CHAPTER: II
LITERATURE REVIEW

The study of relevant literature is an essential step to get a full picture of what researches and studies were made with regard to the problem understudy. Such a review brings about a deep and clear perspective of the overall field. The review of literature is instrumental in the formation of hypothesis and deductive reasoning leading to the problem. A number of variables were found to associate with life satisfaction of people working in IT sector. The collected references of various categories like levels of working, Gender, Age and miscellaneous have been presented in logical order, in order of importance and in sequence of merit.

1.1 Life satisfaction and Levels of Working

Myers and Diener (1995) refer to life satisfaction as one of the three key aspects of psychological well – being, the others being – positive and negative effect. Life satisfaction stands together with the affective elements to yield a relatively comprehensive picture of psychological well – being.

Sy, Tram & Hara (2006) examined the relationships among employees emotional intelligence, their manager’s emotional intelligence, employees job satisfaction and performance for 187 employees from nine different locations of the same multinational companies. They found that employee’s emotional intelligence was positively associated with job satisfaction and performance. In addition, manager’s emotional intelligence had a more positive correlation with job satisfaction for employees with low emotional
intelligence than for those with high emotional intelligence. These findings remain significant after controlling for personality factors. A similar pattern was found for job performance; however, the effect did not meet traditional standards of significance.

**Liu, Wang & Wei Lu (2013)** analyzed the importance of trait emotional intelligence in life satisfaction and also investigated the potential mediating effects of resilience and affect balance in this relationship. The sample of 263 people was selected randomly. Meditational analyses showed that trait emotional intelligence exerted its indirect effect on life satisfaction through the simple mediating effect of affect balance and the three-path mediating effect of resilience–affect balance.

**Kulshrestha and Sen (2006)** investigated the subjective well-being in relation to emotional intelligence and locus of control among executives. The results of the study reveal that emotional intelligence and locus of control have significant correlation with subjective well-being. Subjects with high emotional intelligence and internal locus of control scored significantly high on positive affect and scored significantly low on negative effect.

**Palmer, Donaldson & Stough (2002)** examined the relationship between emotional intelligence and life satisfaction. Life satisfaction was assessed using the Satisfaction with Life. The results show that Clarity sub-scale of the TMMS (which indexes perceived ability to understand and discriminate between moods and emotions), and the Difficulty Identifying Feelings sub-scale of the TAS-20 were found to significantly correlate with life satisfaction.
Harini & Rangaiah (2010) investigated the influence of emotional intelligence on life satisfaction and job performance. The sample consisted of 37 production unit employees. The results showed a significant relationship between emotional intelligence and life satisfaction. However, there was no significant relationship between emotional intelligence and job performance.

Beverly, Williams, Kitterlin (2012) identified the effect of information technology leader’s emotional intelligence on subordinate job performance. A quantitative, Correlational approach was taken by an online administration of two validated instruments—the Emotional Quotient Inventory (EQ-i) and Van Scotter and Motowidlo’s measures for contextual performance (interpersonal facilitation and job dedication). Results indicated that there was a positive relationship between IT leaders’ emotional intelligence scores and subordinates’ job performance ratings. Specifically, higher IT leaders’ general mood scores, and optimism scores are associated with subordinates’ higher interpersonal facilitation and job dedication scores.

1.2 Life Satisfaction and Gender

Bhullar, Schutte, Nicola & Malouff, (2012) examined the extent to which psychological distress is associated with satisfaction with life, and investigated whether trait emotional intelligence moderates this relationship. Trait emotional intelligence may act as an adaptive coping resource in that the negative association between psychological distress and life satisfaction became significantly weaker for respondents with high trait emotional intelligence.
Amat- u – Saami & Rizvi (2013) examined the extent to which Emotional Intelligence and Personality traits predict Life Satisfaction. The present study also indicated that only E2 (inter-personal awareness) factor of Emotional Intelligence emerged as the significant predictor of Life Satisfaction whereas none of the personality traits emerged as the significant predictor of Life Satisfaction among the Adults.

Hosseinkhanzadeh & Taher (2013) investigated the relationship between personality traits with life satisfaction among employed women working in IT companies. The results of stepwise regression showed that personality traits can explain 19 percent of the variance in life satisfaction, interaction of income and education has no significant effect on the life satisfaction. The results of one way ANOVA indicated that there isn’t significant difference between life satisfaction and personality trait of women employed in IT companies. Life satisfaction is influenced by interaction of different factors that one of these factors is personality traits.

Pinquart and Sorensen (2000) found additional support for the assertion that men and women derive satisfaction from different sources. In their research, life satisfaction was more highly related to income for men than for women. They hypothesized that because men are more socialized to draw their sense of identity from work and income, they tend to look to income as a barometer of their success and satisfaction with their life.

This review is about well-being and gender differences, the international literature –with the exception of Eastern Europe (see Hayo and Seifert 2003)– finds that women are happier than men (e.g. Blanchflower and Oswald 2004; Frey and Stutzer 2002; Praag
and Ferrer-i-Carbonell 2008). However, in most of these studies the size of the gender effect is small or negligible. Regarding the well-being effects of age the international literature finds a U-shaped age effect (Frey and Stutzer 2002; Oswald 1997; Blanchflower and Oswald 2008).

**Schoepke, Hoonakker & Carayon (2008)** examined quality of working life (QWL) and evaluated and compared the predictors of QWL among both men and women. The sample of 624 males and females were selected from 5 IT companies. The Analysis shows that women in IT jobs report better QWL than men in IT jobs. On the contrary, women also report greater organizational involvement than men. Life satisfaction is widely considered to be a central aspect of human welfare. Life satisfaction is not merely a judgment about one’s life. For it is widely thought to involve affirming, endorsing, appreciating or being pleased with one’s life.

**Jan and Masood (2008)** evaluated life satisfaction among women and to analyze the influence of socio-personal characteristics of women with their life satisfaction. To fulfill these objectives, 120 women were selected from Jammu and Kashmir, through multi-stage sampling method, using questionnaire and scale regarding “Life Satisfaction among Women”, constructed. The study depicts that women have average level of life satisfaction at all age levels. It is found that with an increase in age, the overall life satisfaction decreases; whereas, with an increase in personal income, the overall life satisfaction increases. Moreover, with an increase in family income, the overall life satisfaction of women also increases.
Martin and Marsh (2008) examined the extent to which these personality traits and gender predicts life satisfaction with a view to ascertaining their relative salience for subsequent research and practice. Sample of 523 (predominantly young) adult from Sydney were selected for the study, structural equation modelling using LISREL examined a process model of personality, multidimensional self-concept, gender and life satisfaction. Results suggest a strong direct role of the personality traits on Life satisfaction.

Plagnol and Easterlin (2008) conducted a study on life satisfaction and gender difference. The sample was taken from both male and females of same SES and age; they found that men are more satisfied with their financial status and family than women. They have found that there are no major differences in the judgments about life satisfaction among males and females, but they may rely on different resources in the evaluation of their life satisfaction. The life satisfaction scale includes 20 items related to One's view to his or her whole life. Results indicated that mean ratings of life satisfaction in females were generally positive.

1.3 Life Satisfaction and Age

Life satisfaction is an overall assessment of feelings and attitudes about one's life at a particular point of time.

Chaturvedi & Singh (2013) investigated the differences in the level of various components of life satisfaction on the basis of certain demographic variables i.e. gender, age, family type, and background. Life Satisfaction Scale (Alam & Srivastava)
measuring six components of life satisfaction i.e. Health Satisfaction (H.S.), Personal Satisfaction (P.S.), Economic Satisfaction (E.S.), Marital Satisfaction (M.S.), Social Satisfaction (S.S.), Job Satisfaction (J.S.) and overall Life Satisfaction was used to measure Life Satisfaction. The sample of study consists of 240 subjects in the age range of 18-32 years. The results of the study indicate that Health Satisfaction is affected by gender and age; Personal Satisfaction is affected by family type, Economic Satisfaction and Marital Satisfaction are not affected by any of the variables in the study; Social Satisfaction is affected by gender, age, and background; and Job Satisfaction is affected by age, and family type.

**Diener, Eunkook, Schaie, Warner, Lawton & Powell (1998)** studied a number of large-scale international studies that rely on probability samples to expand our perspective in understanding the relation between age and subjective well-being. It is concluded that: life satisfaction shows no decline with age, despite the fact that certain resources such as marriage and income that correlate with well-being do decline with age; positive affect is lower in successive age cohorts; and the factor structure for positive and negative affect clearly replicates across age cohorts.

**Bronk, Hillb, Lapsleyb, Taliba and Finch (2009)** examined the relationship among purpose, hope, and life satisfaction among 237 emerging adults, and 416 adults. Results of this study revealed that having identified a purpose in life was associated with greater life satisfaction at these stages of life. Additionally, aspects of hope mediated the relationship between purpose and life satisfaction at all stages of life.
Yadav, Kumar, Kumar & Nara (2012) explained about the relationship between happiness and life satisfaction among three age groups. A Correlational design was used to see the relationship between happiness and life satisfaction. It was found that the correlation coefficient for all the age groups were high and statistically significant. The study concluded that there exist positive and strong correlation between happiness and life satisfaction.

Frijters & Beatton (2012) conducted a study on relationship between well-being and age, using fixed-effects estimations on large panel datasets from Germany, the UK and Australia. The results show almost no change in subjective well-being between the age of 20 and 50.

Sahu (2013) found the gender differences regarding the experiences of well-being and life satisfaction. Results denoted that there was no significant gender difference for well-being as well as for life satisfaction. But economic satisfaction is only dimension of life satisfaction which showed significant gender difference, further female experiences better economic satisfaction in comparison to males.

Mukherjee, Kumar, Dogra and Banerjee (2014) compared happy and unhappy IT professionals in terms of perception of stressful life events and organizational role stress. Results reveal that there is significant difference between the two groups with regard to four dimensions of organizational role stress, i.e., role ambiguity, role expectation conflict, self-role distance and personal in adequacy at 0.05 level of significance but there is no significant difference in terms of stressful life events.
Near, Rice & Hunt (1998) conducted an empirical research that relates satisfaction with work to satisfaction with life. It covers more than 350 job-satisfaction/life-satisfaction relationships reported in 23 studies that vary widely in terms of the sample, instrumentation and date of survey. The magnitude of the reported zero-order relationship between job satisfaction and overall life satisfaction is typically modest, with correlations mostly in the mid-.30 for males and mid-.20's for females.

1.4 Life Satisfaction and Miscellaneous

Ayres & Malouff (2007) conducted a study on life satisfaction at workplace and highlighted the importance of a brief problem-solving training in the workplace that can increase problem-solving skills and problem solving self-efficacy in the course of improving positive effect, job satisfaction, and life satisfaction.

Witte (2010) reviewed the psychological consequences of job insecurity, showing that job insecurity reduces psychological well-being and job satisfaction. The results of this exploratory study showed that job insecurity was associated with lower well-being. A significant interaction with gender occurred, indicating that gender moderated the association between job insecurity and well-being. Job insecurity was not related to psychological well-being among women whereas among men, a significant increase in distress was noted among those who felt insecure. Interaction terms for occupational position and age were not statistically significant. Job insecurity turned out to be one of the most distressful aspects of the work situation.
Erdogan, Bauer, Truxillo, and Layla (2012) found life satisfaction as a key indicator of subjective well-being. In the discussion of top-down and bottom-up theories of life satisfaction is included, and the literatures on work-related antecedents of life satisfaction, the proximal mediators (quality of work life, quality of nonworking life, and feelings of self-worth) and consequences of life satisfaction were reviewed. A meta-analysis of life satisfaction with respect to career satisfaction, job performance, turnover intentions, and organizational commitment was performed.

Heather Millan (2012) examined how problem-focused coping resources are used to ameliorate the negative relationship between work/life conflict and life satisfaction. Based on a sample of 491 executives, structural equation modeling (SEM) was used to test the meditational ability of problem-solving coping. Results indicate that Problem-solving coping partially mediate the negative relationship between work/life conflict and life satisfaction.

Robinson & Echavarria (2012) discussed several factors that contribute in job satisfaction and examined the role of satisfaction level on job performance. It mentions that social well-being is a key factor for sustained job satisfaction and flourishing. It informs that remuneration, work/life balance, and job security are some components of job satisfaction. It concludes that job satisfaction and a sense of fulfillment bring happiness in one's life and make him more productive at work. Job satisfaction plays an important role for success of an executive/employee in the corporate world. Job scope is quiet tedious, demanding, complex, stressful, long hours of working etc for all the
corporate in broad sense and for the IT industry in particular. Because of such high demanding nature of work executives often look stressed & exhausted.

**Pidikoti, Chand, Mohan, Lakshmann, (2014)** dealt with the factors like life satisfaction, job facets and other parameters which are the key things for bringing in job satisfaction to the employees from bottom (low level) to top (high level) as well to create positive feeling for the employees besides motivation, thereby creating an efficient, effective and productive employees towards achieving better revenues, better margins, better brand image, better reputation to the industry. The sample of 150 employees both from bottom and top levels were selected from IT companies and it was found that life satisfaction has a direct relationship with job satisfaction of people working in IT sector.

**Tiefenbach, & Kohlbacher (2013)** reviewed that Subjective well-being, especially measured in terms of “happiness” and “life satisfaction”, is increasingly considered an important policy goal around the globe. Results indicate that while household income affects happiness and life satisfaction equally for men and women, the latter show a stronger negative correlation with life satisfaction when having no savings. Overall, the present study provides the first overview of recent happiness and life satisfaction data in Japan from a gender and age perspective. Life satisfaction of diverse countries is becoming increasingly important. Studies have shown that people who are satisfied with their lives are positive about other aspects of their lives such as their health.

**Cheung & Chan (2009)** examined the relationships between education and life satisfaction across countries. Thirty-five countries are included in the study; the results
show that life satisfaction is higher in countries where people have more education. Based on the findings of this study, educators and policy-makers should encourage people to continue their education.

Suikkanen (2011) reviewed Whole Life Satisfaction theories of happiness, an agent is happy when she judges that her life fulfils her ideal life-plan. In this research, she formulated a new Whole Life Satisfaction theory, according to it, a person is happy when a more informed and rational hypothetical version of her would judge that the person’s actual life matches the best life-plan for her.

1.5 Emotional Intelligence and Gender

Pant and Prakash (2004) examined gender differences in emotional intelligence for Indian participants. A sample of 60 participants, 30 male and 30 female subject were approached for the study from personnel and human resources departments of both government and non-governments organizations. Multifactor emotional intelligence scale was used for assessment process. Results showed no substantial gender differences on the various EI dimensions.

Chapman and Hayslip (2006) explored a cross sectional analysis in order to measure emotional intelligence in young and middle adulthood. Differentiation of the construct of emotional intelligence was investigated in young and middle-aged adults. Result indicates that Midlife adults have significantly greater use of optimism (a component of emotional intelligence) as a mood regulation strategy than was reported by young adults.
Jadhav and Havalappanavar (2009) investigated the level of emotional intelligence among male and female police constable trainees. A sample of 200 trainees was selected. Results revealed that women police constable (WPC) trainees have scored significantly high on emotional intelligence than their counterparts. It may be because of the fact that men spend most of their time with peers and home, whereas, women spend most of their time from the childhood in the home, with family members and even in their later life at house. Hence they learn how to behave with others and how to control their emotions. Women are keener in every aspect and they utilize opportunities properly etc. Furthermore, the results also revealed that the women police constable trainees (WPC) scored higher on self-motivation, emotional stability, commitment, altruism empathy and self-awareness factors of emotional intelligence in comparison of male candidates.

1.6 Emotional Intelligence and Miscellaneous

Mandell & Pherwani (2003) examined the predictive relationship between emotional intelligence and transformational leadership style. They also determined gender differences in the relationship between emotional intelligence and transformational leadership style, as well as the gender differences in the emotional intelligence scores and transformational leadership style of managers. Lastly, no significant difference ($p > .05$) was found in the transformational leadership scores of male and female managers.

Fernandez, Berrocal & Extremera (2006) explained that the term Emotional Intelligence (EI) was first introduced in the scientific literature in 1990. Since then, the
development of models of EI and research in this field has increased substantially. They found that firstly, the broad interest on this concept is shown through qualitative and quantitative indexes.

Pandita (2012) aimed to look at the research-based models of emotional intelligence and explored the role of emotional intelligence in the leaders of the organizations. A growing body of research supporting the value of emotional intelligence in today’s companies was presented. Results indicate that to achieve the high goals and expectations of the industry in the 21st century, the intentional inclusion and development of emotional intelligence skills in leaders’ of the organization’s today has become very vital.

Batool (2013) explored the relationship between emotional intelligence and effective leadership to evaluate the tendency of emotional control of the working class both male and female at a managerial level in a private and public sector of Pakistan mainly banking sector. The result indicated that the relationship between leadership style and Emotional Intelligence is positive and significant.

Haver, Akerjordet & Furunes (2013) analyzed an integrative review which synthesizes research on emotion regulation and its implications for leadership, from both leaders’ and followers’ perspectives. Findings revealed that leaders’ emotion competencies, cultural understanding, and coaching ability and the quality of leader–member relationships seem particularly important for the efficiency of emotion regulation.
Dabke (2014) examined the role of Emotional Intelligence, Personality and Job Satisfaction in determination of Life Satisfaction. Results indicated that there was no significant correlation between aspects of Emotional Intelligence and Life Satisfaction scores. Multiple regressions analysis results led to emergence of Job Satisfaction (Adj R2 = 0.11) and Extraversion (Adj R2 = 0.17) as positive predictors of Life Satisfaction.

Momm, Blickle, Liu, Kholin & Menges (2015) examined how the emotion recognition ability relates to annual income and satisfaction. Results revealed that the relationship between emotion recognition ability and annual income is mediated by political and interpersonal skills. This means that the better people are at recognizing emotions, the better they handle the politics in organizations and the interpersonal aspects of work life, and thus the more they earn in their jobs. The finding implies that emotional abilities enable people to be more successful at work.

Parke, Seo & Sherf (2015) examined how two facets of EI - emotion regulation and emotion facilitation - can shape employee creativity, an important element to driving innovation at work. The results indicated that emotion regulation ability enables employees to maintain higher positive affect (e.g., excitement and enthusiasm) while emotion facilitation ability enables employees to use their positive affect to enhance their creativity, as measured by their supervisors. The findings also indicate that EI is an important variable to consider when hiring knowledge workers to produce creativity in jobs.
Bhalerao & Kumar (2016) explored the role of emotional intelligence (EI) in leaders on the commitment level of the subordinates. The results indicate a significant relationship between trait-based EI and affective commitment, when the designations of the leader and the subordinates were controlled. However, no significant results were found between EI and normative and continuance commitments.

While reviewing the literature, the researcher noted that there was paucity of systematic and comprehensive research on the life satisfaction of people working in IT sector in the northern part of India. Furthermore study related to inter correlation between emotional intelligence and life satisfaction is rare. So looking at the shortcomings & paucity of existing studies, there is a need to do systematic research on people working in IT sector. Hence the present research work has been undertaken on the people working in IT sector because they face a number of events in their personal as well as work life.