

Empowering Women: To Study the Effect of Work-life Conflicts on Job Satisfaction of Women in the IT sector

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ABSTRACT

A large number of studies have been conducted on the work-family conflict with different methodologies, different periods and different sectors. Most studies found on work-family conflict correlated with many terms like job satisfaction, job performance, family satisfaction, work stress, etc. but none of the study has focused on family-work conflict, its impact, factors, causes, consequences and coping strategies in the IT sector. So, there is also a gap on this front. The proposed study will focus on the association between work-family conflicts and family-work conflict and factors affecting them and their impact on women performance.

Keywords: - *Job satisfaction, Women empowerment, IT sector, Work-family conflict*

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EMPOWERING WOMEN:

To Study the Effect of Work-life Conflicts on Job
Satisfaction of Women in the IT Sector

INTRODUCTION

The role of women is becoming indispensable in any field in the present business environment. They are working at home and work environment to satisfy the necessities of society and family. Women performs the natural functions of conceiving

offspring, sustain, security, satisfaction and offering solace to the family. As per the customary job desires, she was required to help her better half to accomplish the objectives of the family and being valuable to the network in which she lived. Women were performing their duties very efficiently on both fronts. Now women have equal rights and positions as compared to men. The status of the women can be characterized as the level of uniformity and opportunity appreciated by women informing and sharing of the power. The acknowledgement of women's equality in the Indian constitution is an extreme takeoff from conventional Indian culture as well as from the standards of most progressive nations around them. The status of women in India has been dependent upon numerous extraordinary changes in the course of the last centuries. From equivalent status with men in old occasions through the depressed spots of the middle age time frame to the advancement of equivalent rights by numerous reformers, the historical backdrop of women in India has been eventful. Women in India have positively shaped numerous fields like innovation, writing, workmanship, and so on there is not an industry or area where women are not found. The women men proportions are improving in all areas in India. A few Indian women, similar to their counterpart in different nations, have positively influenced worldwide business and governmental issues as well. The achievement of women is not only, restricted to India but it is a worldwide trend which is fast catching up in the present situation. India in the outskirts of agricultural countries of the world is additionally home to the world's second-biggest labour force around 478 million individuals. Indian society which is a male dominated society poses a serious problem in women empowerment, but this is changing because of industrialization, urbanization, and globalization and increasing important role of women. At present women make 32% out of the working populace in India. The work of women has subsequently assumed an imperative part in starting changes in the social structure in India. Work in an association has drawn out women from the family duties and family unit commitment. The pay gained by them has given them a specific proportion of regard, renown and opportunity in the family. This has made them more independent, self-reliant and certain. In many social orders of the world, women have been characterized to a great extent regarding their capacity as spouses and moms. The family

designs also are changing quickly as are the conceived functions of different relatives. Change in the monetary commitment of wedded women has broad impacts on the execution of their family jobs and desires for other women has extensive consequences for the execution of their family jobs and desires for other relatives. This circumstance has offered to ascend to the issue of the executives of family jobs.

The Employed Women and Her Family

On account of the extra traits given by nature to women, that is also added to her current function as house spouse and mother. Consequently, she is dependent upon the majority of her job desire which is commonly contrary. Women have to balance out the family chorus with the professional requirement of the job. In the initial stage, the employed women are exposed to conflicting sets of role expectations. The married working women are required to play dual roles, as mothers and housewives and the other as employees. Being subjected to dual demands at home and work, they are liable to face a crisis of adjustments. In between job circumstance, family relations are of extraordinary important as well. Since married women are individuals, their choice to work or abstain from doing as such relies on the perspectives and necessities of their particular spouse and other relatives and it assumes a progression of reasonable change. The customary joint family in India composed some significant relationship and connections which have undergone critical changes. Work and family are the two most significant viewpoints in individuals' lives and, as opposed to the underlying conviction that they are particular pieces of life (portage et al., 2007). Men simply took care of the outside activities that are to be managed outside the house. Thus, the responsibility of dealing with the family is on the shoulders of the women. They deal with home and family issues on a continuous basis. Work and family are focal points in individuals' lives and consequently requires a lot of time and energy in dealing with different obligations. The increase in work and family jobs can substantially affect the mental prosperity and fulfilment of individuals (Kossek & Ozeki, 1998, Schwartzberg & Dytell, 1996). But, it is a general misconception that women, who are in jobs, cannot look after their family well. They cannot take care of their family

and childcare properly. Their children are deprived of motherly love and affection. Engaging themselves at the two places office and home respectively, do not allow them to give full time at one place and gradually this gives rise to work life conflicts.

Work-Family Conflict

Work-family conflicts takes place when there is imbalance between family and work management, and the effectiveness of one is affected by the other. Strife among work and family is significant for people as it is connected to contrary outcomes. The work family conflicts leads to work related burnout and occupation stress, diminished wellbeing, authoritative duty and employment execution. Theoretically, strife among work and family is bi-directional. Most researchers make the qualification between work-family struggle and family-work strife. Work-family strife happens when work meddles with family life. Family-work conflict occurs when experiences in the family interfere with the work life and interpersonal conflict within the family and unsupportive family members. Within work-family conflict and family-work conflict, three subtypes of conflict have been identified: Time bases, strain-based and behaviour bases. Time-based clash involves contending time prerequisites across work and family jobs, strain-based clash involves pressures in a single job disabling execution in the subsequent job and conduct based clash involves and contrariness of practices vital for the two jobs. Work-life strife is characterized as a type of 'between job struggle in which work and family requests are commonly contradictory so that fulfilling needs in a single space set it hard to meet expectations of the other (Edwards & Rothbard, 2000). The conflicting roles affects the synergy of productivity of an individual because of this multi-directional relationship, where work & family both can enter and affect each other's outcome (Frone, 2000). Edwards & Rothbard (2000) divided work-family conflict into two main mechanisms: the practical aspect & the perceptual aspect. The practical one is associated with scheduling time, i.e. an individual cannot be present at two places at one time as involvement in one area restrains performing in the other. Whereas the perceptual aspect leads to emotions such as stress, depression, anxiety or overburdened by the demands and pressure of numerous tasks. The work-family struggle has been

portrayed by (Kahn et al., 1964) as a type of job strife in which requests from the work job struggle with requests from the family job. Thus, Work-family conflict is defined as "a form of inter-role conflict in which the role pressures from the work and family domains are mutually incompatible in some respect" (Greenhaus & Beutell, 1985). There are two types of problems (Boyar et al, 2008).

- a) " work interfering with family" (WIF); and
- b) "family interfering with work" conflict (FIW) (Carlson et al.,2000; Frone et al., 1992. 1996; Gutek et al., 1991; Netemeyer et al., 1996).

Women representatives have announced that hitched women workers accomplish face work and family strife, which negatively affects their occupation fulfilment, conjugal fulfilment and life fulfilment (Arora et al., 1990). The effect of family structure on work/family strife has drawn critical consideration. A more significant level of work/family struggle has been related to bigger families (Keith & Schafer, 1980). Accordingly, studies have confirmed, that work/family conflict is straightforwardly identified with the number of hours worked (Burke and Bradshaw, 1981; Keith and Shafer, 1980). Today, women are similarly stepping into each business circle. Particularly in the IT area, the extent of women workers is higher when contrasted with other business areas. They are around 32 per cent of the absolute work power. This is because IT doesn't include physical work and gives an appropriate work environment climate to its representatives. Data Technology has given huge scope work to women. India is the world's biggest sourcing objective for the data innovation industry, representing around 67% of the US\$124-130 billion market. All the more critically, the business has driven the monetary change of the nation and adjusted the impression of India in the worldwide economy. As per NASSCOM, the area amassed incomes of US\$ 147 billion out of 2015, where send out income remained at US\$99 billion and homegrown at US\$ 48 billion, developing by over 13%. As indicated by NASSCOM businesses positioned got to on walk 2016, the main five Indian IT specialist co-ops are Tata Mahindra Ltd. A brief about the five chose IT organizations: Tata Consultancy administration Limited, Infosys Limited, Wipro Limited, HCL

Technologies Limited and Tech Mahindra Limited is portrayed beneath:

LITERATURE REVIEW

According to a study by, Kan, Dan and Yu, Xiaosong, (2016) the impacts of work related pressure and work-family strife are burdensome manifestations and the impacts the mental capital, it is concluded in the study that extrinsic efforts, over-commitment and work-family strife were emphatically connected with burdensome side effects. Jamadin, Nurnazirah et al., (2015) examined the impact of work-family struggle among the representatives of a semi-government association in East Malaysia; it explored the correlation between work-family conflict and job stress, the study concluded that the representatives seem to have a lower level of work-family struggle and a lower level of employment fulfilment. Dartey & Baahkwasi, (2015) contented that the connection between the development of work-family struggle and employment fulfilment and the distinction segment qualities and work-family strife regarding the initiative of Ghanaian business it is inferred in the study that work-family strife and family-work struggle harm work fulfilment. Further, it was discovered that contention in families exuding from the work environment is fundamentally and decidedly identified with the age scope of Ghanaian corporate leaders. Joseph, Shaji et al. (2015) identified the variables influencing the work-family struggle among youthful representatives in IT organizations. The study concluded that the demand for work is not a central point for the two people in making work-family struggle. Further, from the outcome, it is clear that family requests firmly sway the work-family struggle in the event of women representatives. Sarwama & Wardana, (2014) asserted that the family strife doesn't give a critical impact on the representatives' employment stress. Occupation stress welcomes positive and huge effect on the representatives' presentation. Further, results show that the expanded occupation stress can build workers' exhibition. Balyan, R.K.,(2014) examined the two parts of work-family strife: work clashing with family and family clashes with work among the representatives working in general society and private areas banks in Gujarat. The factors utilized in this examination were: number of kids, size of family, sexual orientation, and family type, sort of

bank and conjugal status on work-life strife and mental misery. The study concluded that that there is a positive connection between work-family clashes, family work strife with Psychological pain. Study by Dhanabhakyam, et.al. (2014) analyzed the impact of work-family strife and work pressure apparent from wedded working women. The factors utilized in the study were work-family strife and work pressure. It is reasoned in the study that there is a noteworthy positive connection between levels of word related pressure and family challenges in working women. Further, women in proficient work positions with high employment request were more inclined to encounter work-family struggle and work stress. (Umer, Rabia et.al. 2013) evaluated the level of life fulfilment among working women who are confronting work-life awkward nature and work-life clashes. The study concluded that work-life equalization and work-life struggle significantly affect the existence of the fulfilment of working women. Naratanan, S.Lakshmi and Savarimuthu, A. (2013) examined the effect of the different elements on the work-family strife experienced by the working moms and attempted to examine whether the effect is noteworthy among working moms with more youthful youngsters or stirring moms with grown-up kids. The factors considered were work association, job pressure, administrative help, family backing and partner uphold as a free factor for the examination. The study concluded that the different elements influencing work-life strife of the working moms at various parental stages impacts the work performance and the factor affecting work-family struggle contrasted with each parental group. Study by Seshadri, Uma and Kar, Debendra , (2012) analyzed the assessment of working women in double vocation families on work-life balance variable and backing needed from bosses. Especially the accompanying variables influenced this observation: capacity to interfere with office work to go to family matters and re-visitation of work, the capacity to mastermind a helpful work routine, an arrangement to work halfway from home, the arrangement of leaves when required, the arrangement of kid care just as old consideration offices, and so forth. It presumed that working women see that authoritative strategies that advance adaptable work game plans have a positive direct relationship with work-life balance. The investigation calls attention to that authoritative help which is exceptionally vital in choosing openings for

work and in accomplishing an ideal degree of work-life balance. Anafarta, Nilgun, (2012) identified the connection between work-family strife, family work struggle and occupation fulfilment. The factors utilized in this investigation were work-family strife, family-work struggle and employment fulfilment. Based on the study, it is presumed that wellbeing representatives experience work-family struggle more they accomplish family-work strife. Further, there is a low level and a positive connection between WFC and FWC. Ahmad & Aminah, (2010) analyzed the interceding function of work-family struggle in the connection between job over-burden and passionate depletion among female junior doctors. The study concluded that job over-burden was essentially identified with work-family strife and enthusiastic fatigue and work-family struggle were fundamentally identified with passionate weariness. Consequences of a progression of numerous relapse broke down demonstrated that work-family strife mostly interceded the connection between job over-burden and enthusiastic weariness. Kato, Michika and Yamazaki, Yoshihika, (2009) inspected the connection between business-related variables, weariness, sorrow and work-to-family struggle. The factors of the investigation were: work requests, work control, work-family culture, work-family strife, family harmony, weakness and despondency. The study concluded that the work-family struggle has a positive relationship with weariness and sorrow and assumes a job connecting horrible work circumstances and wellbeing. Skinner & Pocock, (2008) conducted a cross-sectional investigation and contented that Ethnicity delegate test work over-burden, work hours, power over work time planning and work hours fit was a critical indicator of work-life struggle just for women. (Brough, P. et.al, 2005) investigated the recurrence of the utilization of working environment assets (crèche, adaptable work hours, family benevolent strategies, work sharing, family protection/reserve funds plan, general help to address family issues work-family strife, family fulfilment). The study asserted that work-family struggle expanded with longer work hours. Another study by, O' Driscoll et al., (2003) conducted a cross-sectional examination to conclude that that work-family strife diminished with the higher impression of administrator and authoritative help. Work-family strife diminished with the utilization of hierarchical family strategies, however not identified with the accessibility of

authoritative benefits. Parasuraman, Saroj and Simmers, Claire A., (2001) analyzed the connection between work job attributes and weights, family job trademark and weights, work-family struggle, and markers of prosperity for independently employed people v/s people utilized in associations.

Women detailed less self-rule, less work inclusion, less time pledge to work, less work-family struggle and less occupation fulfilment. It was concluded that independently employed people delighted in more self-sufficiency, greater adaptability of timetable and more significant levels of inclusion in their fills in when contrasted with people utilized in associations.

RESEARCH METHODOLOGY

Research Objectives

1. To identify the factors causing work-family conflict and family-work conflict affecting job performance of women employees in the IT sector.
2. To identify the association between work-family conflict and family-work conflict.
3. To evaluate the impact of work-family conflict on the performance of women employees in the IT sector.

Research Questions

1. What are the factors that influence the work-family conflict and family-work conflict among women employees?
2. Is there any association between - family conflict and family-work conflict?
3. What is the impact of work-family conflict and family-work conflict on the performance of women employees in the IT sector?

Hypothesis

H₀₁: There is no relationship between work-family conflict, family-work conflict and job performance among women employees in the IT sector.

H_{a1}: There is some relationship between work-family conflict, family-work conflict and job performance among women employees in the IT sector.

H₀₂: There is no association between work-family conflict and family-work conflict.

H_{a2}: There is some association between work-family conflict and family-work conflict.

H₀₃: There is no impact or insignificant impact of work-family conflict and family-work conflict on the performance of women employees in the IT sector.

H_{a3}: There is a significant impact of work-family conflict and family-work conflict on the performance of women employees in the IT sector.

Universe and Sample of the Study

The universe of the study is the Information Technology sector. The sample for this study will be comprised of women employees in the IT Sector.

Sampling Frame

The present study will cover the area of Delhi NCR.

Sampling technique for interviews: Simple random sampling will utilize to identify the targeted population. The technique will be used to utilize time efficiently.

Design of questionnaire: A self-designed questionnaire was used as a primary data collection instrument to ascertain the perception of women

DATA ANALYSIS

Exploratory Factor Analysis:-

Descriptive Statistics

Table 1 Descriptive statistics

Particulars	Mean	Standard Deviation	Number of Observations
My work keeps me away from my family activities more than I would like. (TBWFC1)	3.49	1.430	500
The time I must devote to my job keeps me away from participating equally in household responsibilities and activities. (TBWFC2)	3.46	1.413	500
I have to miss family activities due to the amount of time I must spend on work responsibilities. (TBWFC3)	3.35	1.417	500
When I get home from work, I am often too frazzled to participate in family activities/	3.46	1.342	500

employees regarding the impact of work-family conflict on work and family. The questionnaires will be consisting of open and close-ended questions. The close-ended questions provide more structure responses to facilitates tangible recommendations. The open-ended questions provide additional information that may not have been captured in the close-ended questions. The data would be measured on a 5-point Likert scale with intervals ranging from 1 to 5, where 1 denotes strongly disagree, 2 disagree, 3 neither agree nor disagree, 4 agree and 5 denotes strongly agree.

Sample Size

The sample for this study will comprise 500 women employees.

Sources of Data

For this study, the author has used primary data by the means of a self-designed questionnaire after a thorough literature review.

Primary Data: to evaluate women employees' perception about work-family conflict primary data will be collected through questionnaire and personal interviews. The data will be qualitative and quantitative.

responsibilities. (SBWFC1)			
I am often so emotionally drained when I get home from work that it prevents me from contributing to my family. (SBWFC2)	3.44	1.428	500
Due to all the pressures at work, sometimes when I come home, I am too stressed to do the things I enjoy. (SBWFC3)	3.52	1.360	500
The problem-solving behaviours I use in my job are not effective in resolving problems at home. (BBWFC1)	3.44	1.376	500
Behaviour that is effective and necessary for me at work would be counterproductive at home. (BBWFC2)	3.42	1.376	500
The behaviours I perform that make me effective at work do not help me be a better parent and spouse. (BBWFC3)	3.49	1.366	500
The time I spend on family responsibilities often interferes with my work responsibilities. (TBFWC1)	3.45	1.403	500
The time I spend with my family often causes me not to spend time in activities at work that could be helpful to my career. (TBFWC2)	3.34	1.441	500
I have to miss work activities due to the amount of time I must spend on family responsibilities. (TBFWC3)	3.46	1.416	500
Due to stress at home, I am often preoccupied with family matters at work. (SBFWC1)	3.41	1.443	500
Because I am often stressed by family responsibilities, I have a hard time concentrating on my work. (SBFWC2)	3.33	1.432	500
Tension and anxiety from my family life often weakness my ability to do my job. (SBFWC3)	3.49	1.396	500
The behaviours that work for me at home do not seem to be effective at work. (BBFWC1)	3.52	1.366	500
Behaviour that is effective and necessary for me at home would be counterproductive at work. (BBFWC2)	3.52	1.373	500
The problem-solving behaviour that works for me at home does not seem to be as useful at	3.38	1.385	500

work. (BBFWC3)			
I assure the quality of the work performance of my organization. (JB_1)	3.45	1.404	500
I perform my job with full dedication. (JB_2)	3.39	1.412	500
I can perform the job within the required job. (JB_3)	3.44	1.379	500
I always perform/ accomplish the quantity of work given to me. (JB_4)	3.45	1.410	500
I can work/perform well. (JB_5)	3.47	1.389	500
I can handle all the given duties and responsibilities of the company. (JB_6)	3.46	1.437	500
I can perform my job properly without any supervision. (JB_7)	3.49	1.402	500
I can solve the problems immediately to satisfy my manager. (JB_8)	3.52	1.370	500
My boss/ colleagues can rely on me easily. (JB_9)	3.58	1.314	500
I understand the importance of the value and respect of my colleagues. (JB_10)	3.52	1.386	500
I am very punctual in my job. (JB_11)	3.39	1.435	500
I can plan. (JB_12)	3.54	1.363	500
I always take initiative on the job. (JB_13)	3.36	1.431	500
I work on all aspects of my job. (JB_14)	3.38	1.445	500

Source: SPSS version 22

Descriptive Statistics shows that there is no missing data.

Reliability Analysis of Each Factor

Table2Case Processing Summary

		N	%
Cases	Valid	500	100.0
	Excluded	0.00	0.00
	Total	500	100.0

Source: SPSS version 22

Table 3 Reliability analysis of Work-Family-Conflict

Reliability Statistics of Work-Family-Conflict	
Cronbach's Alpha	N of Items
0.687	9

Source: SPSS version 22

Table 4 Reliability analysis of Family-Work-Conflict

Reliability Statistics of Family-Work-Conflict	
Cronbach's Alpha	N of Items
0.685	9

Source: SPSS version 22

Table5 Reliability analysis of Job Satisfaction

Reliability Statistics of Job Satisfaction	
Cronbach's Alpha	N of Items
0.658	14

Source: SPSS version 22

Table 6 Overall Reliability analysis

Overall Reliability Statistics	
Cronbach's Alpha	N of Items
0.898	21

Source: SPSS version 22

Findings-: The value of Cronbach’s alpha for the factors is more than 0.50 which means that the self-designed is reliable.

Validity Analysis

Table 7 Validity analysis

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.945
Bartlett's Test of Sphericity	Approx. Chi-Square	2805.247

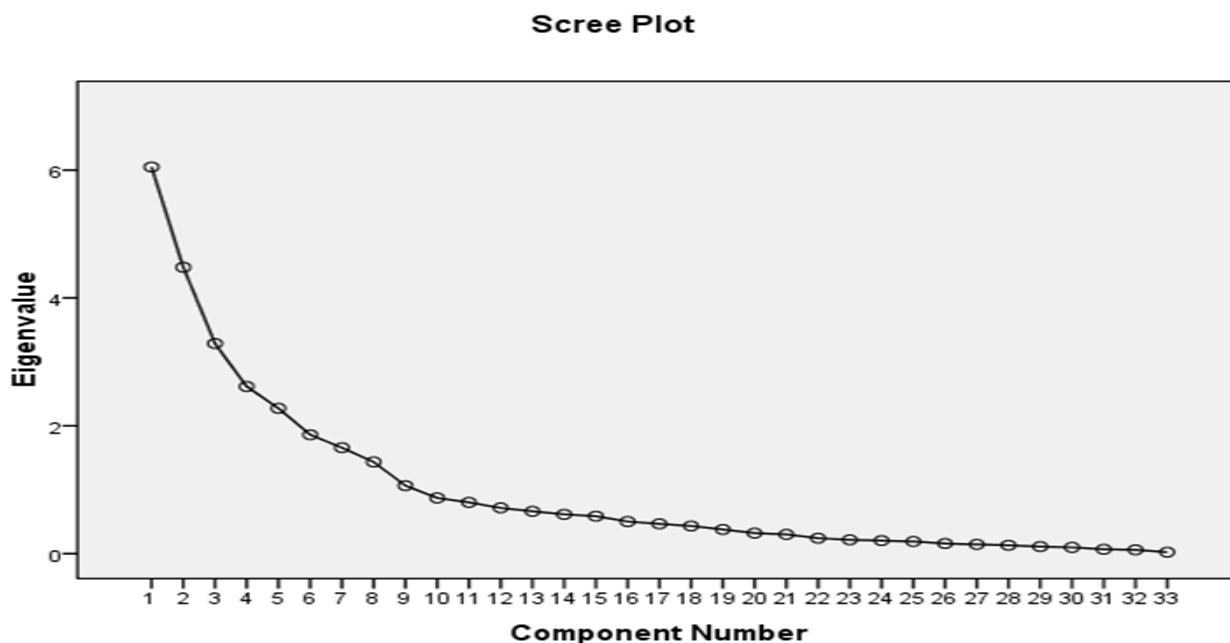
	Df	210
	Sig.	0.000

Source: SPSS version 22

The value of KMO and Bartlett’s test is 0.945 which is more than 0.50 it means that research is 94.50% valid and is adequate to carry on a Factor Analysis.

Scree Plot

Figure1 Scree Plot



Source: SPSS version 22

It is evident from the Scree plot that there are possible 3 factors out of the total 32 factors that are influencing work-family conflict, family-work
Component Matrix

conflict and job performance of women employees in the IT sector.

Table 8 Component Matrix

	Components		
	1	2	3
I am very punctual in my job. (JB_11)	.593		
When I get home from work, I am often too frazzled to participate in family activities/ responsibilities. (SBWFC1)	.577		

Due to all the pressures at work, sometimes when I come home, I am too stressed to do the things I enjoy. (SBWFC3)	.571		
The problem-solving behaviour that works for me at home does not seem to be as useful at work. (BBFWC3)	.545		
I can handle all the given duties and responsibilities of the company. (JB_6)	.511		
I always take initiative on the job. (JB_13)	.492		
The time I must devote to my job keeps me away from participating equally in household responsibilities and activities. (TBWFC2)	.461		
I am often so emotionally drained when I get home from work that it prevents me from contributing to my family. (SBWFC2)	.446		
The problem-solving behaviours I use in my job are not effective in resolving problems at home. (BBWFC1)	.425		
The problem-solving behaviour that works for me at home does not seem to be as useful at work. (BBFWC3)			
I can solve the problems immediately to satisfy my manager. (JB_8)			
My work keeps me away from my family activities more than I would like. (TBWFC1)			
I always perform/ accomplish the quantity of work given to me. (JB_4)		.621	
My boss/ colleagues can rely on me easily. (JB_9)		.594	
I have to miss work activities due to the amount of time I must spend on family responsibilities. (TBFWC3)		.569	
Tension and anxiety from my family life often weakness my ability to do my job. (SBFWC3)		.533	
I work on all aspects of my job. (JB_14)		.485	
I can plan. (JB_12)		.434	
I can perform the job within the required job. (JB_3)		.425	
I assure the quality of the work performance of my organization. (JB_1)		.420	
Because I am often stressed by family responsibilities, I have a hard time concentrating on my work. (SBFWC2)			
I perform my job with full dedication. (JB_2)			

I can perform my job properly without any supervision. (JB_7)			
Due to stress at home, I am often preoccupied with family matters at work. (SBFWC1)			.665
I can work/perform well. (JB_5)			.599
I understand the importance of the value and respect of my colleagues. (JB_10)			.531
The time I spend on family responsibilities often interferes with my work responsibilities. (TBFWC1)			.517
I have to miss family activities due to the amount of time I must spend on work responsibilities. (TBWFC3)			.506
The behaviour that works for me at home does not seem to be effective at work. (BBFWC1)			.495
Behaviour that is effective and necessary for me at work would be counterproductive at home. (BBWFC2)			.456
Behaviour that is effective and necessary for me at home would be counterproductive at work. (BBFWC2)			
The time I spend with my family often causes me not to spend time in activities at work that could be helpful to my career. (TBFWC2)			

Source: SPSS version 22

Factor Analysis shows that out of the possible 32 components 24 were found to be taken into consideration headed under 3 different factors

These are the possible 3 factors -:

that are most important in affecting work-family conflict, family-work conflict and job performance of women employees in the IT sector.

Factor 1 (Responsiveness related problems)	Factor 2 (Dependability related problems)	Factor 3 (Productivity related problems)
I am very punctual in my job. (JB_11)	I always perform/ accomplish the quantity of work given to me. (JB_4)	Due to stress at home, I am often preoccupied with family matters at work. (SBFWC1)

When I get home from work, I am often too frazzled to participate in family activities/responsibilities. (SBWFC1)	My boss/ colleagues can rely on me easily. (JB_9)	I can work/perform well. (JB_5)
Due to all the pressures at work, sometimes when I come home, I am too stressed to do the things I enjoy. (SBWFC3)	I have to miss work activities due to the amount of time I must spend on family responsibilities. (TBFWC3)	I understand the importance of the value and respect of my colleagues. (JB_10)
The problem-solving behaviour that works for me at home does not seem to be as useful at work. (BBFWC3)	Tension and anxiety from my family life often weakness my ability to do my job. (SBFWC3)	The time I spend on family responsibilities often interferes with my work responsibilities. (TBFWC1)
I can handle all the given duties and responsibilities of the company. (JB_6)	I work on all aspects of my job. (JB_14)	I have to miss family activities due to the amount of time I must spend on work responsibilities. (TBWFC3)
I always take initiative on the job. (JB_13)	I can plan. (JB_12)	The behaviours that work for me at home do not seem to be effective at work. (BBFWC1)
The time I must devote to my job keeps me away from participating equally in household responsibilities and activities. (TBWFC2)	I can perform the job within the required job. (JB_3)	Behaviour that is effective and necessary for me at work would be counterproductive at home. (BBWFC2)
I am often so emotionally drained when I get home from work that it prevents me from contributing to my family. (SBWFC2)	I assure the quality of the work performance of my organization. (JB_1)	
The problem-solving behaviours I use in my job are not effective in resolving problems at		

home. (BBWFC1)		
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Table 10 Factor naming

Source: SPSS version 22

Finding-: Hence it is concluded that out of the 32 components taken for study 24 components are included under 3 factors.

These Factors are as follows-:

1. Responsiveness related problems
2. Dependability related problems

3. Productivity related problems

Finding-1: Hence we can say that there is some relationship between work-family conflict, family-work conflict and job performance which affect the Responsiveness, dependability and productivity of women employees in the IT sector.

Confirmatory Factor Analysis-:

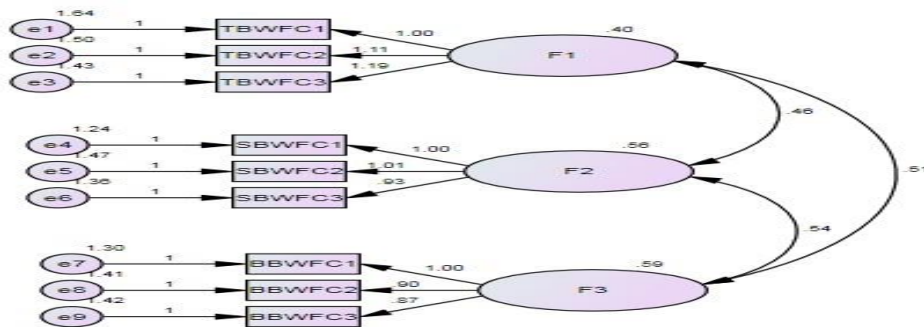


Figure 2 Confirmatory Model of Work-Family-Conflict

Source: AMOS version 24

The RMSEA value was below 0.05 i.e. 0.032 and CFI, NFI, GFI was above 0.90 i.e. 0.92, 0.95 and

0.92 respectively so the model was accepted as the best fit.

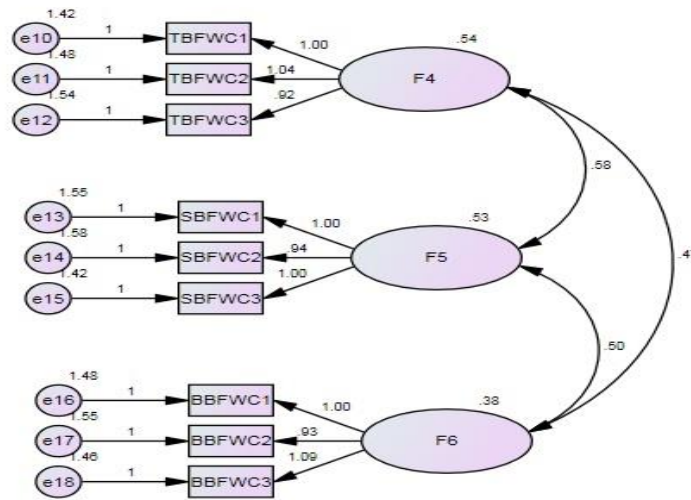


Figure 3: Confirmatory Model of Family-Work-Conflict

Source: AMOS version 24

The RMSEA value was below 0.05 i.e. 0.0371 and CFI, NFI, GFI was above 0.89 i.e. 0.93 and 0.91 respectively so the model was accepted under best fit.

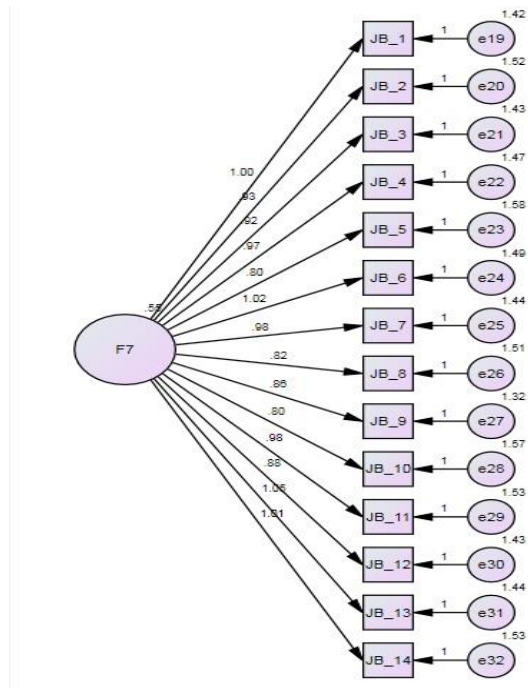


Figure 4: Confirmatory Model of Job Satisfaction

Source: AMOS version 24

The RMSEA value was below 0.05 i.e. 0.041 and CFI, NFI, GFI was above 0.90 i.e. 0.95, 0.97 and 0.92 respectively so the model was accepted as the best fit.

Finding-2: It can be seen from Figure 2, Figure 3 and Figure 4 that the model of the study was valid
Structural Equation Modelling-:

under the best fit and both Figure 2 and Figure 3 have 3 Factors namely Time Based, Strain Based and behaviour-based so we can say that both Work-Family-Conflict and Family-Work-Conflict have a strong association with one another.

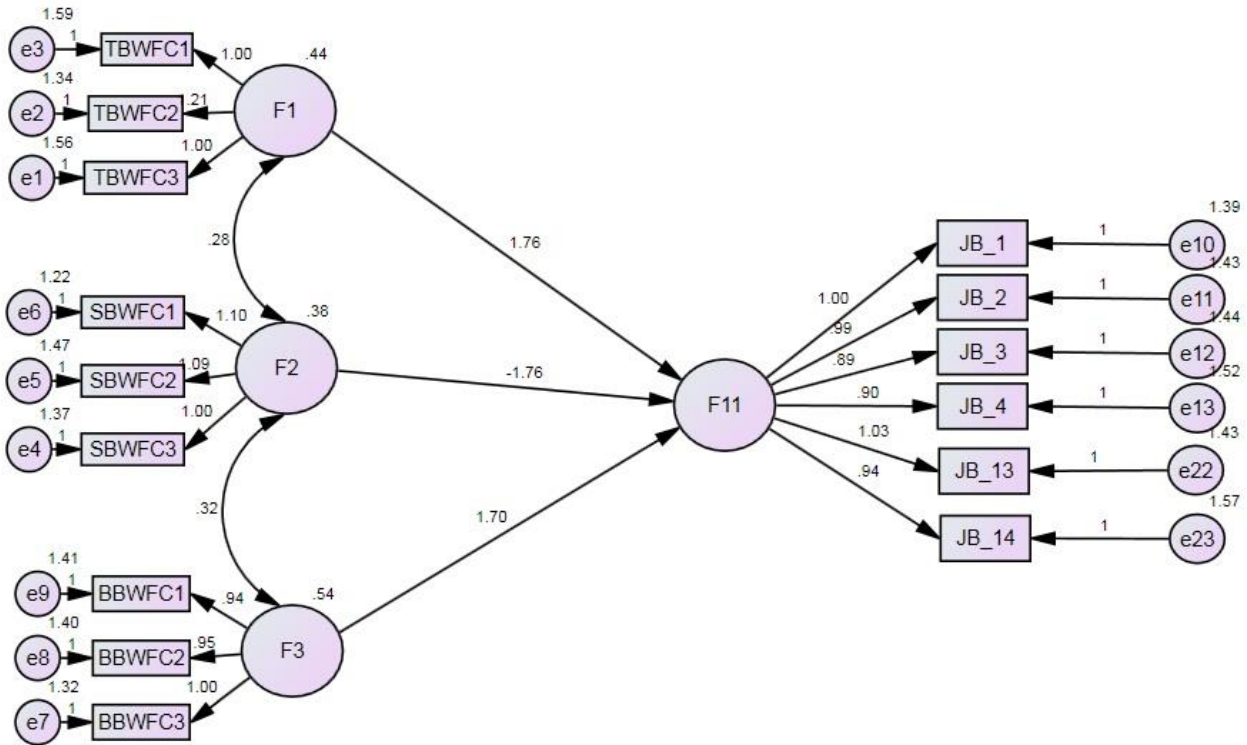


Figure 5:SEM of Work-Family-Conflict on Job Satisfaction

Source: AMOS version 24

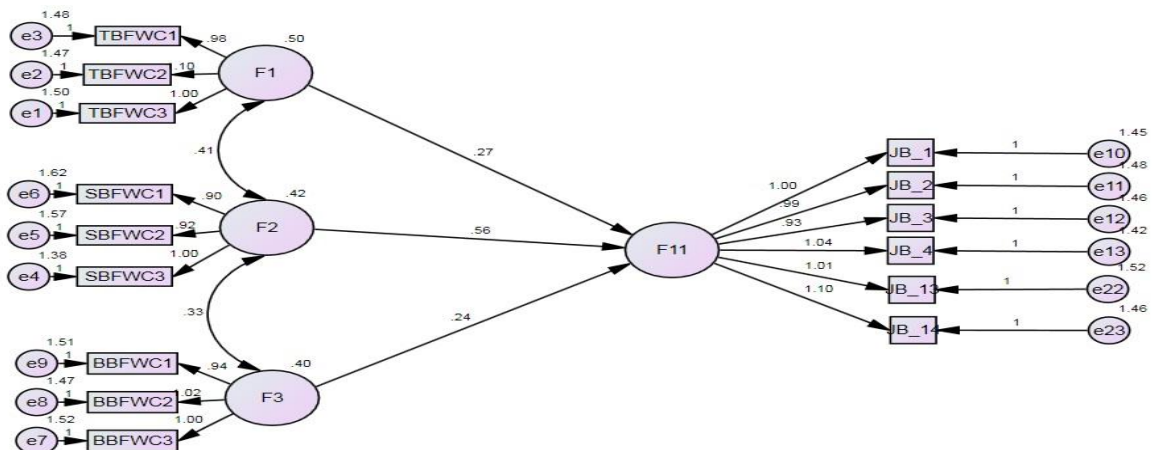


Figure 6: SEM of Family-Work-Conflict on Job Satisfaction Source: AMOS version 24

Finding-3: From Figure 5 it is evident that there is a strong positive impact of Time Based Factor on Job Performance (1.76), a strong negative impact of strain Based Factor on Job Performance (-1.76) and a strong positive impact of Behaviour Based Factor on Job Performance (1.70) and from Figure 6 it is evident that there is a low positive impact Time-Based Factor on Job Performance (0.27), the moderate positive impact of Strain Based Factor on Job Performance (0.56) and low positive impact of Behaviour Based Factor on Job Performance (0.24).

RESULTS AND CONCLUSION

From first finding it is evident that we reject the null hypothesis (H_{01}) so we can say that there is some relationship between work-family conflict, family-work conflict and job performance which affect Responsiveness, dependability and productivity of women employees in the IT sector. From the second finding, it is evident that we reject the null hypothesis (H_{02}) and we can say that both Work-Family-Conflict and Family-Work-Conflict have a strong association with one another. From the third finding it is evident that we reject the null hypothesis (H_{03}) there is a significant impact of work-family conflict and family-work conflict on the performance of women employees in the IT sector.

Limitations of the Study

- The sample size will be relatively small as compared to the total population.
- This study is constraint up to the Delhi NCR region only.
- The population and target respondents constrain only to working women of only one sector i.e. Information Technology Sector.
- There would be restrictions on the availability of primary data sources as an organization may not disclose its confidential data or reports.

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