
Effect of psychological wellbeing on work-life conflict among women workforce from Banking Sector in Chennai city***S.Saranya****** Dr. K. Latha**

*Research Scholar in Management, Bharathiar University, Coimbatore, Tamilnadu.

**Research Supervisor Bharathiar University, Coimbatore, Tamilnadu.

ABSTRACT

There is an immutable conflict at work in life and in business, a constant battle between peace and chaos. Neither can be mastered, but both can be influenced. How you go about that is the key to success.

- ***Phil Knight***

The Study integrated effect of psychological wellbeing (i.e.) mental health on women work-life conflict. Based on the premise that psychological wellbeing is a major contributor to work-family conflict, this research examined psychological well-being resource with work-life conflict faced by women workforce from Banking Sector in Chennai City. The 106 participants were recruited in Private and Public Banks. The study employed Means, Descriptive Statistics, and percentages analyses were used to measure the level of work-family conflict and variables of mental health. T-test and one-way ANOVA were used to analyze differences in the levels of work-family conflict. The results of multiple regression concluded that the mental health of women employee largely affects the work-life balance and hence result in work-family conflict. Employers should adopt family supportive programs such as childcare facilities and flexible schedules to enable women employees to balance their competing demands of work and family.

Keywords: *Work-family Conflict; Work-family Balance; Psychological wellbeing; Banking Sector; Mental Health; Women.*

Introduction

In present scenario women are entering the workforce at an increasing rate, many have children or dependents, and some are single parents. Further, in present scenario majority of both partners work, creating dual demands in work and family for both individuals. This results in work-family conflict (WFC), which is defined as “a form of inter-role conflict in which the role overload from the work and family domains are mutually incompatible in some respect”, and often results in negative consequences for both the individual and the organization. Work-family conflict is the aggregate view of an individual’s perceptions of the interference between work and family domains. There are two distinct constructs, work interfering with family and causing conflict (WIF) and family interfering with work and causing conflict (FIW) each construct captures an individual’s perception of his/her level of inter-role conflict. Although these two forms of conflict—work interference with family (WIF) and family interference with work (FIW)—are strongly correlated with each other (Frone, Russell, & Cooper, 1992a, 1992b; Gutek, Searle, & Klepa, 1991; Kinnunen & Mauno, 1998), individuals typically report more WIF than FIW. WFC as occurring when an individual’s efforts to fulfill roles at work interfere with efforts to fulfill roles outside of work and vice versa Greenhaus and Beutell (1985). Work-family conflict (WFC) is

defined as when participation in one role is made more difficult by virtue of participation in the other role (Greenhaus & Beutell, 1985). The WFC model developed by Kopelman, Greenhaus, and Connolly (1983) and supported by many researchers proposed that structural factors within work and family domains are of primary importance to the experience of WFC. WFC is the negative interference from one's work role to his or her family role. Family–work conflict (FWC) is the negative interference from one's family role to his or her work role. Greenhaus and Beutell (1985) describe three types of work–family conflict: time, behaviour, and strain-based conflict, suggesting different relationships between work and family domains. Time-based conflict takes place when the time demands of one situation exhaust the available time required to meet demands associated with another domain (Repetti, 1987). In contrast, behavior-based conflict arises when behaviors utilized in one domain interfere with role performance in another domain. According to Pleck, Staines, and Lang (1980), strain-based conflict appears when stress arising in one domain intrudes upon and impedes role performance in another domain, usually as a result of incompatible roles.

People who work with high risk jobs that makes them psychologically healthy. Less work has focused on local humanitarian workers but a few studies have shown that they are at risk of physiological and psychological distress (Camilo, 2002; Holtz et al., 2002; Peytremann et al., 2001). Negative appraisals are related with higher levels of anxiety, subjective stress, and emotion-focused coping, less use of problem-focused coping and worse task performance than positive appraisals (Penley and Tomaka, 2002). Appraisal also affects coping strategies, which are the cognitive and behavioural attempts used to manage demands (Lazarus, 1999). Adaptive strategies are generally those that focus on resolving controllable sources of stress (problem-focused coping), while less adaptive strategies avoid, delay or deny stressful demands (threat minimisation) (Folkman and Moskowitz, 2000). Dislocation from family and friends (Cardozo and Salama, 2002) and inappropriate organizational support (McFarlane, 2004) contribute to higher levels of stress among humanitarian workers whereas satisfaction with available personal and organizational support has positive effects on both international and local humanitarian staff (McFarlane, 2004; Salama, 2008). The psychological wellbeing and effectiveness of women employees are likely to be related to appropriate levels of stressors, appraisal, coping, social support and cognitive hardiness.

Literature review

Work-life conflict

Gutek et al (1991) studied that working long hours may interfere with family obligations and responsibilities and as a result may lead to work-to-family interference, or parental responsibilities may interfere with job obligations and create family-to-work interference. Kossek and Ozeki (1998) and Allen, Herst, Bruck, and Sutton (2000) identified that there is a negative and significant relationship between work–family interference and satisfaction with job and life. Westman (2002) summarized that the differences in masculinity and femininity may influence gender-role ideology, which in turn may affect a person's experiences of work and family relationships. Grandey et al. (2005) pointed that work–family interference was a significant predictor of job satisfaction in both male and female employees. These results generally reported that higher levels of work–family interference were associated with lower levels of life–job satisfaction. Finally it is found that employees suffering from interrole conflict in their work–family domains achieve less satisfaction in both their job and life worlds.

Psychological Wellbeing

Psychological well-being is involved in the psychology of life quality that is defined as individuals' understanding of life in the realm of emotional behavior, psychological functioning and aspects of mental health and consists of two parts. The first part dealing with cognitive judgments about people's lives and the second part dealing with level of pleasant experiences defined by (Bahadori Khosroshahi and Hashemi Nosratabad, 2011). Psychological well-being in judgement of the components as emotional processes. The physical processes and point out that there is a relationship between high physical health and the high quality of life. Many researchers had emphasized that role of the spiritual processes like ending overall goal in life is also a sign of psychological wellbeing. Individual and social processes such as enjoying a positive attention toward self and self-assertive and significant associations with others (Shekari et al., 2007). Based on Ryff model, psychological well-being consists of six factors: self-acceptance, positive relationships with others, autonomy, purpose in life, personal growth and dominating on the environment; this model has been widely addressed in the world (Maddahi et al., 2011) According to Ryff and Keyes' pattern of psychological wellbeing (1995), there are 6 main basic factors as follows: purpose in life, positive relationship with others, personal growth, self acceptance, autonomy, domination on environment. In this point of view, health is not the same as having no disease, in other word the emphasis is on "being well" instead of "being bad or ill" (Ryff et al., 2004).

Objective of study

- ❖ To explore the effects of psychological wellbeing on work-life conflict among women workforce in Banking Sector.
- ❖ To identify relationship between work-family conflict and mental health

Limitations of study

- ❖ The study is limited to Chennai city.
- ❖ The findings of the study are applicable to only women working in Banking Sector and may not be suitable to other areas.

Data collection

Instrument Measures

- ❖ ***Work-Family Conflict*** was assessed with 18 items from Stephen & Sommer (1996). Responses were provided on a five-point Likert scale from 1 (strongly disagree) to 5 (strongly agree).
- ❖ ***Mental health*** was assessed with the DASS 21 (Depression Anxiety Stress Scale) (Lovibond & Lovibond, 1995). Responses were provided on a four-point Likert scale from 0 (Never) to 4 (Always)

Statistical analysis**Table 1: Descriptive statistic**

Variables	Mean	S.D	Skewness	Kurtosis
Work-Family Conflict (WFC)	3.39	1.18	0.31	-0.62
Family-Work Conflict (FWC)	2.54	1.21	0.83	0.50
Mental Health	0.95	0.73	0.37	0.81

Note: WFC= Work to family conflict, FWC=Family to work conflict

The above table presents the Mean and Standard deviation of work-family conflict, family- work conflict and mental health. Mean for work-family conflict was 3.39 which is higher than family-work conflict (2.54) and mental health mean was 0.95 which indicates the women employees experience greater work stress. Standard deviation ranges from 1.21 for family-work conflict and 0.73 for mental health.

Table 2: Independent t-Test according to the types of private and public Bank

Null Hypothesis H₀: There is no significant difference between types of bank with respect to forms of work-family conflict.

Alternative Hypothesis H₁: There is significant difference between types of bank with respect to forms of work-family conflict.

Variable	Occupation	N	Mean	t	df	Sig.
Work-family conflict	Private Bank	59	3.5175	-1.397	98	0.913
	Public Bank	47	4.1211			

Note: *The mean difference is significant at values 0.05

Independent sample t-test for work-family conflict on types of bank showed that there is no significant difference of the level of work-family conflict and family-work conflict between these two types of bank. The t value is (-1.397) which is less than p value. Hence the null hypothesis (H₀) is accepted.

Table 3: ANOVA test to the marital status

Null Hypothesis H₀: There is no significant difference among marital status with respect to forms of work-family conflict.

Alternative Hypothesis H₁: There is significant difference among marital status with respect to forms of work-family conflict.

	Sum of Squares	Mean Square	F	Sig
Between Groups	13.112	3.241	6.413*	0.014
Within Groups	116.122	1.076		
Total	129.234			

Note: The mean difference is significant at values, $p < 0.05$

ANOVA test revealed that there is a difference in level of work-family conflict based on the marital status. There is an evident that unmarried women employees experience high work-family conflict compared to married women employees. Hence the null hypothesis (H_0) is rejected.

Table 6: Regression of mental health on work-family conflict dimensions

Null Hypothesis H_0 : There is a no negative relationship between work-family conflict and mental health.

Alternative Hypothesis H_1 : There is a negative relationship between work-family conflict and mental health.

Variables	Standardized coefficient	Significance
	Mental health	
Work-family conflict	0.042	.000
Family-work conflict	0.19	.000

Note: Significant level: * $p, 0:001$; $n = 106$; Overall Model; $F = 5.59$; $p, 0:001$, $R^2 = 0.32^{**}$

Regression analysis showed that overall of work-family conflict was significantly related to mental health. The work-family conflict dimension explained about 32% of the variance in mental health. Work-family conflict were significantly related to mental health. Thus there is a negative relationship between work-family conflict and mental health

Discussion and Conclusion

Our finding also found that there is no difference in terms of level of work-family conflict based on type of Banks. There was a difference in level of work-family conflict in terms of marital status. Further the unmarried women employees experience high work-family conflict compared to married women employees. The workload for unmarried women employees working in private and public sector was significantly greater when compared to married women employees. There was a negative relationship between work-family and mental health. When there is an imbalance between life and work it will result in conflict which will create work-family conflict and family-work conflict. Regression analysis showed that mental health of the women employees were influenced by work-family conflict. When the employees face high work-family conflict or family-work conflict it result in poor work performance and also affect their mental well-being. Family-supportive programs such as childcare facilities and flexible schedules can help the employees to balance the competing demands of work and family.

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