SYNOPSIS OF THE RESEARCH TITLED

Work-Family Balance: Subjective Experiences of Women in Vadodara City

Doctoral dissertation to be submitted to the Department of Human Development and Family Studies, Faculty of Family and Community Sciences, The Maharaja Sayajirao University of Baroda

by

Tarjeet Kaur Ahluwalia

Research Guide

Prof. Rajalakshmi Sriram
The Department of Human Development and Family Studies, Faculty of Family and Community Sciences, The Maharaja Sayajirao University of Baroda

Table of Contents

Women, Work And Family: Trends and Issues

Women remaining home for their household and men going out for paid work are no more a trend. The trend today is that there are increased numbers of employed women, increased numbers of dual-earner families, nuclear families, one-person households, cohabitation and female-headed households (Policy,2004).

The issue of work life imbalances is a product of the multitude of changes in the workplace, employee demographics and the changes in family sphere. The increased competitiveness in the global market demands the employees to put in efforts more than the employer's expectations in order to ensure job security. Working for a fixed number of hours is no more relevant as 'long hours culture' and '24/7 lifestyle' has come to dominate the lives of highly educated and skilled professionals and managerial personnel. Organizations today look for employees who have better work-life balance as it contributes positively and meaningfully towards the company's growth and success. Also, the employee with good WLB is considered a productive employee. Work-life 'imbalance' has over a period of time attracted concern because of increasing problems related to employee health, monotony at the workplace, declining levels of productivity and efficiency at the employee level (Panchanathan, 2011; Neault & Pickerell, 2005).

According to the ILO's Global Employment Trends 2013 report, India's labour force participation rate for women fell from just over 37 % in 2004-05 to 29 % in 2009-10. According to the international labour organization, India ranks in the bottom 20 of a list of 131 counties in female labour force participation. Senior level female employees in India are just 5 % compared to the global average of 20 %. Forty-eight percent women drop out of the workforce before they reach the middle of their careers ("Women entrepreneurs in India are growing, shows report", 2014). The statistical data for employed women shows that the increase in the level of the position at workplace increases the dropout rates for women because an increase in the position demands more commitment, increased work hours, or maybe transfers in some jobs which women feel can harm or affect their familial relationships so not all opt for high career promotions.

An Overview of Past Research

Work-Family Conflicts of women

Women often juggle between family and workplace due to the demands on their time and energy to perform the roles adequately and comfortably. They experience conflicts between

the workplace and family due to the child care, elderly care, the overload of responsibilities in family and demands at the workplace, lack or non-availability of support from the environment (workplace, family, social networks), difference in opinion or approach towards the situation within family and workplace. They juggle with their job, job position and its demands; non-supportive attitudes of colleagues; difference in opinion or approach towards the situation at family and workplace; mismatch in the policies which leads to work-family conflicts (Ahuja, 2007). It is challenging to be successful at both family and workplace which demands adhering to the commitment and responsibilities of both the places and work for long hours. The limited opportunities for career advancement and the fact that women assume more of the responsibilities for household chores than men add to the role conflicts. (Huston; Johnson; MacDermid, 2001 et.al). Women at workplace experience stress due to heavy workload demands, little control over their ambiguity and conflict, bullying and its impact, difficulty to develop trust in co-workers and supervisors, job insecurity. Family intruding work and work intruding family are the two kinds of work-family conflicts where the family commitments keep an individual away from contributing at the workplace and the other is the commitments at workplace do not allow the individual to contribute in family respectively (Perrewé & Hochwarter, 2001). The inability of women to give sufficient time to their family and children makes them feel guilty. Employed women are considered to be bad mothers and insufficient housewives as the in-laws have same expectations from working women just as the non-working woman. It is this reason that women leave their jobs so as to be able to perform their household duties like cooking, caring for elderly and children satisfactorily. Data on daily routines surveyed suggests a normal working day of 11-15 hours for women in the workplace and this leaves less scope for women to negotiate for the amount of time for household work (Lockwood, 2003; Naidoo & Patel,2009).

Influences of Work-Family Conflicts on Women

Women are required to perform various roles simultaneously than one role at a time and each role has its own pressure. Multiple roles have also been found to cause a variety of adverse effects on women's mental, psychological and physical health, including loss of appetite, insomnia, overindulgence, and back pains, physical and mental stress, feeling of guilt, high anxiety, loss of self-confidence, irritation, inadequate sleep which in turn affects their concentration and leads to poor work performance (Neault & Pickerell, 2011)

Work-family conflict leads to dissatisfaction for an individual because this conflict frustrates the attainment of important work and family values and goals (Perrewé & Hochwarter, 2001). The consequences for the organizations include decreased job satisfaction and reduced productivity, greater likelihood of leaving the company, turnover intentions and increased absenteeism and rising healthcare costs. Personal observation shows that the growing number of progressive firms have recognized the critical significance of work-life balance and designed corporate policies and programmes to empower and assist employees in fulfilling their major life responsibilities (Singh, 2013).

Enhancement of Work-Family Balance for Working Women

Availability and accessibility of resources and support system contribute to the enhancement of work-family balance for working women. Women's personal values, economic resources and the strengths within the family and social context act as resources for her. Provisions provided by organizations to help workers better manage the interface of work and family promote work-family balance. These provisions include flexible working hours and schedules, childcare options, less demanding career progressions (Reynolds, 2005). Social support includes social security and care services by state, community or private like maternity entitlements, childcare, care of disabled, old sick, health services, social insurance, security in travel, accommodation. Technical support includes technological devices to reduce women's laborious tasks in the household. Some examples of these are- Transport (better mobility), food services, washing machine, food processors, solar cookers, grinders etc. Sharing of tasks by the participation of men is a great support for working women in their giving adequate time and energy to participate in all tasks of women, especially household chores (Swaminathan, 2009).

Moving the Debate from Work-Family Conflicts to Work-Family Balance

A review of researches by Smita & Rajyadaksha (2004) as shown in table 1 indicates that Work-family researches have been talked about, but most of the times negative side of the concept is highlighted.

Table 1 Overview of researches on Work-family balance

1950-1960	1970-1980	1980-1990	1990-2000
Work and family domain seen separately in Research with no linkage between the domains	Studies on Factors that influence the work of women at workplace & in family eg. Support of husband; Attitudes of employers	Focused on studying the attitudes of men and women towards each other and their work due to an Increase in dual-worker couples	Researches on Conflicts in Work-family Provision of family-friendly measure for employees imitating the west

Past researches looked at work and family separately however, it was in 1990 that the researches started to focus on and this period was also marked by researches on work-life balance in working women as there were increased numbers of women in the workforce. In the decade of 1990-2000 a shift in the approach to integrate both the domains took place. Work and family are integrated positively and are looked at parallelly (Smita & Rajyadaksha, 2004) as seen in figure.
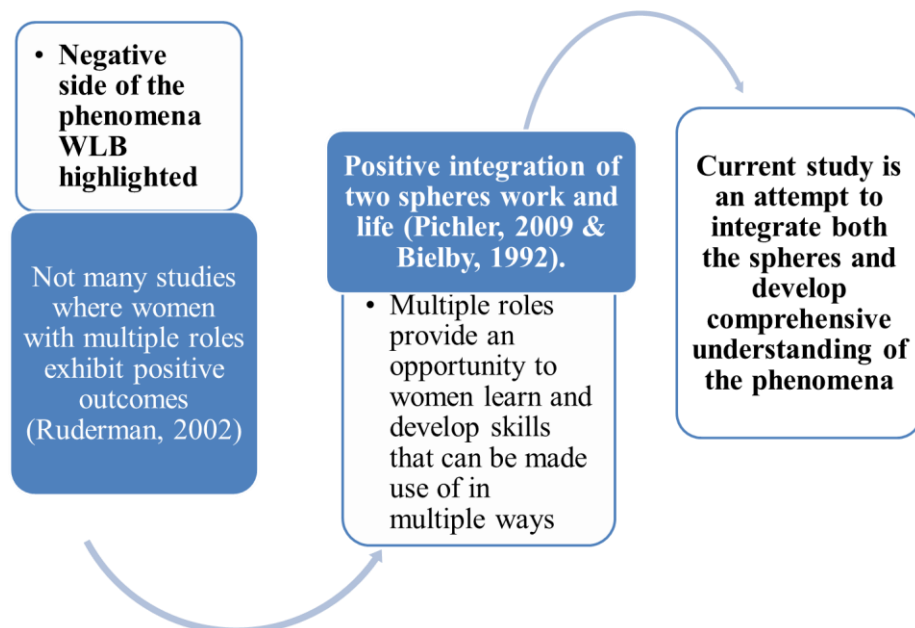
Figure-1: Shift in The Focus of Research

The research to understand positive integration of work and family was missing which led to change in the approach of integration of work-family. The positive integration of two spheres to find the ways of connectedness between family and workplace and to understand the dynamics between the two emerged. The current study positively integrates work and family to develop comprehensive understanding of work-family balance. A detailed review of literature will be presented in the thesis.

Rationale of the Study

Work-family balance is a regular and important component for employed women. In the past researches the watchword is interference, and the prospect of balancing the different domains is left unexplored. The study captures the experiences of women employed in private, government and self-employed sectors about the factors that lead to work-family balance, factors that enable or hinder work-family balance, their navigation through work-family spill

over to optimise their Work-family balance. Understanding the balance between work and family is important as it contributes to the psychological wellbeing, sense of satisfaction and provides overall sense of harmony in life (Voydanoff, 2005). The stories related to the hard times and 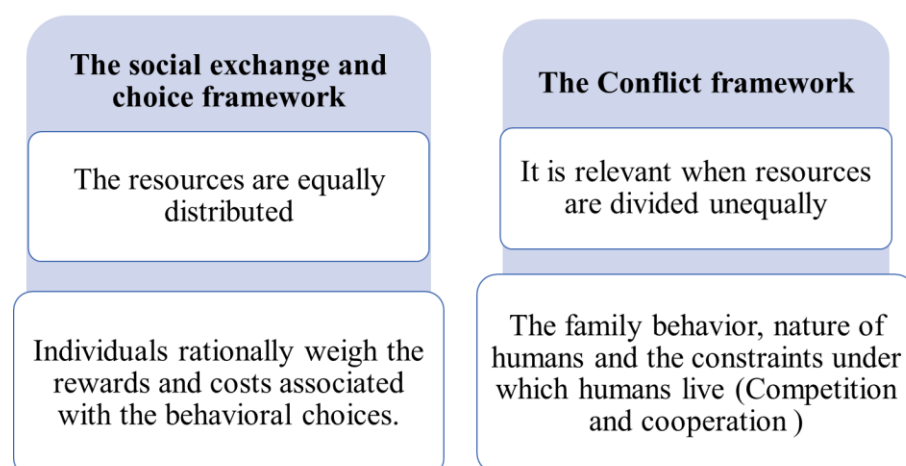the strategies that assisted in navigating through work-family balance can throw light on these aspects. There is a scarcity of literature on the support provided by senior women to other junior women as they move on to higher roles. The literature on the ways the senior women support other senior women progress can help reflect more on the strategies and the coping mechanisms in the workplace (Ruderman,2002; Bartunek, 2000 et.al).

On the personal front the emerging counter question has always intrigued me *"Why should women strive to balance family and work responsibilities? What is wrong about not balancing or working towards a balance? To whose benefit is the ideal balance? What is wrong about making choices that do not aim at striking a balance?" (Naidoo &Patel,2009*). So, knowing more about how women engage in the balancing act and the results it brings is of special interest to me. Therefore, developing a better understanding of the nuances of the balancing act is the major driving force towards the study.

Conceptual and Theoretical Frameworks Guiding the Study

The Concepts and explanations for the phenomenon (WFB) are drawn from the social exchange framework, conflict theory frameworks and literature on work life balance, family life balance.

Figure 2- Theoretical Frameworks Guiding the Study

The social exchange and choice framework

The resources are equally distributed

Individuals rationally weigh the rewards and costs associated with the behavioral choices.

The Conflict framework

It is relevant when resources are divided unequally

The family behavior, nature of humans and the constraints under which humans live (Competition and cooperation)

(White & Klein, 2002)

Social Exchange and Choice Framework

The framework explains that individuals rationally weigh the rewards and costs associated with the behavioural choices. They choose the activities that maximize their rewards. The central focus of the exchange theory is motivation and self-interest. The assumption in the framework is that actors are rational. They have the ability to calculate the ratio of costs to rewards. Rewards are anything that one gets in return for his interests. A cost is what one needs to do to get the rewards. The actors rationally calculate the ratio of all the possible choices in a situation and then choose the action that they calculate will bring the greatest rewards or the least costs. For understanding rationality, it is important to know what the person considers rewarding and costly and how much does s/he weigh these. A rational person is willing to incur some losses to maintain a profitable relationship. The membership in the family necessitates compromises and even costs to the individual members. If the costs of group membership exceed the rewards the membership in the group is no longer a rational choice. It is believed that people act rationally to maximize their benefits and utility.

The Conflict framework

The framework explains the family behaviour. It basically looks at the nature of humans and the constraints under which humans live. It is to be noted here that the social exchange framework and conflict framework both recognize the importance of human disagreements, disputes and hostilities. The difference in both is based on the allocation and availability of resources. In exchange theory it is assumed that the resources are equally distributed whereas in conflicts framework it is relevant when resources are divided unequally. Two connotations are used in the conflict theory -The structure of the situation and the structure of the group. There are two ways in which the structure of the situation is organized (a) competitive (b) cooperation. These are the mechanisms to make one achieve the desired or expected goal in the system. To achieve it one has to live in cooperation though it's a competition. (White & Klein, 2002)

Conceptual Framework Guiding the Present Study

These theoretical foundations and the preliminary survey done as a part of the study has helped to evolve a conceptual framework that guides the study has been presented in figure 3. We understand that employed women are compelled to fulfil the responsibilities of workplace and family as well as the spillovers of both domains like the household chores, dependent care, self-related activities, long and hectic working hours, deliverables at workplace,

meeting up the expectations of designation and time to commute. The spillover of work and family can be either positive or negative. Negative spillover is when both the domains have the demands to be attended at the same time and the inability to deal with it. the inability to deal with the spillover can lead to intrusions. Positive spillover is when both the domains enhance each other i.e. it contributes positively towards the WFB of employed women. Negative spillover leads to unproductive work, inefficiency in work, neglect of family demands and neglect of personal demands. Review literature suggests the importance of resources and support system and women's strategies to deal with the conflicts.

Women use different coping styles namely problem-solving approach, emotional thinking, avoidant coping, assistant seeking solutions. Women's self-efficacy (the power with them to make decisions or make choices) at workplace and in family plays an important role in the WFB of employed women.

The resources and support systems for employed women include family support, external/institutional help, support of boss and colleagues. One group of women have availability and accessibility to these resources and support systems but the other group is void of it. These resources and support systems do not exist in isolation but are used by women to handle the spillovers i.e. resources and support system of family can be utilized to deal with the intrusions experienced at workplace and vice-versa. For example: If woman is unable to concentrate at her work due to childcare issues she can negotiate at workplace for flexible work timings or seek help from family members. This example shows that women make an attempt to make available and accessible the resource in the family as well as from the workplace.

The availability and accessibility of resources and support system, use of coping styles and self-efficacy help women navigate the spillovers. The navigation through the spillovers can result into positive WFB or negative WFB. Throughout the process whether intrusion or enhancement women experience varied feelings like frustration, anxiety, guilt, regrets, lack of satisfaction, happiness, satisfaction with job. The present frame work is tentative and will be revised and revised based on the factors and processes of WFB observed from the data .

Objectives of The Study

1. Measure the levels of work-family balance among women employed in government, private and those in self-employed sectors

2. Measure the nature/levels of work-family balance among women employed in government, private and those in self-employed sectors across the four domains-

      i.   Family intruding work

     ii.   Work intruding family

   iii.   Work enhancing family

   iv.   Family enhancing work

3. Identify the differences in the work-family balance of women with reference to the sector of employment, family type and several years of work experience.

4. To know the level of self-efficacy in women employed in private, government and self-employed sectors

5. To identify relationship between women's self-agency and their level of WFB

6. Understand the experiences of women related to:

   A. The nature of conflicts experienced at work and family

   B. The ways in which women overcome the intrusions caused by conflicts and optimize their work-family balance

   C. Resources that enhance the process of WFB including the support available and used by them

   D. Identify and describe the patterns of differences in WFB of women (private, government and self-employed sectors)

   E. The impact of WFB process on women

Explanation of Terms Used in The Study

The words are operationalized for the study for better interpretations and understanding.

1. **Work/family conflict-** The push and pull between work and family responsibilities (Lockwood, 2003). It explains the disturbances caused by the negative spillover of work and family

2. **Work/life balance *from the employee viewpoint-*** Work life balance refers to the effective management of multiple responsibilities at work, at home, and in the other aspects of life. It was defined as "the extent to which individuals are equally engaged in and equally satisfied with work and family roles". Work-family balance referred to the degree to which an individual is able to simultaneously balance the temporal demands of both paid work and family responsibilities

3. **Work/life balance *from the employer viewpoint-*** The challenge of creating a supportive company culture where employees can focus on their jobs while at work (Lockwood, 2003)

4. **Work-family balance (WFB)-** It explains that women try to meet the demands of workplace as well as family.
5. **Employed women**- it means women working outside home either in government, private sectors or those self employed

Methodology

The current research explores the phenomena of WFB in Vadodara city. It helps to understand the phenomena work family balance by capturing the variations in experiences of working women with emphasis on the processes of balancing between workplace and family.

Research Paradigm

The present study is descriptive and interpretive in nature combining the inductive and deductive approaches to understand the phenomena from participants' point of view and the theories and the literature in the field guide the research and act as a base for gathering data. It aids in understanding the context and focuses on the process of events and actions rather than outcome. It helps in giving causal explanations of the phenomena. Taking an interpretive stance enables the researcher to come up with a new finding in the area of work and family balance. The current study is a sequential explanatory mixed methods design study i.e. combines both quantitative and qualitative research designs to understand the theme elaborately.

> *"As a method, it focuses on collecting, analysing, and mixing both quantitative and qualitative data in a single study or series of studies. Its central premise is that the use of quantitative and qualitative approaches, in combination, provides a better understanding of research problems than either approach alone."* (Creswell, 2009)

It is a two-phase design where the quantitative data and qualitative data are collected at different time and the qualitative study depends on quantitative results. Usually quantitative data collection is a priority. After the collection of quantitative data, it is analysed to know the specific aspects that need further explanation. Based on these results and aspects qualitative study is designed and data is generated. Mixed methods are used to enhance the validity of findings by the logic of triangulation as the findings from quantitative approach can be checked against the findings of qualitative approach or vice versa. The structure (relationships between variables) and the processes (reasons for the relationships) involved in the phenomena studied can be brought together in one study. It can compensate for the weakness of either of the approaches. Keeping in mind the Ontological considerations it holds a constructionist perspective as the research aims to understand the relationship between the participant, society

and the world about the area to be studied. It also presents a specific reality rather than the one that is regarded as definitive. The main areas to be studied are the level of WLB as perceived by employed women, family work intrusion, work family intrusion, work family enhancement, family work enhancement, the patterns of WFB, the factors contributing to these patterns, the supportive and non-supportive instances in the process of WFB, feelings expressed by women in the process (Sandall,1998; Miles, & Huberman, 1994; Maxwell, 1996)

Research Process

The study was conducted in two phases, phase one and two as it is a sequential explanatory mixed methods research design. Phase one emphasised on the quantitative aspects of work-family balance. It aimed at the measurement of the nature and level of work-family balance in women employed in private, government and self-employed sectors. Phase 2 focused on understanding the processes of achieving work-family balance which is represented in figure no 4.
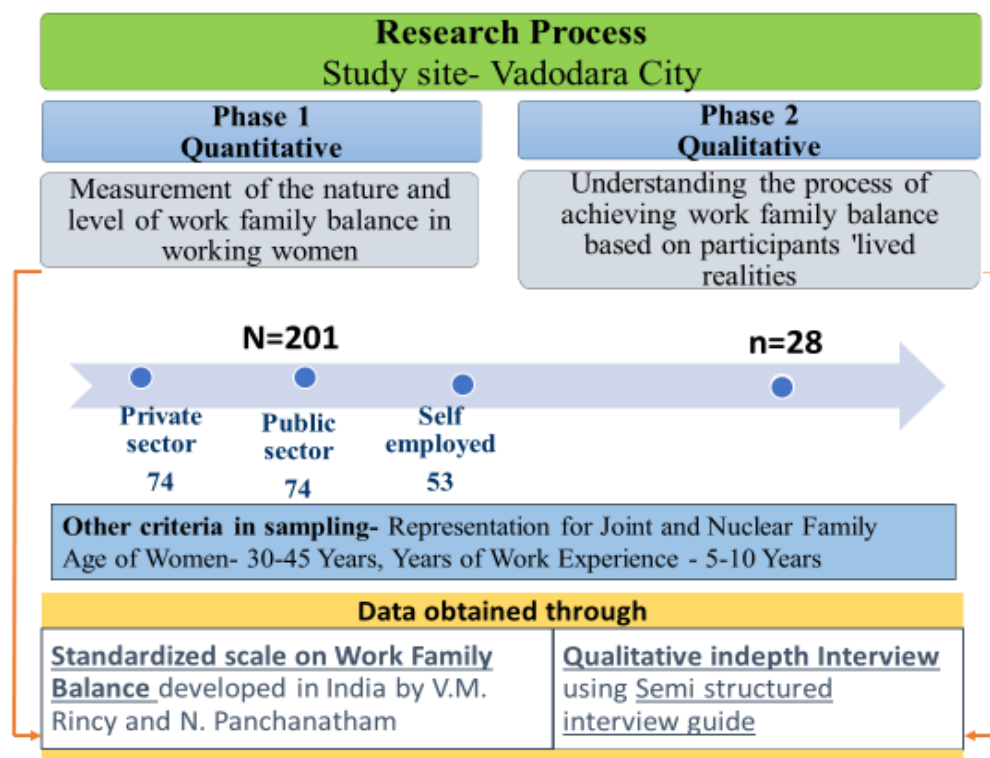

Figure 4 Research Process

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

Criteria and Technique of Sampling

Purposive sampling with snowball technique and referrals was used to identify and approach the participants. The sampling type is used to elicit information which is unique and peculiar to the group. Another important goal of purposive sampling is that it can examine the cases that are critical for theories (Sandall, 1998). It supports the process of selecting the participants as closely as possible with respect to the characteristics essential for the study. Stratified sampling is one of the ways to obtain representative sample. The population is divided into different strata or segments and then separate random sample of equal size from each stratum is selected. As individuals are selected from each stratum it guarantees that each segment of the population is represented in the sample. A random sample is then selected from each segment (Bordens & Abbott, 2006). Therfore for the current study purposive stratified sampling is used. It helps select representative sample so that the conclusions adequately represent the average population. It provides adequate heterogeneity in the population and the conclusions adequately represent the range of variation. Women employed in various sectors of employment were included in the study to capture variety in experiences in different occupations. 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, as the interest is on employed women, age, marital status, urban residence and occupation of women. Therefore, it is purposive sampling as the cases that are typical and the ones that interests the researcher were selected and included.

Criteria for Sample

Women in the age range of 30 to 45 years employed in private, Government and self-employed sectors were approached for the study. Women from joint and nuclear family, and those who had work experience of 5 to 10 years were chosen for the study. The profile of sample is shown in table 2. Women matching these criteria were included in the study because the age of thirty and thereafter is characterized by settling down i.e. the stage of establishment, investing and getting involved in work, family, friends, community activities, and values. They often become more focused on advancing their careers and gaining stability in their personal lives - 'with marriage and child child-rearing, starting a family, coming to the fore as priorities. By this age they would have navigated through the adjustment process in the family and careers and now that they are investing the family and in their professional lives. The age range can provide the researcher with rich descriptions of the experiences of the women as it is a stage characterised by settlement and investment. Table 2 provides the details of sample in phase 1.

Table 2: Profile of Participants

Sector of employment	Frequency	Percent
Self employed	52	25.7
Government	74	36.6
Private	75	37.1
Age		
30-35 years	97	48.0
35-40 years	53	26.2
40-45 years	51	25.2
Education		
Graduate	58	28.7
Postgraduate	24	11.9
Other professional courses	12	5.9
Graduate & another professional course	50	24.8
Postgraduate & another professional course	43	21.3
Diploma	14	6.9
Years of marriage		
1- 5 years	55	27.2
5- 10 years	87	43.1
More than 10 years	59	29.2
Work experience		
1- 5 years	37	18.3
5- 10 years	70	34.7
More than 10 years	94	46.5
Family type		
Joint	89	44.1
Nuclear	112	55.4

Most women (46.5%) have work experience of more than ten years. The number of women employees in private and government sector are almost similar 37.1% and 36.6% respectively. The number of self-employed are 25.7% which is less than the private and government sector employees. Largely women hold a graduate degree (28.7%) followed by graduate & another professional degree (24.8%). Women with post graduation and other professional degree account for 21.3%. Women with diploma and other professional degrees account for 6.9% and 5.9% respectively. About 43.1% are married for 5-10 years followed by women with more than ten years of marriage 29.2% and 27.2% are married for 1-5 years. Majority women have work

experience of more than 10 years (46.5%) followed by women with work experience of 5-10 years (34.7%). Nuclear families are on a high end (55.4%) and joint families (44.1%).

Instruments for Data Collection

1. **Scale to measure Work Family Balance**

For data collection, a standardized scale developed by Rincy and Panchanatham (2010), Department of Business Administration, Annamalai University, Tamil Nadu was used as it met the objectives of the study. The scale provides insights into women's perceptions and helps 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 the 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 the employees but also gives insights about the employees' perceptions about their Work-family balance.

Pilot test – The WFB scale was pilot tested by the researcher to get familiar with the items in the scale and its administration on field. It helped to aassess the contextual validity of the items i.e. if the items in the scale provide the required information in accordance to the objective of the study. When administered the clarity of items was checked so as to avoid misinterpretations by the researcher as well as the respondent. The other observation made was the comfort of women to fill the scale, queries of participants if any and the time consumed to fill the scale.

For pilot study six women were contacted and it took approximately one hour per participant to fill the schedule and some conversation related to the theme. It helped the researcher plan the timings of meeting accordingly; it was realised that women wanted to fill the schedule when they were alone or during their office hours as it was the way they were comfortable. Approaching the self-employed was more difficult than private and government sector employees because firstly the researcher did not have links with self-employed women in the city. It was through referrals that the researcher was able to locate the self-employed women so this made the researcher aware of identifying self-employed women beforehand so as to ease the process of data collection. The theme of the study attracted and motivated many women to fill the schedules and share their experiences. They shared that the questions helped them reflect on their own selves as well as provided an opportunity to share their feelings which they had never shared before with anyone or actually no one had asked them about it. Few

items in the scale needed clarification so the items were revised and edited in the scale for better understanding.

2. Scale to Measure Self-efficacy

The researcher reviewed literature on self, agency, decision making in women and developed a three-point scale for it. The scale consists of twenty items of which few items relate to the decision making in family and workplace and few relate to women's own self. The researcher developed a Self-developed self-efficacy scale which was used to understand the self-efficacy of employed women with reference to their decisions related to workplace, family and their own self. It is a three-point scale and has twenty items. The scale was content validated by an expert in Psychology and Human Development and Family Studies and women felt opined that it captured the essence of their agency.

Procedures of Sampling and Data Collection

Sampling procedure

Phase one which required a purposive stratified sampling began with the preparation of a preliminary list of occupations / inventory of varied occupations or paid work to be able to identify various areas of women's paid work. This helped to identify the setting for approaching the participants for data collection. After the free listing of occupations, the classification of occupations within sectors was done i.e. the listed occupations were then classified into strata (the sectors of employment) i.e. government sector, private sector and self-employed women. The various establishments that by nature fall into the categories of private and government sectors and self-employment in Vadodara city were listed. For example, Private sector Banks – HDFC, ICICI, ING- VYASA; Companies – LNT, LINDE, ALEMBIC, PIRAMAL GLASS; Schools- Navarachna, Bright, Etc; Hospitals – Bhailal Amin, Lady Pillar etc; Other administrative centres. Similarly, government banks, hospitals, schools and administrative centres were included. Self-employed included women who own and run their coaching classes, freelancer in various fields, own boutique, own beauty parlour /salon, own yoga centre, franchise schools- Euro kids, clothes business, consultancy firm head, CEO/trustee, cooking/ tiffin business.

Procedure of Data Collection

On identification of various establishments and sites for data collection, permission from the establishments was sought. Prior Appointment with the respective institute or participant (when referred) was taken to get the schedules filled. The nature and purpose of the study was

explained to the participant or respective department heads who then referred to women eligible for the study. The ethics of research were explained to the participants and written consent was taken. Some participants were comfortable to fill the schedules on spot whereas others requested for a time period of 3 to 7 days. It took 30-40 minutes for the completion of schedules. Follow up with the participants was done to ensure timely completion of the schedules. As many participants remained occupied in their workplace it was not always possible to get the schedules filled up on the spot. For those participants, the schedules were either emailed to them or a time period was given and then collected. For such participants the schedules were sent through email. Easy to fill format was created by the researcher so as to save time as well as ensuring correctness for the information provided by women. This was done taking into consideration the convenience of participants.

Analysis of the Scaled Data

Analysis of data is based on the scores obtained for the forty-six items. The scores on the subscales determine the level of intrusion and enhancement of one domain in the other. The total score of the dimensions is Work-family balance (WFB) score. *# Higher WFB index indicates higher work-family balance*

As the research paradigm is a sequential mixed method design the collection and analysis of quantitative data are followed by a collection and analysis of qualitative data. The purpose is to use qualitative results to assist in explaining and interpreting the findings of a quantitative study. (Research Rundowns, a blog). Therefore, a preliminary analysis was done for data obtained in phase 1.

Data Cleaning, Organizing, and Entry

The schedules were classified sector wise and numbered to ensure confidentiality as well as facilitate its systematic arrangement. Follow up was done with the participants who submitted incomplete schedules and blank/no response schedules were discarded. Therefore, from the distributed 450 schedules, entirely filled schedules were two hundred and one (201). 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

Classification of WFB scores

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. Therefore, the

lowest and highest value of scale is considered to classify the scores. The lowest score is 46-92 and highest is 230. No participant scored in the range of 46-92 so is not included for analysis. Descriptive statistics is 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 logics for analysis was validated by statistican.

Table 3: Score Ranges of Total WFB Score and Subscales in WFB Scale

Score type	Total WFB score	Intrusion of family into work	Intrusion of work into family	Work enhancing family	Family enhancing work
Level of WFB			Score Ranges		
High	185-230	41-50	73-90	29-35	45-55
Moderate	139-184	31-40	55-72	22-28	34-44
Low	93-138	21-30	37- 54	15-21	23-33

Table 3 explains the ranges for score in WFB scale. The scores are classified into high, moderate and low WFB. The level of WFB in women is determined based on these scores.

#(IFW- Intrusion of family into work ; IWF- Intrusion of work into family;WEF- Work enhancing family;FEW- family enahcning work)

Results for Phase 1

Distribution of Women Across the Sectors of Employment Based on Their Level of Work Family Balance

This section presents the levels of work- family balance in women employed in private, government and self-employed sectors. Table 4 reveals that majority women (51.7%) have high WFB followed by moderate scorers (43.8%) and only 4.5% report low WFB. Maximum women (56.2%) report low IFW whereas 47.8% women experience moderate IWF. The total number of low scorers are nine (4.5%), moderate scorers are 88 (43.8%) and high scorers are 104 (51.7%). Workplace and family both enhance each other to optimize WFB and more number of women (71.1%) feel family enhance their workplace than work enhancing family (60.7%) only 8.5% feel low WEF and 2 % feel low FEW. High Intrusion of the family into work and work into the family can be seen more in self-employed women. Moderate IFW is high in government sector employees and low IFW is highest is the private sector. Low IWF is higher in private sector and least in self-employed women. Work and family both enhance each other optimizing the WFB of women. Only 2% women report low enhancement of work by family and 8.5% feel low WEF.

Is there a difference in work family balance based on sectors of employment, type of family and years of work experience?

ANOVA for understanding differences between sub-groups (sectors, family type and number of years of work experience) for total WFB scores. To identify the differences in the work-family balance of women with reference to the sector of employment, family type and several years of work experience three-way ANOVA was used. It indicates that $p > .05$ so there was no statistical significant three-way interaction between Work experience * Sector of employment * family type (p=0.705). The ANOVA table will be presented in the final thesis.

Table 4

Level of work-family balance and in sub-scales (N= 201)

Sectors of employment (N= 201)	Total Work-Family Balance			Intrusion of Family into work			Intrusion of work into family			Work enhancing family			Family enhancing work		
Level of balance (%)	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L
Private (%)	57.3	36	6.7	5.3	29.3	65.3	8	44	48	60	32	8	77.3	20	2.7
Government (%)	52.7	44.6	2.7	6.8	41.9	51.4	9.5	48.6	41.9	59.5	32.4	8.1	67.6	31.1	1.4
Self Employed (%)	42.3	53.8	3.8	17.3	32.7	50	44.5	51.9	36.5	63.5	26.9	9.6	67.3	30.8	1.9
Total (%)	51.7	43.8	4.5	9	34.8	56.2	9.5	47.8	42.8	60.7	30.8	8.5	71.1	26.9	2

Relationship between Self-Efficacy and Work-Family Balance

On collection of data from WFB scale it was realised that the process of WFB for women depends on various factors and one of the important factors is the agency of women and their self-efficacy i.e. the decision-making power with women in family as well as workplace. From the total of 201 only 122 completed this scale. Results are presented in table 5.

Table 5 Distribution of women with different levels of self-efficacy

Sector of employment	Self-efficacy score			Total
	Low	Moderate	High	
Self employed	0	8	21	29
	0.0%	36.4%	23.1%	23.8%
Government	5	10	34	49
	55.6%	45.5%	37.4%	40.2%
Private	4	4	36	44
	44.4%	18.2%	39.6%	36.1%
Total	9	22	91	122
	100.0%	100.0%	100.0%	100.0%

Table 5 shows the distribution of women with different levels of self-efficacy across the sectors of employment. Across the sectors of employment women report high self-efficacy where 23.1% are self-employed, 37.4% from government sector and 36% from private sector. Almost equal number of women government sector (45.5%) and those self-employed (36.4%) reported moderate self-efficacies. No self-employed reported low self-efficacy whereas women in government (55.6%) and private sectors (44.4%) reported low self-efficacy

To understand if there exists any relation between WFB Score and self-efficacy score Pearson correlation was used. Table 6 reveals that the Pearson correlation coefficient for self-efficacy and WFB is 0.336, which is significant ($p < .001$ for a two-tailed test), based on 122 complete observations (i.e., cases with non-missing values for both self-efficacy and WFB) Self -efficacy and WFB have a statistically significant linear relationship ($p < .001$). The direction of the relationship is positive (i.e., self-efficacy and WFB are positively correlated), meaning that these variables tend to increase together (i.e., greater self-efficacy is associated with greater WFB).

Table 6 Pearson Correlation between self-efficacy and WFB

		self-efficacy	WFB
Self-efficacy	Pearson Correlation	1	.336[**]
	Sig. (2-tailed)		.000
	N	122	122
WFB	Pearson Correlation	.336[**]	1
	Sig. (2-tailed)	.000	
	N	122	201

**. Correlation is significant at the 0.01 level (2-tailed).

Thus, it can be concluded that women's WFB score varies across the sectors of employment and is dependent on the self-efficacy with women. The sector of employment, the type of family and the number of years of work experience does not exhibit any relationship with the WFB of women. Therefore, in order to capture the variations in the experiences of employed women about their work-family balance it becomes important to identify and elaborate on the 'W' of it i.e. What are the intruders and enhancers for work-family balance? In what ways work and family intrude and enhance each other? What are the effects on women? How do women cope or navigate the spill overs? To capture these areas phase two was conducted in line of the research objectives. Phase one provided statistical data of WFB of women with respect to their level of WFB and the level of self-efficacy, phase two elaborates on the reasons for different level of WFB and to get causal explanations of the same.

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

The second phase of the research is an explanation to the nature and level of WFB in women across the sectors of employment.

Criteria and Technique of Sampling

The total score of women chosen in phase one guided the selection of a purposive sample for the second phase of research which focused on understanding the process of achieving work family balance based on their lived realities. The participants for second phase were selected taking into consideration the homogeneity that they are employed in distinct sectors of employment so that variety in their experiences can be captured. Heterogeneity is maintained by including women from joint and nuclear families, women with distinct number of years of work experience, different levels of work-family balance for total score as well as the sub-scale scores and different levels of self-efficacy.

Total number of participants for phase two were 28 of which 11 were selected from private sector, 11 from government sector and 6 self-employed women. government sector employee

include administrator, clerk, desk officer and various others; private sector include legal assistant manager, HR manager and from self-employed there are women who own and run a preschool, have their tiffin services etc. To get the variation in experiences of work-family balance 11 women with moderate scores were chosen, 9 with low scores and 8 with moderate scores. Variation in the levels of intrusion and enhancement between workplace and family was also considered while selecting the sample. Similarly, variation in level of self-efficacy was also captured. Such a choice of participants enabled to have a scope for explanation to the various dimensions of Work-family balance as discussed earlier.

In-depth Interviews for Data Generation

A self-constructed semi-structured interview guide for free-flowing conversations to generate data on various dimensions of WFB was used. The dimensions were conflicts if experienced in family and workplace, ways to overcome/deal with conflicts, resource and support system available for the same. The questions in the interview guide began with introducing questions where they were first asked to share about their work-family balance experience and then in response to the scores of women on scale items the questions were integrated as to how and why of it i.e. If women score high on certain items she would be asked to explain in detail about the same and if she scores less or low on items it would begin with in response to that. A framework for questions was prepared but was adapted to the responses of women interviewed. Probing questions were used depending on the response of the introducing and follow up questions. Specifying questions were used to confirm the responses with women.

Procedure of interviews

The selected 28 participants were approached with prior appointments. The venue for conducting interviews was decided as per the convenience of the participant. The purpose of contacting them for interview was explained. Written informed consent was taken from each participant to conduct interview and audio record it. Interviews were conducted and audio-recorded. There were moments in the interview where participants felt disturbed, broke down or felt very strongly about. They were consulted to continue with the interview. None of them backed out from the interview instead kept faith in their own selves and shared about their experience. They felt sharing like a catharsis for their emotions that were hidden in them and left unaddressed.

On completion of interview the researcher verified if the tape recorder worked throughout the interview; made notes, wrote the observations made during the interview. For example, where did the interview occur and when, did the participant break down or paused? Were there any surprises during the interview? Then all the interviews were transcribed retaining verbatim and

emotional tones. These scripts were reviewed to see if all the aspects were covered. In case of doubt or incomplete information the researcher followed up through personal visits or over the telephone.

Thematic Analysis and Integration of Quantitative and Qualitative Data

Data (transcripts) was read repeatedly and the feelings and thoughts were reflected and made a note of it for future reference. Objectives were always referred back to keep the link between the objectives and analysis being done. Data was coded and inductive analysis was done to evolve several themes and categories. Various sub themes emerged (Open coding), several categories were developed and then selective coding was done to establish relationship between the categories. The researcher comprehended meaning from the interviews and identifying themes, the tone of conversations and arrived at a preliminary classified list of dimensions. The nature and level of intrusion and enhancement was observed for 28 participants. It was important to understand the link between data from scale and themes emerging from interview. Therefore, the items in scale were related with the experiences shared in interview and explanations were looked for in the interview.

Results from the both the sources were integrated for interpretations and explanations. The use of mixed methods research design provides a comprehensive understanding about the aspects of WFB. This method ensured validity and credibility of the findings as quantitative data about WFB tells us about the level and nature of intrusion and enhancement as well as the level of WFB in women across the sectors of employment and qualitative data explains the how and why of it. *(explained later).* The similar appearing items in the scale and response from the interview were clubbed together to develop three dimensions to the study- *what, how and effects.* The relatedness between the dimensions, the emerging themes, and coping styles with the WFB scores was done to evolve/identify varied patterns.

On reading the transcripts persistently and referring WFB scale data, it was evident that not all participants report conflicts in family and/or workplace. Therefore, participants were identified and classified based on their experiences and WFB data so as to identify the patterns. the patterns that emerged are:

1. Women experiencing high intrusion from work into family (n=36) *
   For women in this group there are aspects of workplace that are not conducive and the difficulty to deal with these aspects lead to intrusions in family. The extent of intrusion of work into family is high.

2. Women experiencing High Intrusion of family into work (n=10) *

For women in this group there are aspects of family that are not conducive and the difficulty to deal with these aspects lead to intrusions in workplace. The extent of intrusion of work into family is high.

3. Women experiencing High Intrusion from work into family and family into work (n=77) *

These women experience of aspects that are not conducive neither in workplace nor in family as a result they face intrusions in both workplace and family

4. Women experiencing Low intrusion in family and workplace (n=78) *

These women are mostly high WFB scores and they experience the least intrusions in family and workplace. Even if they intrusions they are able to successfully deal with it.

*Note: * denote dummy numbers, explanation for the patterns will be validated based on women's responses.*

Results of Phase 2

Women experience intrusion and enhancement of family into work and vice versa. This section explains what intrudes and enhances women's family and workplace, ways of intrusion and enhancement, coping styles of women to overcome intrusions and effects on women.

Intrusions in the Process of Work-Family Balance

Intrusion in family and workplace is a result of mainly two factors, one environment related and second self-related. The factors in the environment mean the aspects in family and workplace and women's self-related factors that intrude their WFB process.
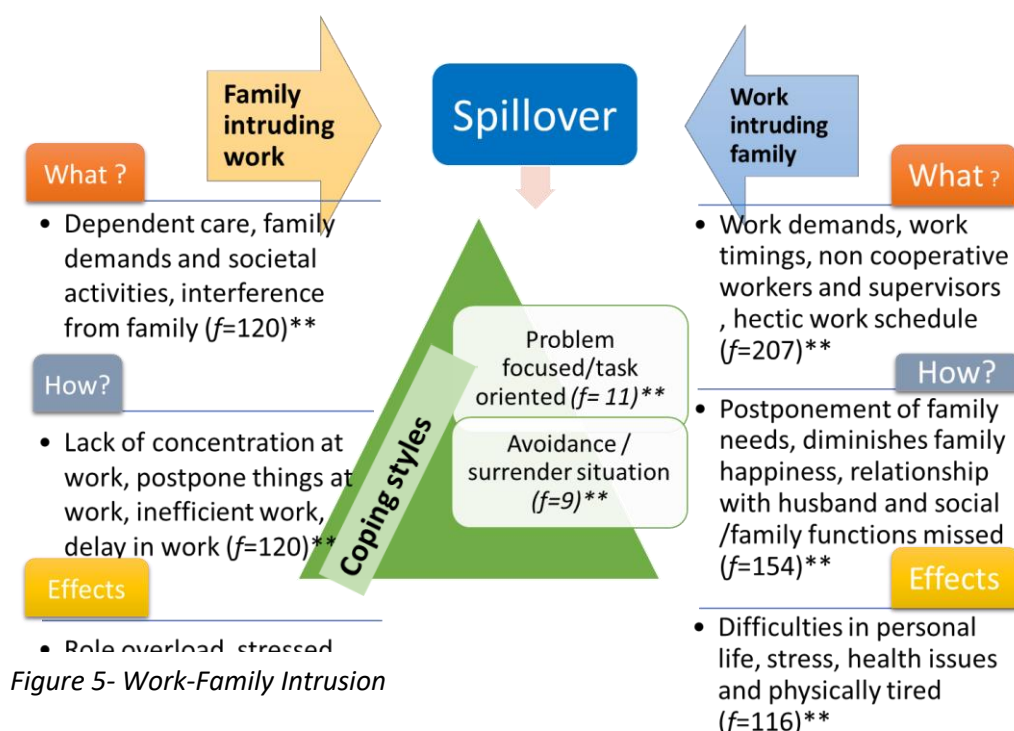

Figure 5- Work-Family Intrusion

Environmental Factors Causing Intrusion – Workplace and Family

Workplace and family are the domains that women juggle to balance therefore it is important to understand what in family and workplace intrudes the process of WFB for women.

What in Family Intrudes Workplace? (refer figure 5)

Family has its own needs and demands, dependent care issues i.e. children, elderly, relationship with husband, household chores *(*the frequencies written are responses for the aspects in family that intrude, which are dummy figures and will be replaced by final data *).* The reasons for these aspects becoming an intrusion are discussed.

     Family Needs and Demands and Lack of Support - Family support is an important factor contributing to the WFB of women. When the family environment is not conducive and support from family to working women is missing it leads to conflicts in family and these cause intrusions at the workplace. Women's families ask for the time and attention of women for their needs and demands that include children/husband/in-laws, social activities and other family responsibilities. Women reported that they need to address all the demands in the given period and at times some demands at the workplace and in the family need to be attended at the same time. The clash between the two makes it difficult for them to manage. Women whose husbands did not support and understand their situations faced difficulties managing everything on their own.

     Expectations and Ideologies of In-Laws Hindering Women's Work- For some women their in-laws expected them to take the responsibility and complete all the household chores, cooking and then leave for their workplace. Women were expected to prioritize family needs and demands and keep work in a secondary place. This was true for few women irrespective of their education, sector of employment and the WFB type. Few women reported that their in-laws did not support or help them in any of the household chores and for taking care of the child(ren)when they were at work or at home which added to the women's responsibilities. The in-laws of few participants have a belief that women's primary role is to care for the family and that her work is not so important so can be secondary to her primary role. The in-laws of few participants permitted women to work but on terms and conditions for the workplace, she chooses to work, which becomes a hurdle for women's progress in the workplace. Women with young and dependent children experienced great difficulties with respect to their arrangements in their absence especially for those who live in nuclear households and those who have no other support or relative or family member in the city. Thus, family related stress, increased family responsibilities and expectations, family problems, role overload for women with non-cooperative/supportive/understanding

children/husband/in-laws and the inability of women to meet with the expectations lead to conflicts in the family and thereby intruded the workplace in several ways (discussed later).

What in Workplace Intrudes Family?

The workplace demands, non-flexible timings, non-cooperative boss and colleagues, hectic schedules are the aspects that women need to attend to but when these aspects are not dealt with or women's inability to deal with it or resolve leads to intrusions in family.

Nature of Work and Lack of Support - The workplace has its own demands and expectations which women need to fulfill. The workplace is not a problem, but the nature of work is. Women report spending long hours at work with no flexibility in timings, with no facilities for working mothers, no support from bosses and colleagues, lack of appreciation at the workplace, no scope to grow professionally and personally makes it difficult for them to manage at the workplace. In the case of self-employed women investing time, energy and money in their business, all lead to stress in women and thereby intrude families in some or the other ways *(discussed later).* Thus, the needs, demands, and expectations of workplace and family place pressure on women to manage both at the same time making it difficult for women to manage.

The aspects of workplace and family that intrude was clearly evident from the scale and explanation for the items is sought as discussed previously. An addition to these aspects is women's self-related factors. This emerged on reading the transcripts and analysing the scale data critically. Therefore, women's belief, ways of response and abilities for the WFB are important to be considered.

Self-Related: Women's Temperament and Personal Factors that Lead to Intrusion

Personal factors are an integral part to the women's navigation through the spill-overs to optimise their WFB. the various personal factors that influence the WFB are discussed

Making Resources Accessible for Own Benefit in Family and Workplace

There are women who have no resource and support system at the workplace and in the family, but can manage as they believe themselves and have faith in selves. Few women with the same situation are not able to handle it because they get influenced by the societal stigma and lose hope and faith in themselves. There are women who do not have resources and support but try to seek help from the family members, office colleagues, bosses or paid help if required. They use their skills to negotiate, discuss and find a solution to the problem. But there are women who are not able to channelize the resources even if they have. The ways women avail and access the resources makes a difference to their WFB.

Resource in the family is in the form of support of husband in household chores and taking care of the child, in-laws support for household chores and childcare, child's cooperation for her routine. At office the support and cooperation of bosses and colleagues is important. It is not necessary these will be available readily but some women develop their ways to deal with it and few leave it unattended continuing with the conflicts.

Personal Beliefs

Women's belief about the situations and being a part of it influences the approach to deal with the situation. Few women believe that it is their sole responsibility to take care of the family for everything as they are a woman and with this belief they avoid taking help of others in the family which in turn increases the workload for them and making it difficult to handle everything. There is another group of women who believe that women are dependent on others and cannot survive alone in the family and the society. The mismatch between the expectations, beliefs and the non-fulfilment of the same leads to dissatisfaction. One woman feels that their identities are based on the male figure i.e. their husband so whatever the situation may be women have to tolerate husband's reactions and learn to deal with it. The third group of women is those women who have an open and flexible approach towards life but it is not accepted by their significant others. They believe women can survive alone and it is not only them who are responsible for the family, but these thoughts are not appreciated, and they are always made to feel guilty for it. Women with low WFB especially get affected by it and not able to come out of it. moderate scorers are aware of their own limit and capacity to work and the time that they can spare for both their workplace and family.

Personal Adjustments

After marriage women experience many changes in terms of responsibilities, expectations and life stages. Few women who stay with in-laws are comfortable with them as they are a great support to women for childcare and household chores. Whereas few other women did not feel comfortable staying with in-laws as they had non-supportive beliefs and ideologies for women especially working women. As they could not continue staying with the in-laws they shifted to a separate household. This is a change for them as they must manage on their everything. This was challenging for some women whereas some could manage it. the second change is in terms of the responsibilities of being a mother. It's a sudden change in their lives so it becomes difficult to manage for some women.

Thus, the environmental and personal factors both become the reason for intrusion in the WFB process. The ways family and workplace intrude each other is discussed below.

In What Ways Work and Family Intrude Each Other?

This section will talk about the ways work and family will intrude each other. Data will be presented on each of the aspects identifies here based on frequency of women reporting the same. Results show that the high expectations and demands, lack of support, personal factors lead to intrusions in either family or workplace or in both. These intrusions have its effects on family, workplace and women's self. The dependent care issues, family needs and demands, expectations to meet the societal demands makes it difficult for them to concentrate at workplace. The efficiency of their work gets affected, they often need to postpone things at work and sometimes miss the deadlines. The high demands at workplace and lack of support to resolve leads to the neglect of family needs and demands like care and attention to children, in-laws where the needs of family get postponed, certain family functions are missed, other family responsibilities are sometimes not fulfilled. Family happiness is sometimes diminished and all these lead to difficulties for women in family. Their work-schedule sometimes annoyed their husbands and their marital relationship gets affected. They are not able to spare time with their husbands, children, in-laws which makes them feel guilty.

What are the Effects of Intrusion on Women?

The non-supportive aspects of family and workplace intrude each other which has negative effects on women. The effects of the intrusion on women are discussed.

Excessive work demands at workplace and family lead to Physical stress / exertion in women. The physical tiredness does not let them perform their roles and responsibilities efficiently in workplace as well as family. They report that the high demands and the difficulty to manage everything makes them irritated, frustrated, anxious and leads to many other health problems. They are unable to spare time for their own selves, don't get enough sleep. Women report that compromises and sacrifices are a part of marriage and they also had to sacrifice and compromise on certain aspects which will be highlighted with verbatim in final thesis. Not all women are dissatisfied with their WFB but there are women who reported dissatisfaction with their WFB. (*each aspect of the result will be validated by giving example based on women's responses).*

How Do Women Cope with the Intrusions?

To deal with the various intrusions caused by workplace and family women use different strategies and mechanisms. The modal coping style of women experiencing intrusions was identified. Women used problem focused, emotion focused and avoidant coping styles to overcome the intrusions caused by work-family. The availability and accessibility of

resources and support systems in workplace and family and women's self-developed strategies helped them navigate the spill overs. Coping was studied among the high, moderate and low WFB scorers. Mostly women with high and moderate WFB score and high or moderate Self Efficacy score used problem focused coping style and those with low WFB and low self-efficacy used either emotion focused or avoidant coping style. However, it is to be made clear here that the coping style varied with situations of women. Therefore, when the researcher mentioned here the coping style it explains that it is a modal coping style for that WFB scorer type. Women developed their own strategies to deal with the intrusions. To illustrate: Women seek help from their parents if in town, in-laws, husband to deal with the dependent care issues and family needs and demands. For household chores and childcare women also sought the help of a maid. To meet the family demands women adjusted their working hours i.e. either left early, chose job that didn't clash with the timings of the child's school. Similarly, to meet the demands at workplace, they adjust their family routine, complete their household chores early or attend to it after returning from their jobs. There are various other strategies developed or learnt over a period of time by women and for some women it is a natural and routine process. (the strategies of coping and coping style would be explained with participant responses and validated by data*)*

Enhancement in the Process of Work-Family Balance

Workplace and family not only intrude each other but also enhance each other. Enhancement here means how work and family positively influence each other and what effect it has on women. Table 6 explains the enhancement in the process of WFB.

What Enhances the Process of Work Family Balance?

A mutually conducive environment - Supportive, understanding and cooperative husband/in-laws/child(ren) towards women's multiple roles and responsibilities play an important role to enhance the WFB process. Paid help for household chores/ care of children made facilitated the process of balancing. Similarly, at workplace the availability of opportunities to grow, self-expression made women satisfied with their jobs. Supportive, understanding and cooperative boss /supervisors, and supportive colleagues/staff/co-workers were the important factor contributing to the WFB. (Each aspect summarised in this section will be explained validating it with appropriate descriptive and qualitative data)

Figure 6 Work-Family Enhancement
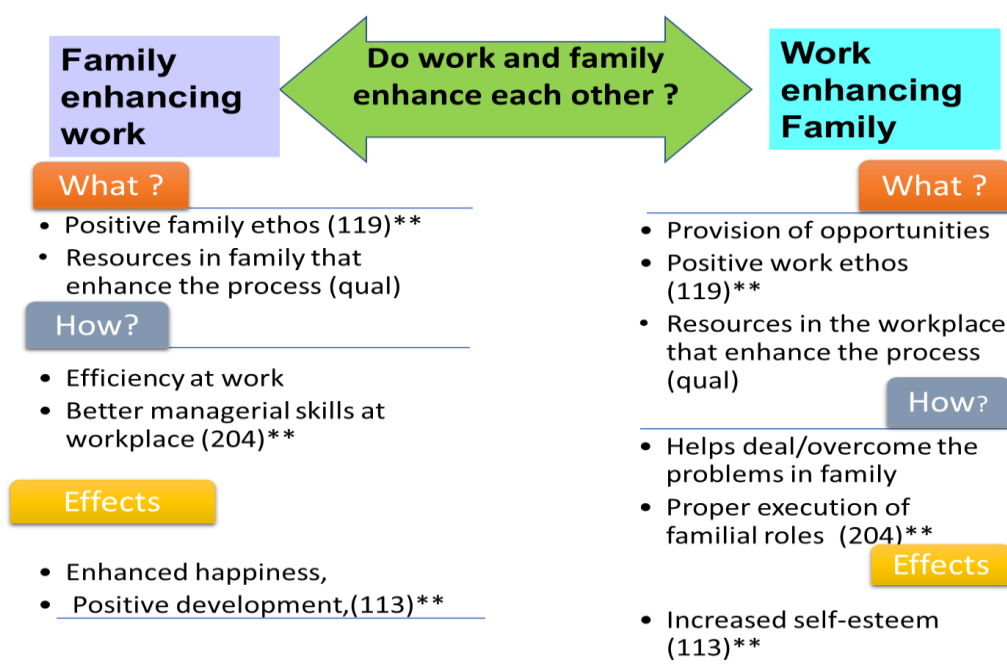
How do Work and Family get Enhanced?

The positive ethos of workplace and family help women become efficient at work, developed and enhanced their managerial skills i.e. they could look after their familial roles better and could attend to the work demands timely and efficiently.

What are the Effects on women?

Women report that they feel great to be an employed woman because it is due to their work that they feel confident in themselves, their personality is enhanced and have high self-esteem. The other effects are analysed and will be reported with verbatim.

Illustrations to Understand the Processes Involved in Work Family Balance

The experiences of twenty-eight were studied and categorised according to their processes of WFB keeping the equation as a reference. The process of WFB is presented in the form of an equation (Type of Family+ Environmental Factors+ Personal Factors+ External Resources+ Self-Efficacy+ Coping Strategies) Subtract (Non-Supportive Factors, Negative Personal Behaviours and Attitudes, Sacrifices) = WFB Type

The case illustrations explain the situations of women in terms of the environmental factors, personal factors, modal coping styles. As of now, four illustrations are identified to show the variations in the WFB process. The tables prepared below are dummy tables to exhibit the processes of WFB. The four-distinct case illustration help us understand that for some women

the factors and situations that intrude their WFB are similar but the ways they deal with is different leading to a particular outcome. This section is in line with the research objectives and the dimensions of WFB that the researcher intends to know. Tentative tabular format is prepared for clarity in interpretation and understanding.

1. **The Best and Worst of Work Family Balance**

Women with high WFB and women with least WFB are compared to get a picture as to what leads to best WFB and least WFB. The difference is evident in the environmental factors that can facilitate the process for women. Women with best WFB have all the support needed whereas for women least WFB the resources and support systems are absent. Similarly, the personal factors and modal coping styles are different and therefore one group has positive WFB and the other has least/low WFB. These processes were observed in 9 participants (tentatively) it may change on further analysis.

Table 7: Description of women with the best and worst of work family balance

	A. Women with best work family balance	B. Women with least Work family balance
Environmental factors	Availability of support in family and workplace	Non-supportive family (husband, in-laws) and non-supportive workplace
Personal factors	Positively addressed the problems/situations/conflicts	Negatively addressed the problems/situations/conflicts
Modal coping style	Problem focused	Avoidant/emotion focused
Outcome	Positive WFB	Low WFB
Number of participants (approx.)	8	1
Sector of employment	Private =3 Government =3 Self-Employed=2	Private=1

2. **Women's attitude as a key factor determining their Work-Family Balance**

The case type explains that women's attitude can influence their WFB. it indicates that there are women with no- support from in-laws, husband and workplace but as they deal with it positively with positive attitudes it helps them achieve a positive WFB which is not the case in type B women.

Table 8: Description of women's attitude as a key factor determining their Work-Family Balance

	A. Positive attitude positive outcome	B. Negative attitude negative outcome
Environmental factors	Non-supportive in-laws and non-supportive workplace	
	Non-supportive ideologies of family	
	Non-supportive husband	Supportive husband
Personal factors	Positively addressed the problems/situations/conflicts	Negatively addressed the problems/situations/conflicts
Modal coping style	Problem focused	Avoidant/emotion focused
Outcome	Positive WFB	Low WFB
Number of participants (approx.)	1	2
Sector of employment	G=1	G=1 P=1

3. Choosing the Path of Least Resistance in Maintaining WFB

This process type includes women who have the support in family but with conditions for them to work. One group of women here have supportive ideologies of in-laws whereas the others have non-supportive ideologies of in-laws. They have support from workplace too but they have chosen a path to simply adjust with it rather than negotiating or challenging it. The mere acceptance of the situation is the way they deal with it. they are allowed to work outside home but on given terms and conditions of husband and in-laws. they have positive WFB as they do not question their situations because they feel things work out for their own benefit. Therefor the costs and rewards are considered while making this decision of coping.

Table 9: Description of choosing the path of least resistance to maintain WFB

	A. supportive ideologies	B. non-supportive ideologies
Environmental factors	Availability of support in family but with conditions for woman to work	
	Availability of support at workplace	
	Supportive ideologies for working women	Non-supportive ideologies for working woman
Personal factors	Problems not addressed - personal adjustment	
Modal coping style	Emotion focused and problem focused	
Outcome	Positive WFB	
Number of participants (approx.)	3	1
Sector of employment	G=2 P=1	P =1

4. Work Conditions as linked to WFB

The work conditions are seen to be influencing the WFB. there are women with favourable work conditions and those with not favourable work-environment. This explains that the ways these conflicts are handled lead to an outcome. Women who addressed positively have positive WFB, women having non-favourable work conditions but positively addressing helped them achieve positive WFB whereas the other group of women also report non-favourable work conditions but as they dealt with it negatively leads to negative outcome i.e. low WFB.

Table 10: Description of work conditions as linked to WFB

	A. Favourable work conditions leading to positive WFB	B. Unfavourable work conditions leading to positive WFB	C. Unfavourable work conditions leading to low WFB
Environmental factors	Supportive husband	Supportive husband	Supportive husband
	Non-supportive in-laws	Supportive in-laws	Supportive in-laws
	Supportive workplace	Non-supportive workplace	Non-supportive workplace
Personal factors	Positive addressed to the problems/situations/conflicts	Positive addressed to the problems/situations/conflicts	Discussed and negotiated for the problems but not successful
Modal coping style	Problem focused	Problem focused	Problem focused but not successful
Outcome	Positive WFB	Positive WFB	Low WFB
Number of participants (approx.)	3	3	6
Sector of employment	SE= 2 G=1	G=2 P=1	P=3 G=1 SE=2

Each of these four processes or any other emerging pattern will be summarised in the form of case illustrations that will give us a glimpse into the nuances involved in achieving WFB in different situations. Two examples of case illustrations are presented here for reference.

Case A – Illustration

Women with best work family balance

Dr. Aashi is 39 years old staying with her husband and has two school going kids. She is a Dental surgeon by profession for more than 10 years. She feels lucky to have a supportive family as that enables her to give 100% at her work. She was very clear from the beginning that on completion of her studies she wants to contribute back to the society. For her to be a working woman was nothing extraordinary which she had to ask her family for may it be her parents or in-laws or had to struggle for because everyone in her family knew that once she completes her studies she would work. Her husband is a great support to her for everything whether household, children, workplace or any other familial responsibility.

As a part of her routine, she completes most of her household chores in the morning, sends kids to school and then leaves for her work. In her absence or when she is at work, a maid takes care of her kids. At her clinic, she has fixed her working hours and this helps her spare time for her kids and husband. she is able to manage everything at home and in clinic mainly because she has family support and support of co-workers at her clinic. She has a maid for everything and along with it, she has learned to delegate tasks. She prioritizes her tasks and plans everything efficiently so that she is able to spare time for her family as well as her clinic. Her children expect her to be around, spare time for them which she is able to but still feels can spare more time but that is not an issue every time, it happens only when children are fussy, hungry.

She shares that family support is one of the aspects that are very important for a working woman but it also depends on the women. They should be able to develop their strategies and techniques to develop a balance rather than cribbing over the situations.

The occupation of women also matters the work-family balance. She mentioned that as she is self-employed she has the flexibility of work timings, has the benefit to keep her children with her at the clinic if no one is available. So, life for her is much easier than that of employed women but as she is answerable to her clients so she needs to work accordingly and fulfill the commitments made. She thinks women need to learn to balance their lives and not waste their time doing nothing. They should not blame the families for not getting time.

It's their time management to handle it. She thinks most of the times husbands are supportive if women exhibit and justify their worth to them. She has seen many women who when return home from work deny doing the household work as they are unable to, she feels that if you can't do it then take help, but one should know how to balance out. She shares that she is able to manage, she has been working full time till the last date of her deliveries and since her kids were 21 days old. It's nothing like she took a break from her work. The main reason she feels for this is the kind of support that she had from her family and the help around her.

"So, I have always been able to manage, it's just you should know to delegate work. secondly you show try to understand which activity is suitable or apt at what time?   If you take my example, I know I have to leave home by 10am then I have to make sure that I finish everything before 10am. I don't leave anything behind that I need to come back and do it, I make sure to finish it at that point itself. This is because if I leave one thing I am going to leave 2 more things. That backlog needs to be lessen I feel that ways. Try to finish work at its time itself and don't drag or postpone it. Because those two things would get doubled to 4 and you would go mad doing it. So, planning is the main criteria. I have seen that many of my self-employed women friends are able to manage not only me."

Her work experience developed in her the self-confidence enhanced her personality and with time things changed for her good. She feels that women's profession does make a lot of difference to balance between work and family. The only thing that gets ignored is her own self. She is unable to spare time for her own self but still, she feels happy and satisfied with her life.

Case B – Illustration
Women with least work family balance

Simi is 40 years old and a graduate working in a private sector with an MNC, BPO. She stays with her in-laws, husband, and children. She has two kids and both are self-dependent. Life is very hard for her and she feels a woman is always alone all her life. She always cared for her family but they did not value her presence in the home and always harassed her by taunting and passing sarcastic comments devaluing her capability. Her children have seen her sufferings. She decided to work because nobody supported her financially or psychologically

in the family. She earns for her own self, spends on her own and is not dependant on others in the family.

She wanted to do everything for the family, she always tried to satisfy everyone and make everyone happy but in return she never received anything. Her husband's nature is a bit good but still, she does not get what she needs i.e. a shoulder to cry. Her parents are non-supportive to her because they believe girl once married is no more their responsibility.

She does not have many friends to talk with. She does not socialize much, and she is not a social person. She cries at times but then she knows that she needs to be strong.

She is thankful for her education because of which she is able to work and earn. She then decided not to make everyone happy but do things that make her feel happy and gives pleasure. She earns and spends, nobody can question her because she has demarcated and drawn the line.

Due to her workplace, her in-laws are annoyed because their care is neglected and that many family needs and demands get neglected. Her kids are self-dependent so that does not bother her but still she feels that she is not able to give proper care and attention to them due to her workplace. She is often preoccupied at her workplace due to which she returns home late. her husband is sometimes annoyed with her preoccupation with workplace and family responsibilities being getting neglected and postponed. She is stressed due to the workplace demands and upon that the taunting of her in-laws make her life stressful. She rarely finds it difficult to manage because she plans her day in advance, has hired help for household chores. She reports that due to work pressure and stress and the stress in the family she experiences health issues. Sometimes she is not able to live a life that she likes mainly due to her health issues and stress at workplace. Often, she misses out on her family/social functions first due to her workplace and secondly, she does not feel important to attend the functions. Lack of support from husband, in-laws, and parents develop the feeling of hatred and negativity towards the family. therefore, she decided to move on with her life by ignoring the stereotype expectations from her in-laws. Her workplace has added to her personality in terms of building up the confidence, meeting people and she also feels that due to her work she can forget family tensions for some time. As she has a fixed schedule she can manage her day well. She does not feel that her family has motivated or supported her towards her work or otherwise and therefore whatever she has achieved is all her efforts.

Thus, it can be seen that she experiences difficulties due to the non-supportive attitude of her husband, in-laws and parents. She is expected to prioritize family over her workplace. Recognition and respect for her work is nowhere present. Nowhere she mentioned that she

does not want to fulfill the family responsibilities but due to the nature of her work she is unable fulfill it completely. Secondly, her kids are self-dependent so that reduces the childcare related stress. She considers husband to be an important factor contributing to the WFB. His support in any form i.e. either physically or psychologically contributes to their management between the two. The high expectations of in-laws in terms of prioritizing family, completing all the household chores often created difficulties for her. She has no support in the family and this affected the ways she took decisions for herself and the way she looks at her life. The only thing that kept her moving was her children otherwise she is unhappy and dissatisfied with her life.

*(*More Stories of other women on their WFB will be presented*)*

Conclusions and Discussion

The findings of the study conclude that work-family balance is an essential component in women's lives. Majority of women display high or moderate work life balance in spite of facing difficulties. In all only about 10 women had low work family balance.

There were no significant differences in work -family balance scores based on sector of employment, family type or number of years of work experience. There was a positive relationship between scores on women's self -efficacy and work family balance.

The process of balance is very natural for some women whereas for some it is a skill they are still working on. The interaction between family and workplace is either positive or negative (negative or positive spillover of work-family) and these interactions are evident for all the twenty-eight women studied in the sub sample. However, variations can be seen in the ways women navigate the negative spillover of workplace and family. Largely it is found that women experience high or moderate WFB as they are positively able to go through it but there are very few women who have low WFB mainly because they are unable to address the actual reason of the conflicts and the conflicts continue to exist. Women's Self-efficacy shows a significant relationship with the level of WFB in women, the ways women execute their agency determines their WFB.

Women either ignore or are unable to spare time for their own interests, health concerns which they regret and feel for. The inability to spare time with their families is a major concern among employed women. Women make out time for their families but still feel they should spare more time. Childcare arrangement is a major cause of concern for employed women because it was the only aspect that they faced maximum difficulties. Extreme difficulties were reported by women who do not have relatives or any other support to take

care of their child when they are at work or if they are to get late from work. This affected their work performance as they were unable to concentrate at their workplace. WFB shows no relationship with the sector of employment, the number of years of work experience of women and the type of family. Resources and support system in both workplace and family are reported to be an important component contributing to the balancing process. Women develop their own coping strategies to meet the demands at workplace and family and these coping strategies determine the outcome for women. Women's own rationalisation accompanies the coping strategies.

Drawing from such evidence the discussion will focus on identifying the key elements that contribute to such differences and support them through other researches.

1. Why is work-family balance an important element for employed women?
2. Does self-efficacy with women influence the decision making or addressing intrusions in workplace and family?
3. What makes balancing workplace and family a difficult or smooth process?
4. Does gender influence the WFB process?
5. What are the feelings that women associate to their processes of work-family balance?
6. How does the element of work-family balance contribute to the development of employed women?

Recommendations and Implications of The Present Study Will be included.

Based on these experiences the preliminary conceptual framework will be revised.

Preliminary References and Bibliography

Ahuja, R. (2007). *Indian Social System.* New Delhi: Rawat Publications.

Bartunek, J. M., Walsh, K., & Lacey, C. A. (2000). Dynamics and Dilemmas of Women Leading Women. *Organization Science,11*(6), 589-610. doi:10.1287/orsc.11.6.589.12531

Bryman, A. (2007). *Qualitative research 2*. Los Angeles: Sage.

Fredriksen, K. I., & Scharlach, A. E. (1999). Employee Family Care Responsibilities. *Family Relations,48*(2), 189. doi:10.2307/585083

Fredriksen, K. I., & Scharlach, A. E. (1999). Employee Family Care

Hill, E. J., Hawkins, A. J., Ferris, M., & Weitzman, M. (2001). Finding an Extra Day a Week: The Positive Influence of Perceived Job Flexibility on Work and Family Life Balance*. *Family Relations,50*(1), 49-58. doi:10.1111/j.1741-3729.2001.00049.x

Hill, E. J., Yang, C., Hawkins, A. J., & Ferris, M. (2004). A cross-cultural test of the work-family interface in 48 countries. *Journal of Marriage and Family,66*(5), 1300-1316. doi:10.1111/j.0022-2445.2004.00094.x

L., P. C., & Creswell, J. W. (2009). *The mixed methods reader*. Thousand Oaks: Sage.

Lalande, V. M., & Crozier, S. D. (2000). Women's Career Development And Relationships A Qualitative Enquiry. *Canadian Journal Of Counselling , 34* (3), 193.

Lockwood, N. R. (2003). Work/Life Balance Challenges And Solutions . *Research Quartely Society For Human Resourcemanagement* , 1-12.

Maume, D. J. (2006). Gender Differences in Restricting Work Efforts Because of Family Responsibilities. *Journal of Marriage and Family,68*(4), 859-869. doi:10.1111/j.1741-3737.2006.00300.x

Maxwell, J. A. (1996). *Qualitative research design: an interactive approach*. Thousand Oaks, CA: Sage Publications.

Miles, M. B., & Huberman, M. A. (1994). *Qualtitative Data Analysis* . New Delhi: Sage.

Milkie, M. A., & Peltola, P. (1999). Playing All The Roles: Gender And The Work Family Balancing Act. *Journal Of Marriage And Family , 61* (2), 476-490.

Ministry of Labour & Employment, G. O. (2013). *Employment Review*. Delhi: National Employment Services.

Naidoo, K., & Patel, F. (2009). *Working women: stories of strife, struggle and survival*. Los Angeles: SAGE.

Neault, R. A., & Pickerell, D. A. (2005). Dual Career Couples The Juggling Act. *Canadian Journal Of Counselling , 39* (3), 187.

Neault, R. A., & Pickerell, D. A. (2011). Career engagement: bridging career counseling and employee engagement. *Journal of Employment Counseling,48*(4), 185-188. doi:10.1002/j.2161-1920.2011.tb01111.x

Ojong, V. B. (n.d.). Gendered Spaces: Men in Womens Places. *Working Women: Stories of Strife, Struggle and Survival,*200-209. doi:10.4135/9788132108344.n17

Panchanathan, R. M. (2011). An Exploratory Study On The Work Life Balance of Women Entrepreneurs In South India . *Asian Academy Of Management Journal , 16 (*2), 77-105.

Perrewé, P. L., & Hochwarter, W. A. (2001). Can We Really Have It All? The Attainment of Work and Family Values. *Current Directions in Psychological Science,10*(1), 29-33. doi:10.1111/1467-8721.00108

Policy, G. T. (2004). Supporting Families In The Process of Development. *10th Anniversary of The International Year of Family*, (P. 13). United Nations.

Profit, N. (2013, October 29). Overall Unemployment Rate In Cities And Towns Lowers: Study. Retrieved From Ndtv Profit: Http://Profit.Ndtv.Com/News/Economy/Article-Overall-Unemployment-Rate-In-Cities-And-Towns-Lowers-Study-370817

Punch, K. (2000). *Quantitative And Qualtitative Approaches* . Sage Publications.

Punch, K. F. (2000). Mixed Methods And Evaluative Criteria. In K. F. Punch, *Research Quantitative And Qualitative Approaches* (Pp. 239-264). New Delhi: Sage Publications India Pvt Ltd.

Quality of working life. (2017, November 28). Retrieved December 28, 2017, from https://en.wikipedia.org/wiki/Quality_of_working_life

Rani,K(1976)Role Conflict In Working Women. Chetna Publications. New Delhi. Book

Reynolds, J. (2005). In the Face of Conflict: Work-Life Conflict and Desired Work Hour Adjustments. *Journal of Marriage and Family,67*(5), 1313-1331. doi:10.1111/j.1741-3737.2005.00219.x

Ruderman, M. N. (2002, April). Benefits Of Multiple Roles For Managerial Women. *The Academy Of Management Journal* .

Singh. S. (2013). Work- Life Balance: A Literature Review. *Global Journal Of Commerce And Management Perspective , 2* (3), 84-91.

Sandall, J. (1998). Research Methods Qualitative Research Design: An Interactive Approach 1996 Joseph A Maxwell Applied Social Research Methods Series Volume 41 , Sage Publications ISBN 803973292 £ 16.50. *British Journal of Midwifery,6*(8).

Scharlach, F. K. (1999). Employee Family Care Responsibilities . *National Council On Family Relations* , 189-196.

Schieman, S., McBrier, D. B., & Gundy, K. V. (n.d.). Home-to-Work Conflict, Work
    Qualities, and Emotional Distress. Retrieved December 28, 2017, from
    https://link.springer.com/article/10.1023/A:1022658929709

Silver, H. (1993). Homework and domestic work. *Sociological Forum,8*(2), 181-204.
    doi:10.1007/bf01115489

Singley, S. G., & Hynes, K. (2005). Transitions to Parenthood. *Gender & Society,19*(3), 376-
    397. doi:10.1177/0891243204271515

Sobritchea, C. (2004). Reconstructing Motherhood The Experiences Of Filipino Female
    Overseas Workers . (Pp. 1-15). Ari Singapore.

Sriram, R. (1998). Women's Empowerment And Childcare - The Interface. In S. M.
    Swaminathan, & S. M. Swaminathan (Ed.), *The First Five Years - A Critical*
    Perspective On Ecce In India (Pp. 241-271). New Delhi, India: Sage Publications .

Terri, O., & Custer, L. (1995). The Social Context Of Married Women's Work And Its
    Impact On Black Husbands And White Husbands. *Marriage And Family* , 333-345.

The Philosophy of Qualitative Research. (n.d.). Retrieved December 31, 2017, from
    http://www.authorstream.com/Presentation/Evanthe-389163-philosophy-qualitative-
    research-quali-quest-part-1-know-yourself-fin-product-training-manuals-ppt-
    powerpoint/

Voydanoff, P. (2005). Toward a Conceptualization of Perceived Work-Family Fit and
    Balance: A Demands and Resources Approach. *Journal of Marriage and Family,67*(4),
    822-836. doi:10.1111/j.1741-3737.2005.00178.x

White J, M And Klein D, M. (2002) Second Edition. Family Theories. Understanding
    Families. Sage Publications. New Delhi.

White J, M. (2005) Advancing Family Theories. Sage Publications. New Delhi.