
Emotional Labour and Work Life Balance among Female Dual Earner: A Case Study of Metropolitan Cities

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ABSTRACT

Although, previous researches focused a lot on work and family. However work and family conflict generally rose due to the incompatibility in fulfilling family roles. Female are mostly compelled to fulfill both organizational role and family roles making balance between both personal and professional role thus deteriorating their health. The present research was conducted using regression model with an objective to analyze emotional labour among females in their work life balance. The study indicates that females experience much pressure while handling latest technologies which increases their work load. It was also reported by women that in comparison with family and office responsibility child responsibility is much more important.

Key Words: Emotional Labour, Work Life Balance, Regression

Introduction

The relation between work and family conflict has always been a matter of concern in social structure. This relation took a new shape with rise of female percentage in open labour market due to which personal and professional life equilibrium became a major concern of economic prosperity. Previous researches focused a lot on work and family conflict however with changing women role as care taker to bread winner and men from bread winner to supportive role as well as economic necessity has changed the perspective of work family conflict in positive direction of combining the family and work role together. (Greenhaus & Parasuraman 1999; Hass 1999; Frone 2003; Grzywacz & Bass 2003; Wayne, Musisca, & Fleeson 2004).

The work family conflict basically arises due to the incompatibility in fulfilling family roles in respect to organizational roles as an extra pressure is demanded by females for fulfilling both roles while making balance between both personal and professional roles thus, hampering gender health. (Greenhaus & Beutel 1985). It can be any form i.e either work would be affected by family or vice versa family would be affected by work. Another perspective focus on limited resources (Time and human energy) and wide roles that need to be delegated by females due to which work conflict arises. However with time, experiences, skills and participation of husband facilitate the work family conflict. (Marks 1977; Sieber 1974, Frone 2003)

Emotion management has become a necessary skill which enables employees

to fulfill their job requirements. Regarding the family domain, studies suggest that family roles of parents and spouses include an emotion. Unfortunately, very little conceptual and empirical attention has been devoted to understand the management component which contributes to the quality and stability of family life (Wharton & Erickson 1993). role of emotion and its management in the work and family interfaces. Failure to properly manage emotion would eliminate its positive effect and amplify its negative effect on human (Bogg & Cooper 1995). Thus, it was essential to understand the role of emotion and its regulation in the work-family interface through various variables undertaken in the study.

Variables:

In the office

- I worry about the lay off and dismissal in the company

- I am able to meet out the demands of my job
- Computers, pagers, cell phone and internet have resulted in increasing pressure to constantly work at high performance level
- I feel comfortable to work with latest technologies in the organization
- There is constant force on employees to learn new software at all times
- I am able to receive support from my boss, colleagues and junior
- I am able to receive good support from family members
- I usually miss out quality time with my family relatives and friends
- I suffer from stress related diseases like hypertension, obesity, diabetes, frequent headache
- I experience excessive workload
- I work for long hours on overtime and even on holidays

Female :

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	I experience excessive work load, There is constant force on employees to learn new software at all times, I feel comfortable to work with latest technologies in the organization., Computers, pagers, cell phones and internet have resulted in increasing pressure to constantly work at high performance levels, I worry about the lay offs and dismissal in the company, I am able to meet out the demands of my job, I am able to receive support from my boss,colleagues and juniors., I usually miss out quality time with my family and friends because of pressure of work, I am able to receive good support from family members, I suffer from stress related diseases like hypertension ,obesity,diabetes,frequent headaches etc ^a	.	Enter

a. All requested variables entered.

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	I experience excessive work load, There is constant force on employees to learn new software at all times, I feel comfortable to work with latest technologies in the organization., Computers, pagers, cell phones and internet have resulted in increasing pressure to constantly work at high performance levels, I worry about the lay offs and dismissal in the company, I am able to meet out the demands of my job, I am able to receive support from my boss,colleagues and juniors., I usually miss out quality time with my family and friends because of pressure of work, I am able to receive good support from family members, I suffer from stress related diseases like hypertension ,obesity,diabetes,frequent headaches etc ^a	.	Enter

b. Dependent Variable: Emotional labour Effective

Estimating the multiple regression model of the Emotional labor Effectiveness for Female Earners;-

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + \beta_6 X_6 + \beta_7 X_7 + \beta_8 X_8 + \beta_9 X_9 + \beta_{10} X_{10} + \beta_{11} X_{11} + \varepsilon$$

Y= Emotional labor Effectiveness (Dependent Variable)

X₁ = I worry about the layoffs and dismissal in the company (Independent variable)

B₁=Parameters attached to the variable X₁

X₂= I am able to meet out the demands of my job

B₂=Parameters attached to the variable X₂

X₃= Computers, pagers, cell phones and internet have resulted in increasing pressure to constantly work at high performance levels

B₃=Parameters attached to the variable X₃

X₄= I feel comfortable to work with latest technologies in the organization.

B₄= Parameters attached to the variable X₄

X₅= There is constant force on employees to learn new software at all times

B₅=Parameters attached to the variable X₅

X₆= I am able to receive support from my boss,colleagues and juniors.

B₆=Parameters attached to the variable X₆

X₇= I am able to receive support from my boss,colleagues and juniors.

B₇=Parameters attached to the variable X₇

X₈= I am able to receive good support from family members

B₈=Parameters attached to the variable X₈

X₉= I usually miss out quality time with my family and friends because of pressure of work

B₉= parameters attached to the variable X₉

X₁₀= I suffer from stress related diseases like hypertension, obesity,diabetes,frequent headaches etc

B10= parameters attached to the variable X10

X11= I experience excessive work load

B11= Parameters attached to the variable X11

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.802 ^a	.644	.629	.54275	.644	43.354	10	240	.000

a. Predictors: (Constant), I experience excessive work load, There is constant force on employees to learn new software at all times, I feel comfortable to work with latest technologies in the organization., Computers, pagers, cell phones and internet have resulted in increasing pressure to constantly work at high performance levels, I worry about the lay offs and dismissal in the company, I am able to meet out the demands of my job, I am able to receive support from my boss,colleagues and juniors., I usually miss out quality time with my family and friends because of pressure of work, I am able to receive good support from family members, I suffer from stress related diseases like hypertension ,obesity,diabetes,frequent headaches etc

b. Dependent

Variable: Emotional labour Effective

The coefficient of multiple determinations is 0.802; therefore, about 80.20 % of the

variation in Emotional labour effectiveness of Female Earners is explained by I experience excessive work load, There is constant force on employees to learn new software at all times, I feel comfortable to work with latest technologies in the organization., Computers, pagers, cell phones and internet have resulted in increasing pressure to constantly work at high performance levels, I worry about the lay offs and dismissal in the company, I am able to meet out the demands of my job, I am able to receive support from my boss,colleagues and juniors., I usually miss out quality time with my family and friends because of pressure of work, I am able to receive good support from family members, I suffer from stress related diseases like hypertension ,obesity,diabetes,frequent headaches etcThe regression equation appears to be very useful for making predictions since the value of R^2 is close to 1.

ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	127.709	10	12.771	43.354	.000 ^a
Residual	70.697	240	.295		
Total	198.406	250			

a. Predictors: (Constant), I experience excessive work load, There is constant force on employees to learn new software at all times, I feel comfortable to work with latest technologies in the organization., Computers, pagers, cell phones and internet have resulted in increasing pressure to constantly work at high performance levels, I worry about the lay offs and dismissal in the company, I am able to meet out the demands of my job, I am able to receive support from my boss,colleagues and juniors., I usually miss out quality time with my family and friends because of pressure of work, I am able to receive good support from family members, I suffer from stress related diseases like hypertension ,obesity,diabetes,frequent headaches etc

b. Dependent Variable:
Emotional labour Effective

- **Significance Level**

$\alpha = 0.05$

- **Rejection Region**

Reject the null hypothesis if $p\text{-value} \leq 0.05$

- **ANOVA Table (Test Statistic and $p\text{-value}$)**

(See above) $F = 43.354$, $p\text{-value} < 0.000$

- **Conclusion**

Since $p\text{-value} < 0.000 \leq 0.05$, we shall reject the null hypothesis.

- **State conclusion in words**

At the $\alpha = 0.05$ level of significance, there exists enough evidence to conclude that at least one of the predictors is useful for predicting to determine the Emotional Labour effectiveness in the Female Respondent; therefore the model is useful.

Hypotheses

$H_0: \beta_1 = \beta_2 = 0$

$H_a: \text{at least one } \beta_i \neq 0$

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	5.135	.254		20.244	.000
I worry about the lay offs and dismissal in the company	.121	.043	.194	2.848	.005
I am able to meet out the demands of my job	.179	.034	.248	5.311	.000
Computers, pagers, cell phones and internet have resulted in increasing pressure to constantly work at high performance levels	.038	.036	.051	1.045	.297

I feel comfortable to work with latest technologies in the organization.	-.133	.033	-.197	-4.041	.000
There is constant force on employees to learn new software at all times	-.793	.049	-1.233	-16.218	.000
I am able to receive support from my boss,colleagues and juniors.	.047	.038	.065	1.244	.215
I am able to receive good support from family members	-.813	.057	-1.445	-14.336	.000
I usually miss out quality time with my family and friends because of pressure of work	-.265	.053	-.388	-4.975	.000
I suffer from stress related diseases like hypertension ,obesity,diabetes,frequent headaches etc	.715	.081	.974	8.815	.000
I experience excessive work load	-.042	.034	-.067	-1.232	.219

Dependent Variable: Emotional labour Effective

- 1- The Explanatory variable “I worry about the layoffs and dismissal in the company” having the coefficient value 0.121 and the T value is 2.848 Since $p\text{-value} = .005 < 0.05$, we shall Reject the null hypothesis.
- 2- The Explanatory variable “I am able to meet out the demands of my job” having the coefficient value 0.179 and the T value is 5.311 since $p\text{-value} = .000 < 0.05$, we shall Reject the null hypothesis.
- 3- The Explanatory variable “Computers, pagers, cell phones and internet have resulted in increasing pressure to constantly work at high performance levels” having the coefficient value 0.38 and the T value is 1.045 since $p\text{-value} = .297 > 0.05$, we shall Accepted the null hypothesis.
- 4- The Explanatory variable “I feel comfortable to work with latest technologies in the organization” having the coefficient value and the T value is 5.311 since $p\text{-value} = 0.000 < 0.05$, we shall Reject the null hypothesis.
- 5- The Explanatory variable “There is constant force on employees to learn new software at all times” having the coefficient value -.793 and the T value is -.793 since $p\text{-value} = .000 < 0.05$, we shall Rejected the null hypothesis.
- 6- The Explanatory variable “I am able to receive support from my boss, colleagues and juniors” having the coefficient value .047 and the T value is 1.244 since $p\text{-value} = .215 > 0.05$, we shall Accepted the null hypothesis.
- 7- The Explanatory variable “I am able to receive good support from family members” having the coefficient value -.813 and the T value is -14.336 since $p\text{-value} = .000 < 0.05$, we shall Rejected the null hypothesis.

- 8- The Explanatory variable “I usually miss out quality time with my family and friends because of pressure of work” having the coefficient value is -.265 and the T value is -4.95 since $p\text{-value} = 0.000 < 0.05$, we shall Reject the null hypothesis.
- 9- The Explanatory variable “I suffer from stress related diseases like hypertension ,obesity,diabetes,frequent headaches etc” having the coefficient value is .715 and the T value is -8.815 since $p\text{-value} = 0.000 < 0.05$, we shall Reject the null hypothesis
- 10- The Explanatory variable “I have excessive work load ” having the coefficient value -.042 and the T value is -1.232 since $p\text{-value} = .219 > 0.05$, we shall Accepted the null hypothesis.**

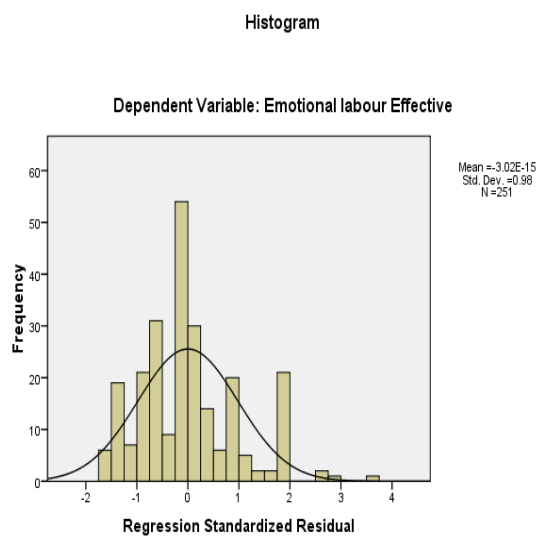
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value Std. Error of Predicted Value	.5936	3.6438	2.0797	.71473	251
Adjusted Predicted Value	-2.079	2.188	.000	1.000	251
Standard Error of Predicted Value	.088	.224	.112	.022	251
Adjusted Predicted Value	.5707	3.6699	2.0782	.71605	251

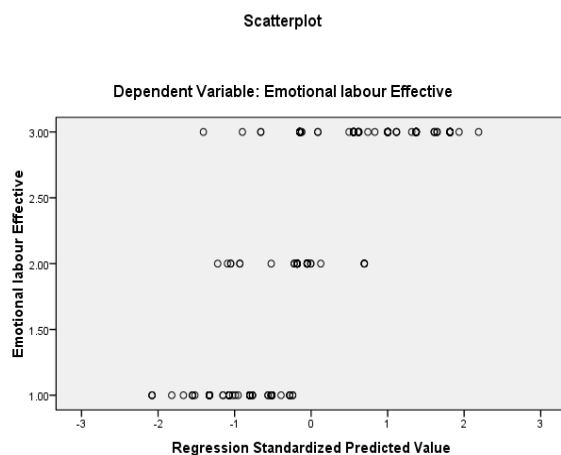
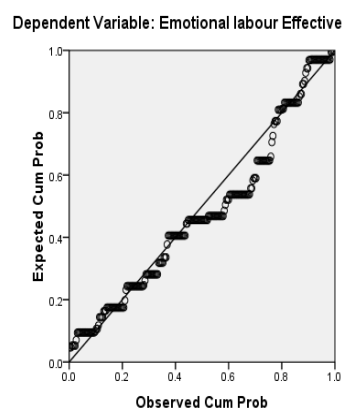
Residual	-.90783	1.92632	.0000	.53178	251
Std. Residual	-1.673	2.549	.000	.980	251
Studentized Residual	-1.714	2.680	.001	1.003	251
Deleted Residual	-.95369	2.07078	.00147	.55783	251
Studentized Deleted Residual	-1.721	2.780	.003	1.008	251
Mahalanobis Distance	5.550	41.623	9.960	4.750	251
Cook's Distance	.000	.092	.004	.009	251
Centered Leverage	.022	.166	.040	.019	251

a. Dependent Variable:
Emotional labour Effective

In the residual statistics we can see that the minimum and the maximum of standardized residual is respectively -1.673 and 2.549 respectively, both are lower than 3. So, that there is no exceptional value in the residual table.



Normal P-P Plot of Regression Standardized Residual

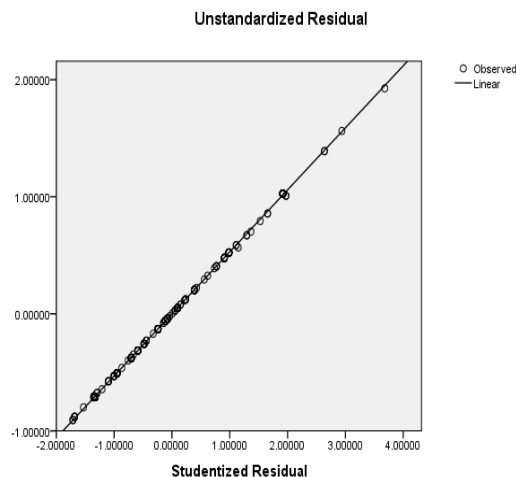


Emotional Labour Effectiveness appears to be linearly related to each of the predictor variables with no visible potential outliers or influential observations (no points away from the main cluster of points); thus, Assumption 1 appears to be satisfied.

The normal plot of the residuals shows the points close to a diagonal line; thus, Assumption 2 is satisfied. The studentized residual plot shows a random scatter of points with constant variability and no definite outliers (although, there is one very slight potential outlier); thus, Assumption 3 is met.

The normal plot of the residuals shows the points close to a diagonal line; thus, Assumption 2 is satisfied. Each of the studentized residual plots shows a random scatter of points with constant variability; thus, Assumption 3 is met.

Also, at first glance one might think that the variability is less for the right half of the plots when compared to the left half. This is likely not the case, and any apparent decrease in variability is probably due to the fact that there are far fewer observations in the right half (having fewer values leaves less room for variability).



In the above figure we can see most splashes are closer to diagonal, which that standardized residual are obeyed to the normal distribution.

To make a conclusion, from all analysis, we can find that the established multiple linear regression models fits well, and pass F test, independent colinearity test, standardized residual normality test and other statistical tests, it's reasonable totally.

Conclusion:

In a nut shell it was concluded that regression model was useful for estimating emotional labour among females in the work life balance. However it was observed that women faces much difficulty while managing their emotional labour in work life balance. They face difficulty in coping with latest technologies such that they favoured that "Computers, pagers, cell phones and internet have resulted in increasing pressure to constantly work at high performance levels" which may be attributed to increased work load and difficulty in making work life balance. **Cieri et al 2005** have also focused through their research that increased work demands

lead to work life imbalance as personal needs are overshadowed.

However "I am able to receive support from my boss, colleagues and juniors" was major factor for reducing conflict which is supported by research conducted by **Voydanoff 2004** also. In his findings it has been specified that family and organizational support aids in work facilitation thus reducing conflict leading to emotional labour.

"I have excessive work load" was another important factor leading to emotional labour. As respondents especially women reported that they had excess work load and child responsibility was more additional in comparison to family and office responsibilities. **Higgins et al (1994)** reported that women experience greater workload than men again women experience greater interference than men which was highly greater in early years when children were young which is further supported by **Frye and Breugh 2004** research work which specify that child care responsibility is major factor of conflict.

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