

# PERCEIVED ORGANISATIONAL SUPPORT AND STRESS MANAGEMENT AMONG MARRIED WORKING WOMEN IN JEYPORE TOWN OF ODISHA; A LITERATURE REVIEW

**Sruti Sanchayeeta Tripathy, Research Scholar, P.G. Department of Home Science, Berhampur University, Berhampur. G. Mounika, Lecturer in P.G. Department of Commerce, Vikram Dev University, Jeypore**

## ABSTRACT-

The concept of perceived organisational support and its role in stress management has received significant attention in recent years, particularly in the context of working women who face dual responsibilities at home and in the workplace. This literature review synthesises existing research on perceived organisational support and stress management among married working women with a focus on identifying key determinants, relationships and research gaps. Perceived organisational support refers to employees belief that their organisation values their contributions and cares about their well being, which has been consistently associated with improved job satisfaction, commitment and reduced stress levels. The review of recent studies indicates that higher levels of organisational support contribute to enhanced employee engagement, well being and act as a buffer against occupational stress. Additionally, literature highlights that working women experience higher stress due to multiple role expectations, including professional, familial, and social responsibilities. Organisational factors such as supportive leadership, flexible work policies and positive work culture play a crucial role in mitigating stress and improving work life balance. Furthermore, the review identifies that family support, coping strategies and socio demographic factors significantly influence stress management outcomes. Despite growing research globally, limited studies have focused on small town context such as Jeypore, Odisha indicating a clear research gap. The review concludes that strengthening organisational support systems is essential for improving stress management and overall well being among married working women.

**KEY WORDS-** Organisational support, Stress management, family support

## INTRODUCTION-

In the contemporary era, the role of women in society has undergone a significant transformation, with increasing participation in the workforce across various sectors. Married working women, in particular, play a dual role by balancing professional responsibilities along with family obligations. The dual burden often leads to heightened levels of stress, affecting both their personal well being and professional performance. In smaller town like Jeypore in Odisha, where traditional expectations and modern work demands coexist, the challenges faced by married working women become even more complex.

Organisations today are recognising the importance of supporting their employees not only in term of job roles but also in maintaining their overall well being. The concept of Perceived Organisational Support has emerged as a crucial factor in understanding employee attitudes and behaviour. POS refers to the degree to which employees believe that their organisation values their contribution and cares about their well being. When employees perceive higher levels of support, they tend to exhibit greater job satisfaction, commitment, and reduced stress levels.

Stress management is another critical aspect, particularly for married working women who are often required to manage multiple roles simultaneously. Occupational stress arises from various factors such as workload, time pressure, role conflict, and lack of support at the workplace. If not managed effectively, stress can lead to negative outcomes including burnout, reduced productivity and health issues. Therefore, identifying factors that help in managing stress is essential.

Perceived organisational support plays a significant role in influencing how employees cope with stress. Supportive organisational practices such as flexible working hours, employee assistance programmes, recognition and supportive supervision can act as buffers against stress. When employees feel valued and supported, they are more likely to develop positive coping mechanisms and maintain a healthy work life balance.

For married working women, organisational support becomes even more important as it helps them navigate between professional and personal responsibilities. In addition, family support also plays a complementary role in reducing stress and enhancing overall well being. The interaction between organisational support and family support can significantly influence stress management outcomes.

## NEED AND SIGNIFICANCE OF THE STUDY-

Although there is a growing body of literature on perceived organisational support and stress management, most studies have been conducted in urban or metropolitan context. There is limited research focusing on smaller towns like Jeypore, where socio cultural factors, limited organisational resources, and traditional gender roles may influence the experience of married working women differently.

The study is therefore important to;

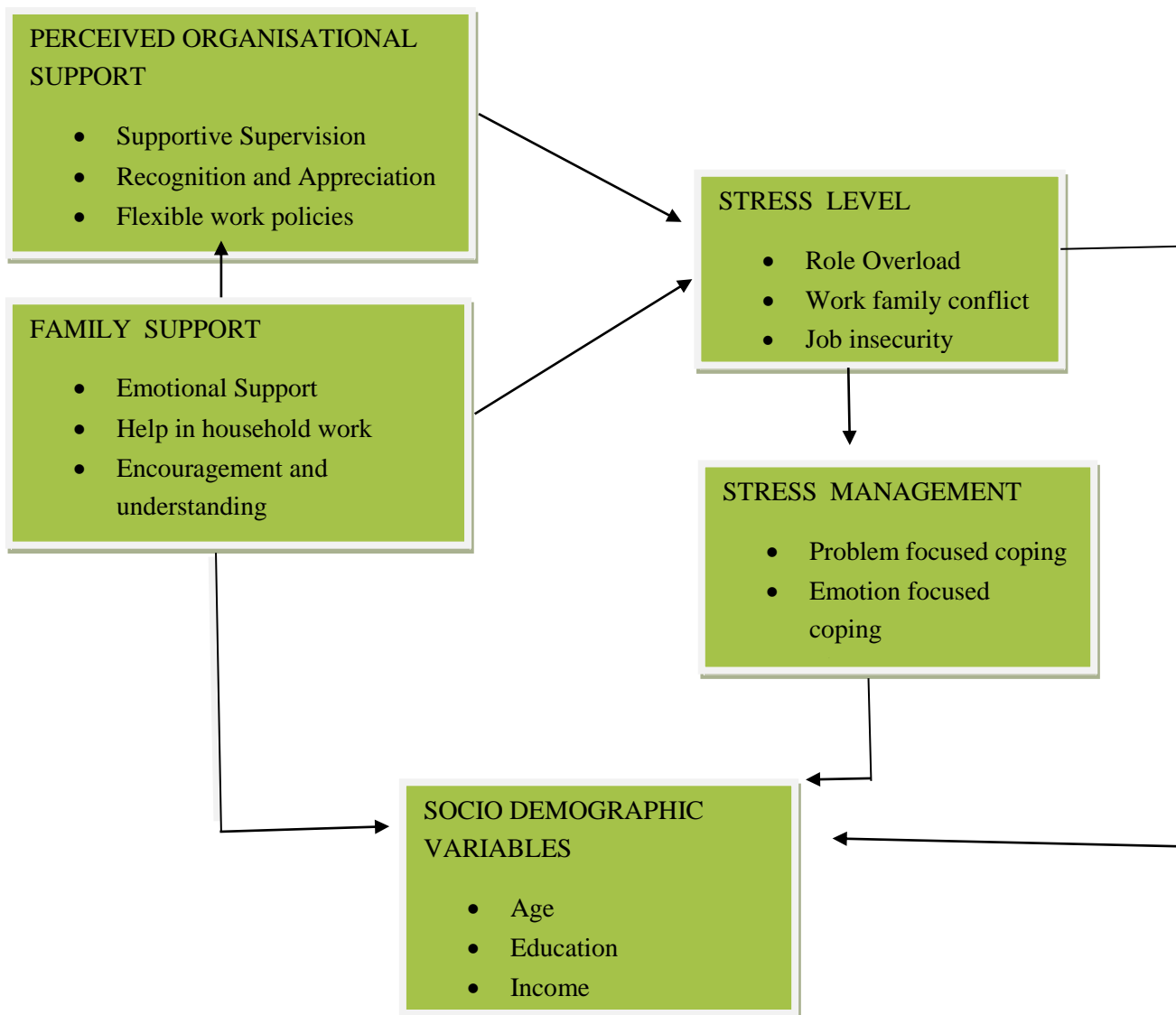
- Understand the level of perceived organisational support among married working women in Jeypore.
- Examine the stress levels and coping mechanisms adopted by them.
- Analyse the relationship between organisational support and stress management.
- Provide insights for organisations to develop supportive policies and practices.

The findings of the study will be beneficial for multiple stakeholders. Organisations can use insights to design employee friendly policies that enhance wellbeing and productivity. Policymakers can frame gender sensitive workplace regulations, while researchers can build upon the findings to explore related areas. Most importantly, the study will contribute to improving the quality of life of married working women by highlighting the importance of organisational and family support systems.

## OBJECTIVE OF THE STUDY-

1. To assess the level of perceived organisational support among married working women.
2. To study the level of stress experienced by married working women.
3. To study the relationship between perceived organisational support and stress management.
4. To study the role of socio demographic variables on stress management
5. To study the role of family support in managing stress among married working women

## CONCEPTUAL FRAME WORK-



## METHODOLOGY-

The study involves the collection of information from past studies and reviews on perceived organisational support and stress management among working women. Data collected is secondary in nature and is derived from published sources such as journals and websites.

## LITERATURE REVIEW-

Following variables show in depth literature related work on level of perceived organisational support, level of stress, relationship between perceived organisational support and stress management, role of socio demographic variables, role of family support in managing stress among married working women.

### 1. Level of Perceived Organisational support among married working women-

1. Eisenberger and Stinglhamber-(2016)-

The authors explained that perceived organisational support develops when employees feel that their organisation values their contribution and cares for their well being. Their study showed that supportive work environments improve employee satisfaction, commitment, and emotional stability among women employees.

2. Caesens et.al (2017)-

The study found that organisational support reduces emotional exhaustion and work stress among employees. Married working women who received support from supervisors and management reported better work life balance and job satisfaction.

3. Kurtessis et. al. (2017)-

The researchers conducted a review study and concluded that perceived organisational support positively influences employee well being, performance, and psychological health. The study emphasized the importance of family friendly workplace policies for women employees.

4. Khan (2023)-

The research highlighted that mentoring programs, flexible working condition, and counselling support improve perceived organisational support among female employees and help them manage professional and personal responsibilities efficiently.

5. Mann et.al (2024)-

The authors found that family friendly HR practices, emotional support and organisational concern positively influence employee commitment and job satisfaction among married working women. The study concluded that organisational support is essential for improving employee well being and reducing stress.

## 2. Level of Stress Experienced by Married Working Women-

1. Wang et.al (2020)

During the COVID -2019 pandemic, the researchers found that married working women experienced increased stress due to work from home pressure, childcare, and household responsibilities. Emotional fatigue and anxiety were highly reported.

2. Singh and Kumari (2021)-

The study highlighted that occupational stress among married working women affects mental health, productivity, and family relationship. Lack of organisational and family support increased stress levels.

3. Matud (2022)-

The researcher explained that married employed women frequently experience stress because of emotional labour, workplace expectations, and family obligations. Stress was found to influence both psychological and physical well being.

4. Gurnam Singh (2023)-

The study stated that married working women experience moderate to high occupational stress due to workload, time management problems and role conflict. Continuous stress was found to reduce work efficiency and emotional stability.

5. Sharma et. al. (2024)-

The researcher found that women employees in education, IT, and healthcare sectors experience significant stress due to professional pressure and family responsibilities. The study emphasized the need for organisational and family support system to reduce stress among married working women.

### 3. The Relationship Between Perceived Organisational Support and Stress Management-

#### 1. Akgunduz et. al (2018)-

The authors found that organisational support significantly reduces burnout and emotional exhaustion among employees. Support from supervisors and management and job satisfaction among female employees.

#### 2. Ahmed et. al (2021)-

The authors reported that employees with higher perceived organisational support experienced lower occupational stress and better emotional well being. The study also showed that organisational encouragement improves employee motivation and stress management ability.

#### 3. Richardson et. al. (2022)-

The study found that organisational counselling services, supportive leadership and flexible work arrangements positively influence stress management among employees. Employees receiving higher organisational support showed lower stress and burnout levels.

#### 4. Lucia- Casademunt et. al (2023)-

The researchers concluded that organisational support and supervisor encouragement significantly improve work life balance and stress management among women employees. The study emphasized the importance of supportive HR practices for married working women.

#### 5. Sharma and Gupta (2024)-

The research highlighted that flexible work policies, supervisor support and organisational care reduce stress among married working women in India. POS was identified as a key predictor of mental well being.

### 4. The Role of Socio Demographic Variables on Stress Management-

#### • Sharma and Devi (2018)-

The authors found that educational qualification and type of employment significantly affect stress levels among married working women. Women employed in private organisations reported higher stress than those in government sectors.

#### • Kaur (2019)-

The study highlighted that socio demographic factors such as age, family income, and childcare responsibilities influence occupational stress among women employees. Women with young children experienced higher emotional stress and work load pressure.

#### • Singh and Kumari (2021)-

The study found that educational status, salary level, and job position play a major role in stress management. Women with higher education and better salaries demonstrated stronger coping abilities and lower occupational stress.

#### • Rani et. al. (2022)-

The researchers explained that socio economic background, employment type, family responsibilities affect stress tolerance among married working women. Women with stable financial conditions managed stress more effectively.

#### • Kroll (2024)-

The researcher found that socio demographic variables such as age, occupation, educational level, number of children, and family income significantly influence stress experience and coping strategies among women employees. The study emphasized that socio demographic factors are important determinants of stress management ability.

## 5. Role of Family Support in Managing Stress Among Married Working Women-

- Khurshid et.al. (2023)-

This study examined family social capital and found that strong family relationship significantly reduce stress and improve life satisfaction among working women. Family support indirectly improves well being through better work life balance.

- Borah (2024)-

The study found that family involvement in childcare and household duties significantly lowers stress levels and enhances job satisfactions among married working women.

- Sinha (2025)-

This research showed that married workingwomen experience higher stress due to unpaid care giving roles. However availability of family support significantly lowers stress levels and improves time for relaxation and well being.

- Jain and Malviya (2025)

The study found that lack of time for family and insufficient family interaction increases stress, while supportive family environments improve work life balance and reduce psychological strain.

- Di Filippo et al (2025)

The study showed that increased spouse involvement in childcare reduces women's stress and improves employment participation, highlighting the importance of shared domestic roles.

## CONCLUSION-

The present study concludes that perceived organisational support has a significant influence on stress management among married working women. In the current work environment , married women often experience stress due to the combined pressure of professional responsibilities and family obligations. Supportive organisational practices such as supervisor support, recognition, flexible work arrangement, fair treatment, and employee welfare measures help women employees manage stress more effectively and maintain a healthy work life balance.

The study also highlights the importance of family support in reducing emotional stress and improving coping abilities. Encouragement from spouses and family members along with cooperation in household responsibilities, enables married working women to handle workplace challenges with greater confidence and emotional stability. Employees who perceive higher organizational support are likely to experience better job satisfaction, psychological well being and productivity. The research conducted in Jeypore contributes to the understanding of stress management among married working women in smaller urban settings, where limited studies conducted. The findings suggest that organisations should implement supportive policies counselling programs, flexible schedules and wellness initiatives to improve employee wellbeing.

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