

CHAPTER 3-

METHODOLOGY: DETAILS OF RESEARCH PROCEDURES

Past researchers emphasise on designing appropriate and relevant methodology for the study because the meanings, the association, outcomes and the relationship between the variables of the study may differ with contexts. Therefore it is important to consider the cultural and contextual factors while designing the methodology to yield useful and meaningful results (Korabik, Lero, & Ayman, 2003; Rastogi, Rangnekar, & Rastogi, 2017).

The current study aimed to capture employed women's experiences about their navigation between their work and family to create a balance between the two in the given time frame. This section explains the research paradigm, research process, the methods for data collection and generation, the methods of analysis and the ways of data interpretation to understand the theme as experienced by the group of women studied.

Research Paradigm

The current study is descriptive in nature with an interpretive stance. It describes the level, nature and the processes of work-family balance from the employed women's point of view based on their lived realities. The literature on work-family balance suggests a need for positive integration of work and family to capture both the sides of the phenomena i.e. positive and negative spillover of work and family into each other. On a similar note, the current study aimed to first understand the levels of work-family balance and further, delve into both the positive and negative spillover of work and family with reference to-

1. aspects that intrude/enhance women's work-family balance;
2. the extent of intrusion/enhancement;
3. the ways women cope with the negative spillover and its outcome;
4. the level of women's agency and efficacy in work and family;
5. the positive spillover and its outcomes;

The extent of work-family balance and level of women's agency- self efficacy are to be judged in numeric form and hence demand the use of quantitative and scaled techniques. However, the instances of positive and negative spillover of work and family; the ways women employ to cope with the negative spillover have to be understood in explanatory terms, and hence it needs a qualitative interpretive stance. Creswell (2009) and Dilaver (2015) also state that a combination of quantitative and qualitative approaches in a single study provides a better understanding of the research problems than if each used separately.

Such mixed methods research is looked at from two angles, one as research design and second as a " third methodological movement ". Irrespective of the meaning associated with the term of mixed method research design, its use definitely enriches the findings of the study (Tashakkori & Teddlie 2003, cited in Dilaver, 2015 & Alavi & Håbek, 2016). The use of mixed methods research design enhances the validity of findings by the logic of triangulation as the findings from the quantitative approach gives us a broad view of the phenomena which can be checked against the findings of the qualitative data that add power and sensitivity to it and it also works the other round It can compensate for the weakness of either of the approaches. Such an approach was considered apt to reach a comprehensive explanation of the various dimensions of work-family balance and the processes of achieving the balance rather than anyone alone. Both the approaches enhance the integrity and authenticity of findings, thereby ensuring the credibility of data (Schoonenboom & Johnson, 2017). Campbell (1974) claims that all research ultimately has a qualitative grounding but both numbers and words are essential and needed to understand the world. (cited in Miles & Huberman, 1994).

Therefore, the current study was designed using a sequential explanatory mixed methods research design as it can best capture the extent of work-family balance, negative and positive spillover, in the beginning, to give an idea of the nature and level of spillovers followed by processes that help generate explanations for it. It is a two-phase design where quantitative data collection was a priority, followed by qualitative data which was collected after the preliminary analysis of quantitative data (figure 3.1). The preliminary analysis of quantitative data facilitated the researcher to identify the specific aspects that needed to be studied in detail and to understand the process elements in the phenomena. The findings from both quantitative and qualitative data were then integrated to interpret and elaborate on the results of the study as also endorsed by Alavi & Håbek (2016); Dilaver (2015); Schoonenboom & Johnson (2017).



Figure 3.1 Arrangement of the sequential explanatory mixed methods research design

The research process inclusive of data collection and analysis, its logic and purpose are now explained.

The Research Process

This study was conducted in two phases, based on the principles of sequential explanatory mixed method research design. Phase one focused on the quantitative aspects of work-family balance i.e. measurement of the level of work-family balance of working women in terms of intrusion and enhancement of work and family into each other. A similar technique was used to measure the level of self-efficacy and agency of women. Based on the preliminary analysis of quantitative data, phase two focused on understanding the processes and nuances of work-family balance by capturing in detail the experiences of women about their work-family balance based on the aspects shortlisted in phase one that needed further explanation to corroborate, validate, explain and supplement the quantitative data. The research process of the study at a glance is shown in figure 3.2.

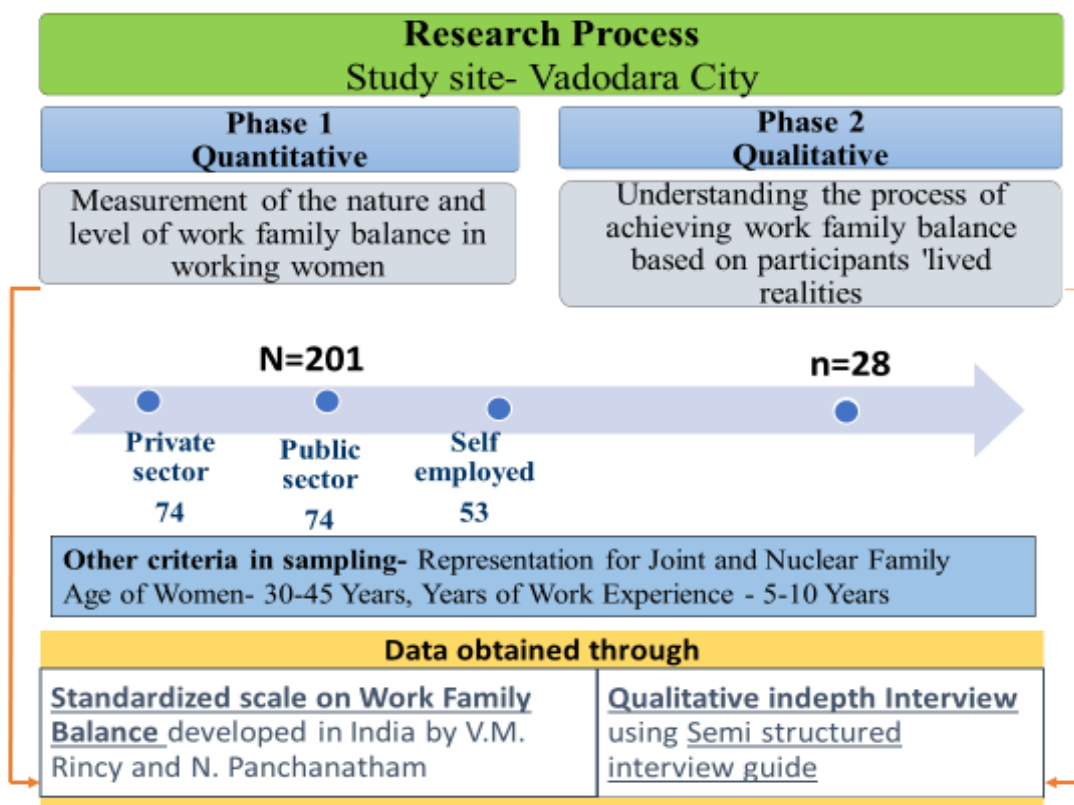


Figure 3.2 Research process and its components

Phase 1- Nature and Level of Work-Family Balance in Employed Women

Selection of sample

To begin with, the researcher prepared a preliminary list of varied occupations that is categorized as paid work to identify the settings in order to approach the participants. The listed occupations were then classified into strata (the sectors of employment) i.e. government sector, private sector and self-employed women. Then a list of various establishments in Vadodara city was prepared that could be put into categories of private sectors, government sectors and self-employment. To illustrate, Private sector Banks – HDFC, ICICI, ING-VYASA; Private Companies – LNT, LINDE, ALEMBIC, PIRAMAL GLASS; Private Schools- Navarachna, Bright, etc.; Private Hospitals – Bhailal Amin, Lady Pillar etc.; these comprised the list. Similarly, government banks, hospitals, schools and other administrative centres were also included. Self-employed included women who freelanced in various fields, who owned and ran their coaching classes, owned boutique, owned beauty parlor /salon, owned yoga center, franchise schools like Euro kids, clothes business, those who conducted cooking/ tiffin business and also, those who worked as the consultancy firm head, CEO/trustee, etc.

Inclusion criteria

The researcher was interested in married employed women residing in urban areas. The criteria for the inclusion of sample for phase one was women aged 35-45 years; employed in the government, private sectors and those who were self-employed; residing in a joint and nuclear family; married for at least five years; having graduate or post-graduate education and with work experience of 5 to 10 years. Women fulfilling these criteria were included in the study because the age of thirty is characterized by settling down i.e. the stage of establishment, investing and getting involved in work, family, friends, community activities, and living according to one's value and rules. They often become more focused on advancing in their careers and gaining stability in their personal lives with marriage and child-rearing, starting a family, making these two domains their foremost priorities. By this age, they would have navigated through the adjustment process in the family and careers and now, that they are investing in their family and their professional lives. Such an age range can provide the researcher with rich descriptions of the experiences based on a variety of circumstances the women must have faced. In the process of sample identification, the factors such as the socio-economic class, the income, class, caste or religion, of women are not controlled for.

The study used the principles of purposive sampling. Purposive sampling aids in yielding information that is peculiar to the studied group and also helps examining critical cases for the research (Miles & Huberman, 1994). It supports the process of selecting the participants as closely as possible with respect to the characteristics essential for the study. Kumar (2011) and Taherdoost (2016) mention stratified sampling to be one of the ways to obtain a representative sample too. Therefore, for the current study, the sampling technique is purposive stratified sampling as women who met the sample criteria and the cases typical and of interests to the researcher were selected and included. As explained by Bhattacharjee (2012) *“In snowball sampling, you start by identifying a few respondents that match the criteria for inclusion in your study, and then ask them to recommend others they know who also meet your selection criteria.”* Therefore, snowball technique was also used to carefully select a sample that could represent the population of the study and help to arrive at strong conclusions (Dudovskiy, 2018).

Profile of Participants

It can be noted from the personal profile of participants (table 3.1) that a variety of aspects get represented in the sample, such as women from different age groups i.e. from 30 to 45 years of age; women residing in joint families (44%) and nuclear families (55%); having work experience from five years to 10 years and more. In terms of marital experience women who are married for 5 -10 years or more are represented. Most women mentioned that they worked before their marriage as well and that is the reason for their years of work experience exceeding that of their years of marriage. Also, women have acquired different levels of education ranging from diploma to post graduation degree and have entered into a wide variety of occupations. A large section of women had children in the age group of 3-6 years (18%) and 12-15 years (17%) whereas almost 10% of women have children below 3 years of age; 15% of women have children aged 6-9 years; 16% have children aged 9-12 years and 15% have children above 18 years of age. Almost 50% of women had one child and the other 50% had two children.

We note from table 3.2 that women in the sample represent a diverse range of - occupations and thus associated variations in their circumstances and experiences. Self-employed women (25.9%) have shown progression by moving beyond their teacher's role to that of a freelancer, mediators, professionals and even owning a business of various kinds like preschools, catering etc. Similarly, those employed in private (37.3%) and government

sectors (36.8%) exhibit a variety of designations and diverse nature of jobs. They worked in private and government banks, schools, hospitals; government offices; corporates companies and held designations of surgeons, managers, administrative in charge, nurses, teachers, doctors, executives, clerks and those involved in administration and operations. Of the total self-employed (26%), one was a visiting blood bank officer and pathologist, few professionals owned a dental clinic and worked as a dental surgeon; a preschool owner; freelancer in art and craft activities for children; women owning beauty parlours; and women into catering business like a mess, tiffin service. These designations point to us the varied range of skills that women possess and their ability to meet the dynamic expectations at the workplace. Such heterogeneity is helpful for capturing variations in women's experiences about their work-family-balance across a variety of contexts including facilitators and barriers to achieving balance.

Table 3.1

Profile of Participants

Variables	Frequency	Percent
<u>Sector of employment</u>		
Self-employed	52	25.9
Government	74	36.8
Private	75	37.3
<u>Age</u>		
30-35 years	97	48.3
36-40 years	53	26.4
41-45 years	51	25.3
<u>Education</u>		
Graduate	58	28.9
Postgraduate	24	11.9
Other professional courses	12	6
Graduate & another professional course	50	24.9
Postgraduate & another professional course	43	21.3
Diploma	14	7
<u>Work experience</u>		
1- 5 years	55	27.4
5- 10 years	87	43.2
More than 10 years	59	29.4
<u>Years of marriage</u>		
1- 5 years	37	18.4
5- 10 years	70	34.8
More than 10 years	94	46.8
<u>Family type</u>		
Joint	89	44.3
Nuclear	112	55.7

Table 3.2

Diverse Occupations of Women (N=201)

Self employed	F	Government	F	Private sector	F
Freelancer		Admin		Admin	
Blood bank officer and pathologist	1	Administrative in charge	4	Admin incharge and counsellor	1
Facilitator, trainer for interventions	3	Bill collector	1	Administrative in charge	4
Teacher- freelancer in art and craft	4	Clerk	4	Company secretarial and compliance officer	1
Professionals		Desk officer	2	Executive reception	1
Architect	1	In charge- domestic violence ward	1	Jr. Executive and accounts dept	1
Chief civil engineer	1	Gas pipeline ward	1	Officer commercial	1
Consulting dental surgeon	3	Library clerk temporary	1	Secretary	1
Counsellor	1	LIC Desk operator	1	Analyst	
Designer and design work	1	Officer secretarial	1	Business analyst	1
Designer engineering	2	Special assistant	1	Process associate, market research	1
Faculty trainer	1	Manager		Manager	
Tuition teacher	10	Assistant manager, general banking	1	AGM Electrical dept	1
Agent		Asst manager loan processing	1	Asst manager legal	1
Insurance advisor, marketing and sales of life and general insurance	1	Education coordinator for Gujarat in language development	1	Asst. Manager finance, costing, AP, asset management, audits	1
Director/multi-level marketing- Oriflame India Pvt Ltd.	1	Head, teacher, administration work	1	Deputy manager banking	2
Artist		Junior officer banking	1	Deputy manager HR	2
Designing puppets	1	Manage client delivery	1	Manager	2
Entrepreneurs		Operations		Sr. Manager, engineering	1
Beauty parlour, Mess, tiffin service	1	An officer passing all routine banking	1	Operations	
Cloth business and dealer	2	Single window operator	6	Call operator	1
Dealer of milk and milk products	1	Professionals		Executive in IRHR Dept	1
Director	2	Assistant professor	2	Operations	1
Electrical consultant	1	J.R.F UGC	2	Customer care and accounts executive	1
MD, trainer, HR Solutions & recruitment	1	Lecturer	3	Professionals	
Personal banker	1	School teacher	34	Design engineer	2
Preschool owner	1	Principal	1	Dialysis technician, nursing	2
Self-employed- owner - coaching classes	3	Staff nurse	2	Executive design and product development	1
Tiffin service	1			Librarian	1
Agency owner oriflamme India Pvt Ltd.	7			Nurse	2
				Physiotherapist	2
				Piping designer	1
				School teacher	35
				Secondary section educator	1
				Senior medical officer	1
				Teaching coordinator	1
Sub Total	52		74		75

Instruments

1. Scale to measure work-family balance

To know the level of work-family balance in working women, a standardized scale developed by Rincy and Panchanatham (2010), Department of Business Administration, Annamalai University, Tamil Nadu was used. The scale provides insights into women's perceptions about the positive and negative spillover of work and family and helps to understand and critically analyze the crossover between work and family. The scale possesses acceptable validity and reliability. It is a five-point scale with 46 items and four subscales

- (i) Intrusion of family into work (10 items);
- (ii) Intrusion of work into the family (18 items);
- (iii) Work enhancing family (7 items);
- (iv) Family enhancing work (11 items).

The items are true keyed as well as false keyed i.e. reverse scores. The scale not only explores the work-family balance level of women but also gives insights into their perceptions about their work-family balance. (Refer Annexure 3.1 for work-family balance Scale)

Scoring key for work-family balance Scale

Categories of response	True keyed	False keyed (reverse scoring)
Never	1	5
Rarely	2	4
Sometimes	3	3
Often	4	2
Always	5	1

The measures for the current model is a multi-item scale and is identified as compatible to the aspects of demands and resource approach as it assesses the individual's abilities to perform activities in both the work and non-work domains making it a new and different approach to understand work-life balance.

2. Scale to measure women's agency and self-efficacy

Bandura, (1994) defines self efficacy as people's beliefs about their own capabilities to produce designated levels of performance that exercise influence over events that affect their lives. Self-efficacy beliefs determine how people feel, think, motivate themselves and behave.

The review of literature on self, women's personal agency and decision making helped the researcher construct a three-point scale with twenty items to measure women's agency and self-efficacy at their workplace, family and for their own self. The scale was developed considering the lacuna in the past studies where women's agency is measured and studied either only in family decisions/domestic decisions or related to their decision at work or not. The scale was developed after the pilot study because the researcher could sense that somewhere while filling the form women always mentioned about the things in their control and not in control or not having the scope to decide for it, be it be workplace or family or self. The self-agency- efficacy scale constructed for the current study covers the elements of work-family integration and women's own self in the process and provides the details of the level of agency or the control of women over the decisions at work, family and personal aspects. The scale includes seven items related to family needs and demands; seven items related to workplace needs and demands; six items related to women's own needs and demands vis a vis women's agency or control over those decisions. The scale was content validated by an expert in Psychology and Human Development and Family Studies, who had experience in working on themes of gender, culture and women felt, who opined that it captured the essence of their agency (Refer to Annexure 3.2). The development of scale helped the researcher know the areas in which women have control and the aspects in which they still look forward to gain control. Examples of items are-

Family

- I have the power to negotiate about family activities when it interferes with my office work.
- I have the choice to opt out of domestic chores when I am stressed/ tired or not available.
- I can delegate domestic work to others within the family/ or hire domestic help.

Workplace

- I have a strong voice in making decisions related to office activities.
- I have the scope to negotiate choices related to office activities at the workplace.

Self

- I can make decisions or choices on my own about the things or activities that help me enjoy my life the way I want to.
- I have the scope to spare time for activities that make me feel happy like extracurricular activities, sports etc.

Pilot test

A Pilot test of the instruments for data collection acts as a buffer for the researcher to avoid the errors in the data collection process. The work-family balance scale was pilot tested by the researcher to develop familiarity with the items in the scale and its administration on the field. The participants were able to understand each item and mark it, so this also enabled testing the contextual validity of the items i.e. if the items in the scale provide the required information in accordance with the objective of the study.

Participants were asked to provide feedback for the schedules and any other thoughts related to the topic of the study. The schedule was explained to the participants and they were asked to fill the form as per their convenience in the given time frame.

When administered, the clarity of items was checked to avoid misinterpretations by the researcher as well as the participant. The comfort of participants to fill the scale was observed and running notes were taken for the feedback given by the participant regarding any queries/confusions or clarifications. The time consumed to fill the scale was noted and the next visit was planned accordingly.

Six women were contacted for the pilot study. The women were selected from the researcher's personal contacts. Approaching the self-employed was more difficult than private and government sector employees as the researcher did not have links with self-employed women in the city. To reach out to self-employed women, referrals from the participants were used which is also termed as snowball technique (Taherdoost, 2016). This helped the researcher become aware of the shortcomings in the identification of self-employed women for data collection. The theme of the study attracted and motivated many women to take some time off their busy schedules and share their experiences as they could relate the theme of the study with their life experiences. Participants shared that the study was an opportunity for them to share their experiences which they had never shared with anyone before or actually, no one had asked them about it. Through the pilot test, the researcher could realize that women struggled for time, and most of them had fixed routines, so to intervene in that regular schedule was a challenging learning experience. This is because it involves the process of explaining, convincing and getting the task done or again negotiating to convince for a positive outcome of the process. It took approximately one hour per participant to fill the schedule and some conversation related to the theme. This helped the researcher plan the timings of meeting accordingly. It was observed that women wanted to fill the schedule when they were alone, or during their office hours as it was when they were

comfortable. Women required consistent follow-up and reminders to fill up the schedules. Largely, women were cooperative and understanding towards the researcher and most importantly, they valued the researcher's time.

Data collection procedure

The researcher identified various establishments and sites for data collection and sought permission from them. The nature and purpose of the study were explained to the participants or the respective department heads who then referred to women eligible for the study. The participants were first explained in detail about the study, purpose of the study, the tools used for data collection/generation and the approximate estimated time to fill the schedule and for the interview on selection. The contact details of the researcher were given to the participants to ask any queries clarifications. The ethics of research were explained to the participants and written informed consent was taken. Participants were explained about the voluntary participation in the study; withdrawal from the study if not comfortable; anonymity and confidentiality of data.

Women had hectic schedules and hence, they found it difficult to provide time on the spot. To resolve this, permission was sought from the heads of the institutes, especially in private and government sectors to allow at least one hour off from the work to fill the schedules. As per the need, at times the schedules were administered into the group to ensure the convenience of participants, after confirming their willingness and formal consent. Some participants were comfortable to fill the schedules on the spot, whereas others requested for a time period of 3 to 7 days. It took 30-40 minutes for the completion of schedules. Consistent reminders and follow up with the participants ensured timely completion of schedules. Same procedures as pilot study were followed. For those participants, who did not have time for completing schedules on the premises, the scales were emailed to them and they were requested to return within the given time frame. The schedule was converted into an excel sheet for those women whose offices were either in remote and distant areas. For participant's personal information, space was provided and for the items in the scale, drop-down menu options were created. The participants had to select the options from the drop-down menu and once filled, they had to return the filled schedule on the researcher's email address. The format of the schedule in excel and that in the print version was kept consistent so as to ensure the collection of true and correct data. Emailing the schedules to the participants facilitated the process of data collection as these participants referred other women for the study. Forty women filled in the schedules online and reverted in emails; 40

women filled it on spot and rest of the 121 schedules were filled by women in the given time period.

Quantitative Data Analysis

The analysis becomes a smooth process with well-managed data; therefore, the quantitative data was first organized and numbered to ensure confidentiality. Then, the schedules were classified sector wise to facilitate the systematic arrangement of data. All the returned schedules were checked for information provided or missed out and follow up with the participants was done for acquiring the necessary details. The blank/no response schedules were discarded. Therefore, from the distributed 450 schedules, completely filled schedules and fit for data analysis were two hundred and one (201). About 200 participants, who initially agreed to be a part of the study, later declined due to some personal reasons or time constraints and did not revert back the calls or messages; approximately 21 schedules were discarded because there was no mention of participants' personal details making it difficult to be included for analysis, and 28 schedules were returned half-filled and some with no contact details making it difficult to even follow up, so they were also discarded. Similarly, only 101 women filled the women's agency- self efficacy scale, therefore, the analysis is performed based on the data derived from 101 women. Data was pre-coded and was entered in IBM SPSS 23. For data cleaning, crosscheck was done between the data entered in SPSS and the raw data collected. Later the total scores for 46 items was calculated using SPSS.

Procedures of Quantitative Data Analysis

Work-Family Balance Scale - To arrive at the total work-family balance, scores on all the items were totalled. The logic of classification of scores into ranges is explained in table 3.3. The responses of participants for 46 items were entered into SPSS and then the scores on each item were totalled for the total work-family balance score (Higher WFB index indicates higher work-family balance). The scores of the subscales determined the level of intrusion and enhancement of one domain into the other. The distribution of total scores of 46 items appeared skewed toward high values (also called skewed to the right), therefore the other statistical tests of the normal distribution are not applicable i.e. SD is an inappropriate measure of dispersion for skewed data. The total work-family balance score was then classified into high, moderate and low to determine the level of WFB in women. The scores for the sub scales were also divided into high, moderate and low to determine the extent of spillover of each subdomain (Table). Descriptive statistics was used to calculate the distribution of women across these score ranges of total WFB score and the sub domain

scores. The data entry and the logic for analysis were validated by a professor in Psychology well versed in the use of interval scales and standardised tests and who is also an expert in statistics.

Table 3.3

Logics of Classification of Scores

Total work-family balance		IFW and IWF			Intrusion of Family into Work (IFW)		Intrusion of Work into Family (IWF)		WEF and FEW			Work Enhancing Family (WEF)		Family Enhancing Work (FEW)			
<u>Score ranges</u>		<u>Values</u>		<u>Scores</u>		<u>Score Ranges</u>		<u>Score Ranges</u>		<u>Values</u>		<u>Scores</u>		<u>Score Ranges</u>		<u>Score Ranges</u>	
High	185-230	Never	5*10 = 50	High	21-30	37- 54	Always	5*7= 35	High	29-35	45-55						
Moderate	139-184	Rarely	4*10 = 40	Moderate	31-40	55-72	Often	4*7 = 28	Moderate	22-28	34-44						
Low	93-138	Sometimes	3*10 = 30	Low	41-50	73-90	Sometimes	3*7 = 21	Low	15-21	23-33						
		Often	2*10 = 20				Rarely	2*7=14									
		Always	1*10= 10				Never –	1*7=7									

Ensuring Reliability and Validity in Quantitative Data

The work-family balance scale used for the current study is a standardized scale, however, the reliability and validity of the scale was reconfirmed by applying Cronbach's alpha that indicated a high level of internal consistency for the work-family balance scale with the study sample. Secondly, during data collection, the researcher ensured that participants respond to the scale meaningfully and not mechanically. Variation in the responses of women is visible and is validated through analysis as it is a skewed data. The process of data collection was an extensive one but care was taken to reach out to the possible participants and an online format was also developed for the participants to reach out to other participants. The consistent format of the scale also ensures valid data. The heterogeneity was carefully represented in the sample to capture a wide variety of experiences. Referrals provided by the participants to the researcher is also a source of reliability for the study.

Self-Efficacy/agency Scale - The scoring pattern for self-efficacy/agency scale items is as shown in the following table

Categories of response	True keyed	False keyed (reversed scoring)
Never	0	2
Sometimes	1	1
Always	2	0

Total items were 20 with scoring of 2-1-0 for each item. ; Minimum score- 20 and maximum score 40.

The total score on 20 items exhibited the total self-efficacy/agency scores. The total self-efficacy score was then divided into high, moderate and low scores. Therefore, the score ranges developed were high self-efficacy with the score (31-40); moderate self-efficacy with the score (21-30) and low self-efficacy with the score (20 and below).

Descriptive statistics was used to calculate the distribution of women based on their level of agency and self-efficacy. From the total 201, the number of filled scales were 101. Therefore, the analysis for self-efficacy is limited to these 101 women. The collection and analysis for phase one took approximately 1^{1/2} years and based on its results, phase 2 was designed. Details of phase 2 are discussed in the following section.

As the research paradigm is a sequential explanatory mixed method design, the collection and analysis of quantitative data was followed by the collection and analysis of qualitative data. A preliminary analysis was done for data obtained in phase 1 which included the calculation of the distribution of women based on their work-family balance scores i.e. a number of women with high, moderate and low work-family balance and their agency- self efficacy.

Descriptive statistics was used to analyse the number of responses and its nature and interview method was used to generate explanations about women's experiences of work-family balance. Miles & Huberman, (1994) claim that qualitative studies overcome the abstraction of quantitative research by providing a richer description and strategic comparison across cases. Statistical tests like Multi factor ANOVA was used to identify the differences in the work-family balance of women with reference to the sector of employment, family type and number of years of work experience. Lastly, Pearson's Correlation was used to see how women's self-efficacy is related to their work-family balance. Phase 2 of the study provides an explanation and description to phase one.

Phase 2- Understanding the Processes of Achieving Work-Family Balance

The major purpose of phase two was to understand the process of achieving work-family balance based on employed women's experiences which help to interpret and explain the phenomena in a comprehensive manner. The researcher looked again at the quantitative data based on the quantitative results to identify the criteria for participants to be included in phase two. The aim of sampling for phase two was to study women's experience about their work-family balance in such a way that a variety of experiences are covered. Therefore, participants for phase two were selected based on their:

1. Personal demography- occupational status, age, type of family structure, level of work-family balance, level of agency-self efficacy
2. Variations in Responses in the work-family balance scale

Their responses to the aspects in family and workplace that intrude or enhance were noted for further clarification and explanation. The distribution of women based on the level and extent of intrusion and enhancement was analysed and women from high, moderate and low intrusion were selected.

3. Level of agency- self efficacy and nature of responses on the scale.

Women's level of control over decisions in aspects related to the workplace, family and personal needs and demands were analysed and the items where women's response matched or differed from the stereotyped notions were marked. The distribution of women on the items was analysed and women with varying high, moderate and low self-efficacy were selected.

As Pearson's correlation exhibits a relationship between work-family balance and self-agency, the pattern of responses of women in both the scales were analysed for clarity and to check if there was an interaction or relationship between the two. Women who clearly exhibited the relationship between their self-efficacy and work-family balance with high, moderate and low work-family balance and self-agency scores were selected. On the basis of these criteria, twenty-eight participants were chosen. The profile of women chosen for an in-depth interview is detailed out here in table 3.4

* Details of women's occupation (Table 3.4)-(a) Self-employed- Own parlour, mess and tiffin service Pathologist; Dental surgeon; Preschool owner; Freelancer (art and craft teacher); (b) Government sector- Admin in charge; Clerk; Desk officer; Faculty trainer; Officer passing all routine in bank, Single window operator; Special assistant; Sr. clerk; Staff nurse; Teacher (2); (c) Private sector - Assistant manager legal; Deputy manager; LIC desk operator; Operator in BPO; Nurse (2); Senior medical officer; School teacher (2), Secondary school educator; Teaching coordinator.

Table 3.4

Characteristics and Distribution of Sample for Phase 2

Participants' age		Sector of employment*		Years of marriage		Work experience (years)		Age of children		Family type	
<i>f</i>		<i>f</i>									
30-35	12	Self-employed	6	1-5	6	1-5	8	Nil	2	Joint	9
36-40	9	Government	11	5-10	11	5-10	14	0-3	3	Nuclear	19
41-50	7	Private	11	10 and above	11	10 and above	6	3-6	9		
								6-9	6		
								9-12	5		
								12-15	6		
								15-18	3		
								Above 18	4		
		Total work-family balance		Intrusion of family into work		Intrusion of work into family		Work enhancing family	Family enhancing work	Self-agency/efficacy	
High		8		8		11		16	15	7	
Moderate		11		7		9		5	11	13	
Low		9		13		8		7	2	8	

Interview Guide for Data Generation

To generate data on various dimensions of work-family balance through a free-flowing conversation, the researcher developed a semi-structured interview guide. The interview guide was prepared considering the responses of women in work-family balance scale and agency-self efficacy scale and other aspects that provide information about women's experience of work-family balance. The interview guide was validated by an expert in the field of Human Development and Family Studies. The tool guided for probes wherever necessary and certain questions were designed to seek an explanation for their peculiar or specific response in phase one.

Components of the interview guide are:

- a) The decision to work- who made the decision? Reason to work
- b) Family and workplace expectations
- c) Difficulties/ challenges in family and workplace
- d) Ways of intrusion of work into family and family into work
- e) Resources and support in family and workplace
- f) Women's ability to manage and ways of coping/Personal factors influencing the process
- g) Factors in family and workplace enhancing work-family balance
- h) Ways in which work and family enhance each other
- i) Outcomes of the process for women, their family and workplace

Every woman selected for the interview was approached with a set of questions to seek explanations for their response in work-family balance scale and agency-self-efficacy scale. Additionally, women were also asked about the 'why' part of their experiences to acquire detailed explanations that could facilitate the interpretation of findings. The interview questions were customized to get insights into women's experiences. Some examples -

- Introductory questions

"I would like to know more about your experience, like when did you begin with your job and how did it start? Was it your decision to work?"

- Follow-Up and probing questions

Example- A woman shared in the interview that she does not get the much-needed support from her husband. She was then asked *"Can you give an example, like when is he not supportive towards you? What expectations do you have from your husband?"*

- Specific and direct questions

“Do you feel your family is interfering in your workplace?”

“Is your husband supportive?”

- Interpreting Questions

Example- A woman mentioned that she is not always able to concentrate at her workplace due to her family demands like dependent care and other family responsibilities. (scale item and response is often)

Interview question- *“Can you elaborate on it, like why you are not able to concentrate at your workplace?”*.

The dependent care issues interfere with work (scale item); Response- *Sometimes*

Interview question- *How do you deal with childcare issues? How do you manage to take care of your kid in your absence?*

Process of Interviews

Interview is a process that is customized based on the research objectives and requires the skills to conceptualize and begin the procedure. Maintaining a sequence to develop a flow in the interview for a meaningful conversation along with probes to get relevant information is very significant.

For the current study different kinds of questions were designed and were planned in a sequence; however, the approach or the conversation with the participants was informal and efforts were made to make the participants feel welcomed by thanking them for sparing their time for the interview and showing interest in the study. An interview is a flexible approach with the spontaneity of probes and attentiveness to the information. Different types of questions were included in the guide as already explained and customized as per the participant's response without deviating from the topic of research and objectives of the study.

Throughout the interview process, the researcher adhered to the ethics of research. The five principles for research ethics given by Smith (2003) and the other guidelines as per APA were followed throughout the study. Data was collected and generated by maintaining a non-biased relationship, free from preconceived notions and a judgmental attitude. The study did not include any compensation or incentives was cited to the participants. Mostly all the participants selected agreed for an interview and gave their consent by signing the consent form and agreed for the audio recording of the interview.

Choosing the place for an interview according to the participant's convenience and comfort is important to enable the participants share their experiences openly without hesitation and disturbance. So, the place convenient to women and with minimal distractions was chosen to conduct an interview. Interviews for 14 participants were conducted at their residence as they were comfortable there and when no one was around they could share or talk openly without hesitation. Two women wanted the interview to happen outside their homes, so the interviews for them were conducted at the researcher's residence in a private room with no one around to ensure privacy and confidentiality of information shared. Ten women wanted the interviews at their offices, as they could spare time for the interview only when they were at their workplace which was otherwise difficult for them.

The interview was initiated with an introductory open question so that women could recall their memories of how and why they started working, why they left their jobs in between; why they re-joined. The introductory questions got the participants involved in the interview and comfortable to share their experiences and also helped to develop a rapport with the researcher. The researcher ensured to keep her beliefs and thoughts to herself and listened to the participant with an open mind with no judgements and confirmed the information with the participant. To maintain eye contact with the participant is essential to make the participants feel that the researcher is interested in their stories and helps develop trust in the relationship and conversations. The researcher did not let her presence influence the answer of participants by maintaining a non-hierarchical relationship and by remaining neutral to their responses and just probe when necessary and with the use of exclamations like "*oh! I see*", "*uh uh*" but responded in a way that does not change or influence participant's views or experiences shared. The conversation in the interview was a guided one to ensure coverage of aspects important for the study and to keep the conversation on track with only the little exceptions of personal stories. Six women had an emotional breakdown during the interview on answering questions related to their husband, workplace and their multiple responsibilities/workload. It was a moment of silence and discomfort and it was only for one participant that the interview was cancelled for that day and postponed as the participant showed a lot of distress and anxiety.

The interviewer intervened if participants expressed distress, discomfort, anxiety or were upset. The researcher comforted the participant by using positive notes such as '*I understand what you went through*' and provided them with the much-needed emotional support. Also, the researcher mentioned that *it is okay to cry out as it helps one feel better*.

They were asked if they needed a break and then continue; if they wanted to call someone to make them feel better. They were also asked if they would want to continue with the interview. The researcher was present with the participants until they were comfortable and waited for their decision to continue or postpone the interview. They were offered water and asked to relax. The researcher did specify that the intentions to ask questions was not to hurt them; if they were not comfortable answering the question they could choose not to answer. It was after a pause that the interview was resumed with women's willingness.

As a researcher, it is important to wind up the interviews in a subtle and gentle way rather than abruptly ending the interview in a hurry. In the end, participants were asked to give feedback for the study or if they had any queries/questions, needed clarification or if there was any other information they wanted to share. This was done to retain the trust of the participant in the researcher so that the participant does not like she is being exploited or being approached to just fulfil the requirement of the study. Few tips to deal with childcare issues were shared with the participants at the end of the interview on request of the participants.

All the conversation with women was audio recorded. Whispering and shushing in the interview was avoided to retain the quality and essence of the information shared by the participants. The data collection period was June 2014 – April 2016 and was an extensive long drawn out process. In the process of data collection, various challenges were encountered and navigating these challenges was a learning experience and an eye opener for the researcher.

Follow up with women was done either through personal visits or over the telephone for further clarifications or explanations, or to confirm the information shared by them, to know more about the overlooked aspects, or in case of incomplete information.

Analysis of In-Depth Interview Data

The analysis of interview data included several steps beginning from its organization or management to that of evolving patterns. The analysis was done in several steps logically to evolve the themes, develop categories and highlight deviant and extreme cases.

Management of interview data

The interview data was first organized using different strategies like the participant profile sheet, case summary, matrices (Refer to Annexure 3.3 for illustrative templates of data management). Foremost, a participant's profile information sheet was prepared that included

participant's personal details and their responses to quantitative data. These sheets were prepared for all twenty-eight participants selected for phase two and were attached to their interview transcript. Every interview transcript was given a unique identification code. For example, P 123 SE- H where P is an acronym for participant number; 123 as the number allotted to the participant; SE means self-employed and H refers to the high work-family balance score. This process to provide a unique identification code to every transcript is termed as pagination. It helps the researcher to identify and locate the detail of a specific participant from the database. The participant numbers were kept consistent for phase one and two in order to avoid confusion, duplication or overwriting the data and facilitate better organization of data. The interviews were then transcribed in MS-Word and follow-up was done for missing information or further explanations. Fieldnotes during the interview were also added to the transcript. The transcripts of all 28 participants were summarized to prepare a case summary of each participant and to get an idea of the nature of their work-family balance and the aspects that needed to be highlighted while interpreting the findings. This process helped identify unique and extreme cases (Miles & Huberman, 1994). These strategies of management and organization of data helped to organize the data in a convenient format for easy retrieval.

Data Analysis procedures

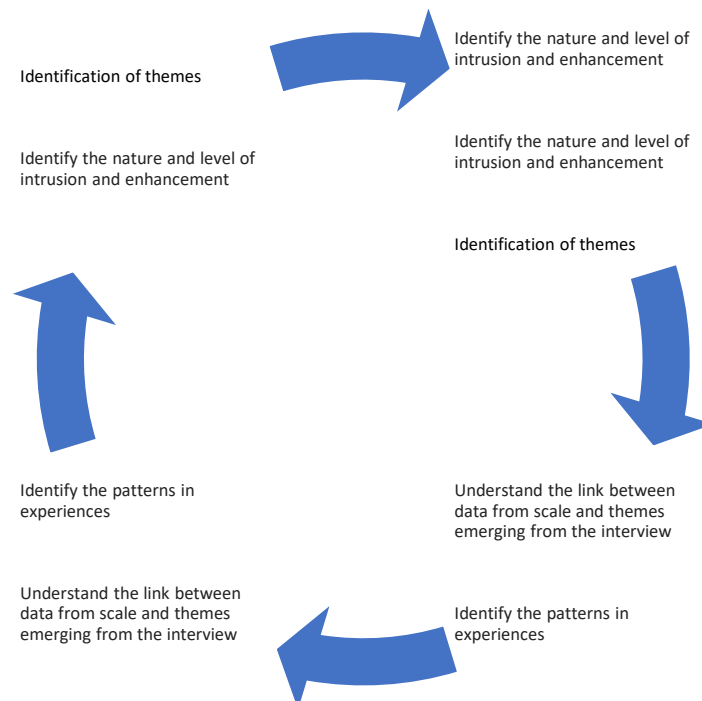


Figure 3.3 Step wise thematic analysis

Thematic analysis is the analysis of qualitative data to evolve the themes, categories and patterns of interaction in the data which was used to analyse the interview data.

- **Identification of themes**

Inductive coding technique was used to analyse qualitative data where every interview was reviewed repeatedly and labels were inserted inline using the comment function in MSWord as marginal notes (refer to Annexure 3.4 for illustration of marginal notes). The profile sheet of the participant was referred when needed to analyse and to draw its essence. The preliminary list of labels that emerged from all the transcripts (28) like increased expectations of family and workplace; ways to manage household demands; husband's support and many more such aspects were highlighted and noted in the document. These labels were then put together in a matrix and the dimensions of the labels were also devised. An example of the matrix is exemplified in table 3.5. Similar matrix for other dimensions that emerged were prepared for 28 participants.

Table 3.5

Matrix Exhibiting the Dimensions Workplace Related Difficulties (Dimension)

Participant number (dummy)	Label from transcript	Illustrative Verbatim
123 high scorer Private sector	No crèche facility	<i>No, as per act if we have 10 working women in the company we can have a crèche but it's not the scene here so crèche isn't there. However, they provided me all the maternity benefits. I also had illness recently so I was been granted leave for it.</i>
456 Moderate scorer Government sector	Lack of security in job	<i>but I had thought of joining the course because I wanted a degree in order to be able to continue my job in the current office or any other workplace. This is because otherwise at workplace they create troubles in the name of educational degree, language fluency; they doubt the efficiency of work. so if I have a higher degree at least my job would be secured.</i>

The classification of labels into several dimensions and the organisation in a matrix facilitated the process to evolve various themes and sub-themes from the interviews. Example of the themes that emerged is listed in Table 3.6. Mnemonic codes for the themes were developed and all the interviews were then coded (table 3.7).

Table 3.6

Illustration of Themes and Subthemes Evolved

Responsibilities of women	The daily routine of women	Difficulties experienced in routine life
Kind of support available in family and workplace	Non-availability of support in family and workplace	Negative and positive influences
Ways women spend time with their family	Ways women manage multiple tasks	Feelings expressed by women

Table 3.7

Example of Coding

Participant number (dummy)	Themes	Codes
	Intruders in family	IF
Sub-themes	Lack of support from husband	IFLCKSPPRTH
	Lack of support from in-laws	IFLCKSPPRTHL
	No maid/hired help	IFNOMAID

Similarly, codes were generated for intruders in workplace, resources and support available in family, resources and support available at the workplace, ways to deal with the intrusions in family, ways to deal with the intrusions at the workplace, coping style, positive effects on women, negative outcomes of the process, etc. All the 28 interviews were coded and entered in SPSS as well as Microsoft Excel for better representation and analysis of data.

The coding lead to the development of major categories like

- Non-conducive ethos of workplace and family
- Lack of support in workplace and family
- Neglect of family needs and demands
- Neglect of personal needs and demands
- Physical stress and exertion
- Unproductive work
- Creating a mutually conducive environment
- Resources in family and workplace that enhance the process

- ***Study/ Identify the nature and level of intrusion and enhancement***

As it is a sequential explanatory mixed method research design, it is important to consider both quantitative and qualitative data to interpret the findings of the study. Through thematic analysis, several themes and categories were evolved. Post thematic analysis, the quantitative data of 28 selected participants was referred again to note their nature and level of intrusion and enhancement to proceed further with the process to link both the data sets.

- ***Understand the link between data from scale and themes emerging from the interview***

After noting the nature and level of intrusion and enhancement of participants, their responses in the work-family balance scale were compared to the experiences shared by them in the interview and then their explanations were looked into. The data from work-family balance scale and interview were then integrated. First, the work-family balance-scale was referred as it explains the concept of level and nature of work-family balance through four subdomains and in turn each subdomain explains a theme. Subdomain 1 and 2 are related to intrusion whereas, subdomain 3 and 4 are related to enhancement of work into family and family into work.

Sub domain 1 explains the Intrusion of Family into Workplace:

- *What?* Aspects of family that intrude workplace – dependent care, family demands and societal activities, interference from family.
- *How?* Ways family intrudes workplace: lack of concentration at work, postpone things at work, inefficient work, delay in work.
- *Effects:* Feelings of women: role overload, stressed and tired.

Sub domain 2 explains the Intrusion of Workplace into Family:

- *What?* Aspects of workplace that intrude family – work demands, work timings, non-cooperative workers and supervisors, hectic work schedule, non-accommodating attitude.
- *How?* Ways work intrudes family: postponement of family needs, diminishes family happiness, relationship with husband affected and social /family functions missed.
- *Effects:* Feelings of women: difficulties in personal life, feel stressed, health issues and physically tired.

Subdomain 3 explains Work Enhancing Family

- *What?* Aspects of workplace that enhance family – Provision of opportunities, Positive work ethos, Resources in the workplace that enhance the process.

- *How?* Ways work enhances family: Helps deal/overcome the problems in family, Proper execution of familial roles.
- *Effects:* Feelings of women: Increased self-esteem, relieves tension related to workplace

Subdomain 4 explains Family Enhancing Work

- *What?* Aspects of family that enhance workplace – Positive family ethos, Resources in family that enhance the process
- *How?* Ways family enhances work: Efficiency at work, better managerial skills at workplace, Improvised interpersonal skills, cordial relationships with supervisors and colleagues
- *Effects:* Feelings of women: Enhanced happiness, Positive development

An illustration of the integration of items in work-family balance scale and interview is exemplified in table 3.8.

Table 3.8

Matrix for Managing Data Related to Aspects of Family that Intrude Workplace

		High			Moderate			Low		
NON-CONDUCTIVE FAMILY ETHOS	Items	a/o		S	a/o		S	a/o		S
Family demands - (qual+quan) Demands on time + Needs and demands of children/husband/inlaws + family Responsibilities + Dependent care issues + social activities	4									
	6									
	8									
	10									
	7									
	1									
Sub-Total 1	-									
LACK OF SUPPORT SYSTEM- (qual+quan) + Family stress + family burden+ Family problems + Role overload (household chores/children/inlaws) + non cooperative/supportive/understanding children/husband/inlaws	3									
Sub-Total 2										
Total 1+2										

The similar items for a category from the quantitative data were clubbed together as shown in table 3.8 for all the participants. Explanations for these items were sought from the 28 participants. The quantitative data answers what, how and effects of the process as already explained and the interview data provides an explanation or answers the ‘why’ part and the ‘so what’ question. For example - the table shows the category of non-conductive family

ethos. The items related to non-conductive family ethos in the work-family balance scale were combined to get a set of response for that category. Then the actual responses of women were entered in the columns. The scoring pattern for each dimension of the aspect was observed and interview data was noted down to seek detailed explanations and to answer the ‘why’ of it and ‘so what’ of the aspect. For example - women have increased family demands- so what? Are they able to manage? If yes- how? If no -why? Another example- Women do not have support from family - so what? To answer the ‘so what’ of the aspect interviews were analysed and both the data sets were compared. This method of comparing the data sets also assures the trustworthiness and credibility of data. The other categories were organised into a similar matrix and the data was then integrated.

Therefore, the scoring pattern of 28 participants in terms of their level of intrusion and enhancement, their level of work-family balance was tallied with the interview transcript to confirm the completeness of the information provided by women in terms of explanations to phase 1 data. This also helped develop a link and confirm the findings from phase 1 with phase 2 and vice-versa.

- *Identify the patterns in experiences*

The integration of quantitative and qualitative data assisted in the process to identify the varied patterns in the experiences of women about their work-family balance. The experiences primarily highlight the reasons for the different levels of work-family balance, the varied processes to balance work and family, and the resultant outcome. These processes are exemplified in the form of case illustrations. The experiences of women with similar factors and situations were combined to narrate their experiences.

Translation of Principles of Mixed Methods Research Design to Practice

To ensure the fidelity and credibility of the qualitative data, the researcher utilized several measures as explained here.

Establishing trust and openness

Approaching participants as a stranger is itself a challenge and also an opportunity to exhibit self as a researcher. The researcher is considered an outsider trying to peek into participants’ personal and work life, raising a variety of questions in their mind. The researcher had to show proof of permission to conduct the study and clarify her linkage to the reputed institute in the city and referrals from known participants acted as channels to reach out to the other

participants. I felt grateful for women's trust and confidence in me as a researcher and an individual, though it took some time to gain their confidence and to convince them. Informing about the research ethics, voluntary participation and assuring of anonymity of their data helped in seeking their cooperation. Most women readily agreed to be a part of the study as it was a sort of catharsis for them and as they were already a part of phase one, so it also served as a proof for the genuity of the research. During the rapport building process, the researcher maintained a non-hierarchical relationship.

Strategic selection of participants

Choosing participants that represent most characteristics of the population under study is known as a representative sample. The representative sample provides information that can help explore and explain the nuances of the phenomenon. (Kumar, 2011; Taherdoost, 2016). For the current study, in phase one instead of choosing from a limited number of settings, the researcher made an attempt to reach out to a number of organizations representing diversity in occupations and levels. In phase 2 each participant was deliberately chosen to add to the various dimensions of the data i.e. interviewing them can bring forth the information about the various processes involved in maintaining their work-family balance.

Member checks

Member checks was done with the participants during the pilot study to know what participants look for in the study. It enabled the researcher to look at the research from a perspective that could elicit information from the participants. Example - it facilitated the process to frame questions in the interview or the ways to begin the interview, what aspects are important to women, are those aspects important for all women and how to elicit information about it from the participant. This method also ensures the credibility and validity of the data.

Triangulation: Spector, et al., (2004) remarks methodology to be an important aspect to be considered while integrating results. Mixed methods research design facilitates the interpretation of findings from multiple sources more than any other method. It provides enough evidence to validate the findings as the data can be both measured and explained, and can provide a deeper meaning and perspective to the study (McKim, 2017).

In the current study both quantitative data and qualitative data have their own findings and in the end, comparing both the data sets validate the information. Extreme cases were highlighted that showcased different situations, processes and outcomes. 'If then' questions

were used for analysing and checking relationships in variables. One of the advantages was the use of the work-family balance scale to measure the crossover of work and family, but the limitation was the limited aspects covered in the scale. This made the researcher choose mixed method sequential explanatory research design where the explanations for the findings of the scale can be looked for through interview and in the end crosschecked and validated. The ways in which weighing scales are interpreted and understood would vary across the cultures, in the same way, the methodology of the study needs to be contextualised. The current study was understood in Indian culture with the use of an indegenised standardised tool which ensures the contextual approach to understand the phenomena.

Objectivity: The method and procedure of the study were explicit and explained in detail. It does provide us with the needed information to explain work-family balance elaborately. The data was sequential, rearranged, processed and transformed for a specific conclusion. The researcher is aware of personal bias, so a neutral attitude was carefully maintained during the study.

Reliability: In terms of reliability of the data, the research questions are clearly mentioned/described and it has been kept in mind that the features of the design are congruent with them. The sources of data yield the needed findings. The analysis procedures and paradigms are explained in detail which can be replicated. To ensure reliability, quality checks were made for any bias in the data and the research questions and coding check was also done.

Credibility: The descriptions provide detailed explanations to the processes of work-family balance along with the demographic details. The quantitative data provides a finding that is positive and contrasts the perception that women mostly report work-family conflicts, thus ensuring the credibility of the data.