

Relationship of Work-Life Balance with Occupational Stress among Female Personnel of Central Industrial Security Force (CISF), India

Kalpna¹, Dr. Meeta Malhotra²

¹Ph.D (Psychology) Research Scholar, Amity Institute of Behavioral and Allied Sciences, Amity University, Gurugram, Haryana, India

²Associate Professor, Amity Institute of Behavioral and Allied Sciences, Amity University, Gurugram, Haryana, India

Abstract- The main purpose behind conducting the study is to specifically investigate the relationship between work life balance and occupational stress among female personnel of CISF. The study has been undertaken among female personnel of CISF. A sample comprises of 110 female personnel of CISF chosen from Delhi NCR. Purposive convenience Sampling method has been used as sampling technique for the study. Data has been coded through Statistical Package for Social Sciences (SPSS) and analysed using various statistical tools and methods like Descriptive Statistics, Correlation and Regression to draw the results of the study.

The results of the study further reveal that there is a strong negative relationship between Occupational Stress and Work-Life Balance. Results of the study is helpful for Armed forces to get better understating about relationship that exist between work life balance and occupational stress. Thus, contributing to increase the level of work-life balance and decrease the level of occupational stress among the female personnel of CISF.

Key words: Occupational Stress, Work-Life Balance, Female Personnel, Central Industrial Security Force, CISF

1. INTRODUCTION

The concept of Work-life balance is becoming more and more important in the fast-changing working environment. Increased working hours have adverse impact on the lifestyle of huge number of people, which ultimately affects their social and psychological well-being. Work-life balance became an important area of human resource management, seeking attention from government, researchers and professionals for providing innovative ways to improve employee morale, retain employees and by providing suitable ways to employers for facilitating a better Work life balance at the workplace.

Time has changed from men being the sole bread-earner to the world where both men and women equally share the responsibility of family-life and society. Women have shown their presence in every field. From sports to aeronautics, from politics to engineering, from medical professions to academics, women have contributed significantly in almost every field. Women working in CISF is just one single area of our focus. On one hand, working in armed forces proves out to be a life sustaining income for women, but on the other hand, it also exerts its own pressures on them. Working life has changed a lot during the last few decades causing increased occupational stress and work-life imbalance for female specially in armed forces like CISF. Work Life Balance of women employee is viewed as an important domain of discussion among researchers in the last few decades.

Managing work with family is an important issue as it has decisive challenges for organizations, employees and researchers. There occurs a dramatic shift in the obligation of work and family life due to change in the political, social and economic values. Individuals have to deal with and acclimatize to the conflict of inter roles which has resulted from shifts in the area of work and family.

Recently, Work-life balance has become an important concern to both employers and employees of most of the organizations. Work-life balance basically deals with an employee's ability to properly prioritize between work and lifestyle, social life, health, family etc., is generally related with employee productivity, performance and job satisfaction. In the case of proper balance between work and life, employees usually put in their best efforts at work and enjoy happy family life. Adam, King & King (1996) concluded that most of the people are acquiring career-oriented lifestyle which fulfils their basic aim to balance and meet their personal needs, family needs and the requirements of their career. Thus, it is very important for every individual, whether working or non-working, that the concept of work-life balance has to play an important role to live a life free from mental health related problems such as stress, depression, anxiety, etc., to acquire a more satisfied job and to develop adaptive coping strategies in life to handle stressful situations successfully either at work place or at home.^[1] The term work life balance was invented in the mid-1800 by Paul Krasner. Although work/life programs existed as early as the 1930s. However, the concept of "work- life balance" was first used in United Kingdom in the late 1970s and in United States in 1986. In the 1980s and 1990s, companies began to offer work/life programs. While the first wave of these programs was primarily to support women with children, today's work/life programs are less

gender-specific and recognize other commitments as well as those of the family. Work/life balance initiatives are not only a concern for employees of a single country rather employees in global communities want flexibility and control over their work and personal lives.

There are many different ways to define and discuss balance but most seem to include the notions of flexibility (Hill, Hawkins, Ferris, & Weitzman, 2001; Papalexandris & Kramer, 1997),^{[2][3]} juggling (Brown, 2004).^[4] In simple terms, "work" is normally conceived as paid employment while "life" includes activities outside work. Work-life balance is a self-defined, self-determined state of wellbeing that a person can reach, or can set as a goal, that allows them to manage effectively multiple responsibilities at work and at home. It supports physical, emotional, family, and community health. Although the term 'work-family balance' has been widely adopted worldwide, yet a formal definition of this term has not emerged till date. It is recognized that there is a recent shift in terminology of Work-Life Balance, as many organizations using the term 'work-life balance' also include employees who are not parents but who desire to balance for non-work activities such as sports, study, and travel (Kalliath and Brough, 2008).^[5] 'Work family balance' includes an individual's involvement in different life roles, an inter role phenomenon' (Greenhaus, Collins and Shaw, 2003).^[6]

However, extra demands on female armed force personnel could contribute to their occupational stress and work-life imbalance. This can ultimately give rise to negative consequences for achieving the goals and the needs of armed forces like CISF. Today the cry of occupational stress is heard from all the nooks and corners of the world and occupational stress and work-life balance have become major concerns for working women as well as the organizations. Thus, an understanding of occupational stress and work life balance of females is of great importance for encouragement and to provide their efforts to build a civilized nation. Work-life balance and job stress go parallel to each other. What seems to be important in this connection is the importance employees give on balancing their lives and the effectiveness of workplace practices and policies in supporting them to achieve such a goal (Ross & Vasantha, 2014).^[7] According to Peeters, Montgomery, Bakker and Schaufeli (2005), pressures from the family and job domains are mostly incompatible, that give rise to imbalance.^[8] Therefore, the discussion of work life balance as well as its implications is a crucial issue and needs to be investigated because more women are now joining CISF.

According to Clutterbuck (2003) Work Life Balance is a state where an individual manages real or potential conflict between different demands on his or her time and energy in a way that satisfies his or her needs for well-being and self-fulfilment.^[9] It is perceived strongly that work is an ultimate source of stress and distress among individuals. Job stress influence employee's physical as well as mental condition (Tennant, 2001).^[10]

Armed forces incorporate demands that are potentially challenging along with wide range of responsibilities. Individuals belongs to this profession experience much more problems than any other profession in maintaining their work life with personal life effectively. As it produces strain as a result makes it difficult for them to meet their social, family and work obligations efficiently. The most important influence to be notice is increase in the level of dissatisfaction and they complain their organization do not corporate with them in achieving a fair balance between work and personal lives (Fisher, 1994).^[11]

The relationship between work and family life termed as work life balance has become an important topic of discussion for current government, practitioners and academics (Warhurst, Eikhof, & Haunschild, 2008).^[12] Issue of managing workplace needs with personal life needs is gaining importance among workers all over the world and armed forces are not out of it. (Stanton, Noor, & Young, 2009).^[13] The security of any nation ultimately depends upon its defence/armed forces. It is not possible that a force personnel whether male of female under stress, with a sense of dissatisfied with the job and having lack of balance in their work and family lives will protect nation. Lack of concern towards issues and problems of female CISF personnel is perhaps due to fewer awareness and understanding about them. The knowledge about these issues will lead to creation of awareness and thus development of solution for the problems faced by female CISF personnel.

Occupational Stress defined by Leka, Griffiths and Cox (2004) is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope.^[14] In literature, Job stress has been conceptualized as a state in which job-related factors interact with a person to change his/her physiological or psychological conditions so much so that the person is made to deviate from the normal functioning (Beehr & Newman, 1978).^[15] Comish and Swindle (1994) states it as a mental as well as physical condition that affects an individual's personal health, effectiveness, productivity, and quality of work.^[16] Work-life Balance according to Mc Auley. F et. al. (2003) is described as a competition for both time and energy between the different roles filled by an individual.^[17] Rout, Lewis and Kagan (1999) reveal that women professors experience a due amount of pressure in the morning times before going out to work and in the evening times after work, to do all the extra work that is important for the family.^[18] Work-life Conflict as defined by Frye and Breaugh (2004) is a form of inter-role conflict in which work and family demands are mutually incompatible, meeting demands of both the domains is difficult". One cannot neglect work-

life balance as a crucial issue for a working person not because of its benefits only but also because of its ill consequences that could generate with work- life imbalance.^[19] One finding by American Psychological Association suggests that even though women are more likely to address physical symptoms connected with stress, they do a better job in getting connecting with others in their lives and, most of the times, these connections turn out to be effective stress management strategies for them.^[20] Grecu et al. (2014) highlights that specific personality characteristics and a person's coping mechanisms play a predictor role in the stress process.^[21] Colbeck et al. (2006) revealed that Women do not see work and family roles as mutually exclusive.^[22] Arnold, J. et. al. (1991) states that an occupational stress can be caused by too much or too little work, time pressure and deadlines, fatigue from physical strains of work environment, excessive travelling, long hours, having to cope with changes in work.^[23] Moreover, work life balance was found to influence the performance of Italian female workers (Poggesi, 2015).^[24]

Perceived stress refers to the extent to which one perceives one's situation to be uncontrollable and burdensome. Individuals who report high levels of perceived stress exhibits certain symptoms as nervousness, frustration, irritability, and generalized anxiety. Stress has also been linked to Work-life Balance, job dissatisfaction, depressed feelings, work absence, and low turnover. High degree of stress has been reported among employees who have difficulty of balancing work and non-work demands (Googins, 1991: Frone, Russell & Cooper, 1992, 1997).^{[25][26][27]} According to Quick et al. (1997) Stress is a cause of major health problem which is linked to deadly diseases, as well as anxiety disorders and depression. A keyway to protect your mental health against the potential detrimental effects of work-related stress ensures a healthy work-life balance. There is also evidence that long working hours are related with depression and anxiety. Highly demanding and stressful jobs have also been related with poor emotional and physical health. ^[28] Dr. Sauter (2002) notes that workers who have a healthier, balanced lifestyle, tend to be more productive, loyal and provide better quality of work.^[29] Park (2013) expressed that employees who destressed themselves during off-work times perform better in solving their problems and are more engaged and devoted in their work.^[30]

Work-life balance is the degree to which an individual is involved in and satisfied equally with their job and personal roles (Saikia, 2011).^[31] Stress arises when individual doubt his capability to deal with threats to their well-being as well as his ability to fulfill demands accurately which are being made on him (Carlson, Grzywacz & Zivnuska, 2009).^[32] Arandelović & Ilić, (2006) defined Workplace Stress as conflict between employee's demands of job and degree of control employee can exert to accomplish these demands results in a harmful mental and physical response.^[33] Stress in the workplace is costly and keep on increasing. Causes of stress in the workplace are many that involve a complex combination of social, physical and psychological elements. Stress is difficult to measure as it influences individuals differently. Stress has a strong relationship with unhappiness as well as ill health among people. (Blaug, Kenyon, & Lekhi, 2007).^[34]

Stress is not just a part of the job, a thing to be ignored or a price paid up for career success it is found to be a cause of various stress related illness either directly or indirectly. Unhealthy work environment effect employee's health both mentally and physically. Many organizations seen stress as an indication of weakness and in order to avoid negative brunt kept it hidden. Stress is mostly ignored by people who are at the position to manage it. (Melanie Bickford, 2005).^[35]

2. SIGNIFICANCE OF THE STUDY

The study is significant for the armed forces like military, paramilitary and police force of India. The study contributes to existing body of knowledge by providing an insight into relationship exist between work life balances and occupational stress among female personnel of CISF. Globalization has brought tremendous changes in working conditions thus give rise to various issues and problems for females. The study will help to get awareness about the issues and problems faced by female personnel in CISF that will be of beneficial for other armed force organizations and institutions to formulate strategies that will help to minimize occupational stress and maintain a healthy work life balance among females thus ultimately enhance organizations effectiveness and efficiency.

The study is also of importance for researchers as it provides a first step initiative for further studies.

3. OBJECTIVE

1. To investigate the level of Work-Life Balance among female personnel of CISF
2. To investigate the level of Occupational Stress among female personnel of CISF
3. To assess the relationship between occupational stress and work-life balance amid female personnel of CISF

4. METHODOLOGY

4.1 Sampling

For this study, all Delhi NCR based CISF units including Force Head Quarter were selected. Female personnel in various ranks (like Inspector General, Deputy Inspector General, Commandant, Deputy Commandant, Assistant Commandant, Inspector, Sub-Inspector, Assistant. Sub-Inspector, Head Constable, Constable) of CISF were chosen for study. Data collection was being done using purposive convenience sampling. The respondents of this study are the randomly selected female members of force. The sample size selected was 110 respondents, 10 (Inspector General, Deputy Inspector General, Commandant, Deputy Commandant, Assistant Commandant -total posted strength in Delhi NCR) and 20 from each other rank (Inspector, Sub-Inspector, Assistant Sub-Inspector, Head Constable, Constable).

4.2 Procedure

Participants for the present investigation were contacted personally and prior consent of all participants was taken before starting the investigation. They were assured that the information being collected from them was purely for research purpose and would be kept confidential. The instructions for each test were given as per their respective manuals.

Then, Self-administered questionnaires were given to the respondents. The first part constitutes demographic information age, experience and marital status. The second section deals with work life balance measured with a 14-item scaled questionnaire proposed by (Hayman, 2005). Each item is measured by seven-point scale ranges from not at all at 1 to all the time at 7. The third section deals with job stress measured with an 8-item scaled Questionnaire proposed by (Ning, 2004, Verret, 2012). Each item is measured on five-point Likert Scale. Ranges from strongly agree at 1 to strongly disagree at 5.

Data has been scored through Statistical Package for Social Sciences (SPSS) a to analyse Descriptive Statistics, Correlation and Regression to draw the results of the study.

5. DATA ANALYSIS AND INTERPRETATION

5.1 Frequency Distribution of Biographical Information of the respondents is given below:

Most of the respondents i.e. 43% are ranged in age group of below 25. 31% of the respondents were between the ranges of 26 to 35years, 19% of the respondents were between the range of 36 to 45 years and 7% of the respondents were in the age group of 45 & above as shown in table no.1

Table-1: Frequency Distribution of Age of Respondents.

S.No.	Age Group	N	Percentage
1.	Below 25	47	42.72
2.	26-35	34	30.91
3.	36-45	21	19.10
4.	45 & above	8	07.27
	Total	110	100

35% of the respondents have less than 5 year of experience in CISF, 24 % of the respondents have experience between the ranges of 6-10 years, 20 % of the respondents have experience between the ranges of 11-15 years, 13 % of the respondents have experience between the ranges of 16-20 years and 8% of the respondents have experience of more than 21 years. As shown in table no. 2

Table-2: Frequency Distribution of Years of working in CISF of Respondents

S.No.	Experience	N	Percentage
1.	0-5 years	38	34.54
2.	6-10 years	26	23.64
3	11-15 years	22	20
4.	16-20 years	15	13.64
5.	21 years & above	9	8.18
	Total	110	100

The majority of the respondents i.e. 48% in the study were not married and 42% of the respondents reported themselves as married whereas 9% are widowed or divorced. As shown in table no. 3

Table-3: Frequency Distribution of Marital Status of Respondents

S.No.	Marital Status	N	Percentage
1.	Not married	53	48.18
2.	Married	47	42.72
3.	Widowed/divorced	10	09.10
	Total	110	100

5.2 Level of Work-Life Balance and Occupational stress:

The mean value of the scores for Work Life Balance obtained from respondents can range from 14 to 98. Here, the high score signifies high level of work-life balance and vice versa. Hence, mean score below 56 (median) will represent low level of work-life balance and mean value above 56 will signifies high level of work-life balance as shown in Table-4.

The mean value of the scores obtained for Occupational Stress from respondents can range from 08 to 40. Low score signifies low level of occupational stress and vice versa. Hence, mean score below 16 (median) will represent low level of occupational stress and mean score above 16 will signifies high level of occupational stress, as shown in Table-4.

Table-4: Mean, Median and Standard Deviation of Work-Life Balance and Occupational Stress.

S.No.	Variables	Mean	Median	Std. Deviation
1.	Work Life Balance	38	56	13.25
2.	Occupational Stress	36	24	13.38

From the data table above, it can be drawn that the mean value for Work-Life balance is 38 i. e. it lies below to the median value 56. Thus, work life balance among the female personnel of CISF is less than average. The mean value of Occupational stress is 36 which is more than to the median value of 24. Thus, the female personnel of CISF are having a high level of occupational stress.

5.3 Correlation between Work-Life Balance and Occupational Stress.

Correlation analysis was done to understand the relationship between Work-Life Balance and Occupational Stress, as depicted in Table-5.

Table-5: Correlation between Work-Life Balance and Occupational Stress.

Variables		Work Life Balance	Occupational Stress
Work Life Balance	Pearson Correlation	1	-0.73
	Sig.(2-tailed)		0.01
Occupational Stress	Pearson Correlation	-0.73	1
	Sig.(2-tailed)	0.01	

From the above table, there is a strong negative relationship between work life balance and occupational stress of female personnel of CISF i.e. changes in one variable is strongly correlated with changes in other as the coefficient value is -0.73. The Sig. (2-tailed) value here is 0.01. This value is less than 05. Therefore, it can be concluded that there is a significant correlation between the level of work-life balance and the level of occupational stress

6. CONCLUSION

The motive of this study was to investigate the level of work-life balance and occupational stress amid female personnel of CISF. The study was also conducted to determine the relationship between occupational stress and work-life balance amid

the female personnel. The results of the study reveal that there is a moderate level of occupational stress among the female personnel. The correlation analysis identified a strong positive relationship between occupational stress and work life imbalance of female personnel of CISF. Hence, changes in one variable may be used to make changes in another. The implication of this empirical article is notable since little research prevails concerning occupational stress and work life balance among female personnel of CISF. This information may help in framing appropriate policies and practices within the educational institutions

7. LIMITATIONS

The present study suffered from some limitations that must be known before taking into consideration the results of the research. The main limitation of the study is as participant of the study is from a particular armed force i.e. CISF. Thus, the area of investigation is limited. Due to this factor results of the study cannot be generalized to large population.

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AUTHOR'S PROFILE

Mrs Kalpna pursued her B.Sc. and M.Sc. from Chaudhary Charan Singh Haryana Agriculture University, Hisar and Panjab University Chandigarh in the year 1999 and 2001 respectively. She joined CISF in the year 2003 and currently working as Inspector/Executive in CISF. During her job she also completed PG Diploma in Cyber Law from NALSAR Hyderabad in the year 2017. She has been the member of departmental sexual harassment committee from 2013 till 2018. Presently, she is pursuing Ph.D. (part time) in Psychology from Amity University, Haryana since 2016.