CHAPTER III
REVIEW OF LITERATURE

A review of available literature as related to the subject is an important and integral part of any research project. A critical survey of the literature on the subject will help in knowing the aims and objectives, methodology and findings of the previous studies done in the past. It could serve as a means of exchanging information and also helps to prevent further duplication of similar research. A review of literature thus helps in identifying the research gaps of a subject and need for the present study. In this chapter the researcher has given a detailed literature on the various studies relating to the present study variables as well as the relationship between the variables such as Role Conflict, Social Support, Mental Health and Life Satisfaction.

Role Conflict

Ahmad et al. (2011) conducted a study on “Work Family Conflict among Women University Teachers: A Case from Pakistan”. This research study examined the relationship between work-family conflict, job satisfaction, and job turnover intention among female university teachers in Pakistan as a case-in-point. Data were obtained from 518 female university teachers belonging to different departments of the University. Work Life Conflict scale developed by Netemeyer et al. (1996) was used to measure the employee perception of the degree to which work interferes with family life. Job Satisfaction was measured by the job satisfaction scale which was adapted from the work of Stringer (2006) who used the short form of the Minnesota satisfaction questionnaire (MSQ) developed by Weiss et al. (1967). The job turn over intention scale was adapted from the work of Pare, Trembly and Lalonde (2001) to assess the job turn over intention of the respondents. The results of the study revealed that work-family conflict was explained by job satisfaction which impacts job turnover intention amongst the female faculty. Besides, work-life conflict and job turnover intention exerted negative indirect effects on the one’s job satisfaction. Additionally, job turnover intention was strongly explained by job satisfaction, and job satisfaction was predicted by work-family conflict.

Aslam et al. (2011) undertook a study on “Work-Family Conflicts: Relationship between Work-Life Conflict and Employee Retention – A Comparative Study of Public and Private Sector Employees”. The purpose of the study was to examine the relationship
between work family conflict (WFC), family work conflict (FWC) and turnover intentions of employees in three public and three private sector organizations from services sector of Pakistan. Data was collected from 200 employees randomly through a questionnaire. The findings of the study showed that there is a weak relationship between work-family conflict, family-work conflict and employee retention among public and private sector employees of Pakistan. Further results revealed that employees were not ready to leave their existing jobs even if there was work-family conflict. Finally the study concluded that both public and private sector employees are neutral regarding these variables.

Benni (2011) conducted a study on the Socioeconomic Consequence of Role Conflict of Working Women. A sample of 300 women working in government, semi-government and private institutions from the district headquarters of Western Maharashtra were identified by using convenience sampling. A structured interview schedule was adopted to collect the relevant data. The results of the revealed that as the age, education, length of service, income increased, the level of role conflict decreased. Also those who work for long hours experience high level of role conflict. The study concluded by recommending policy implications for working women.

Devi et al. (2011) conducted a study on “Work Life Balance of Women School Teachers at Virudhunagar District”. The purpose of the research study was to analyze the problems faced by the women school teachers to maintain work life balance. Out of the total 40 schools in Virudhunagar, 16 are Government Schools, 8 Schools are Private Schools, and the balance 16 is Government Aided Schools. A sample of 75 women school teachers from the universe of 400 school teachers were selected for the study. A chi-square test was carried out to find the relationship between the family type and their help to balance work and family. A significant relationship was found between family type and their help to balance for work and family commitments. The respondents desired to rank the following different ways and means of Balancing work and Family commitments. According to the view of the respondents, it was found that there were no separate policy for work life balance in their school and majority of the respondents were doing school work at home. It can be inferred that there is no significant relationship between experience and Punishment for the Working Place, Family Type and Work Life Balance. It was concluded that with the advanced technology work life balance can be maintained to some extent.
**Mahapul and Abdullah (2011)** studied on the Prevalence of Work-Family Conflict among Mothers in Peninsular Malaysia. The objective of the study was to examine the relationship between perceived work-family conflict and socio-demographic and family characteristics of the mothers. Data were collected from 801 working mothers who had at least one child whose age was between 15 and 49 years old in Peninsular Malaysia interviewed in the Fourth Malaysian Population and Family Survey (MPFS-4), 2004. The results of the study revealed that ethnicity, age and employment were the main factors contributing to the prevalence of work-family conflict. Also there was no significant relationship found between the prevalence of conflict and the family characteristics, namely, number of children, childcare arrangement and presence of children aged 7 to 24 years. The study was concluded that despite the type of childcare arrangement did not have any significant effect on the prevalence of conflict, better childcare facilities would allow women to continue working while raising their children.

**Yasmin and Fayaz Ahamed (2011)** conducted a study on the Work – Family Role Conflict of Women Teachers in Engineering Colleges in Tiruchirappalli District. This examined how the work-family conflict leads to cause problems among women employees in engineering colleges. The impact of work – family conflict was analyzed with the help of work-family conflict constructs such as work involvement, work-expectations, family involvement, family expectations, work conflict, family conflict, work-family conflict, quality of work-life, quality of family-life and life satisfaction. The 200 women employees in engineering colleges in Tiruchirapalli City were selected on the basis of Random Sampling method. The findings of the study revealed that Quality of Work life was positively correlated with work family conflict which causes much work family conflict. Further, Family Expectation, Work Conflict, Family Conflict, Quality of Family Life and Life Satisfaction were negatively correlated with work family conflict.

**Akintayo (2010)** investigated the impact of work-family role conflict on organizational commitment of industrial workers in Nigeria. The study adopted the descriptive survey in which 247 respondents from public and private organizations in Nigeria were selected using proportionate stratified sampling technique. Work-family role conflict scale by Gutek et al. (1991) was used to measure family-work role conflict and organizational commitment scale by Allen and Meyer (2000) to measure organizational
commitment. The study results revealed that there was a significant contribution of work-family role conflict to organizational commitment. Also, it was found that a significant difference existed between married and single respondents in experiencing work-family role conflict. Moreover, the finding shows that there was a significant difference between organizational commitment of male and female respondents based on work-family role conflict. The study recommended that organizational support programme needs to be introduced and provided for all levels of workers in order to reduce the burden of work-family role conflict interface and virtually induced commitment to their jobs. Also in order to foster organizational commitment, the level of family responsibilities of the workers need to be considered during recruitment, in assigning responsibilities and placement process.

Reddy et al. (2010) conducted a study on the Work Life Balance among married women employees. The purpose of the study was to find out the factors which could lead to WFC and FWC. The sample consisted of 90 married working women of whom 30 women each was selected randomly from different settings such as industrial, school and hospital setting. WFC and FWC Scale (Netemeyer et al.) was used to measure the WFC and FWC. The results of ANOVA revealed that women from different categories differed in their FWC and women who had the eldest child (6-10 years) differed with regard to WFC. High FWC was found among women who had one child and less FWC among women who had no children. The women in hospital setting had higher WFC than the women in industrial and school setting. The results further revealed that there was no significant difference found between the age, overall work experience and number of children on WFC and FWC.

Rao et al. (2008) undertook a study on “Eves in Academia: Conflicting Roles”. The purpose of this study was to identify whether work family conflict exists among teaching women and also to analyze the conflicts among those women who differ in the two major demographic profiles, namely the marital status and the number of children. A sample of 123 teachers from a reputed University constituted the study. The work-family conflict scale by Carlson Karman and William 2000 was used to assess work family conflict. Their results revealed that married women are subjected to more role conflict than unmarried / single woman. Also work interferes with family time, for
women who had no children and one child, Work interferes with family strain for women who had 1 & 2 children. Also Behavioral differences are explicit for women who are having two and more children in work to family conflict. In total, work to family conflict is more predominant in individuals being with no children and those having children.

**Cinamon et al. (2005)** conducted a study on the Work–family conflict among female teachers. The study aimed at understanding relationships between teachers’ professional and family lives. A sample of 187 women teachers aged 25–64 from the Central District of Israel who taught in six schools from the public Jewish sector participated in the study. The Life Role Salience Scale (LRSS) (Amatea, Cross, Clark, & Bobby, 1986) was used to assess teachers’ attributions of importance to work, spouse, and parent roles. Cinamon and Rich’s (2002) adaptation of Gutek, Searles, and Klepa’s (1991) questionnaire was used to measure teachers’ perceptions of two directions of work–family conflict, Teachers’ perceptions of supervisor and spouse support were assessed using Cinamon and Rich’s (2002) adaptation of Loerch, Russell, and Rush’s (1989) 5-item manager support scale. Cluster analysis revealed that many teachers attributed high importance to both roles and had higher W-F than F-W conflict. Relations between teacher stress and support variables and work–family conflict diverged from patterns found in other occupations. School level and teacher experience contributed to explaining the conflict.

**Malhotra et al. (2005)** carried out a study on the “Social Roles and Role Conflict: An Inter professional Study among Women”. They made an attempt to study the effect of different professions and multiplicity of social roles on the role conflict of working women. The professionals were classified into 3 categories namely Doctors, Lecturers and Nurses. These professions were selected on the basis of responses taken on a checklist comprising of different professions in which women are more likely to be involved. This checklist was rated on three point scale (low, moderate, high) by general population (N=250) in terms of their perceived social recognition of different professions. Majority of the respondents rated doctors in high, teachers/lectures in moderate and nurses in low categories. Subjects were assigned role level depending on their number of roles in family such as working unmarried, working married and working married mother. The sample consisted 270 working women in the age group of 25-45 years and serving in government institutes (hospitals and colleges) of Rohtak and nearby districts.
in Haryana. Role conflict was assessed using the Role conflict Scale developed by Pandey (1999). The results inferred that in both unmarried as well as married level of social roles, the lecturers had significantly less role conflict than doctors and nurses. Nurses were found to experience maximum role conflict at all the levels of social roles. In both lecturers and nurses no significant difference was observed among the unmarried and married in terms of experiencing role conflict while those who were married and mothers had significantly more role conflict than their counterparts. Further the Role conflict was maximum in case of lecturers and nurses who were married & mother. The study finally concluded that, role conflict was found to increase with the increase in number of roles.

Ahmad (1995) through his study “Role Conflict and Coping Behaviour of Married Working Women” made an attempt to examine the conflict that married women experienced between work and family roles, and their coping behavior. Data from 82 professional women who were full-time researchers by occupation or officers from six research institutes constituted the sample of the study. Conflict intensity was measured using the Interrole conflict scale by Pleck et al. 1980. Coping was assessed using an adapted version of role-coping inventory by Hall and Hall (1979). The results revealed that married women experienced work-family conflict with varying intensities in trying to meet the expectations of work and family roles. In managing the work-family conflict, the women tended to cope through reactive role behavior and personal role redefinition by changing their own attitudes and perceptions of role expectations. These two strategies were more frequently adopted than structural role redefinition, which entails changing the expectation of members in the role set such as family members, colleagues and leaders at the work place, and society.

Mental Health

Zagozdzon et al. (2011) studied the “Quality of life and rural place of residence in Polish women – population based study”. The purpose of this population-based study was to analyze the association between the health-related quality of life and rural residence among the Polish females, including variables related to social environment and clinical characteristics. A sample consisted of 1560 women aged 45-60 recruited at
8 different places in different regions of Poland. Data were collected using a questionnaire consisting of demographic characteristics, environmental and work stress, use of anxiolytic-hypnotic medications and self-reported quality of life based on the SF-36 form. The results indicated that worse physical health and better mental health was found in women living in rural areas compared to those from urban settings. The rural residence was an independent predictor for poor physical health. Living in rural areas was also associated with the borderline level of statistical significance, with reduction of risk of low quality of life in mental health. The multivariate analysis revealed that being retired, receiving social pension and long duration of illness symptoms were the risk factors of reported bad physical health. Higher education and access to medical specialist protects against having a bad quality of life related to mental health. Being stress at work, feeling anger, and long duration of symptoms are the risk factors of poor mental health. The study concluded that rural residence is strongly associated with environmental and psychosocial factors in women aged 40-65.

Ravinder et al. (2010) studied the psycho-social problems of women teachers working in schools and colleges of Punjab. Their objectives was to compare the psycho-social problems of women teachers working in schools and colleges who were from rural and urban areas and whose age were <35 years with age >35 years. The sample of 1000 women teachers of which 500 school teachers (250 rural and 250 urban) and 500 college teachers (250 rural and 250 urban) were taken from the 15 districts of Punjab and selected randomly. Psycho-social problems of educated working women by Hundal (2002) was used to assess the psycho social problems of the women teachers. Their findings revealed that there was no significant difference in psycho-social problems of women teachers working in schools and colleges. Also no significant difference was found in the psycho-social problems of women teachers working in rural and urban schools/colleges. But there exists significant difference in psycho-social problems of women school teachers of age <35 years and >35 years which indicates that age plays a significant role in determining psycho-social problems of women teachers. In case of college women teachers, no significant difference exists in psycho-social problems of women college teachers of age <35 years and >35.
Wang Cai-feng (2010) undertook a study titled “An Empirical Study of the Performance of University Teachers Based on Organizational Commitment, Job Stress, Mental Health and Achievement Motivation. The study tested the hypothesis that the four variables-organizational commitment, job stress, mental health, and achievement motivation play a part in teachers’ job performance. The survey was conducted among 454 teachers in colleges and universities in Xi’an. A conceptual model of factors affecting the job performance of university teachers based on organizational commitment, achievement motivation, job stress, and mental health was framed. Through Structural Equation Modeling (SEM) analysis, the results showed that the sustained commitment has a negative effect on work performance while emotional commitment has a positive effect on work performance. Also Work stress has a positive effect on work performance but mental health has a negative effect on work performance. Further emotional commitment is the intermediary variable of the sustained commitment to job performance and Work pressure is the intermediary variable of work pressure affecting job performance whereas there is a positive correlation between achievement motivation and mental health.

Lokiti-Ose et al. (2008) undertook a study on “Stress: Qualitative Analysis of Lecturers Mental Health”. One hundred teaching (100) staff of Federal College Education Technical Asaba, Delta State were sampled for this study using convenient sampling technique. Work Stressor Questionnaire (WSQ) developed by American Institute for Preventive Medicine-Work Stress (2001) was adopted to measure the stress of lecturers. The results of this study indicate that lecturers have work related stress which also showed the level of their mental health may be as a result of anxiety, tension, stress, depression, somatic illness, and burnout brought about by negative work experiences.

Suri (2008) conducted a study on “Mental Health and Stress among Call Center Employees” with the aim to measure the Level of Stress and Mental Health undergone by the call centre employees. For this purpose a total of 100 employees were selected from two different call centers i.e. Domestic (N=50) and International (N=50). Life Stress Scale and Mental Health Inventory were administered to assess the Stress and Mental Health of the employees. The results of the study revealed that significant difference in stress and mental health was observed with respect to both genders from domestic call center. Male employees from both the call centers differed significantly on stress scores.
Hashmi et al. (2007) aimed at exploring the relationship between Marital Adjustment, Stress and Depression among Working and Non-Working Married Women. A sample consisted of 150 working (75) and non-working (75) married women from Multan, Islamabad and Bawalpur who were doctors, lectures and bankers. Convenient random sampling was used for this study. Urdu Translation of Dyadic Adjustment Scale (2000), Beck Depression Inventory (1996) and Stress Scale (1991) were used for data collection. The results indicated high significant relationship between marital adjustment, depression and stress. The results indicate that non-working married women are better adjusted in their married life than working married women. The findings of the results also show that working married women have to face more problems in their married life as compared to non-working married women. The results further show that highly educated working and non-working married women can perform well in their married life and they are free from depression as compared to educated working and non-working married women.

Ofoegbu et al. (2006) carried out a study on “Level of perceived stress among lectures in Nigerian universities”. The purpose of the study was to provide empirical evidence on the level of stress among lecturers in Nigerian universities. A sample of 228 (123 male and 105 female) lecturers was selected according to the variables of age, sex, marital status, experience, domicile, areas of specialization, and administrative responsibilities from eight universities in Nigeria. The Stress Research Questionnaire developed by the researchers was used to collect data on the level of stress in relation to the variables. The findings revealed that the level of stress among academics is significantly high, also experienced and aged lecturers experienced lower levels of stress than young and inexperienced lecturers. The finding also showed that Nigerian lecturers are highly stressed, irrespective of their sex and marital status, place of domicile and whether they work in a federal or state university.

Srivastava (2005) undertook a study on the assessment of Personality and mental health among Primary and secondary school teachers. A sample of 300 (150 primary and 150 secondary) teachers was selected from Haridwar District (Uttaranchal). Introversion-Extroversion Personality Test developed by Singh (1988) and Mental Health Inventory by Jagdish and Srivastava (1983) were administered in order to assess their personality
and mental health. The results indicate that personality types/traits influence the mental health of primary and secondary teacher’s. Extrovert secondary teachers enjoy better mental health as compared to introvert teachers.

**Huda et al. (2004)** undertook a study on “Job strain and Dissatisfaction among Lecturers in the School of Medical Sciences, Universiti Sains Malaysia”. Samples of 73 lecturers in School of Medical Sciences USM were administered with Job Content Questionnaire (JCQ) by Robert Karasek (1997) to assess the job strain of the women. The findings revealed that the risk factors of job strain in the lecturers were psychological stressors, created skill and working in clinical-based departments. The prevalence of job dissatisfaction was associated decision authority and psychological job demand. The study concluded that psychological stressors and created skill were non-protective and protective, respectively, against job strain in USM lecturers. Clinical-based lecturers experienced higher job strain compared to non-clinical-based lecturers. Psychological job demand was strongly associated with job dissatisfaction, and decision authority was protective against job dissatisfaction.

**Maclean et al. (2004)** conducted a study on “Multiple Roles and Women's Mental Health in Canada”. The study explored the moderating affects of different role combinations on women's mental health by examining associations with socioeconomic status and differences in women's distress (depressive symptoms, personal stress (role strain) and chronic stress (role strain plus environmental stressors). For the purpose, Cross-sectional data from the NPHS (1994–1995 and 1998–1999) were analyzed. The data were obtained from individuals aged 15 to 64 and were weighted to reflect the population of Canadian women at the time of each survey. In the NPHS (1994–1995) cycle there were 7,364 women aged 15 to 64 years of age, of whom 60.82% had at least one dependent child. In the NPHS (1998–1999) cycle there were 6,087 women aged 15 to 64 years of age, of whom 61.29% were mothers. Distress was examined using a six-item scale that assessed feelings of sadness, anxiety, hopelessness, worthlessness, and the feeling that everything had been an effort within the previous month. The scale, based on work conducted by Kessler and Mroczek of the University of Michigan, is derived from the Composite International Diagnostic Interview. The results of the study revealed that Women with children, whether single or partnered, had a higher risk of personal stress.
Distress, stress and chronic stress levels of mothers, regardless of employment, or marital status, are staggeringly high. Single, unemployed mothers were significantly more likely than all other groups to experience financial stress and food insecurity. For partnered mothers, rates of personal stress and chronic stress were significantly lower among unemployed partnered mothers. Married and partnered mothers reported better mental health than their single counterparts. Lone, unemployed mothers were twice as likely to report a high level of distress compared with other groups. Lone mothers, regardless of employment status, were more likely to report high personal and chronic stress.

Cilli et al. (1997) undertook a study on “A comparative analysis of the psychological symptoms observed in the working women and housewives” to examine the psychological symptoms in women. A sample of 76 married working women and 68 housewives who were at least secondary school graduates were randomly selected from the center of Konya. The psychological symptoms scanning scale -SCL 90-R was applied to find out their psychological symptoms. The results of the study showed that the working women and the housewives showed similar characteristics in age. It was found out that the working women's husbands were more educated, their family income was more, the number of people living in the family was less and the average age of marriage was higher than the housewives. Further anxiety, phobia, paranoia and psychosomatic sub-scale points and average of symptoms were significantly higher in the housewives than the working women. There was also a relationship between the working women's obsession, psychosomatic symptoms and total monthly or weekly family income. The study concluded that psychological symptoms were more in housewives and both groups' psychological symptoms were closely related to the total family income.

Life Satisfaction

Ahammed (2011) undertook a study titled “Does Teaching Contribute to One’s Wellbeing: An examination of the relationship between teaching satisfaction and life satisfaction among university teachers”. This research examined the relationship between life satisfaction and teaching satisfaction among full-time university teachers. Participants were 103 full-time, tenure-track university faculty from the United Arab Emirates (UAE) University. The two scales used in the study were the ‘Teaching Satisfaction Scale’
(TSS; Ho & Au, 2006) and the ‘Satisfaction with Life Scale’ (SWLS; Diener et al, 1985) with moderately high reliability scores. The results demonstrated high levels of life satisfaction and teaching satisfaction among the participants. However, a correlation coefficient of only 0.32 (p < 0.01), demonstrated a weak relationship between teaching satisfaction and life satisfaction. Results from t-tests revealed that scores on life satisfaction and teaching satisfaction were not significantly different for respondents belonging to different groups based on their age, gender or experience. Overall, the results seemed to imply that teaching by itself does not become a source of subjective wellbeing among university faculty. The study concluded with the implications of the results emphasizing potential actions to be taken by university teachers to preclude life dissatisfaction and urging them to re-examine their convictions, if any, that teaching can predominantly contribute to life satisfaction.

Mammen (2009) studied on the Life Satisfaction among Rural Low-Income Mothers: The Influence of Health, Human, Personal, and Social Capital. The satisfaction with life among rural low-income mothers was assessed using a sample of 163 mothers who participated in a multi-state, three-year longitudinal study. Dependent variables included those that represented various forms of capital (health, human, personal and social) as well as the mothers’ levels of life satisfaction from prior years. Nearly two-thirds of the rural mothers were satisfied with their life in all three years. Their level of satisfaction appeared to be constant, however, such persistence had a time frame of only one year. The variables that affected their satisfaction with life were symptoms of risk of depression (health capital) and income adequacy (personal capital). The findings of the study provide important insight on a marginalized, yet often overlooked, population.

Bhakshi et al. (2008) conducted a study on “Job Satisfaction Predictor of Life Satisfaction: A Study on Lecturers in Government & Private Colleges in Jammu” aimed to out the job-satisfaction and Life Satisfaction of the government and private lecturers, Jammu district. A total of 60 lecturers (30 male and 30 female) were selected using random sampling technique. The results indicated a significant difference in the job-satisfaction of government and private college lecturers with government college lecturers having higher job-satisfaction. Government and private college lecturers do not differ significantly on life-satisfaction scores. A significant positive correlation between
job-satisfaction and life-satisfaction of overall sample was found. The study suggested that Positive correlation between these two variables has important implications for managers and supervisors.

Jan et al. (2008) conducted a study on “An Assessment of Life Satisfaction among Women attempted to evaluate life satisfaction among women and to analyze the influence of socio-personal characteristics of women with their life satisfaction. For the study, the sample was derived from both rural and urban areas, which comprised of 120 working, non-working women from Jammu and Kashmir, India by adopting Multi-stage sampling method. In addition to structured questionnaire, Life Satisfaction Scale was used to collect data which was constructed by Singh and Joseph (1971). The study depicts that women have average level of life satisfaction at all age levels. It was also 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. Also average level of overall life satisfaction is found among illiterate and literate women; whereas high level of overall life satisfaction is found among educated women.

Kousha et al. (2004) conducted a study on “Satisfaction among Urban Iranian Women: An Exploratory Analysis”. The purpose of the study was to explore life satisfaction among unmarried Iranian women in urban areas. Data were analyzed from a sample of 335 women of which 61% were married and 39% were unmarried (i.e., single, divorced or widows). A series of path analysis and cross tabulations suggest that for married women life satisfaction is directly linked to their satisfaction with marriage, employment and their leisure experiences. The results of the study found an inverse relationship between satisfaction and the women’s activity. For unmarried women, satisfaction is affected by their leisure experiences and educational level. The study suggests that any effort to reduce or increase the educational, employment, or leisure activities for women, directly affects women’s general satisfaction and therefore it affects Iranian society as a whole.

Shichman et al. (2004) investigated the relationship between Life Satisfaction and Sex Role Concept. Two hundred and seventeen respondents completed a two-part questionnaire, which consisted of the life satisfaction survey. The results revealed that
General satisfaction with life was found to be a function of the level of satisfaction derived from various aspects of life, particularly aspects chosen as the most important. Consistent with previous studies, general satisfaction with life was positively associated with education level, income level, and being married. The study concluded that psychologically masculine people choose an important and enjoy more instrumental aspects of life, psychologically feminine people choose an important and enjoy more the socio emotional aspects of life, psychologically androgynous people choose an important and enjoy more both the instrumental and socio emotional aspects of life.

**Saundra et al. (2003)** conducted a study on “African American Women at Midlife: The Relationship between Spirituality and life Satisfaction”. In this study, 147 African American women from six states completed the Adult Life Satisfaction Scale and the Black Women’s Spirituality/Religiosity Measure (BWSRM). The results showed that they found no significant difference among the ratings of Life Satisfaction and Spirituality with respect to age or educational level, the women reported higher levels of religiosity than spirituality, which correlates significantly with life satisfaction. The study concluded that Spirituality contributed to the life satisfaction of African-American women at midlife regardless of age, income, or education.

**Role Conflict and Social Support**

**Malik et al. (2010)** conducted a study on “Balancing work and family through social support among working women in Pakistan”. The study examined the relationship of social support, employee performance and job satisfaction with work-family balance of working women in Pakistan. The study sample comprised of 150 women working in different public and private sector organizations such as banks, universities, colleges, call centers and hospitals in Rawalpindi and Islamabad. Independent sample t – test, Pearson’s correlation and multiple regression analysis were used to analyze the data. The study reveals that social support is moderately related to employee performance and job satisfaction and is strongly related to work family balance, whereas employee performance is moderately related to job satisfaction and has weak relationship with work family balance. The multiple regression analysis shows that social support and job satisfaction have a significant strong positive relationship with work family balance,
whereas employee performance has a highly significant moderate relationship with work family balance of working women. Significant differences were found among the public and private sector working women with respect to social support, job satisfaction and work family balance. The relationships of independent variables such as social support, good performance at work and job satisfaction are contributors of work-family balance. The study highlighted that women have to take dual responsibilities of home and work which creates the work to family conflict and is responsible for creating stress. Thus, social support helps in minimizing stress which in turn reduces work to family conflict showing that they manage their work and family affairs better.

Ahmad (1997) undertook a study titled “Work-Family Conflict and Social Support: A Study of Female Secretaries in Malaysia.” This study examined the intensity of work-family conflict experienced by female secretaries in the state of Selangor, Malaysia. Data were gathered through self administered questionnaires from 120 secretaries. Work-family conflict intensity was measured using the Interrole Conflict Scale of Pleck et al. (1980) and Social Support was measured using Caplan et al. (1975) Social support scale. The findings of the study indicated that Majority (63%) of the female secretaries reported medium intensity of conflict, Twenty-two (19%) reported high intensity of conflict while (18%) reported low intensity of conflict. Also the results stated that women received social support from all the four resources, namely supervisor, co-workers, husband, friends and relatives. The extent of social support received from their husbands was the greatest, while that received from their supervisor was the least. Correlation analyses revealed that work family conflict was related to supervisor support and husband support. This indicates that increased social support from the husbands and supervisors tend to reduce work family conflict. There was no significant relationship found between work-family conflict and co-worker support as well as from friends and relatives. Hence the study concluded that secretaries in their study experienced work-family conflict in trying to meet the expectations of work and family roles. The extent of social support received from their husbands was the greatest and tended to reduce their work family conflict.

Macewen, K.E et al. (1988) studied the Interrole conflict, family support and marital adjustment of employed mothers. A sample of 51 employed mothers working full-time outside home and having at least one child in day-care were selected for the
Interrole conflict was assessed using Parry and Warr's (1980) 12-item Interaction Strain Questionnaire, Marital adjustment was measured using Locke and Wallace's 15-item Short Marital Adjustment Test and Family support was assessed with Procidano and Heller's (1983) 20-item Perceived Social Support Family scale. The results revealed that there was a significant interaction between interrole conflict and family support in the longitudinal analysis, such that mothers high in family support and interrole conflict experienced a significantly more negative change in marital adjustment than mothers low in family support and high in interrole conflict. The results also inferred that employed mothers experiencing interrole conflict may not benefit from emotional support which does not resolve conflicts that are a source of distress. Instrumental, rather than emotional support reduces the impact of interrole conflict because it addresses employed mothers' time- and behavior-based conflicts by performing activities such as helping with household tasks and sharing child-care duties.

Suchet et al. (1986) attempted to study the “Employed mothers: Interrole conflict, spouse support and marital functioning”. To test this, 64 employed mothers completed interrole conflict and spouse support scales. Marital satisfaction, verbal and nonverbal communication were the criteria operationalized to assess marital functioning. Using moderated multiple regression analyses, interrole conflict and spouse support predicted marital satisfaction and verbal communication significantly. In addition, spouse support may moderate negative effects of interrole conflict on marital satisfaction and verbal communication. With regard to nonverbal communication, spouse support was both a significant main effect and possibly a moderator of interrole conflict. The role of spouse support, conceptual and treatment implications, and future research priorities are identified.

Role Conflict and Mental Health

Noor & Nazia (2008) conducted a study on “Examining the Relationship between Work Life Conflict, Stress and Turnover Intentions among Marketing Executives in Pakistan”. The purpose of the study is to examine the antecedents of turnover intentions among marketing executives in Pakistan. Data were collected from a sample of 248 marketing executives working in different organizations across Pakistan. Turnover intentions and work life conflict were measured using instrument developed by
Job Stress was measured using instrument developed by Sosik and Godshalk (2000). The results indicated that the respondent’s experienced higher levels of Work life conflict (2.89) compared with turnover intentions & also experienced high level of interaction of stress (2.57) along with turnover intentions. The study concluded that work life conflict and stress have a significant positive relationship with turnover intentions.

**Role Conflict and Life Satisfaction**

Karimi et al. (2012) carried out a study on the Consequences of Conflict between Work and Family among Iranian Female Teachers. The main goal of their research was to study the relationship between work/family conflict and satisfaction, including job satisfaction, family satisfaction, and life satisfaction. A sample of 166 Iranian married female teachers from 40 schools in Kurdistan province of Iran participated in the study. Brayfield and Rothe (1951) job satisfaction scale and family satisfaction scale was used to measure the job satisfaction and family satisfaction. A scale developed by Diener et al. (1985) was used to measure life satisfaction. Netemeyer et al. (1996) work-family conflict and family-work conflict was used to measure work-family conflict and family-work conflict. Karl Pearson’ correlation results revealed that there was negative significant relationship between work-family conflict with job satisfaction, and family satisfaction. Further the results stated that there was negative significant relationship between family-work conflict with job satisfaction, family satisfaction, and life satisfaction. Job satisfaction, family satisfaction, and life satisfaction were influenced by work-family conflict and family-work conflict. The study concluded that by decreasing the conflict between work and family it is possible to improve the job satisfaction, family satisfaction, and life satisfaction among female teachers.

Nair and Gaither (1999) conducted a study on “Effects of work, non work, and role conflict on the overall life satisfaction of pharmacy faculty”. The researchers opined that for many faculty members, the demands of work and personal lives can lead to conflict between the two roles and decrease overall life satisfaction. A preliminary investigation of the work and non work influences that contributed to faculty role conflict and overall life satisfaction was conducted. Data were collected from 63 percent of
faculty contacted. Respondents were only moderately satisfied with their lives and identified being married; receiving social support from spouses or mates and socializing with friends as non work influences that were related to life satisfaction. Many of these same influences were related to role conflict. Time spent at work was the only work influence that correlated with role conflict (positive) and overall life satisfaction (negative). Differences were also found across selected demographic characteristics. These findings suggest a model that can be used to study work and non work influences on faculty role conflict and overall life satisfaction.

Chiu (1998) undertook a study titled “Relationships among Role Conflicts, Role Satisfactions and Life Satisfaction: Hong Kong”. This study investigated the direct effects among work/family conflicts, job, marital and life satisfactions reported by a Hong Kong sample. A sample of 497 respondents from three different professions such as nurses, managers, and social workers from Hong Kong constitute the study. Role conflict was measured by Kopelman et al. (1983) Role conflict scale. A five-item scale developed by Kalleberg (1977) was employed to measure job satisfaction while the marital satisfaction was measured using marital satisfaction scale developed by Cleary and Mechanic (1983). Finally, global life satisfaction was assessed by a composite measure developed in the Quality of Employment Surveys (Quinn and Staines, 1979) with a reliability of .78. The findings indicated that work and family conflicts as well as interrole conflict affected job satisfaction and marital satisfaction. Likewise, life satisfaction reported by the respondents was affected by their level of job satisfaction and marital satisfaction as well. It was concluded that people who are satisfied with their career/job as well as family/marriage situations are more likely to experience satisfaction with life.

Social Support and Mental Health

Sackey and Sanda (2011) through the study “Social support as mental health improver for Managerial women in the organizational work Environment” examined the extent to which social support can attenuate the mental health (depression, anxiety and physical symptoms) of women in the work environment. This study assessed the relationship between social support and mental health (depression, anxiety and somatic anxiety) relative to its impact on managerial women in Ghana. A sample of 170 women
managers in which 51 (30 percent) were from private organizations, 59 (34.7 per cent) were from Public organizations, and 60 (35.3 per cent) were from multinational organizations in Accra was selected using Stratified and simple random sampling. The objective is to seek answers to the question as to whether the availability of social support in the work environment can help improve the mental health of women. The results of analyses based on both quantitative and qualitative data on social support and health indicated that the women reported normal levels of anxiety and depression (ie. social support was negatively and significantly related to managerial women’s mental health). The women also reported normal levels of physical symptoms. Social support was significantly related to mental health when age, type of organization and education were controlled. The results also revealed that supervisory support, co-worker support and friend support were not significant contributors of mental health. The findings of the study showed that spousal support provided women with a sense of security and stability at home and also reduced their possibility of being confronted with role conflict. The study concluded that the career progression of women managers can be greatly enhanced when they receive spousal support, encouragement and guidance in addition to those from superiors and co-workers.

Wanda and Diana (2008) conducted a study on “Social Support and women living with serious mental illness”. This study focused on exploring with women their formal and informal sources of support, the kind of support people in their lives provided, and the kind of support women felt was lacking. Semi-structured interviews were conducted with fourteen women living in the community who self-identified as being diagnosed with schizophrenia. Most of these women were unemployed, lived in poverty, and relied on social assistance. Family members and mental health care providers were often identified as the most supportive people in their lives. An important source of support for women with serious mental illness is other women who have serious mental illnesses. Education and support is needed for women with serious mental illness who support each other.

Adams et al. (2000) conducted a study titled “Social Support and health promotion Lifestyles of rural women”. The purpose of the study was to find if any relationship exists between social support and health promotion lifestyles of rural women. The organizing framework for the descriptive correlational study was framed using Pender’s (1996)
revised Health Promotion Model. Social support was measured by using the Personal Resource Questionnaire (PRQ85), Part Two (Weinert, 1987). The study participants were 400 women obtained by a simple random sampling through voter registration list of a rural county in a southeastern state. Data was analyzed using descriptive and inferential statistics. The data strongly supported Pender’s (1996) Health Promotion Model and the significant role that social support plays in promoting a healthy lifestyle. The results indicated that there was a statistically significant relationship between social support and health promotion lifestyles of rural women. Also there was a statistically significant relationship between social support and spiritual growth, social support and health responsibility, social support and stress management, social support and nutrition, social support and physical activity, social support and interpersonal relations. Thus the study determined that a social support is a good predictor of health-promoting lifestyles for rural women.

Reifman et al. (1991) conducted a study on “Stress, Social Support, and Health in Married Professional Women with Small Children”. The purpose of the study is 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. A sample consisted of two hundred married professional women who were married and living with their husbands and who had at least one child between the ages of 1 and 6 years at home, and working as university faculty member, a mid-level business manager in the fields of accounting, advertising, banking, or law. Stress was assessed using twenty specific incidences of stresses and Social Support was assessed by using the items of Caplan et al. (1984). The results of the study revealed that six stress variables were associated with depressive and physical symptomatology of the married women such as 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. Further the results revealed that sources of social support yielded no stress buffering effects on married women in alleviating stress.
Social Support and Life Satisfaction

Young (2006) aimed at exploring the relationship between Social Support and Life Satisfaction for people with long-term mental illness. A sample of 146 people with long-term mental illness included subjects from two large residential homes in Hong Kong. The results showed that different sources of social support have different effects on individual’s life satisfaction. Perceived support from friends lead to a better overall life satisfaction, but perceived family support was not related to individual’s overall life satisfaction.

Mental Health and Life Satisfaction

Borg et al. (2006) conducted a study on “Life satisfaction among older people (65+) With Reduced Self-care Capacity: The Relationship to Social, Health and Financial Aspects”. The purpose of the study is to investigate life satisfaction and its relation to living conditions, overall health, and self-care capacity. A sub sample of 522 persons was selected from a randomly selected cross-sectional survey using a modified form of the Older Americans’ Resources Schedule and Life Satisfaction Index. Life satisfaction in elderly people with reduced self-care capacity is determined by several factors, with social, physical, mental and financial aspects probably interacting with each other especially feeling lonely, degree of self-care capacity, poor overall health, feeling worried and poor financial resources in relation to needs. The study suggested that these factors need to be considered in the care of these people to preserve or improve their life satisfaction.

Bettencourt and Molix (2003) conducted a study on “Satisfaction with Health Care and Community Esteem among Rural Women”. The purpose of the study is to examine the ways in which satisfaction with health care may be associated with the lives of rural women. One hundred and thirty one rural women between the ages of 45 and 70 years completed measures of community esteem, life satisfaction, and satisfaction with health care, health status, and mood. The results showed that rural women’s satisfaction with their health care was associated with the extent to which they hold their community esteem and their degree of life satisfaction. Moreover, women who had poor health were less satisfied with the available health care than were healthier women.
Zuzanek (1998) through his study on Time Use, Time Pressure, Personal Stress, Mental Health, and Life Satisfaction examined the relationship between the use of time, subjectively perceived time pressure, life stress, mental health, and life satisfaction from a life cycle perspective, using data collected as part of the 1986 and 1992 Canadian General Social Surveys, and the 1994 Canadian National Population Health Survey. He found out that respondents and life cycle groups reporting higher levels of perceived time pressure carry heavier loads of paid and unpaid work, and are limited in their access to leisure time resources. Low as well as excessive levels of time pressure seem to correlate negatively with mental health. Life-cycle situation strongly affects respondents’ sense of life satisfaction and emotional well-being. Employed married respondents in the 25 to 44 group, and particularly the 45 to 64 age group, with or without children at home, report the highest levels of emotional well being. The lowest levels of life satisfaction are reported by the unemployed, students, and divorcees.

Nathawat (1993) conducted a study in order to assess the “Marital Adjustment and Subjective Well-Being in Indian-Educated Housewives and Working Women”. The author attempted to compare the marital adjustment and subjective well-being in Indian-educated women with a sample of housewives (N = 200) and working women (N = 200). The respondents were administered with Marital Adjustment Questionnaire (Kumar & Rastogi, 1976) and 10 measures of Subjective well-being (Warr, 1984) to measure their level of Marital Adjustment and Subjective well being. The author came out with the findings that working women had better marital adjustment and subjective well-being than housewives. Also, working women reported higher scores on general health, life satisfaction, and self-esteem measures and lower scores on hopelessness, insecurity, and anxiety, compared with the housewives, although the housewives had lower scores on negative affect than the working women.

Role Conflict, Social Support and Mental Health

Oluwole et al. (2008) conducted a study on “Patterns of Stress, Social Support, and Mental Health among Nigerian Women”. The study examined the relationships between stress, social support and work/family conflict on Nigerian women’s mental health. The sample consisted of two hundred working women randomly selected from the
teaching and health care professions from major towns in Oyo state of Nigeria. To achieve the objective of the study six hypotheses were formulated and tested. The data were analyzed using the student t-test statistics, Pearson product moment and multiple correlation coefficients. The findings of the study revealed that there is significant difference between young and old women in the level of stress experienced. There is also a significant difference between junior and senior staff in the social support experienced between single and married women. However, no significant difference existed between single and married women based on their experience of work/family conflict. Based on these findings, it was recommended, among others, that direct efforts specific to primary prevention of mental disorders should be made, that employers of labour should establish family supportive and friendly interventions to assist women in their ability to cope with competing demands, and that women should be integrated into social network and high levels of social support as this will neutralize and control situations of stress and work/family conflict problems in Nigeria.

**Role Conflict, Mental Health and Life Satisfaction**

Patnati et al. (2011) studied the Impact of Work Family Conflict on Psychological Well- Being among School Teachers in Malaysia. This study examined the levels of work-family conflict among respondents and their differences based on demographic factors such as gender, marital status, and type of school. This study also determined the impact of work-family conflict on life satisfaction, mental health, and turnover intentions. Data were collected among 100 school teachers in Malaysia using a survey design questionnaire. Work-Family Conflict was assessed with 18 items using Stephen & Sommer (1996) scale. Life satisfaction was assessed with five items from Diener, Emmons, Larsen, and Griffin (1985). Turnover intention was assessed with the three items from Michigan Organizational Assessment Questionnaire from Canmann, Fichman, Jenkins and Klesh (1979). Mental health was assessed with the DASS 21 (Depression Anxiety Stress Scale) (Lovibond & Lovibond, 1995). The results of the study show that the level of Work interference with family was higher compared to Family interference with work. Also there was no difference found in terms of level of work-family conflict based on type of school and gender. Findings also revealed that the single person had a higher level of work-family conflict compared to the married person and there was a significant
relationship between work-family conflict, mental health, and turnover intention. The overall result found that there was no relationship between work-family conflict and life satisfaction. However, only two dimensions, which are time-based Family Interference with Work and strain-based Work Interference with Family, were related to life satisfaction. Regression analysis revealed that only mental health and turnover intention were influenced by work family conflict.

Noor (2002) conducted a study on “Work–Family Conflict, Locus of Control, and Women’s Well-Being: Tests of Alternative Pathways”. The author tested 3 possible pathways (i.e., direct, moderator, and mediator effects) in which locus of control can influence the relationship between work–family conflict and well-being. The samples were 310 (Malays (n = 230) and Chinese (n = 80)) married women with children who were employed full-time and were recruited from several universities, organizations, schools and businesses. Interaction Strain Scale by Parry & Warr (1980) was used to measure work–family conflict, Locus of control was measured using Paulhus’s (1983) 30-item Spheres of Control Scale, General Health Questionnaire (GHQ- 12) developed by Goldberg (1978) and General Job Satisfaction scale by Hackman & Oldham (1975) was used to measure the Wellbeing of the respondents. The results of the study revealed that locus of control influence the relationship between work–family conflict and well-being (as measured by job satisfaction and distress), also work–family conflict was a significant predictor of both job satisfaction and distress symptoms and related negatively to job satisfaction and positively to symptoms of distress. Further there was evidence for all three effects of control (i.e., direct, moderator, and mediator) on the relationship between work–family conflict and well-being, but the effect varied according to the outcome measure. The study results also showed that work–family conflict was positively related to symptoms of psychological distress. The study suggested that not only was conflict associated with a domain-specific measure of outcome, but it also influenced women’s sense of general well-being.

Social Support, Mental Health and Life Satisfaction

Daalen et al. (2005) studied on the “Sources of Social Support as Predictors of Health, Psychological Well-Being and Life Satisfaction among Dutch Male and Female Dual-Earners”. The study examined whether gender differences in health, psychological
well-being and life satisfaction, can be explained by effects of work-related and non-work related sources of social support. The sample consisted of 459 men and women from dual earner families. Men reported better health and psychological well-being than women, whereas women reported higher life satisfaction than men. Also women received more social support from colleagues than men, while men and women equally received support from their supervisor. As for the non-work related sources of social support, men received more social support from their spouse, while women received more social support from relatives and friends. It was also found that no gender differences existed in the effects of social support. It was also found that although men and women differ with respect to the social support they received from different sources, these differences did not explain gender differences in health, psychological well-being and life satisfaction.

Chen and Lin (1992) conducted a study on “Daily life demands, Social Support, Life satisfaction and Health of Working Women and Housewives”. Results from a survey of 444 Taipel women revealed that while working women experience more daily life demands than housewives, they also enjoy more support in dealing with those demands. Also results showed that both groups expect and perceive themselves as actually spending more than 24 hours per day meeting their daily demands. Stress levels for all women were found to be generally very high, even more so for working women. Data showed that both groups received little instrumental support, husbands gave the most frequent support, and it appeared that husbands of working women were more responsive. Housewives reported higher levels of life satisfaction, however both groups appeared to be satisfied with their lives overall. Three areas of satisfaction reflected significant differences between the two groups, family relations, relations with relatives and total score from the Life satisfaction scale. The results also revealed that although working women experience a higher degree of depression, both groups reported minor symptoms of somatization, depression and anxiety.

Conclusion

The above reviews show that a numerous studies have been conducted among working women all over the globe. Researchers have done studies comparing the working and non working women, married and unmarried, single and working mothers
etc from different professions such as teachers (schools and colleges), doctors, lawyers, bank employee’s etc. Studies have focused on various variables such as Role Conflict, Role Strain, Job satisfaction, Mental Health problems (Depression, Stress, Anxiety, Burnout), Social Support, Quality of Life, Life Satisfaction etc. Most of these studies have been conducted in the Western countries.

Although these concepts are inter-related to each other, no attempt has been made to study the relationship between the variables such as Social Support, Role Conflict, Mental Health and Life Satisfaction among the Married women teachers in Indian context, particularly in Coimbatore. Thus the researcher identified the research gap among the variables and has attempted to study these variables cohesively and systematically with a thorough knowledge of literature since Social support plays a crucial role in reducing the severity of Role Conflict and thus enhancing the Mental Health and Life Satisfaction of the teachers.