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The Impact of Organizational Role Stress and Work Family Conflict: Diagnosis Sources of Difficulty at Work Place and Job Satisfaction among Women in IT Sector, Chennai, Tamil Nadu

K. Ragles Devi* and S. Sakthivel Rani

Department of Business Administration, Kalasalingam University, Anand Nagar, Krishnankoil-626126, Tamil Nadu, India

Abstract

The quantum of work stress in Industrial Sector, especially in IT, is exploding day by day, and women too no exception. This research focuses on (i) the influence of Work Family Conflict (WFC) and Organizational Role Stress (ORS) as such undergone by IT women. (ii) Finding the impact of role stressors related to WFC and FWC. Data has been collected using WFC scale & ORS scale. The relevant statistical tools such as ANOVA, Correlation, Regression, Cross tabulation has been applied in data analysis. The outcome of this study indicates, there is a strong nexus between WFC and FWC.

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1. Introduction

Work occupies a huge space of our life. People devote more and more life into their work which is giving a positive identity to a person by providing position in a social hierarchy (Ashforth & Mael 1989; Gini, 1998). Earlier days women were not freely able to decide their fate, but now due to high standard of living, industrialization, awareness of their rights has brought a lot of changes on the status of women. In today's world there is a drastic increase of participation of women in the workforce. Most of the families face more challenges due to rise in the women

* Corresponding author. Tel.: +91-887-057-0748; fax: +0-000-000-0000 .
E-mail address: ragdev18@gmail.com, drsakthivelrani@yahoo.com

participation in the workforce (Davidson & Bruke, 2008). Working women percentage is increasing in day to day life, which in turn enhances the role of women in both domestic and outside world. So naturally the conflict arises, when they try to balance between work and family. If these roles are not properly handled, it leads to Work Family Conflict (WFC) which in turn tends to create pressure/stress among the employees. Employees try to fulfil the increasing work role and at the same with time family responsibilities too; struggles with work family conflict and stress (Kaye & Gray, 2007). WFC refers to, when it is necessary to satisfy the demands of one role then the time and energy make it difficult to participate in another role (Duxbury et al., 2001). Even though women participated as men in the workforce (Bureau of Labor Statistics, 2005), family domain gets predominance by women at least in terms of hours worked (Sayer, England, Bittman, & Bianchi, 2004). The conflict between work and family increases in the family where both husband and wife are working (Livingston & Judge, 2008). This conflict affects women more than men. (Sean Cowlshaw, Lynette Evans & Jim McLennan, 2010) presented that work family conflict will indirectly affect the marital behavior and decrease the closeness between the couples. Work Family conflict is related to stress and psychological strain (Poelmans, 2001). (Kahn, Wolfe, Quinn et.al, 1964) explained work family conflict as role theory which predicts that multiple role leads to role stress which also results in strain. Role stress refers to the conflict and tension due to the roles being enacted by a person at any given point of time. Women workers experience burden of two kinds of work; one is their work in the organization i.e. paid employment and next one is work in their home i.e. unpaid work. If it is not handled properly by the employees, it can result in lower productivity as well as have an effect on entire organization (Topper, 2007). Much research in the area of work family conflict and organizational role stress is carried in diverse group of occupations via students, teachers, and police. Role stress affects the job satisfaction among the employees. (Gaylene S. Armstrong et.al 2015) found that 'strain & behavior based work family conflict and family work conflict is significantly related to job stress and job satisfaction. (Diaz Serrano & Cabral Vieira 2005) states that strong predictor of overall individual well-being and job quality among the employees is job satisfaction. A low level of job satisfaction predicts negative attitudes and behaviour in the work context, such as absenteeism, external turnover and reduced productivity (Spector, 1997). (Kreitner & Kinicki 2007) state Job satisfaction is based on the extent to which someone likes his/her job.

Job satisfaction of the IT sector not only depends on their technical knowledge but also the level of pressure they have to cope within and outside the organization. Every job has its own stress but IT job has more stress when compared with the rest. Nowadays IT sectors are becoming popular in modern India and youth are more interested to work in IT sector in spite of inherent attributes of IT sectors such as less job security due to the higher pay structure. Certainly it is more competitive and one has to continually upgrade their skills to remain in IT field. The working condition in the information technology industry is becoming very stressful with a minimum of 50 working hours per week with very strict deadlines set by the customer, apart from working in different time zone. Unfortunately very few studies have been carried out among individuals in the particular profession. So the main aim of this study is to find the Organizational Role Stressors and Work - Family conflict faced by the women in IT sector.

2. Review of Literature

No doubt, an Economic development demands both male and female labor forces. The women's penetration in workforce will create change in the gender role (Sevim, 2006). Marriage, family, children, relocation and other personal reasons diminish women's ability to reach the top of the ladder. They have to balance the competing demand of both, i.e. work and family (Bickaksiz, 2009). When they fail to balance both demands, it will lead to work family conflict. WFC has been referred to as the inter role conflict which occur between employee work and family role (Greenhaus & Beutell, 1985). This inter role conflict has two directions, i.e. (i) work role interfere with family role & (ii) family role interfere with the work role (Frone, 2003). In order to get accurate measure of WFC researcher have to consider both directions. Work and family are the two most important aspects in working mother's life. Work Family conflict causes imbalance between work and family life which affect organizational commitment, job satisfaction and turnover (Akintayo, 2010). WFC will result in role strain, absenteeism, turnover and decrease in health, psychological well being (Eby et.al, 2005). The problems due to work family conflicts are not only for employees and families it will also affect organizational consequences like work dissatisfaction, work performance and high turnover rate (Willis et al., 2008). This work family conflict can be get reduced by getting support from one in the family and one in the industry such as supervisor (Laurent & Tammy 2006). The work family conflict among women working in IT industry

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