

**A STUDY OF THE EFFECT OF ROLE OVERLOAD AND  
SUPPORT NETWORK ON THE WORK LIFE  
BALANCE OF WORKING WOMEN - WITH SPECIAL  
REFERENCE TO SELF FINANCED INSTITUTES OF MORADABAD.**

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**Abstract:**

*The objective of this research is to study the effect of Role Overload and the Support Network on the ability to maintain work life balance among the working ladies. The research was conducted among women working in Self Financed Institutes of Western U.P. Work life balance entails attaining balance between professional work and personal life, so that it trims down the abrasion between the two. Work life balance boosts up the competence and thus, the efficiency of an employee increases and the same goes on with the productivity. It enhances satisfaction, in both the professional and personal lives. The Primary data was collected through questionnaire survey done on a sample of 50 female faculty members of various Self Financed Institutes of Moradabad and analyzed with the help of correlation analysis. The findings of the study reveal that the feeling of being overloaded with various roles and the inability to make justice with those roles takes a major position in the process of maintaining equilibrium between professional and personal lives of women. Another result found was the positive impact of the support network around the working ladies which helps them out to cope up with work life imbalances.*

**KEYWORDS:**

Work life balance, Self Financed institutes, Role overload, Support Network, Personal life, Professional life

**INTRODUCTION**

Work-life balance is a broad concept including proper prioritizing between "work" on one hand and "life" on the other.

A wonderful definition says that, "Meaningful daily Achievement and Enjoyment in each of the four life quadrants: Work, Family, Friends and Self can be termed as Work Life Balance."

Everybody over this world has different priorities and lives, so there can be no perfect balance a person should strive for. The best work- life balance is different for everyone.

Work-life balance remains an issue that requires substantial attention from society. In this globalized era, when organizations wait for the employees to run on a 24/7 agenda and hi-tech age has made it possible for an employee to be connected at all times, the issue of work-life balance has come into the forefront of the minds of many.

**ROLE OVERLOAD**

With the advent of dual career couples, and the departing support of the joint family, men and women employees are struggling hard to manage their professional and personal lives. This issue becomes

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even more significant in a developing nation like India where most of the roles are gendered especially the familial ones. A woman has to play the role of a daughter, a spouse, a mother, a friend, a care taker, a home manager, an employee, an employer, a family-society linking pin and an individual with few dreams and aspirations. Women professionals find it difficult to fulfill demands of the family and society and at the same time do fair dealing with the demands of their profession at place of work.

### SUPPORT NETWORK

Despite of the multiple roles a woman has to play, a factor that can help her in managing her personal as well as professional life is the support from her family and society, if she gets. Various researches have proved that a family sharing the responsibility of the lady of the house enhances her ability to balance the multiple roles of her life. A motivating husband, cooperative and contemporary in-laws, flexible society, understanding kids, all these factors play the role of a pulley in the life of a working woman which increases her efficiency and productivity in all the domains.

### LITERATURE REVIEW

In the following section, the information gathered from recent studies which helped in the research is presented.

A South African study (2003) reveals that a woman's ability to balance multiple life-roles is directly related to her physical and mental well-being, and her career performance and success. This study aimed to have an in-depth understanding of the phenomenon of life-balance of 24 South African professional women. It was concluded that life-balance is a life-process with a cyclical nature, and a useful tool for achieving personal growth. Life-balance is therefore not "one, single ultimate experience", but a series of individual experiences unfolding over time, which could be better described as "life-balance moments". [1]

A significant study done by Mohsin Aziz (2004), in India focused on stress that woman IT professionals faced in their workplace. A survey on 400 women from Indian IT organizations was done and the results obtained showed that married women felt higher stress than the unmarried. This study implies that among the women, work-related stressors present are:

perceiving no career progression;  
feeling overloaded;  
lacking linkage of one's role and other roles in the organization;  
facing conflicts of self-values and self-concepts with the requirements of the organizational role [2]

Both genders have different ways of coping with work-family conflicts. As per P. Wotschack, Thela Thesis (2009), there are two main reasons behind this are, first, within society housework is imposed as "for-women-only" duties. Thus, the amount spent on housework-related chores up to an extent, restricts the time that can be spent on professional work. The second reason is gender disparity felt at work which lowers women's commitment, making them less likely to place work as their central priority. It was concluded that reducing work hours is the most common method used in coping with work-family conflicts especially when kids are the part of the household. [3]

A study by Leora Lawton, David O. Tulkin (2010), says that for those employees who are most engaged in their work, a healthy situation means a policy of encouraging these employees to take time off for families before they hit a burn-out stage. We find then that different aspects of the workplace are interwoven and support each other. Flexibility allows employers and employees to maintain balance, and employee engagement programs make work more attractive. Used judiciously in combination, employees and employers alike can benefit, and the relationship between management and employees becomes supportive rather than adversarial. [4]

Asih Budiati, Beauregard T A (2011) found that a number of work- and home-related endings are influenced by the degree to which an organization's culture displays support for its employees' efforts to balance work and personal responsibilities. Data collected from public sector employees in the UK indicate that a supportive work-home culture is significantly associated with lower levels of psychosomatic strain among employees. For women, this relationship is mediated by reduced levels of work-home interference. Different types of support demonstrate different effects for men and for women: managerial support has a more beneficial impact on women's well-being, and organizational time demands have a more detrimental impact on men's well-being. Recommendations for managers to boost employee well-being include shifting the focus away from presenteeism and toward work outputs in order to reduce gender stereotypes

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and improve attitudes toward those using flexible work practices and family-friendly initiatives, incorporating work-home supportiveness into the managerial performance appraisal process, and compensating or otherwise recognizing employees taking on absent colleagues' workloads. [5][6] According to K.Santhana Lakshmi, Dr.N.Santhosh Kumar (2011), career women are challenged by the full-time work and at the end of each work-day in a private Educational Institution they carry more of the responsibilities and commitments to home. Majority of women are working 40-45 hours per week and 53% are struggling to achieve work/life balance. Women reported that their life has become a juggling act as they have to shoulder multiple responsibilities at work and home. Management of educational institutions needs to be conscious of this status of working women and periodically review the status. They can create supportive environment to help these women achieve work life balance. This article highlights the issues connected with work life balance of women in an educational institution and the factors that determine work life balance. [7]

### **RESEARCH METHODOLOGY**

#### **RESEARCH STATEMENT**

“A Study of the effect of Role Overload and Support Network on the Work Life Balance of working women- with special reference to Moradabad.”

#### **OBJECTIVES**

- 1) To identify the nature and extent of the relation between Role Overload and Work Life Balance.
- 2) To identify the nature and extent of the relation between Support Network and Work Life Balance.

#### **HYPOTHESES**

Null hypotheses were framed and tested for significance to prove the objectives in a systematic manner. The null hypotheses were as follows:

Ho1 (Null): There is no significant relation between Role Overload and Work Life Balance.

Ho2 (Null): There is no significant impact of Support Network on Work Life Balance.

#### **RESEARCH DESIGN**

This research has been categorized to be Descriptive because the major purpose of this research is the description of the relation between the two factors and Work Life Balance as it exists.

#### **SAMPLE DESIGN**

Universe Type: Finite  
Sampling Method: Convenience

Sampling Unit: IFTM University, Teerthankar Mahaveer University, Moradabad Institute of Technology.

Secondary data was collected from Internet, books, newspapers, journals, business magazines etc. For primary data collection, a five-point scale questionnaire containing 16 statements was used. The scale was Likert's five-point scale where the respondents had to fill one choice ranging from “Strongly Agree” to “Strongly Disagree”. The questionnaires were filled by 50 respondents. After collecting the data, it was tabulated in Excel sheet and analyzed by using correlation analysis

#### **SAMPLE**

The questionnaire was distributed to 65 married women working in various Self Financed Institutes of Moradabad, out of which 53 came back and finally 50 were taken for the analysis.

#### **FORMULA APPLIED**

This study uses the Correlation Analysis to test the hypotheses. The formula used to calculate the Correlation coefficient is given by

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$$r = \frac{\sum xy}{\sqrt{\sum x^2 \times \sum y^2}}$$

Where, r= Correlation Coefficient

$x = X - \bar{X}$     $y = Y - \bar{Y}$    [X represents: Role Overload (For Ho1) and Support Network (For Ho2) & Y represents: Work Life Balance]

**FINDINGS AND ANALYSIS**

A survey was conducted with a sample of 50 women working in three Self Financed Academic organizations of Moradabad. The responses were tabulated in Excel sheet and used to test the two Hypotheses of the Research.

The first hypothesis of the research was as follows

Ho1 (Null): There is no significant relation between Role Overload and WLB.

Alternate: There is a significant relation between Role Overload and WLB.

This hypothesis was tested on the basis of the responses of 50 working women using the regression and correlation method.

In the calculations made,

X represents: Role Overload of 50 respondents  
Y represents: Work Life Balance of 50 respondents

On computation,  $\bar{X} = 2.2645$ ,  $\bar{Y} = 4.54$

As we know Correlation coefficient is given by

$$r = \frac{\sum xy}{\sqrt{\sum x^2 \times \sum y^2}}$$

where,  $x = X - \bar{X}$  ,  $y = Y - \bar{Y}$

From the collected data,

$$\sum x^2 = 23.11511, \quad \sum y^2 = 18.42, \quad \sum xy = -14.0415$$

$$\sum x^2 \times \sum y^2 = 425.7804 \quad \text{and} \quad \sqrt{\sum x^2 \times \sum y^2} = 20.63445$$

Now

Hence,

$$r = \frac{-14.0415}{20.63445}$$

r=-0.68049

The correlation coefficient, r came out to be -0.68049. This proves that there is a significant negative correlation between Role Overload and WLB. Hence the Null hypothesis is rejected.

The second hypothesis of the research was as follows

Ho2 (Null): There is no significant relation between Support Network and WLB.

Alternate: There is a significant relation between Support Network and WLB.

This hypothesis was also tested on the basis of the responses of 50 working women using the regression and correlation method.

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In the tabulation of data,

X represents: Support Network of 50 respondents

Y represents: Work Life Balance of 50 respondents

After the calculation,  $\bar{X} = 3.6425$ ,  $\bar{Y} = 4.54$

Again mentioning the formula of Correlation coefficient,

$$r = \frac{\sum xy}{\sqrt{\sum x^2 \times \sum y^2}}$$

where,  $x = X - \bar{X}$ ,  $y = Y - \bar{Y}$

From the computation of the tabulated data,

$$\sum x^2 = 5.586563, \quad \sum y^2 = 18.42, \quad \sum xy = 5.1025$$

Now  $\sum x^2 \times \sum y^2 = 102.9045$  and  $\sqrt{\sum x^2 \times \sum y^2} = 10.14418$

Hence  $r = \frac{5.1025}{10.14418}$

$r = 0.502998$

The correlation coefficient, r came out to be 0.502998. This proves that there is a significant positive correlation between Support Network and WLB. Hence the Null hypothesis is again rejected. Hence the results can be summarized as follows;

Variables	Work Life Balance	Interpretation
Role Overload	<b>r = -0.68049</b>	Negative correlation; As Role overload increases so decreases the Work Life Balance
Support Network	<b>r = 0.502998</b>	Positive correlation; As Support Network increases so increases the Work Life Balance

**CONCLUSION**

On the basis of the above results, it can be concluded that, there are few variables which can enhance the ability of women to balance their personal and professional lives and few others can hinder the WLB. Support Network comes under the former category and Role Overload under the latter one.

The sample under survey showed that the feeling of overburden due to multiple roles create a barrier in Work Life Balance among working women. But as the saying goes that every lock has a key, the nature and strength of the Support Network of women is a gateway towards WLB. More a lady gets power from her family, friends and the rest society, more she gets the command on her balance between her career and home. Although, as the roles a woman has to perform right from her home up to the workplace increase, so increases the stress and hence the conflicts between the two most noteworthy spheres of her life get strengthened.

**LIMITATIONS**

Despite of every effort of the researcher, few factors may limit the width of this research. The survey has been done within a small area with a small sample hence the generalization of the results is

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limited. Also the respondents might not have answered the questions objectively due to their own time constraints (WLB issues). However every organization has diverse policies for its employees, the research focuses specifically on married women working in Self Financed institutes, so this again paves the way to explore the other types of organizations.

#### FUTURE IMPLICATIONS

This research being done on a very small area has a limited scope. The future researchers are advised to conduct the research on a large area and sample. India is a diverse developing country and also its every state has a different context. Thus it is suggested to do more researches on the working ladies of other states also. A comparative study among married and unmarried women, married women with and without kids, married working in public and private sectors can also be done.

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