Chapter III

Methodology

The problems and issues of women at work place have attracted several social science researchers. These researchers have concentrated on a specific vocation and have attempted to analyze the psychological variables like stress, job satisfaction, coping etc. The development in the field of technology and organizational behavior has brought significant ramifications in the attitudes and beliefs of the employees. In addition to increased participation of women at the work place, women are entering into new professions like BPO’s, bus conductors and journalists that were hitherto specific or restricted to men. Current organizational culture exerts a higher degree of demand and commitment on the part of its employees irrespective of gender. This envisages a higher degree of balance between work and life. Hence in the present study an attempt is made to compare and analyze the effect of psychological variables such as locus of control and occupational stress and work-life balance on psychological well-being and family life satisfaction of the employees.

PROBLEM: To study the impact of work-life balance on psychological wellbeing and family life satisfaction of women employed in different sectors

OBJECTIVES

One of the primary concerns of OB is understanding and enhancing psychological well being. The traditional approach towards understanding the work and the related stress, wellbeing is being replaced by the concept of Work Life Balance. The concept of work life balance is found to be affected by changes in the roles related to person, work and occupation. Changing work environment and change in the organizational demographics
tend to influence family life satisfaction, psychological wellbeing, stress and coping etc. Women are participating in the newer domains of occupation and not restricted to traditional occupations only. Hence this study aims at understanding the dynamics of work-life balance on psychological wellbeing across various occupational sectors. Keeping this in view, the following objectives have been identified.

1. To assess the degree of work-life balance, psychological wellbeing and family life satisfaction among women employed in different occupational sectors.

2. To study the effect of work life balance and occupational stress on psychological well being and family life satisfaction

3. To assess the degree of work-life balance, occupational stress, psychological well-being and family life satisfaction among women employed across the occupational groups based on the degree of human interaction involved.

4. To analyze the effect of demographic variables such as work shift and work experience on work-life balance, occupational stress, psychological well-being and family life satisfaction of the employees across occupational sectors.

5. To study the effect of work locus of control in moderating the relationship between work life balance, occupational stress and psychological well being.

6. To study the effect of work locus of control in moderating the relationship between work life balance, occupational stress and family life satisfaction.

In order to understand the dynamics of work life balance of women in non-traditional occupations a pilot study was conducted. The sample consisted of 20 employees drawn from occupations namely conductors in BMTC and BPO call centre employees(10 each) from each gender. The pilot study was also aimed at identifying, selecting the
relevant variables/tools to fulfill the objectives of the study. The tools used for the pilot study were as follows.

Table A

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Variable</th>
<th>Tool</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>Locus of control</td>
<td>locus of control I-E scale</td>
<td>Rotter (1966)</td>
</tr>
<tr>
<td>5.</td>
<td>Demographic details</td>
<td>Information schedule</td>
<td>Developed by the researcher</td>
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</table>

Findings of the pilot study:

1. People with high internal locus control score had a high score on PWB.

\((r=0.686**))

2. Negative correlation between work life balance and psychological wellbeing (not significant)

3. Significant difference between the work life balance and psychological wellbeing across occupation.
4. The sample in BPO had a lesser degree of work life balance and a higher degree of psychological well being compared to the sample from BMTC.

5. Women employees have a greater degree of work-life balance and psychological well-being compared to men across occupations.

6. Men employees use more of problem focused coping methods where as women use more of emotion focused coping methods across occupations.

7. Women in BMTC use more of emotion focused coping methods compared to women in BPO.

From the findings of the pilot study, the degree of work-life balance was found to be influenced by the family environment, degree of occupational stress. Hence the need for assessing family life satisfaction and the nature and degree of stress was felt. The variable locus of control as measured through the Rotter’s scale was found to be more generic and since work life balance was assumed to be influenced by work related situations, the tool was replaced by work locus of control. Similarly to measure the factors related to the family, family life satisfaction scale was selected for the main study. Coping mechanisms used to deal with work life imbalance is not independent of the influence of stressors. Hence it was felt necessary to measure the nature of stress and the corresponding coping measures. An appropriate scale measuring both the stressors and coping measures was identified and used in the present study.

**Variables**

Independent variable: Work life balance.

Dependent variable: Stress, psychological wellbeing and Family life satisfaction.

Moderating variable: Work locus of control
Hypotheses

1. There will be no difference in degree of work-life balance and psychological well-being among women employed in different occupational sectors.

2. Subgroups of the sample based on the degree of work life balance and occupational stress do not differ in their psychological well being and family life satisfaction.

3. There will be no difference in degree of work-life balance and psychological well-being among women employed in occupations which involves higher and lesser degree of human interaction

4. Demographic variables like years of experience, and work shift has no influence on work life balance, psychological wellbeing, and family life satisfaction across occupation.

For the two demographic variables the subsidiary hypotheses were formulated.

4a. work shift has no influence on work life balance, psychological well being and family life satisfaction

4b. Work experience has no influence on work life balance, psychological well being and family life satisfaction

5. Work locus of control has no influence in moderating the relationship between work-life balance, occupational stress and psychological well-being.

6. Work Locus of control has no influence in moderating the relationship between work-life –balance, occupational stress and family life satisfaction.
Operational definitions

1. **Work-life balance**: Work-life balance refers to the simultaneous pursuing of the roles in work and life without any conflict or imbalance (Fisher –McAuley et.al.2003)

2. **Stress**: the term stress is typically been used to refer both to the adjustable demands placed on an organism and to the organisms internal biological and psychological responses to such demands (Selye, 1956, 1976a).

3. **Work locus of control**: A generalized expectancies about control of reinforcements or rewards at work. (Spector, 1988)

4. **Psychological well-being**: psychological well-being represents people’s evaluation of their lives and includes happiness, pleasant emotions, life satisfaction and a relative absence of unpleasant moods and emotions (Diener & Diener, 2000).

5. **Family life satisfaction**: life satisfaction is an overall assessment feelings and attitudes about one’s life at a particular point in time ranging from negative to positive. It is one of three major indicators of well-being. Life satisfaction, positive affect and negative affect. (Diener, 1984).

**Research design**

The present study adopts a survey research design with multiple subgroups of the sample. Keeping in view of the objectives of the study, in order to fulfill the objectives numbered
1 and 2 the design constituted four groups with sample drawn from four different occupations. In respect of objective no 3, two group design was used in which one group representing occupations that have inherent face to face human interaction (such as conductors, nurses) and the other representing jobs with no or lesser inherent human interaction (such as mechanics, journalists, and BPO employees).

**Sample**

The sample consists of women in occupations with lesser and higher degree human interaction.

Table B

<table>
<thead>
<tr>
<th>Higher degree of human interaction</th>
<th>Lesser degree of human interaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=144</td>
<td>N=104</td>
</tr>
<tr>
<td>BMTC CONDUCTORS</td>
<td>JOURNALISTS</td>
</tr>
<tr>
<td>N=100</td>
<td>N=49</td>
</tr>
<tr>
<td>NURSES</td>
<td>BPO</td>
</tr>
<tr>
<td>N=44</td>
<td>N=40</td>
</tr>
<tr>
<td>MECHANICS</td>
<td></td>
</tr>
<tr>
<td>N=15</td>
<td></td>
</tr>
</tbody>
</table>

Total = 248
The Inclusion and Exclusion Criteria For The Selection of The Sample

Since the dynamics of work life balance was found to be specific to occupations, different inclusion and exclusion criteria was set while selecting the sample across occupations.

BPO employees

Inclusion

1. Employees only in supervisory and managerial levels.
2. Employees who have a minimum of two years of experience.

Exclusion

1. Other than supervisory and managerial levels.
2. Employees not having two years of experience in the same position.

BMTC Employees

Inclusion

1. Bus conductors and mechanics working at Bangalore metropolitan transport corporation, who has a minimum of two years of experience.
2. Conductors and mechanics working in Bangalore metropolitan transport corporation only.

Exclusion

1. Bus drivers cum conductors were not considered.
2. Conductors and mechanics who do not have a minimum two years of experience were not considered.

JOURNALISTS

Inclusion

1. Journalists who is working for local and national news magazine on a regular basis.
2. Journalists who is residing in Bangalore city only.
Exclusion
1. Freelance journalists are not considered.
2. Journalists who does not have a minimum of two years of experience in the same field.

NURSES

Inclusion
1. Nurses working in private hospitals.
2. Nurses who have a minimum two years of experience.

Exclusion
1. Nurses working in government hospitals.
2. Nurses who does not have a minimum of two years of experience.
Assessment tools

To measure the variables of the study the following tools are used.

Table C

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Variable</th>
<th>Tool</th>
<th>Author</th>
<th>Psychometric Properties</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Work-life balance</td>
<td>Work-life balance scale</td>
<td>Hayman J.(2005)</td>
<td>Cronbach alpha Value ranging from 0.69 to 0.93</td>
</tr>
<tr>
<td>2</td>
<td>Occupational stress</td>
<td>Stress questionnaire</td>
<td>Latha (1984)</td>
<td>Test-retest reliability&lt;br&gt;Coefficient for the source of stress, coping mechanisms and somatization scale are .81, .86 and .79 respectively</td>
</tr>
<tr>
<td>3</td>
<td>Psychological well-being</td>
<td>Psychological well-being questionnaire</td>
<td>Bhogle &amp; Prakash (1995)</td>
<td>Internal consistency coefficient 0.84&lt;br&gt;Split-half consistency 0.91&lt;br&gt;Test-retest reliability 0.72</td>
</tr>
<tr>
<td>4</td>
<td>Family-life satisfaction</td>
<td>Family life questionnaire</td>
<td>GurneyB. (1976)</td>
<td>Test retest $r = 0.61$</td>
</tr>
<tr>
<td>5</td>
<td>Locus of Control</td>
<td>Work locus of control scale</td>
<td>Spector (1988)</td>
<td>Coefficient of alpha ranging from .80 to .85&lt;br&gt;Test retest reliability = .60</td>
</tr>
<tr>
<td>6</td>
<td>Demographic and other relevant information</td>
<td>Information schedule</td>
<td>Developed by the researcher</td>
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</tbody>
</table>

Analysis of data

Keeping the objectives of the study, the data collected were analyzed with SPSS 13.0 using suitable parametric and non-parametric tests.