Chapter II

Review of Literature

The variables selected for the present study were work life balance, occupational stress, work locus of control, psychological wellbeing and family life satisfaction.

The influence of demographic variables such as work shift and work experience on the psychological variables across occupations selected for this study were examined in the present study.

The literature survey pertaining to these psychological variables and the demographic variables across different occupations is undertaken.

Some studies related to the present research is presented in this chapter.

Studies related to work-life balance

Hemlatha and Suryanarayana (1983) concluded through a study of role interventions of married working women that women’s problems were greatly influenced by the age and socio-economic status of working women and husband’s nature, children’s age and number, family type and the nature of work and work timings. Husband’s understanding and cooperation was very important to lessen working women’s problems.

Kanungo and Misra’s (1988) cross-cultural comparison of working men and women in Canada and India revealed that Indian females had higher level of family involvement than Indian males, whereas there was no significant difference for the Canadian sample.

Elisa and Grant (1999) analyzes the effect of two types of work and personal life conflict and organizational support on expatriate employees’ mental well-being. Survey data were obtained from a culturally diverse sample of 118 employees working in Europe. Overall employees reported higher levels of work interfering with their personal life, than
personal life interfering with their work. Results demonstrated that work-personal life conflict was related to employees’ depression and anxiety and personal work-life conflict was related to employees concern for their health. Organizational support had significant main effects on well-being and conflict; however, organizational support did not buffer the effects of conflict on expatriates’ well-being.

Vinokur, Pierce and Buck (1999), examined the impact of work and family stressors and conflicts on the mental health and functioning of women in the US air force. They found that both job and marital distress and family-work conflict had adverse effects on mental health. High involvement in job and family had a beneficial impact on distress but a negative impact on work-family conflict.

Lori and Bradley (2000) conducted a study on the relationship between the work and family domains. This study examines the impact of social support on work-family conflicts and work-family enhancement. Data from 341 employees of public organizations showed that social support especially from work sources reduced the level of work interference with family, one direction of work-family conflict. In addition all non-family, and all sources of social support related positively to work enhancement of family, and all sources of social support, except that received from a supervisor, positively correlated with family enhancement of work.

A study conducted by Academy for Nursing Studies, Hyderabad (2005) found that the critical factors which affect the Indian nursing systems are shortage of staff, poor infrastructure and facilities, weak administrative structure, lack of systematic training programmes on the job or off the job, lack of autonomy and gender disparities.

Srinivasan (2011) conducted a study on work-life balance among women IT professionals. The study showed that marital status does not lead to women dropping out
but they moved within the industry. So marital status does not impact work-life balance but parental status does. When children come into the picture, work-life balance is noticeably affected. Dependent care also directly impacts work-life balance.

A survey conducted by Padma (2008), on working women in different professions at Hyderabad city revealed that majority of women are working 40-45 hours per week and 53% of the respondents report that they are struggling to achieve work-life balance.

Study by Albertsen et.al (2008) among working men and women in different sectors revealed that an association between larger numbers of work hours and lower levels of work life balance was strongly supported among women. For men, the results were less conclusive, while, for gender-mixed groups, an association between overtime work and lower levels of worklife balance was strongly supported. There was strong evidence that nonstandard workhours had a negative influence on worklife balance and some evidence that it had a negative influence on children’s well-being and on marital satisfaction.

Employee influence over work schedule was associated with a better worklife balance in several studies.

The study conducted by Razak et.al (2010) examined the relationship between spouse support, parental demand and family involvement (family issues) with the two dimensions of work-family conflict [work interference with family (WIF) and family interference with work (FIW)]. The sample comprised of 391 local medical officers working full-time in nineteen public hospitals in Peninsular Malaysia. Statistical results using multiple regression analysis indicated that parental demand and family involvement were positively related to work interference with family (WIF). On the other hand, it was found that spouse support and parental demand have significant impact on family interference with work (FIW).
According to the findings of the survey conducted by Accenture (2013), 96% of Indian women felt that the time outside of work was important for work-life balance. Also, 66% of the women respondents said that though technology helped in maintaining work-life balance, it brought work into their personal lives.

**Studies related to stress**

Reddy and Ramamurthy (1991) analyzed the influence of age on stress experience of executives. The results revealed that executives in the age group of 41-50 experienced more stress than the age group of 51-60. Moderating variables among executives experiencing stress include not only age but also the years of service in the employment. Beena and Poduval (1992) conducted a study on sample of 80 (40 male and 40 female) executives in different organizations. They found that when age increases, experienced stress also increased due to the increase in the responsibility of the executives. Female executives showed higher rate of stress because women experience greater amount of work change than men do.

Upadhyay and Singh (1999) found that the executive as well as the teachers experienced a moderate level of stress, the executives experienced more stress than the teachers did. The results revealed a significant difference between these two groups on the experience of stress due to factors such as role overload, intrinsic impoverishment and status variable. A study conducted by Mohan and Chauhan (1999) on organizational role stress among managers of government, public and private sectors revealed that the managers of public sectors experienced the maximum role erosion and self-role conflict followed by the government and private sector employees. The private sector seems to have a better work climate which is giving enough forward orientation in one’s job role and also less amount of interpersonal conflictual situations.
A study conducted by Jill, Gerry and Joseph (2000) involving nurses in a large hospital in Northern Ireland, shows that nurses in general appeared to display high scores on the stresses related to confidence and competency in role, home–work conflict, and organizational involvement (subscales which are themselves closely associated with demands in social interaction at work). These are stresses which were related to psychological well-being. There were no gender differences on occupational stress or the health outcome variables. Age did emerge as significantly related to total stress and mental health (older nurses reporting more stress, and the younger nurses experiencing better psychological health).

Aminabhavi and Triveni (2000) in their study found that age, sex, coping strategies of bank employees have not influenced their occupational stress.

Virk et al. (2001) conducted a study on occupational stress and work motivation in relation to age, job level and type-A behaviour. He reported that age and job level can have strong influence on job stress.

Study by Rajeswari and Anantharaman (2003) Development of an instrument to measure stress among software professionals( factor analytic published in SIGMIS CPR April 2003) investigated sources of negative pressure among software professionals, from the perspective of the software development process. The results indicate that stress resulted from fear of obsolescence and individual team interactions accounted maximum.

Kim and Kim et.al (2007) conducted a study on women working in the service sectors and other sectors in Korea. They compared them with the men working in the service sector as well. The results shows that job stress scores among workers employed in the service sector was higher than that of professional and office workers, although the score
was similar to that of blue collar workers. Job stress of women showed decreasing tendency for those who are married and have longer period of work on duty. However job stress showed increasing tendency for those who experience sexual harassment and feel pressure of work at home. For men service workers job stress showed decreasing trend for those who have higher educational attainment. Sociopsychological well-being of women and men service workers were negatively affected when they do not receive enough monetary or psychological reward for their work. Socio psychological well-being of men service workers were negatively affected when organizational system did not meet their needs well. Employment centralized organizational culture and collective organizational culture negatively influenced socio psychological health for both men and women service workers.

Chinese study done by Li & Lambert (2008) on workplace stressors, coping, demographics and job satisfaction on Chinese intensive care nurses, indicated that workload was the most frequent workplace stressor.

Study done by Moustaka and Constantinidis (2010) on sources and effects of work related stress in nursing confirmed that occupational stress and its consequences on nurse’s behavior can create mental problems such as anxiety, depression, insomnia and feelings of inadequacy.

Study conducted by Vijaya and Hemamalini (2011) on IT professionals revealed that there exist significant relationships among all the role stressors with work life balance. And there is no significant difference between men and women in experiencing work life balance. This shows that organizational stress has a greater impact on work life balance which is indifferent for men and women.
Study by Tripathi and Bhattacharjee (2012) on working men and women from different occupations revealed that working women were stressed compared to working men.

Study results by Hosis, Mersal and Keshk (2013), have shown that the most common type of work-related stress for Saudi nurses was due to job pressure followed by poor rapport with managers. Nearly half of nurses were suffering from physical and mental illnesses. This study proved a highly statistically significant relation between mental problems and working stress and statistically significant relation between working stress, physical problems and marital status.

Study by Latha and Panchanatham (2010) on call centre employees revealed that majority of the respondents are experiencing stress due to lack of job security. Also, there is a feeling of dissatisfaction among the employees about the job.

**Studies related to work locus of control**

Dailey's (1980) study of scientists addressed the relationship, between locus of control and task variability, task difficulty, and job performance. He found that persons with an internal locus of control were more satisfied, motivated and had a high level of participation within their jobs.

Knoop (1981) discovered a relationship between persons with an internal locus of control and how they looked at their jobs in terms of skill variety, task uniqueness and consequence, self-sufficiency, and feedback from the job.

Study by Kasperson (1982) on hospital employees, revealed a high positive correlation between negative attitudes and external locus of control. This resulted in a low satisfaction level with the job. Those with positive attitudes are generally more satisfied with outcomes because of the amount of control they have to make things happen.
Spector (1982) revealed that those who have internal locus of control are more committed to their respective organizations than those who have external locus of control. Kinick and Vecchio (1994) reported that individuals who have internal locus of control are likely to be more committed to their organization than those who have external locus of control.

Vijayanthimala and Bharathi Kumari (1997) investigated how working women perceive alienation, locus of control and job satisfaction (psychological variables) and whether these perceptions affected marital satisfaction. The findings indicated a substantial and significant increase in alienation and internal locus of control scores of professional women but not much of a difference between job satisfaction scores and external locus of control in both the professional and non-professional groups of working women. The correlation coefficient scores indicated that in women with highly professional jobs, social alienation and marital satisfaction go side by side. Other factors such as internal external control and job satisfaction however, bore a negligible association with marital satisfaction in both the groups. The coefficients of multiple regression also showed the same magnitude of association between the variables studies and marital satisfaction. These analyses suggests that social alienation is one of the strongest psychological variables, which promotes marital satisfaction of working women in general but has a specific influence on the marital satisfaction of women in highly professional occupations.

Martin et al. (2003) found a positive relationship between locus of control and goal orientation among university students. Persons with an internal locus of control felt that they were given more opportunities to engage in positive work outcomes.

Henry and Andrew (1976) studied the interrelationships among role variables, locus of control, and subordinate satisfaction and performance revealed that: (a) internals
perceived less role conflict, were neither more satisfied nor performed better than externals; (b) role conflict and ambiguity explained more variance in satisfaction and performance than locus of control; and (c) role ambiguity increasingly explained more variance in job satisfaction as occupational level rose.

The study conducted by Shahnaz & Jannie (2008), investigated the associations between incident-related stressors, locus of control, coping, and psychological distress in firefighters in Northern Ireland during the time of political violence. A greater psychological distress was associated with greater frequency of incident-related negative emotions, external locus of control, less task- and emotion-focused coping, and greater avoidance coping. It was also found that the frequency of exposure to incident-related stressors moderated the association between locus of control and psychological distress and that avoidance coping mediated the relationship between locus of control and psychological distress. Avoidance coping accounted for most of the explained variance in psychological distress.

Survey by Krawczyk and Kalinowski (2010) on Slovak women in higher education revealed that the personal attribute of external locus of control correlated positively with symptoms of psychological distress. Life satisfaction correlated negatively with mental health. Role conflict and ambiguity each correlated positively with all symptoms of psychological distress. Moderating effects of locus of control and life satisfaction were not found.

**Studies related to psychological well-being**

In a study by Kopp and Ruzicka (1993), Multiple role-playing has been found to have both positive and negative effects on the mental health and well-being of professional women.
Loretto et al. (2005) have investigated the effects of work on the psychological well-being of employees in National health service in U.K. The results show that the psychological well-being is influenced by a complex array of personal, environmental and work factors. A key finding is that there are clear associations between work-life imbalance and well-being. These effects appear to be independent of one another and therefore require separate attention from managers and employers.

Unaiza and Sehar (2006) conducted a study to identify the stressors at work faced by the professional women and their impact on their psychological well-being. Women from medical, teaching and secretarial professions were selected for the study. The result shows that decision latitude (control), job timings, limited opportunities for career development and lack of social support were the major stressors which were perceived by the professional women to affect their psychological well-being.

The study conducted by Ronald and Burke et al. (2008) to explore gender differences in the work and career experiences of female and male managers working in the hospitality and tourism sector in Turkey reports similar personal and work situation demographic characteristics, stable personality traits, work experiences job satisfaction and levels of psychological well-being.

Study conducted by Shrimati and Kiran kumar (2010) on women working in different occupations revealed that women employees working in industries had least psychological well being in all the sub factors and total psychological well being scores, followed by women working in health organizations. Women employees working in banks had medium level of psychological well being scores. Women teachers had highest total Psychological Well Being scores and also in the entire sub factors of Psychological Well Being.
Studies related to family life satisfaction

Nathawat and Mathur (1993) conducted a study on Indian educated housewives and working women. Results indicated significantly better marital adjustment and subjective well-being for the working women than for the housewives. Specifically, working women reported higher scorers on general health, life satisfaction, and self-esteem measures and lower scores on hopelessness, insecurity, and anxiety compared with the housewives, although the housewives have lower scores on negative affect than the working women. Findings were insignificant on positive affect and depression. Mayes (1996) conducted a study on police officers, fire fighters, electrician and executives aged 18-63 years. Multiple regression revealed that age moderated the relationship among various stressors and physiological symptoms as well as psychological depression and life satisfaction.

A study by Burke (2001), points that managerial women reported that their organization’s values were supportive of work-personal life balance also reported greater job and career satisfaction, less work stress, less intention to quit, greater family satisfaction, fewer psychosomatic symptoms and more positive well-being perception of organizational values supportive of work-personal life balance were unrelated to hours and extra hours worked and job involvement.

Study by Gao et.al (2009) on full-time working women and housewives revealed that low gender role consciousness and high self-efficacy directly related to high life satisfaction in full-time working women and low life satisfaction in housewives and on the other hand it was shown that high support from family or friends indirectly led to high life satisfaction in full-time working women however the difference were not significant.
A cursory review of literature reveals that the variables selected for the present study have been the common variables that are investigated by the researchers. Researchers differ in treating these variables as either independent, dependent or intervening variables. While studies on women on some of the occupations are more in number they are less in respect of other occupations. Studies relating work life balance with psychological well being, family life satisfaction etc are very few with contradictory research findings. Hence the present study has the primary objective of comparing the effect of work life balance on psychological well being and family life satisfaction of women across occupation. Occupations were selected to compare the work life balance with psychological well being and family life satisfaction of women employed in two of the traditional occupations (1. Journalists, 2. Nurses) with two of the modern occupations (1. Bus conductors, 2. BPO employees).