RESEARCH METHODOLOGY

STATEMENT OF THE PROBLEM
A significant and a sizeable part of the world’s labor force is constituted by women. The participation of women in the labor market has increased on account of growing educational opportunities and advancement in technology. However, the responsibilities of women have multiplied on account of their taking jobs outside the home. Working women find themselves in a challenging situation due to the two clear-cut and distinct roles of their family and their job. These roles are diametrically opposite in nature and women find it difficult to strike a balance between these two roles. The burden of housework is still pertinent in the lives of working women despite having full-time jobs like their male counterparts. The amount of time spent on performing household chores does not seem to have been reduced despite having a large number of energy saving gadgets and technological innovations. Certain restrictions have been imposed on working women, which in turn adversely affects their career and performance at their workplace.

Working women tend to experience role conflict due to the societal norm of giving priority to familial issues, along with job issues such as discrimination at work, lack of decision-making power or authority, lack of flexibility in working conditions. Thus, the present study takes into account the conflict arising from the work domain and family domain for working women. The study attempts to understand women’s perception of balancing their work and family domains and whether they are successful in achieving that balance in their lives or do they face any hindrance in achieving them. Secondly,
this study also tries to understand the cooperative and conflicting factors between the two categories of life roles namely work and family, and how these affect their overall well-being. The cooperative factors would help women manage their work and family lives efficiently such as getting support from their family members in doing household chores, or having flexible work timings at their workplace.

On the contrary, conflicting factors would make their lives difficult as it would create problems for them both at their workplace and at home. Some of the conflicting factors would be a patriarchal structure which considers women to have the sole responsibility of doing household chores. Another factor would be excessive workload or pressure at the workplace which could result in stress and strain, and which in turn could lead to poor time-management in performing her roles diligently.

Thirdly, this study tries to find out the family-related and work related issues faced by working women on a daily basis. The family demands such as child-care and performing household chores as well as work demands such as workload and number of hours per day can influence work-family balance. Also, greater flexibility at work is positively associated with their well-being. Lastly, this study also investigates the coping strategies or techniques employed by working women in order to achieve work-family balance. Coping techniques or strategies used by working women to cope with the pressures from work and family domain play a vital role in achieving balance in these two domains. Studies also confirmed that the manner in which an individual manages stressful events in her daily life by using different coping tools helps in overcoming issues related to work-family balance.
OBJECTIVES OF THE STUDY

1. To analyse how women working in paid employment within the rural and urban areas of Sikkim perceive and experience balance in their work and family domains.

2. To understand the cooperative and conflicting factors between the two categories of life roles namely work and family lives of working women and how these factors in turn affect their sense of overall well-being.

3. To find out family-related and work-related issues faced by working women on a daily basis.

4. To investigate the coping strategies or techniques employed by working women in order to achieve balance in their work and family domain.
RESEARCH DESIGN

In an empirical study, the research design is considered as a comprehensive plan for collecting data. It is a blueprint which is aimed at answering specific research questions or testing specific hypotheses. Three processes i.e. the process of collecting data, the process of developing instruments and the process of sampling must be specified by the research design. The research design comprises four key attributes. These are internal validity, external validity, construct validity and statistical conclusion validity. The aim of internal validity is to examine if the changes observed in a dependent variable are due to the corresponding changes in the hypothesised independent variable or it is due to the variables extraneous to the research context. The aim of external validity or generalisability is to examine whether the observed associations can be generalised to the population or to the other people from the sample. Construct validity analyses whether a given measurement scale is able to measure the theoretical construct that it is supposed to measure effectively or not. The extent to which conclusions derived from a statistical procedure is valid or not are examined through the help of statistical conclusion validity. Depending on their goal in scientific research, there are two categories under which research designs are classified. They are positivist design and interpretive design. Theory testing is done with the help of positivist design while theory building is done through interpretive design. Based on the objective view of reality, positivist designs seek generalised patterns while subjective interpretations of a social phenomenon are examined by interpretive designs from the perspective of the subjects involved. Laboratory experiments, field experiments, field surveys and
secondary data analysis are examples of positivist designs while ethnography, case
study and phenomenology are examples of interpretive designs.

A qualitative research approach has been adopted in order to gather empirical evidence
as well as insights into the lives of women residing within the rural and urban areas of
Sikkim. Qualitative research has been considered as the most appropriate method for
conducting research on the topic work-family balance. Qualitative research has been
defined as “a situated activity that locates the observer in the world. It consists of a set
of interpretive, material practices that make the world visible. These practices transform
the world. They turn into a series of representations, including field notes, interviews,
conversations, photographs, recordings and memos to the self” (Denzin & Lincoln,
1994: 3). At this level, qualitative research involves an interpretive, naturalistic
approach to the world. This means that qualitative researchers study things in their
natural settings, attempting to make sense of, or to interpret, the phenomena in terms of
the meanings people bring to them.

The main aim of qualitative research is to describe the experiences of the respondents at
significant depth in order to capture the richness of the experience as well as the
meaning it holds for the respondents (Kazdin, 1998). The basic tenet of the qualitative
approach is not to develop conclusions which can be generalised but to unearth
contextualised findings. There are several key advantages associated with conducting
qualitative research. Qualitative inquiry allows us to comprehend what is happening in
real life (Miles & Huberman, 1994: 10). Contextual factors are not disregarded but are
considered as the key to discovering latent issues that may have otherwise been
overlooked. Qualitative data are rich, which allows for complexities of processes to be explored. It enables us to look into how and why things happen as they do because the methods are flexible. Finally, because of the emphasis on the respondents ‘lived experiences’ the meaning people ascribe to their experiences are more readily extracted.

Qualitative research is conducted through contact with a situation that is found to occur in real life. The overall view of the situation being studied is obtained by the researcher and information from within the situation is gathered as that of an observer. To develop a meaning from the manner in which day to day activities are managed is considered as one of the main aim of qualitative research. Furthermore, there are several ways by which data can be interpreted, and as opposed to many standardised instruments, most of the analysis is done with words. In addition, by adopting a qualitative approach, the emergence of new sub-themes can take place. The richness and variety of respondents’ experiences would be captured by this approach. While reviewing literature on work and family issues, the lack of studies using qualitative methods was revealed. Thus, this study also aimed at filling the gaps in terms of content and methods which existed in the literature. By using qualitative research, the issue of complexity is another area that can be addressed. The multi-varied realities which the qualitative researcher accepts is known as internal complexity while the structured and condensed manner in which the results are reported is known as external complexity (Miles & Huberman, 1994).

In order to rationalise the choice of conducting a qualitative study, eight specific reasons have been suggested (Creswell, 1998). First, the nature of the research question presents a need to learn more about what is going on. Second, Creswell mentioned that the topic
needs to be explored, as when variables need to be more specifically identified and theories elaborated. Third, a qualitative inquiry is appropriate when a more detailed view is required. Fourth, the qualitative approach allows individuals to be studied in their natural setting. Fifth, Creswell suggested that qualitative methods best suit individuals who are interested in writing in a literary style. Sixth, Creswell indicated that sufficient time and resources must be available to conduct a qualitative study. Seventh, a receptive audience is required. Eighth, Creswell suggested that the researcher should be an active learner who is willing to tell the respondents’ stories from their point of view, suspending judgment. The researcher is to be fully amenable to this perspective.

**SELECTING A SAMPLE**

The process of including sufficient cases in the study that the sample may be studied and the information from that group will be reflective of the population is known as sample selection (Powell, 1997). Convenience sampling which is one of the type of non-probability sampling has been used by which individuals who are conveniently available to participate in the study can be selected. The advantage of this type of sampling is the availability and quickness with which data can be collected. However, the researcher cannot make generalisations about the total population by using this sampling due to insufficient representation. Thus, the credibility of researcher’s findings will depend on convincing that the sample chosen equates to the total population from which they are selected (Powell, 1997). The sample size for this study was 100 working
women from both the rural and urban areas of Sikkim. The number of working women has been mentioned here in order to ensure that a reasonable sized sample was covered by this study. Women belonging to the age group of 25-50 years were selected as a sample for this study. In terms of marital status, only married women with or without children were included. Thus, the primary sample for this study comprised women working in paid employment within the urban and rural areas of Sikkim. Before the actual data collection, a pilot survey was carried out to check the workability of the interview schedule. The women interviewed in the pilot survey were similar in characteristics to those in the final study. After the pilot survey, a few modifications were made in the interview schedule to improve on it. The rural and urban areas that have been selected are East and South district of Sikkim, namely Gangtok and Namchi, since the population density in these two districts is higher as compared to the other two districts i.e. West and North Sikkim. Of the total households in the state, over 90% reside in the rural areas, thereby making Sikkim a predominantly rural economy. Sikkim is divided into four districts namely North (Mangan), South (Namchi), West (Gyalshing) and East (Gangtok). The East district is relatively the most populated with Gangtok being the main administrative and business centre. South district is the second largest populated district next to East district of Sikkim. The South district even though it has a smaller area is more thickly populated. The west district has the ancient capital of the state Yuksom. The region has many power projects but the roads are in poor condition owing to frequent landslides. The North district comprising 60% of the total geographical area accounts for hardly 9% of the total population. Being away from the capital city of Gangtok, the North district does not enjoy equal development of
infrastructure, civil facilities, access to health and education schemes, and employment opportunities as that of the other three districts. Moreover, North district is unfavourable in terms of its topography because of the extreme climate and mountainous terrain which range in height from 17,000 ft to 28,000 ft, unlike the other districts. The habitations are scattered, there are very few roads, and the area is traversed by a single state highway. The distribution of population in the four districts is North (43,354) West (136,299) South (146,742) and East (281,293). It is not viable to take up studies in the two sparsely populated districts i.e. North and West for the collection of data. Hence, the other two districts i.e. East and South being the more densely populated have been preferred for data collection in this study. The respondents have been selected on the basis of covering a cross-section of demographic factors such as women from both urban and rural areas of Sikkim, with or without children, who are working in government or private sector within the urban areas, and women working as casual workers in different factories or industries within the rural areas of Sikkim. Some respondents were contacted using personal networking techniques. Networking involves collecting data from colleagues and friends, as well as allowing these individuals to introduce the researcher to other appropriate respondents. For the respondents working in government and private organisations, permission from senior officials was first sought. After briefing them about the nature and objectives of the research study, the senior officials in their organisations then identified respondents who were able to meet the criteria and were chosen for the interview. Since respondents were chosen by the senior officials from their respective offices, getting cooperation from respondents was not an issue. Those respondents who completed the interviews were informed that the
data would be presented in a collective form and neither the individual respondent, nor their organisation would be identified. Respondents who were chosen for the research study were presumed to have different challenges with regard to work-family balance and therefore likely to generate varied data. The aim of selecting multiple cases which are different in some ways but similar in other is to ensure replication (Hyde, 2000). A robustness is provided to the methodology by replication which provides the researcher with the opportunity to examine and compare the outcomes of individual cases, thereby allowing for richer theory building (Carlson et al, 2001).

**TOOLS OF DATA COLLECTION**

A variety of data collecting tools is applicable in scientific research (Hill & Wright, 2001). The main method of collecting data for this study was personally administered questionnaires, an in-depth interview along with observation of the respondent’s behaviour and the circumstances surrounding the interview by the researcher. Personally administered questionnaires have been used in order to get an overview of respondent’s view on work-life balance. The use of this kind of data collection method intends to facilitate the development of primary research design wherein pre-dominantly open-ended questions were used. Personally administered questionnaires helped the interviewer to develop appropriate questions for the in-depth interview. The purpose of using a questionnaire is to get some clarification on some of the important issues in order to obtain suitable information for conducting research. A face-to-face and a verbal exchange of information between individuals is known as interview wherein interviewer
tries to elicit information from the interviewee (Burns, 1994). An interview protocol has been used to guide the in-depth interview. However, at times, the interview becomes unstructured in nature where the respondents are encouraged to speak freely about the data being discussed (Burns, 1994). The interview consists of mostly questions which are not structured but it may also include some probing questions to get clarification (Hancock & Algozzine, 2006). Both these techniques of data collection will facilitate discussion as well as strengthen the relationship between the respondent and the researcher. Furthermore, it will encourage the respondents to talk about the levels of satisfaction or conflict which they undergo with regard to balancing work and family domain. Ultimately, the aim of questionnaire is to encourage the respondents to narrate their stories and therefore data will emerge during the process (Perry, 1998). Interviews were conducted with women working in paid employment within the urban and rural areas of Sikkim to highlight different perceptions on work-family balance. There is a possibility that each respondent may have different perceptions regarding work-family balance due to the different experiences encountered by them (Lewis, 2003). Conducting an observation for collecting data can take place both formally and informally. Informal observation is likely to occur during the interview process (Yin, 2003). Since the data have been obtained from the researcher’s point of view, observation is likely to provide more objective information unlike data which are collected through questionnaires or interviews from respondents (Hancock & Algozzine, 2006). The observation for this study depended on the manner in which respondents addressed the interview along with the issues that arose while trying to fix appointment for the interview (Gummesson, 2006).
ETHICAL CONSIDERATIONS

Conducting research which is ethical in nature is essential in the research arena and an ethical clearance for all the research undertaken is a basic requirement in all Universities. In order to protect the respondent’s identity in a research study, the implementation of ethical standards were necessary. Data collection for this research study involved interview, questionnaire and observation. Thus, the researcher was expected to maintain the highest standards of ethics while conducting research. In this regard, ethical considerations were taken into account during this research process. Each respondent was asked for a voluntary participation and was assured confidentiality of the information obtained before conducting the interview. Besides, a verbal audio recording consent for recording the conversation and using the data for research was obtained by the researcher. No attempt was made to deceive the respondent during any stage of the data collection process. Subjecting the respondent to any kind of physical or mental harm is considered unethical, therefore the data were collected in a safe and secure environment at all times. Respondents were free to withdraw their consent or they could refuse to answer any question with which they were not comfortable. However, there was no such incident where the respondent chose to withdraw his/her consent or declined to answer any question being asked to them during the interview process. There were several instances where respondents shared personal information with the researcher, which they requested not to mention in the final report and their wish was taken into consideration. In order to protect their anonymity, identifying information about the respondents has been disguised so that respondents cannot be identified. Another important ethical consideration is the storing of data. In order to
prevent the data from being accessed by others, it is necessary to store the original notes, questionnaires and interview tapes. Thus, the data collected for this research study was stored safely in order to avoid from being accessed by others.

**LIMITATIONS OF THE STUDY**

There were a few limitations of this research study. The first limitation was that study was conducted only in two districts of Sikkim i.e. East (Gangtok) and South (Namchi). However, the inclusion of both urban and rural regions was a deliberate attempt to facilitate locative diversity for this research study. Another limitation of this study was that the husband of the respondents were not interviewed and thus their perspective on work-family balance could not taken into consideration. While attempts were made to ensure diversity among the sample, some women were under-represented, particularly younger working women without children with the presumption that managing work-family issue is comparatively easier for them in the absence of bearing and rearing children. The other possible limitation of the study was that the interviews were limited in time and scope due to the hectic schedule of working women. Thus, respondents requested not to take much of their time for conducting the interview. In addition, respondents working in the urban region completed their interviews at their workplace, as a result of which it may have affected their ability to openly respond to the questions being asked during the interview, for job security reasons. While collecting data from the rural areas of Sikkim, there was considerable time taken to explain the motives and purpose of the study to the respondents, since most of them were less educated and they
were also unaware of the significance of research in social science. Some of the respondents agreed to give answers only if their personal issues would be solved. However, positive responses and encouragement have been obtained from most of the respondents. They spared the time from their busy schedules and their responses were also very explanatory.

**THEORETICAL FRAMEWORK**

The theoretical framework that has been used for this study is “Role Theory” in order to provide a better understanding of work-family balance dynamics among women working in paid employment within the rural and urban areas of Sikkim. Role theory has been explained from two different perspectives—the conflict perspective (also known as scarcity perspective) and the enrichment perspective. This theory can be considered as significant particularly for the present study because both the conflict and enrichment perspective of role theory helps in better understanding or getting a clearer picture of the second objective of this study which aims at knowing the conflicting and facilitating factors between the two categories of life roles namely work and family lives of working women and how these factors in turn affect their overall well-being.

Work-family conflict has been defined as “a form of friction in which role pressures from the work and family domains are mutually incompatible in some respects” (Greenhaus & Beutell, 1985: 77). The sources of work-family conflict has been explained by a model proposed by Greenhaus and Beutell (1985). According to this model, work-family conflict can be categorised into three units i.e. time-based...
conflict, strain-based conflict and behaviour-based conflict. This model assumed that any role is likely to produce conflict when the characteristics of that role affects an individual’s involvement of time, strain and behaviour within that role. When the time devoted to one role makes it difficult to participate in another role, time-based conflict occurs. Similarly, a person is likely to experience strain-based conflict when symptoms of strain from one role interferes with the participation in another role. Likewise, when certain behaviour which is required in one role tends to be incompatible with other roles, it is known as behaviour-based conflict. This model suggests that the number of hours per week, inflexibility of work schedule, role ambiguity, expectations for secretiveness and objectivity are some of the pressures resulting from work domain while issues like employment of the spouse, the number of children, family conflict, less support from spouse and expectations from family are some of the pressures arising from the family domain. According to this model, these pressures both from work and family domains tend to get intensified when work and family roles occupy an important position in an individual’s life.

The findings of this research indicated that extensive time devoted to home and family activities, increased demands from family, caring responsibilities associated with children and ageing parents, are the factors that were responsible for causing conflict in the work and family domain for the respondents. In addition, respondents reported that they experienced stress and strain in their lives due to the increasing demands from both the domains. Respondents having children of younger age groups experienced more conflict as compared to parents of older children, due to the additional time demands of
younger children. The findings of this study also suggest that there was a negative impact of work-family conflict on the performance of the respondents in their workplace. The respondents experienced more work-family conflict due to long working hours as well as difficult working conditions such as the lack of day care centres and recreational facilities. Respondents also admitted that they have a tendency to get worried about their job when they were at home and vice-versa. Negative health outcomes such as exhaustion, difficulties in sleeping, social withdrawal and irritability were also experienced by respondents due to the work-family conflict. Most respondents experienced conflict between demands of their job and family life. They stated that these conflicts in work and family domain resulted in a decline in productivity, lower job satisfaction, lower family satisfaction, rate of absenteeism and a decrease in occupational commitment.

The findings of this study resembles the previous study’s findings. For instance, there was a correlation between long working hours and work-family conflict (Frone et al, 1997; Grzywacz & Marks, 2000; Gutek et al, 1991). Some studies have also indicated that the number of children living at home is correlated to work-family conflict (Netemeyer et al, 1996). In addition, there is a correlation between time spent on family activities and work-family conflict (Gutek et al, 1991; Frone et al, 1997). Respondents having younger children experienced more work-family conflict as compared to respondents with older children (Higgins et al, 2004). In this study, work-family conflict tend to be more acute for respondents who were employed on a full-time basis, and moreover, they were unpaid for their main involvement in family and child-care
activities. Growing demands from their job and pressure to work for extended hours also added to the already existing conflict. Thus, respondents considered factors such as long working hours, household work, travel related to work, child-care issues and attitudes of spouse and family members towards their employment etc as the main sources of conflict in their lives. However, respondents also believed that lack of time-management and the inability to prioritise the demands from work and family also resulted in work-family conflict.

Respondents of this study reported that the events of their family life spilled over into their work life. Likewise, events of their work life spilled over into their family life. As a result of this, respondents faced an incompatibility between these two roles. Thus, the majority of the respondents stated that they experienced inter-role conflict. Respondents also experienced conflict which was time-based as they sought to balance their responsibilities of child-care and elder-care with their working hours at their workplace. Respondents who were more inclined towards their job and who lacked support from family members and spouses in the domestic sphere experienced more conflict in their lives as compared to other respondents who had relatively more support from their family members. The findings of this study also revealed that although conflict is pertinent in both work and family domains, the greater source of conflict tends to emerge from the work domain as compared to the family domain. It was also found that with the increase in job involvement, there was an increase in conflict as well.

Work-family conflict is considered to be bi-directional in nature i.e. work interfering with family and family interfering with work (Frone et al, 1997; Greenhaus & Beutell,
1985; Gutek et al, 1991). Work-to-family conflict is likely to occur when participating in work activities interferes with participating in family-related activities (Frone et al, 1997). On the other hand, family-to-work conflict is believed to occur when participating in family activity interferes with participating in work-related activity (Greenhaus & Beutell, 1985). Studies confirmed that factors such as role overload, role ambiguity, role conflict, lack of autonomy and lack of rewards are responsible for high levels of conflict (Moore, 2000). In addition, there are more frequent reports of work-to-family conflict as compared to family-to-work conflict because work is believed to have more negative effects on family life as compared to the effects of family on the work domain (Frone, 2003). Similarly, excess amount of stress is believed to be created by the demands resulting from family interfering with the work life (Carlson et al, 2000).

Work-family conflict is likely to increase with the expansion of one’s family through marriage and the birth of children (Cooke & Rousseau, 1984). Research also suggests that the likelihood of an individual experiencing more conflict when people spend more time engaging in roles which are important to them, thereby neglecting or having less time for other roles (Greenhaus & Beutell, 1985). Several variables which are related to the level of work-family conflict have been identified and highlighted by previous research. These variables include the size of the family unit, the age of the children, the number of working hours, the flexibility in working hours and the level of control that one has over their working hours (Bohen et al, 1981; Keith & Schafer, 1980). It is necessary to highlight the role of support in order to get a clearer understanding of work-family conflict.
Previous research suggests that there exists a relationship between work-family conflict and different forms of support such as social support, family support, spousal support as well as work support (Bryon, 2005; Hammer et al, 2004). The results of the previous studies showed that an individual’s level of work-family conflict is likely to decrease when they received more support from both the work and family domains (Bryon, 2005). The findings of this study also showed similar results where respondents experienced lesser work-family conflict when they received support from both their colleagues in their workplace, and from their family members at home. Respondents also reported less stress and fatigue in both the work and family domain when their family members shared their burden of housework, and when their colleagues helped in completing their tasks when they took leave from work to fulfil their family obligations.

Unlike previous research which focussed on the negative outcomes of work-family interface through the conflict perspective, more recent research has highlighted the positive outcomes of managing work-family issues through the enrichment perspective. Work-family enrichment is defined as “the extent to which experiences in one role improves the quality of life in the other roles” (Greenhaus & Powell, 2006: 73). The nature of work-family enrichment is also considered to be bi-directional where work experiences help in improving the quality of family life (work to family enrichment) and family experiences can improve the quality of work life (family to work enrichment). According to the scale developed and validated by Carlson et al (2006), there are three dimensions involved in both the directions of enrichment i.e. work to family and vice-versa. The first two dimensions are known as affect and development.
which is found to be similar in both directions. However, the third dimension varies i.e. work to family dimension is known as capital and family to work dimension is known as efficiency. Moods and attitudes are described by the affect dimension. For example, spending quality time with family uplifts a person’s mood and as a result they can perform better at work. Skills, knowledge and behaviour are explained by development dimension. For example, work helps a person in obtaining information which can be used to impart knowledge to the children at home. The capital dimension refers to the fact that an individual’s psychological resources such as self-confidence, self-esteem and security are reinforced by work which in turn benefits the family domain. Lastly, the efficiency dimension refers to the fact that a person’s excellence in the work domain is reinforced by family obligations. As compared to work-to-family enrichment, family to work enrichment has been proved to be significantly higher by the research findings (Greenhaus & Powell, 2006).

According to the enrichment perspective, a role can generate five types of resources which includes “skills and perspectives, psychological and physical resources, social capital resources, flexibility and material resources (Greenhaus & Powell, 2006: 83). There are two mechanisms or paths followed by the enrichment perspective by which resources generated in one role can promote positive affect or high performance in another role. The first mechanism is known as instrumental path by which resources can be directly transferred from one role to another, thereby enhancing performance in another role. The second mechanism is known as affective path in which a resource generated in one role can promote positive affect within that role which in turn produces
high performance in another role. Moreover, the enrichment perspective demonstrates how the above mentioned resources use either the instrumental path or affective path by which positive energy from one role is transferred to another role. In addition, salience and relevance of each role as well as consistency of the needs and requirements of each role are considered as important moderators in the path of enrichment perspective (Greenhaus & Powell, 2006).

Evident in the literature of work-family interface is also the frequently cited phenomenon which is known as positive spillover (Edward & Rothbard, 2000; Grzywacz & Marks, 2000). The term spillover refers to “the effects of work and family on one another that generates similarities between the two domains” (Edward & Rothbard, 2000: 180). Two types of spillover have been identified by the work-family literature. The first type of spillover is “the similarity between the construct in the work domain and a distinct but related construct in the family domain” (Edward & Rothbard, 2000: 180). For instance, the positive correlation between job and family satisfaction or between work and family values. The second type of spillover are “the experiences which are transferred intact between domains (Edward & Rothbard, 2000: 180). For example, when stress which triggered at the workplace manifests itself in the home atmosphere. Another representation of the positive work-family interface is the concept of enhancement (Barnett & Hyde, 2001; Voydanoff, 2002). The term enhancement has been defined as “the acquisition of resources and experiences that are beneficial for individual in facing life challenges (Carlson et al, 2006: 133). The concept enhancement generally identifies the benefits associated with occupying multiple roles which has the
potential of affecting activities in both the work and family domain (Carlson et al, 2006). In addition, the positive work-family interface has also been described by the term facilitation (Frone, 2003). The term facilitation has been defined as “the extent to which participation at work(or family) is made easier by the virtue of the experiences, skills and opportunities gained or developed at home (or work)” (Frone, 2003: 145). The concept facilitation is also known to be based on an expansionist role theory like enrichment, positive spillover and enhancement (Grzywacz & Butler, 2005).

An important aspect of enrichment perspective is that benefits or resources gained in one domain must not only be transferred but also be successfully applied in another domain in order to improve the performance or affect in the receiving domain (Greenhaus & Powell, 2006; Carlson et al, 2006). Respondents of this study indicated that performing multiple roles leads to enrichment of their quality of life. They mentioned that the application of mind at work helps them in applying their mind to other important things at home. Similarly, they also indicated that it was easier for them to go to work feeling refreshed the next day when they were able to relax at home the previous day. Respondents also stated that the most important aspect of work-family enrichment is the ability to guide and teach their children with the help of knowledge and information they gathered at their workplace. Respondents felt that engaging in different roles helps them in their personal growth by means of communicating with the outside world and gaining knowledge which in turn helped them in improving their personal relationships. Respondents also reported that occupying multiple roles resulted in different forms of stimulation and challenges in their lives. Having multiple roles
helped them in becoming mentally alert, socially active and lively in both the work and family domain. Respondents were also able to accomplish or achieve more by occupying multiple roles in both the domains.

It has also been hypothesised that the quality of life is likely to improve when psychological and physical resources generated from one role is applied to another role (Greenhaus & Powell, 2006). Thus, the research which focused on the positive side of managing work and family roles suggest that performance in one role is enhanced by self-esteem, self-efficacy and self-confidence as these factors are said to stimulate effort, motivation, persistence and goal-setting. The findings of this study also showed similar results where respondents reported that being self-confident and assertive in their family role helped them in performing better in their professional role which in turn helped them in managing both the domains effectively. Another important aspect of work-family enrichment theory is the support which is also known as social capital resources, which, if generated in one role can eventually improve the quality of life in another role (Greenhaus & Powell, 2006). Respondents of this study also reported that when they received support from their spouse and family members, they were able to perform better in their workplace. Similarly, they also mentioned that they were able to devote more time towards family duties and obligation when their employers and colleagues extended support during the time of crisis at their workplace.

It can be stated that work-family balance of a person is affected by several factors related to the individual, work and family which in turn are based on the above mentioned perspectives i.e. conflict and enrichment of role theory. Gender, age group,
work orientation, career and personality are some of the major individual related factors. Similarly, the number of hours worked, role ambiguity, lack of autonomy, role conflict and inflexibility in work schedule are some of the factors related to work. Finally, factors such as family involvement, number of children and spousal support are related to the family. Individuals and organisations are likely to experience several benefits associated with positive consequences of work-family balance which include personal satisfaction and well-being, productivity and job satisfaction. Similarly, there are negative consequences associated with a lack of work-family balance such as distress, absenteeism, disagreements and job dissatisfaction.