Chapter - II

REVIEW OF STUDIES

This chapter provides a comprehensive review of studies on the variables studied here among employed women. Review of studies might contribute to our knowledge in a more effective way that has been achieved by much of the previous work. The priority of review of studies will be on the nature of empirical evidence and the degree to which it is related to the variables under investigation. The scope of this review can also be approximately indicated by noting what aspects of the 'independent variable', are included or excluded. The studies are reviewed here in four areas: quality of life, stress and social support, social and family role stress, and social support and related variables.

Quality of Life

Michalos (1987) analysed the quality of life of the West German population from different stand points, based on 3 cross sectional surveys of West Germans. Subjects were subdivided into 4 sections: (1) subjective well-being; (2) living conditions, including the relationship between objective living conditions and their subjective evaluation; (3) social structure, which presents key aspects of the West German society, and
(4) sociopolitics, which examines the relationship of citizens toward the state and politics and considers the question of welfare aspirations.

Leslie and Anderson (1988) interviewed 82 couples in which the wife was employed or not employed outside the home. Results indicate that women were primarily responsible for house-work and childcare, regardless of employment status. However, husbands of employed women had higher rates of involvement with housework and childcare than husbands of not employed women. Full-time employed women and husbands of not employed homemakers spent the least time in leisure activities. Part-time employed women had the lowest level of marital adjustment whereas husbands with part-time employed wives had the highest.

Zedeck et al. (1988) studied affective variables of job satisfaction and burnout and their relationship to the quality of family life. Results indicate that the employee group was dissatisfied and burnout but that these variables didn't relate to their self-reported performance assessments. Employees' affective responses were related to spousal reports of problems in the family and home life. Spouse perceptions were more highly related to subjects' satisfaction with extrinsic aspects of the work and with emotional exhaustion and depersonalization components of burnout.
Mukherjee (1988) examined the properties of objective or subjective variables with reference to a set of mutually distinct but analogous social groups structured at a time point. The procedure fails to examine what is happening across the structured groups and therefore what is likely to be the role of the variables in differentiating or integrating set of social groups. This issue is important for the appraisal of a better QOL.

Parasuraman et al. (1989) examined the role of work and family variables as mediators of the relationship between wives' employment and husband; well-being. Results revealed that husbands of employed women reported slightly lower levels of job satisfaction, marital adjustment, and quality of life than husbands of housewives. Husbands' time commitment to work and satisfaction with childcare mediated the effect of wives' employment on husbands' job satisfaction and marital adjustment, respectively.

Jason et al. (1989) surveyed 100 women regarding where they spend most of their thinking time (past, present, or future); their expectations for the QOL in 22-30 years; and the odds of a large scale nuclear war within 30 years. Subjects thought almost twice as much about the present and future as the past. They rated the QOL in 20-30 years as being the same as or slightly
better than now. A nuclear war within 30 years was considered possible; religious orientation had a strong effect. No significant relationship was found between time orientation and future expectations.

Kahn Long, and Peterson (1989) examined marital and parental status in relation to perceptions of the quality of work and family roles in 148 female clerical workers. Discriminant function analysis was used to identify variables that discriminate among married and single women, and women with and without children. Results show that income differentiated married and unmarried women and that the presence of school-age children related to greater role demands.

Rosen, Carpenter, and Moghadam (1989) studied the impact of military life stress on the QOL of military wives. Two dependent variables, a measure of general well-being and overall satisfaction with life were used. The most important component of both general well-being and life satisfaction was a factor dealing with marriage, health and family life. Factors related to domains of satisfaction with military life also explained significant amounts of variance in both dependent variables.

Fabian (1989) assessed the impact of work status on QOL experiences of 25 male and 16 female working members, and 23 male and 17 female non-working members of
community psychiatric rehabilitation programs in Maryland. There was no significant difference between the working and non-working groups on the basis of work status alone, gender and race appear to mediate the relationship between employment and QOL indicators. As predicted, working males were the most satisfied group and non-working males the least, however, working females expressed less satisfaction across all subjective life domains studied than did nonworking females.

Carsky, Dalan, and Free (1991) proposes a model to examine the effects of women's at-home income generation on quality of family life and satisfaction. The decision to choose home-based work is examined, and theoretical propositions on the influence of worker/familycharacteristics and factors associated with the nature of the work and the home/work environment are offered.

Mallik (1995) examined the influence of home-life of married women on their work life. The study revealed that married working women having positive attitude towards home and also have positive attitude towards their employment. Those having good adjustment in home situation also have good adjustment in their work situation.

Stress and Social Support

A more detailed account of the studies of the effects of stress and social support is presented here which concentrates on the relationship between work life
and family life. Researchers are particularly concerned with what type of stress and social support influences the women's life to be a help or hinderance to work life.

Houston and Kelly (1989) studied hostility in employed 91 women in relation to work and marital experiences, social support, stress, and anger expression. Subjects with higher hostility scores reported having more stressful job experiences and feeling more daily stress and tension. Hostility scores were not found to be significantly related to stressful marital experiences or quality of general social support, although there were trends for hostility scores to be negatively related to social support from the subjects supervisors and husbands. Higher hostility scores were related to greater outward expression of anger.

Leslie (1989) examined the role of social relationships in husbands' and wives' adjustment to work and family stress in 60 dual-income couples. Men and women who reported greater stressors experienced less well-being, with women focussing more on family stressors than men. The aspects of social support considered were of little benefit in understanding adjustment in this sample, although social support better predicted adjustment for women than for men.

Ladwig et al. (1990) examined the role of social support provided by spouse, friends and relatives on
relationships between strains and depressive affect among 93 women. Strains from three life domains including financial, marital, and parental were measured. Results indicate that social support operated differently depending on the source of support and type of strain experienced. Results confirmed the main effect and coping hypotheses. Only support provided by relatives played a significant moderating role in the strain-outcome relationship.

Singh (1990) examined the relationship between levels of occupational stress and Social Support (SS) in 113 flight nurses. Subjects reported low levels of occupational stress and high levels of SS. Significant negative correlations were found between SS and 3 of 4 occupational stress subscales: job dissatisfaction, organizational stress, and somatic distress. High levels of perceived SS were associated with low levels of perceived occupational stress.

Jennings (1990) studied stress, locus of control, social support, and psychological symptoms among 300 head nurses. Results supported the hypotheses that perceived stress from both work and nonwork sources was positively related to psychological symptoms. Direct effects for both internal locus of control and social support while weak were manifest as expected; these variables demonstrated a negative relationship with psychological
symptoms. None of the hypothesized buffering effects were detected. Regardless of gender, the head nurses psychological symptoms were one standard deviation higher than nonpatient norms.

Reifman et al. (1991) surveyed 200 married professional women with at least one child living at home to investigate what types of occupational and role-conflict stresses are associated with physical and depressive symptoms, and whether social support could protect individuals from the negative health effects of stress. Six stress indices predicted physical and depressive symptoms, both concurrently and one year later. These stresses reflected perceptions of lack of authority and influence on the job, sex discrimination, a heavy work load, work imposing on relaxation, family imposing on relaxation, and overall suffering from role conflict. In contrast the expected results, social support yielded no stress-buffering effects.

Abdalla (1991) examined the differential moderating effects of life versus work support resources on the relationships of three job stressors (role conflict, ambiguity, and overload) to employees perceived skill use and job satisfaction. For 291 males, both work and life social support existed the negative effects of role ambiguity on both criterion variables. For 220 female, life social support moderated the job stress-skill
utilization relationship and work social support moderated the job stress-job satisfaction relationship.

Anderson (1991) studied the relationship between stress and burnout among nurses through a social network approach. 42 nurses completed questionnaires on nursing stress, role conflict and ambiguity, burnout, absenteeism, and social support. Two types of support were generally available to nurses who were experiencing stress: support from coworkers who were also under stress and support from a large number of staff on the unit. The ability of nurses to mobilize these two sources of support depended on their position in the network. Nurses who were more centrally located were able to mobilize both types of support in coping with stress.

Buunk and Hoorens (1992) analyzed classic and contemporary social comparison theory and social exchange theory as two theoretical perspectives particularly useful in understanding social support. These perspectives were employed to explain seemingly paradoxical phenomena in the domain of social support. The authors further, advocated that support sometimes has negative effects, the occurrence of stress itself can sometimes decrease the availability of support resources, and people believe that they give more support than they receive and that there is more support available for them than for others.
Parasuraman et al. (1992) examined relationships among Work and Family Role Stress (WFRS), Work-family Conflict (WFC), Social Support (SS) and Well-Being (WB) in the sample of 119 men and 119 women who were partners in double carrier relationship. Results showed that within-domain relationships of stressors with well-being are stronger than between-domain relationships. Thus, work and family role stressors were primarily related to job satisfaction and family satisfaction respectively, whereas work and family role stressors as well as WFC were associated with overall life stress. Similar results were found in the relationships of SS with WB. Work support was associated with increased job satisfaction, while spouse support was associated with greater family satisfaction. Gender differences were also found in the relationships of stressors and SS with WB.

Chappell and Novak (1992) examined outcomes of stressors among 245 nursing assistants working in long-term care institutions and tested the buffering hypothesis that the negative effects of the stressors on nursing assistant working in long-term care institutions are moderated by social support. The buffering hypothesis was not confirmed. Social support at work specifically training to work with residents with cognitive impairment, and support from family and friends can assist nursing assistants in dealing with burnout.
and perceived job pressure.

Orpen (1992) examined whether support from other can reduce the adverse consequences of stress at work among 138 Black clerks who received support from Black colleagues and from white superiors. Results indicate that the relationship between work stress and strain among these employees was moderated by peer support, but not by support from superiors.

Boumans and Landeweerd (1992) studied the role of social support coping and behaviour in the work situations of 561 nurses. Results offer more support for a main-effect model than for a buffer or moderating-effect model, especially with regard to the coping strategies active problem-solving and palliative behaviour. However, some moderating effects on nurses' reactions to their work situation were found for social support and for comforting cognitions as a coping strategy.

Van Der and De Heus (1993) examined the differences between 80 males and 75 female managers in work stress, social support, and strains (depression, health problems and job satisfaction). It was found that both work and life support were negatively correlated with work stress, only work support was strongly related to reducing work stress and was positively related to each measure of strain. Life supports were negatively related to depression, unrelated to perceived health problems
and positively related to job dissatisfaction. The study did not find that the women experienced more stress and strains than men did.

Burke and Greenglass (1993) developed a research model to understand psychological burnout (PBO) among school-based educators. The model takes into account 4 groups of predictor variables: individual, demographic and situational variables, work stressors, role conflict, and social support (SS). Data based on 833 school-based educators provide some support for the model in that work stressors were strong predictors of PBO. However, individual demographic characteristics were only weakly related to PBO, and levels of role conflict and SS were unrelated to PBO.

Greenglass (1993) examined the role of social support in the development of coping forms employed by 114 Canadian women and men managers when they are coping with job stress. Perceived support from one's boss and relatives and friends was assessed. Instrumental, preventive and palliative coping forms were measured. Regression results indicated that support from one's boss was a significant contributor to preventive and instrumental coping in women only. Additional findings were that relative and friend support was a significant negative contributor to palliative coping strategies also in women only.
MURATA (1994) examined the relationships between family stress, social support, mothers conflict resolution tactics, and sons' behaviour in a group of 23 predominantly African-American, inner-city low-income mothers who lived alone with their children. Using the family stress and adaptation theoretical framework, data from the sample of low-income, inner-city, mother-alone families support a model in which family stress is a precursor of mothers' aggressive and violent conflict tactics and sons' internalizing or anxious, depressed, somatizing, and socially withdrawn behaviour. The sample reported more family stress and less social support than normative white Anglo-Saxon Protestant families.

Sheffield, Dobbie, and Carroll (1994) examined the relationship between stress and Social Support (SS), and indices of psychological and physical health among 88 secondary school teachers. Bivariate correlational analysis revealed associations between life and job stress and a variety of General Health Questionnaire measure of psychological well-being. Job stress was also correlated with self-reported short-term sickness absence from work. SS measures did not generally predict psychological health outcome measures. In contrast, neither stress nor SS measures were related to self-reported physical health problems or long-term sickness absence. Results indicate that self-reported stress was largely
associated with psychological well-being, and was not substantially related to indices of physical well-being.

Caltabiano and Caltabiano (1994) assessed the theoretical type E construct proposed by Braiker (1986) as an explanation for multiple role stress by (1) documenting the prevalence of Type E behaviour in career women, (2) investigating its validity in relation to Type A behaviour, (3) examined the relationship of Type E stress to illness symptoms, and (4) studying any stress-buffering effects of Social Support (SS). One hundred sixty women from various professions filled a questionnaire relating to Type E behaviour and cognitions. SS available to them, and prevalence of psychophysiological illness symptoms. All subjects were involved in multiple roles relating to work, marriage/partnership and child rearing. The Type E construct was found independent of the Type A construct. Type E personality was strongly related to illness symptoms, the cognitive aspect of the syndrome being an even better predictor of symptoms than Type E behaviours.

Ray and Miller (1994) investigated the role of SS from both intra- and extra- organizational sources in reducing home/work stress and buffering its impact on burnout. 119 nurses or nursing assistants in a nursing home completed a questionnaire about home/work stress, sources of support, burnout, and demographic information.
Subjects with children and married subjects cohabiting with their partners were particularly vulnerable to home/work stress. Increased levels of family support were associated with increased levels of emotional exhaustion, and perceptions of coworkers support were related to higher levels of emotional exhaustion during periods of home/work stress. High levels of depersonalization of nursing home residents were associated with high levels of home/work stress and low levels of supervisory support.

Geller and Hobfall (1994) examined gender differences in job stress, tedium and social support in the workplace for 61 men and 55 women. The differential effects of each source of support (supervisor, coworker, and partner) on tedium and job stress were also assessed. Results from self-report questionnaires show that women and men reported similar amounts of job stress and similar amounts of work support. Women reported the experience of more tedium than men, and men reported the receipt of more household assistance than women. Workplace support was found to be more effective for men than for women. For men, household assistance was related to lower tedium, but for women, household assistance was related to greater tedium.
Osseiran-waines and Elmacian (1994) examined the relationship between Social Support (SS), anxiety and academic achievement among prospective teachers. Results indicate a positive correlation between the two anxiety measures, non significant negative contribution of anxiety to GPA, and a differential effect of various support types to stress related anxiety among 3 groups. Stepwise multiple regression analysis of SS variables to anxiety found emotional support negatively related to teaching anxiety, while satisfaction with instrumental support negatively related to trait anxiety.

Greenglass, Fiksenbaum, and Burke (1994) examined the relationship between social support and burnout over time in 179 female and 182 male full-time teachers. Regression results indicate a significant effect on year burnout due to an interaction between family and friend support as assessed one year earlier and perceived work stress in 2 years. Results indicate that a process model of burnout can be developed that predicts the outcome of perceived social support and work stress as interacting variables.

Tyler and Cushway (1995) tested the effect of coping strategies, social support (SS) and job satisfaction, on psychological distress from occupational stressors in nurses. 245 nurses completed five-questionnaire, comprising background information, the Nursing
Stress scale, a rating scale of job satisfaction, the General Health Questionnaire, and the Coping Questionnaire. Negative main effects on mental well-being were found for workload, lack of SS, inadequate preparation, conflict with other nurses and doctors, and use of avoidance coping strategies. Buffering effects of coping strategies, SS, and job satisfaction on psychological distress were found to be very small or non-significant.

Cheuk and Wong (1995) pointed out the difficulties that 80 teachers encountered in their work, the extent to which the job-related difficulties would induce burnout, and whether or not Social Support (SS) could buffer the adverse effects of stress on burnout. In-service teachers enrolled in a teacher training program filled out the Stress Inventory for Teachers and questionnaires addressing SS and burnout. Results indicate that difficulties with other teachers, supervisors, students and parents of students were associated with burnout. No support was obtained for the prediction that SS from other teachers, supervisors, and family members could counteract the adverse effects of job stress.

Wolfgang (1995) studied the influence of coworkers Social Support (SS) and job stress among 378 male and 218 female pharmacists' career commitment. Subjects completed the Health Professions Stress Inventory to examine professional recognition, patient care responsibilities,
conflicts, and professional uncertainties. Subjects demographic characteristics and the SS they received from coworkers were also assessed. Career commitment of male and female subjects didn't differ significantly, and was positively related to coworker social support. Only one stress factor i.e. professional recognition was significantly associated with career commitment for women, but all 4 stress factors were related to males' level of career commitment. Professional recognition, job conflicts, and professional uncertainties were also negatively related to males' career commitment. Patient care responsibilities of stress was positively related to career commitment.

Korabik and Van Kampen (1995) examined the influence of sex and gender role orientation on social support and coping with work stressors in 17 men and 18 women managers. Biological sex was more important in determining work stressors experience whereas gender-role orientation was more influential in affecting coping and social support. Women reported encountering more work stressors and coping with general stressful situation through self-blame. Subjects high in expressivity were more likely to report coping with specific social support through both avoidance and seeking support, than those low in expressivity. They also reported receiving more emotional and overall support in specific social support than did those low in expressivity.
Walsh and Jackson (1995) assessed the ways in which partner support and gender mediate the individual's experience of active coping in unemployment. The results revealed the impact of gender and partner support on the meaning, value and impact of purposive activity in a sample of 75 unemployed women and men with dependent children. Subjects with supportive partners reported better relationship quality, lower severity of problems, and a lower incidence of use of both active and avoidance coping strategies and less reliance on the support of professionals. Women reported poorer relationship quality, while lack of support from the partner had a much greater effect on women. Unsupported women reported higher problem severity and a greater need for practical help, outside the family.

Pradhan and Misra (1995) explored spouse support satisfaction and quality of the marital relationship as related to stress among 50 doctor couples. Results show that spouse support satisfaction was related to work stress in men but not in women. Quality of marital relationship was related to stress, specifically to work stress in men. Family stress, on the other hand, was related to the quality of the marital relationship in both men and women.
Social and Family Role Stress

The survey of literature reveals that the social and family role stress has rarely been studied in researches of stress and work. Stress at home is carried into the workplace and vice versa. The basic source of stress may not reside only in the family, but it may also reside in the society and in the workplace. However, there is a growing evidence that a person's work life should be studied in the context of his or her family and society.

Marshall and Cooper (1979) have highlighted two problems regarding manager's relationship with his family and work-time and spillover of stress from one to the other. They have mentioned four intrusions of work into home life: carrying pending work at home, business travel, organizational social commitments, and exclusive job pursuits such as advancement in the job and accepting new assignments.

Ivancevich and Matteson (1980) identified extra-organizational stressors such as societal/technological change, the family, relocation, economic and financial conditions etc. The family stressors have been examined more closely because of its great impact on personality development. They found that the circular relationship exists between family and work. Stressors in the family
vary greatly in severity and in degree of continuity; there are brief crisis, such as illness of a family member, or long term strained relations with spouse or children. Relocation and change produce varied symptoms such as emotional disorientation, confusion and even physical ailments (Sinetar, 1986). In order to cope with economic and financial stressors many people have been forced to take a second job, or the spouse has had to enter the work force in order to make ends meet. The overall effect on the employees is more stress on their primary jobs.

Davidson and Cooper (1981) have proposed a multi-dimensional approach acknowledging that stress at work can also affect an individual in home and social environment and vice versa.

Bhagat et al. (1985) employed a sample of 282 men and women full time, white-collar, administrative, health care and clerical personnel. They found the relationship between negative personal life stress and organizational outcomes, indicating that people don't separate this personal lives from their jobs, i.e. there is spillover of the effects of nonwork stress on organizational outcomes.

Abhyankar and Ram (1988) studied beliefs and employment as predictors of role stress among 200 married employed and non-employed women. Regression analysis
showed that employment of married women and irrationality in their beliefs were the significant predictors of role stress. Of the two, irrationality and beliefs was a better predictor.

Agarwal (1994) discussed the stressors and stress management strategies of multiple role women. Working women didn't differ from working men as far as being paid workers, but they carry the additional burden of motherhood. Men and women differ in their appraisal of stressors and coping strategies. Role overload and role conflict in working women's families produce stress. Naturalistic methods for identifying the stressors and establishment of family counselling centres and training programmes for helping women in cope with stress are suggested.

Social Support and Related Variables

Because of the great prominence of the social support literature, in the review below we shall be particularly on the lookout for studies which specifically examine social support in the work setting.

Kavanagh (1989) analyzed the individual and occupational social support networks of 35 psychiatric nurses. Two themes that emerged from the results were: (1) a paucity of meaningful relationships characterized by positive emotional links among coworkers, and (2) a
desired for personal and supportive bonds between subordinates and their hierarchical superiors.

Ogus (1990) examined the relationships between burnout, work stress, and social support in 128 female nurses in medical and surgical wards. Results indicate that subjects with high social support and high satisfaction with social support reported less burnout than subjects with little social support and less satisfaction with social support, regardless of level of work stress. No buffering effects of family support on burnout were found. Also surgical nurses reported more satisfaction with their social support than did medical nurses.

Denton (1990) examined the relationships between bonding and supportive behaviour among Black professional women. Findings revealed two major types of supportive relationships: (1) other-oriented, in which subjects' bonds with other Black women emphasized the provision of support to the other, and (2) self-enhancing, in which subjects' bonds with other Black women were reciprocal in nature or were oriented toward self. Three main functions of support were found within these relationships: (1) social companionship, (2) task help, and (3) supportiveness. The receipt of supportiveness, resulted in the highest levels of growth and development among subjects, thus most effectively validating and addressing their experience of bicultural stress.
Nelson and Quick (1991) conducted a longitudinal study of 51 male and 40 female newcomers to three separate organizations. The effects of availability and helpfulness of 10 sources of social support on subjects' reports of psychological distress, satisfaction, and intention to leave and on their supervisor's assessments of their performance ratings were examined. The availability of support activities such as offsite training sessions and business trips was associated with decreased psychological symptoms. Helpfulness of various relationship supports was associated with positive adjustment. Female subjects reported greater helpfulness of support from the supervisor and the secretary.

Hibbard and Pope (1992) conducted a survey of 1,140 women to examine the extent to which social support at work is protective against death and the degree to which it explains mortality differences between employed women and those not in paid employment. Women's total role responsibilities and community involvement, as an alternative source of social support and social integration, were also considered in the analysis. Results suggest that social support at work was protective against mortality risk differences between employed and nonemployed women. Employed women had a lower risk of death over a 15-year follow-up period. Employed and unemployed women didn't differ significantly in terms of some community involvement.
Mansfield et al. (1992) studied the beneficial effects of job satisfaction in relation to social support at work and home in 85 female clerical workers. Results indicate that perceived social support from coworkers, supervisors, and spouse contributed to greater job satisfaction.

O'Neill et al. (1993) describes the personnel and procedural components of the teacher's supportive system, along with some descriptive and outcome information about 7 students who have received support from the system. This model that has been described for supervision and support has the potential to provide long-term benefits with regard to teacher training and development.

Vroege and Aaronson (1994) investigated the relationship between Type A behaviour and social support among 89 working women. 42 of the subjects were classified as Type A, and 47 of the subjects were Type B. Type A subjects were more likely than Type B subjects to become very angry and plunge into their work and were less likely to try to forget problems. Type A subjects also less inclined to consider family as important members of their social network, but were more likely to report feeling that they were not sufficiently cared for or loved.

Cheuk, Wong, and Rosen (1994) tested the spurning-burnout hypothesis in 79 in-service teachers. The extent
to which social support could buffer the adverse effects of spurning on burnout was also examined. Subjects who were more spurned experienced greater burnout than did those who were less spurned. Only support from one's job supervisor evidenced buffering effects.

Unden (1994) studied social support at work and its impact on health. Social support had a predominantly linear relationship with heart rate; subjects with the least social support had the highest heart rate. In another study, Unden assessed employee absenteeism as a function of social support in 133 adult clerical workers. Subjects who perceived that they had good social support at work had a lower level of absenteeism and reported fewer psychosomatic symptoms than those who perceived their social support as unsatisfactory.

Benin and Keith (1995) surveyed 423 African, American and 1,288 Anglo women with young children who are employed 20 or more hours per week to determine the amount of social support they receive. These women are at heightened risk for role strain. Supports received from family and friends were analysed separately. Care for sick and out-of-school children was deemed to be a particularly important source of support and African, American were more likely than Anglos to receive their support from relatives. For every type of support, mothers below the poverty line are no more likely to
receive support than more affluent mothers.

The preceding review of studies on quality of life, stress and social support, social and family role stress, and social support and related variables offers a context for the present investigation. We may now proceed to describe the methodology adopted for the present study in the following chapter.