.

Sources of stress in the lives of working women emerged from a lack of time to attend to multiple roles, presence of young children (6-12 years) in the family and additional responsibility at work in the form of promotions [e.g., Surti and Sarupria 1983; Shukla and Verma 1986]. Most common outcomes of stress for the working woman were poor mental and physical health resulting in depression, anxiety, asthma, and colitis [Srivatsava 1995; Swaminathan 1997]. Most common coping strategies were individual-based and included expanding their knowledge base by reading and planning and goal setting, actively seeking social support and investing in developing a social support network. Interestingly, Indian working women did not indulge in alcoholism or smoking or rely on medication to relieve stress and cope with difficulties. This could be attributed to the traditional Indian stereotype in which women who smoke or drink are considered deviant. Good counseling or psychotherapy was not available to most women experiencing stress. In keeping with the trend set during this decade of examining for gender differences in attitudes between men and women, some studies [Bhatnagar 1987; Das 1993] examined male attitude towards working women and found that male employees generally felt that working women were breaking the norm and hogging jobs thus creating less job opportunities for other worthy males. Managerial women however showed a more positive attitude towards fellow working women.

Job satisfaction is an important area in the field of sociology of occupations and professions and as such, is focused in the present investigation. Studies relating to job satisfaction are reviewed here with a view to provide necessary framework for the analysis of job satisfaction among the women employees studied. Gupta and Nisha (1978) carried out a study to find out personal factors affecting job satisfaction among secondary school teachers.
Data were collected through questionnaires. An analysis of data revealed that job satisfaction was derived from and was caused by many interrelated factors. The highest correlation was found between age and job satisfaction. They found the relationship between job satisfaction and work role variables and personality factors. It was found that fifty per cent of teachers working in schools were satisfied with their job in different schools of the Eastern States of India.

Chassie and Bhagat (1980) have studied the differential effects of role stress experienced by women in terms of commitment to the organization, overall job satisfaction, satisfaction with specific aspects of the job and personal-life satisfaction. Role stress was significantly and negatively related to organizational commitment; overall job satisfaction; satisfaction with pay, work, coworkers, and supervision; and personal-life satisfaction. The t-tests analysis revealed significant mean differences between high and low role-stress groups on organizational commitment, overall job satisfaction and satisfaction with extrinsic aspects of the job. The results are discussed in terms of their implications for role management in the integration of women into modern work organizations.

Porwal (1980) conducted a study on personality correlates of job satisfaction among higher secondary school teachers. The objectives of the study were to identify the personality traits and socio-economic status of the satisfied and dissatisfied teachers. The tools of the study were job satisfaction scale and 16 personality factors questionnaire by Kappor. The findings of the study supported that the satisfied teachers were more reserved, detached, critical, cool, stable, emotionally mature, face reality, humble, mild, accommodating, trustworthy, retiring, adaptable, cautious, free from jealousy, practical, self assured, placid, socially precise, relaxed and calm. On the other hand dissatisfied teachers were warm hearted, less stable, assertive, hard to fool. The study also concluded that female unmarried teachers were more satisfied.
Kakkar (1983) undertook a research project on job satisfaction in relation to attitudes, job values and vocational interests of women. The study investigated the impact of vocational attitudes, interests and work values on the job satisfaction of women employees who had entered the world of work after initial vocational training. The variables of the study were socio-economic status, marital status, and age, work values as independent variables and job satisfaction as a dependent variable. The study also revealed positive relationships between job satisfaction and occupation level, job satisfaction and age, educational level, income, vocational attitude and work values.

Gray (1984) examines job satisfaction among a sample of Australian nurses. Job satisfaction is considered in the context of nursing's position in the medical division of labor and the various political strategies that the occupation has pursued to improve its status. Examination of the data reveals that seniority, rank, sex and type of basic training have the strongest effects on job satisfaction. Job technology and interactions between job technology, education and post basic training are also significant. The implications of these findings are discussed in terms of the political strategies for nursing to improve the status of the occupation and the satisfaction of nursing work.

Coming to deal with job satisfaction among women professionals, Smart John and Ethington (1987) have studied the female college freshmen and indicated wide variation in the effect of occupational sex segregation on the job satisfaction of female college graduates employed in public and private organizations. Women employed in sex-balanced and male and female dominated occupations in the public sector have comparable levels of job satisfaction. In private firms, however the respondents employed in sex-balanced careers are more satisfied with the intrinsic and overall nature of their jobs than those employed in female dominated occupations, and those in female dominated jobs are more satisfied with the extrinsic nature of their careers than those in male dominated jobs.
Hodson and Randy (1989) in their study are mainly concerned with the gender differences in job satisfaction among full-time workers, focusing on why women report equal or greater job satisfaction than men in spite of objectively inferior jobs. Analysis reveals few differences between men and women in the determinants of job satisfaction when considering job characteristics, family responsibilities and personal expectations. Two alternative explanations for women's relatively positive job attitudes are considered: (1) women may arrive at a higher level of job satisfaction than men by using different comparison groups; and (2) men may be more willing to verbalize dissatisfaction with work because of different socialization. The most likely explanation is that, these processes operate in conjunction to produce greater reported job satisfaction among women.

Honda and Homma (2001) attempted to understand the relationship between current Japanese women's career job satisfaction and turnover; they studied 177 currently full-time employed individuals for this particular purpose. Participants were aged between 23 and 60 and were graduates of women's universities. The scholars divided the participants into two groups based on whether they had changed jobs. As a result of factor analysis, the scholars summarized job satisfaction into five sections: job interest, expectations of women, volume of work, health and welfare benefits, and career development. The scores of the "health and welfare benefits" factor differed significantly between the two groups. A hierarchical logistic regression analysis found that, low satisfaction with "health welfare benefits" tended to affect turnover intention. In addition, satisfaction with "job interest" and "volume of the job" tended to influence turnover intention, and at the same time, these effects depended on the past turnover experience. From these study results, they suggested that current Japanese career women's turnover is mainly affected by the responsibilities of women in the face of the work-family conflict.
The review has intentionally been planned to be as exhaustive as possible in view of the diverse aspects of working women that have been touched upon in the present study. The review of literature on various concepts and themes relating to working women in organized sectors in general and role conflict, problems and satisfaction of its women workers in particular is hoped to provide the requisite backdrop for the analysis of the data of the present study in commensuration with the objectives outlined in the statement of the problem. With this chapter on the review of literature as a theoretical support, attempt is made in the next chapter to focus on the role conflict among working women. Thus, the exhaustive review of sociological studies in the foregoing pages provides us a backdrop for the analysis of social profile of working women in the next chapter.