

A Study on Work and Family Life Balance Among Working Women in JIPMER

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Abstract: Family-work conflict and work-family conflict are more likely to exert negative impact in the family matters, resulting in lower mental satisfaction and increasing conflict among family. Therefore a quantitative descriptive study was conducted among working women in Jawaharlal Institute of post graduate medical education and research- JIPMER of the age group 25-60 years with minimum of 6 months working experience to assess the ability of working women to maintain work and family life balance based on selected socio demographic variables - and to find out the work family conflict (WFC) and family work conflict (FWC) using WAFCS (Work family conflict scale) along with the coping ability assessment of the women employees in their work and family affairs using brief cope scale. In JIPMER, the total female employees are 1808 as per AIS unit. My sample size estimated was 388 female population for level of significance 5%, absolute precision 5%, assuming that 50% women employees were having good work and family life balance life. Sample was collected by using proportionate stratified random sampling technique. The study was conducted by using WAFCS (Work family conflict scale) among women employees to assess the factors leading to WFC and FWC using WAFCS scale. The coping strategies that is used by participants is also assessed by using the brief cope scale. The factors that hindered effective coping was also taken into consideration. Data was collected by the use of Likert scale for assessing WFC and FWC. For assessing the coping strategies, a semi structured questionnaire is used and data collection period is 6 weeks. However, these variables were conceptualized as antecedents of WFC and FWC, consideration of the consequences was also important as they impose an impact on psychological distress and wellbeing of working women.

Keywords: Work-life balance, working women in JIPMER.

1. Introduction

In most of the countries, with a great work-life balance, expats also express above-average satisfaction with their life abroad- for example: those in New Zealand (89%), Costa Rica (88%) and the Czech Republic (87%). Interestingly, a high satisfaction with work-life balance doesn't necessarily mean that expats don't work a lot, according to the latest Expat Insider Survey. In fact, a high share of expats in the featured countries work full time, and their weekly working hours aren't always a lot shorter than the global average [1]. Due to increased urbanization and modernization Indian families are undergoing rapid changes. Women of each and every class, strata have entered into some form of occupation to support their families. At the present time, exposure to education for Indian women is

also on the increasing trend specially in urban areas. This all has created to increase awareness, raise aspirations of personal growth and open new ideas. Most studies done in India for employed married woman have reported that economic need is the primary reason for women to work. Women's employment outside home has a positive rather than a negative impact on marriage [2].

Campbell et al studied the effects of family life on women's job performance and their work attitudes. The results showed that women with children were significantly lower in job commitment and interest that those women without child; contrary to this was women with younger children were marvelous in their job field than those women with big children [3].

Markowsal studied psychosocial determinants of stress and well-being among working women. The significance of the work-related stressors was evidently greater than those family stressors, although relation in between family functioning, stress and well-being was also significant [4].

Super identified six common roles. He indicated that need to balance these different roles simultaneously in a reality for most individuals at various stages throughout their lives⁵. Rather than following a sequential transition in between different roles women are required to perform varied roles simultaneously where each role has its unique function. Multiple roles playing simultaneously has both positive and negative impact on mental and physical health of professional women including loss of appetite, depression, anxiety, backpain, over indulgence⁶⁻⁸.

2. Rationale

The current concern within the society and organizations about the impact of multiple roles on the health and well-being of professional women and its implications regarding work and family performance and their role in society. Thus, this study is conducted to identify:

- The multiple roles played by women⁹⁻¹¹, role stress experienced because of varied roles, i.e., role conflict and role overload [12], [13].
- Organization culture and work dynamics: whether values of organization support work life balance have positive effect on work and personal well being¹⁴⁻¹⁵.
- Relationship between personal resources, emotional

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support and well-being [16]-[18].

- Use of emotional and problem focused coping strategies to deal with role conflict [20].

3. Novelty

As such very few studies have been conducted in India and that also in South India regarding work life balance among working women. The study will help to know about the work stress and the family stress – which acts as the dominating factor in influencing the physical, behavioural and mental condition of the married women employees, the coping strategies adopted by them to deal with the situations. This study is also yet not done in JIPMER, so the researcher would like to proceed with this study.

4. Expected Outcome and Application

Multiple roles playing by professional women in work and family matters leads to WFC and FWC. Adopting proper coping habits like yoga, meditation, prayer helps to reduce work or family related stress and lead a healthy life.

5. RESEARCH QUESTION(S):

What factors are responsible for FWC and WFC and what is its impact on the job performance, work attitude and family processes?

What coping strategies are adopted by them to manage family and work effectively?

What associated demographic variables affect FWC, WFC, coping skills?

Research Hypothesis (ES), If Any: Nil.

6. Aim and Objectives

Aim: Assess the ability of working women to maintain work and family life balance based on selected socio demographic variables.

Primary objective(s): To find out the work family conflict (WFC) and family work conflict (FWC) using WAFCS (Work family conflict scale) among women employees of JIPMER.

Secondary objective(s): To assess the coping ability of the women employees in their work and family affairs using brief cope scale.

Correlation/association of FWC, WFC and coping skills with socio demographic variables.

7. Review of Literature

- A study regarding work life balance among married working women by N. Krishna Reddy et al, to assess the family work conflict-FWC and work family conflict-WFC that influences family domain which causes reduced life satisfaction and greater internal conflict in family that arise due to family size, work hrs, age of children, level of social support, impact of FWC and WFC among 90 married working women of age group 20-50 yrs, data was analyzed by descriptive and inferential statistics by Carl Pearson's correlation coefficient. FWC ($F=4.638$, $P<0.05$), WFC ($F=$

3.553 , $P<0.05$) were significantly high among women whose husbands demanded dual roles from working women. It was concluded that FWC was more for those having elder child than those having small or no child [11].

- By Dr. VP Matheswaran et al a study on work life balance for women employees in public and private sector schools in Tiruvullam district was done to know the need to congenial conditions that balance work with their personal desires became a factor that companies had to take note of both to retain them as well as to improve productivity by using well defined questionnaire. Sample had 120 respondents, 60 from public and 60 from private schools, 20 questionnaires were given to each, non-probability and convenience sampling was used here. Chi square test was used to compare in between women taking work to home (WTWH) and women working greater no. of hrs in public schools (WWGH). Results were 11.8463 for value of χ^2 . At $\alpha=0.05$ for 2 degree of freedom is 5.991 hence there is significant difference between WTWH and WWGH. For private schools, result was 2.2441 which is not greater than table value 5.991, hence there is no significant difference between women taking work to home or doing in office [12].
- Study by Mayesha Tasmin, et al on work life balance, Reality check for women working in Bangladesh published in the journal of Human Resource and Sustainability studies, 2017, 5, 75-86, where she did in depth interview and gave questionnaire to find out nowadays women faces challenges in professional than personal lives due to lack of supervisor's support study sample included 40 women of age group 24-37 yrs by using purposive sampling with questions regarding marital status (MS), no. of children(C), family support(FS), work satisfaction(WS), colleague support(CS), organization initiative(OI). Results were MS=57.5% married, WS =22.5%, OI=30%, CS =65%, C=40%, FS= 50%. Thus, she concluded job dissatisfaction and women faced obstacles to keep balance between work and life, if improper can lead to mental pressure and depression [13].
- Study on work life conflict among working women by Ahmad Muhammad Shakil et al, published in business strategy series 12(6),289-302, Nov 2011, to find out major problem working women faced when they played the role of house wives. They have to tradeoff between work and family life domain, in perspective sector and areas chosen. It investigated the factors for work life conflict by exploring responses of 100 women working in bank in non-contrived environment by random sampling in Attack and Islamabad cities of Pakistan. Regression and correlation are used for statistical analysis to find out impact of women's earning potentials, workplace environment, household responsibilities, financial needs, workplace environment. Response rate 75% and all values for Cronbach alpha are agreeable. Women work place environment and earning potentials are negatively related while household responsibilities and financial needs are positively related to women work life conflict [14].

A study to assess factors responsible for work life conflict: a study comparing teaching and legal professions (2013) by Waleska A Vernon, Electronic thesis and dissertation repository, 11677 to examine nature of work life conflict (WLC) as experienced by mid-career members of teaching and legal professions with a view to both determining the extent to which universal WLC factors identified by previous research apply to specific professions and identifying any WLC factors unique to teaching and legal fields. A phenomenological design with semi structured interview was employed. 8 themes were identified for teachers and 6 for lawyers. The results suggested that there is great deal of overlap in factors responsible for WLC conflict experienced by those in teaching and legal fields(including work hrs, workload, work pace and spillover), where 2 groups appear to differ is in presence of factors that increase resiliency to WLC(including sources of job satisfaction and perceived meaningfulness of work),thus allowing teachers in this study to more effectively cope with WLC they experienced than their counterparts in legal field [15].

8. Methodology

Study design: Quantitative descriptive study design.

Study participants:

- a) Inclusion criteria: women employees in JIPMER of age group 25-60 yrs with minimum of six months service.
- b) Exclusion criteria: Women having any psychological problems or physically challenged.
- c) Number of groups to be studied, identify groups with definition: Groups of women employees working in different sectors in JIPMER.

Sampling:

- a) Sampling population: Working women employees of age group 25-60 yrs and more than 6 months of working experience from different cadres including doctors, teaching faculty, laboratory technicians, nursing officers, ward assistant, office staff of different sectors and house keeping staff.
- b) Sample size calculation: in JIPMER, the total female employees are 1808 as per AIS unit. My sample size estimated to be 388 female population for level of significance 5%, absolute precision 5%, assuming that 50% women employees are having good work and family life balance life.
- c) Sampling technique: Proportionate stratified random sampling.

Study Procedure:

The study was conducted by using WFACS (Work family conflict scale) among women employees with minimum of 6 months of working experience to assess the factors leading to WFC and FWC using WAFCS scale. The coping strategies that are used by participants is also assessed by using the brief cope scale. The factors that hindered effective coping is also taken into consideration.

Data collection methods including settings and periodicity:

Data is collected by the use of Likert scale for assessing WFC and FWC. For assessing the coping strategies, a semi structured

questionnaire is used and data collection period is 6 weeks.

Variables and their measurement methods with standardization techniques:

- a) *Independent variables:* Socio demographic variable (age, marital status, income, occupation, religion, total number of children under the support of the respondent, department or work station, educational status).
- b) *Outcome variables:* Factors leading to work family conflict (WFC) and family work conflict (FWC). Coping strategies adopted to reduce FWC and WFC. Factors that hinder to adopt effective coping strategies.
- c) *Confounding and interacting variables:* Not applicable.

Variable wise statistical tests to be used for data analysis:

Data analysis done by descriptive and inferential statistics.

For socio demographic variable use mean with proportion.

For outcome variable use of chi square test.

Carl Pearson's correlation is used to find the correlation between variables.

Risks and benefits of the study:

Risks of the study: Nothing significant

Benefits of the study: Participants will be able to confront with the factors leading to WFC and FWC by adopting effective coping skills.

9. Results

Mean WFC scores were 23.97 ± 7.78 for scale 1 (family defined as having a partner or spouse with or without children) and 23.17 ± 7.69 for scale 2 (family defined as individuals, including parents, siblings, grandparents, and any other close relatives, involved in one's life), indicating moderate perceived WFC. A significant relationship was found between the average hours of work per week and WFC scores: those with less scheduling control experienced more WFC. Two dimensions emerged from the relation to how WFC is mitigated in: (1) organizational-having colleagues and administration that understood the role demands and allowed for modifications in schedule and personal time and (2) personal-taking time for oneself and having a family that understands the work demands of an athletic trainer resulted in reduced perceived WFC.

In order to analyze the quality of work life a well-structured questionnaire (containing Likert type 5-point scale questions) was used to collect the data for the research from the women employees. In order to analyze the objectives of the study, statistical tests, percentage analysis, mean and standard deviation, inferential analysis on sample viz chi-square test, Correlation Analysis were used to verify the hypothesis stated in the study. SEM is a statistical modeling technique that is employed in the research study for data analysis. The data was analyzed with the help of the Statistical Package for Social Science (SPSS) software version 18.0. 6.3

Findings Based on Descriptive Analysis:

- Women employees are considering the child care facilities (i.e.) crèche facility as an important factor prevailing inside the campus, as their vital employee

support parameter. It helps them to pay more attention to the work life, since their children are at arm distance to take care.

- Training provided to the women employees have a little impact on improving efficiency in the work. Periodical training was not provided.
- Feedback from their superiors helps the women employees to enhance their skills and work abilities.
- Not only the seniority and efficiency, but also the performance appraisal report given by the superiors was considered for promotion, which is inducing the employees to do their work more effectively. This finding is supported by Lawler (1975).
- Superiors are not treating the people equally which is a negative factor prevailing in organization and it has to be eliminated.
- Leave can be availed in times of need and urgency, which also helps to maintain work life balance, has a positive impact in attitude towards job.
- Cleanliness of buildings is not maintained properly and more attention has to be paid for cleanliness by handing over it to the proper agency.
- Women employees are getting recognition for their work, in the form of encouragement from superiors, genuine performance appraisal and so on.
- The overall level of satisfaction is considered to be in moderate level among the women employees, leads to effective functioning of the $\frac{3}{4}$ Regarding the safety and security of women, each department has a grievance cell so that women can ventilate their problems easily without any hesitation of giving them social security.

Findings based on inferential analysis:

- There is significant difference between working women based on their marital status with respect to factors of Quality of work life of women employees with regard to dimension of employee support, training and development, work load and stress and job satisfaction.
- There is no significant difference between marital statuses of women employees, with regard to attitude towards job and attitude towards secretariat. It implies that both married and single women employees are having almost similar attitude towards their job and work place.
- There is significant difference among working women based on age group with respect to factors of employee support, training and development, attitude towards secretariat, leadership qualities of superiors. Aged women employees need more employee support, whereas the young women employees need more training for their improvement.
- There is no significant difference among working women based on age group in years with regard to dimension of job satisfaction and physical environment, since women employees of all age groups are facing the same physical environment related issues and having similar level of job satisfaction.
- There is no significant difference among working women based on educational qualifications with respect to factors of work load and stress and leadership qualities of superiors.
- Women with professional qualification and possessing post graduate degree need less training when compared to those of women employees who are having under graduation as their qualification. Similarly in the dimension of overall quality of work life and job satisfaction varies depending upon their qualification. Hence there is significant difference among educational qualifications with regard to dimension of training and development, physical environment, job satisfaction and overall quality of work life.
- There is significant difference among working women based on their experience in respect of employee support. Since women with less experience need lot of employee support but not in case of experienced persons. Through experience they have gained knowledge for official work.
- Women with different annual salaries are having different attitude towards their job and physical environment. Similarly overall quality of work life and job satisfaction also differs with respect to their annual salaries. Women with lesser annual salary experience higher level of job satisfaction when compared to that of women with higher salaries.
- There is no significant difference of annual salaries with regard to dimension of training and development and leadership qualities of superiors. Women employees of all sectors having different salaries are experiencing similar work load and stress.
- In chi square test, it reveals that there is association between marital statuses and level of QWL of women employees. High level of quality of work life is prevailing with single women employees than that of married employees.
- In chi square test, it implies that there is association between age group and level of Quality of work life of women employees. In the dimension of overall quality of work life and job satisfaction, depending upon the age group the women employees also differs. Job satisfaction is high among the young age employees whereas it is only moderate among the aged employees.
- There is association between educational qualification and level of QWL of women employees. The professionally qualified women employees have better QWL than the women employees who are undergraduates in the dimensions of attitude towards job, attitude towards Secretariat and employee support.

- There is significant difference in experience with respect to factors of QWL of women employees with regard to dimension of attitude towards job, attitude towards secretariat, leadership qualities of superiors. Since women with lot of experience have moderate attitude towards their job and place of work. It is high among the young aged women employees.
- Chi-square test implies that women with higher salaries are expecting more in all the determinant factors to improve their level of quality of work life.
- It is pertinent to note that based on chi-square test, when age increases the level of job satisfaction is moderate. It means, the aged women employees are expecting more from the organisation to enhance their job satisfaction.
- There is association between educational qualification and level of Job satisfaction of women employees. Since women with professional qualification and possessing post graduate degree have higher level of job satisfaction, since they need less training when compared to that of women employees who are under graduate, and also need less employee support.
- Friedman test signifies that 'Child care facilities' is the most effective employee support followed by sporting and recreation facilities. $\frac{3}{4}$ Friedman test signifies that 'Feedback received from superiors is useful for developing skills and abilities' is the important factor on attitude towards job, followed by seniority and efficiency considered for promotions
- Friedman test signifies that that the superiors never irritated by their activities instead they create a positive team environment in their work place. They also train the personnel to take the responsibility is considered as the best leadership quality, the leader not only develops his abilities but also act as a role model in developing leadership qualities for the younger generation.
- Friedman test denotes that in order to get relieved from stress, the women employees are doing yoga and meditation. It is also to note that special permission has been granted to meditation group namely "Vazgha valamudan" for conducting regular yoga classes during the lunch break, at least two days in a week. It helps the employees to get relieved from stress in their work place itself.
- Friedman test concludes that although women employees are having overall level of satisfaction, but the opportunity to use their ability is limited and the amount of responsibility given to them is also less.
- Pearson correlation coefficient shows a highest positive relationship between them implies that it plays a vital role. A negative relationship is observed between the employee support and work load and stress.
- For every unit increase in physical environment there is increase in employee support and reverse happens

in case of work load and stress.

- Pearson correlation coefficient between Leadership Qualities of the Superiors and Work load and stress shows a major negative role in obtaining the Leadership Qualities of the Superiors, thereby explicates its negative contribution to Quality of work life.
- Pearson correlation coefficient between factors of QWL and Job satisfaction clearly signifies that Employee support plays a significant role in attaining the Job satisfaction which is just more than 50%, thereby contributing to Quality of work life.
- Women with moderate level of quality of work life experience moderate level of job satisfaction. It implies that if the level of quality of work life decreases there is also a significant decrease in job satisfaction which shows the direct relationship between the two factors.
- Not discriminated against by race or ethnic origin among the superiors or subordinates shows that gender equality is maintained up to some extent which will bring the social equality of women in society, as well as in the organization.
- Women employees are getting recognition for their work, in the form of encouragement from superiors and genuine performance appraisal.
- Work load and stress plays a major negative role in obtaining the Leadership Qualities of the Superiors, thereby it explicates a negative contribution to Quality of work life.
- Employee support plays a significant role in attaining the job satisfaction which is just more than 50%, thereby contributing to Quality of work life.

10. Conclusion

The findings of the study emphasized on the preparation of proper guidelines for management of WFCs at organizational level as it was related to job satisfaction and employee performance.

Proper management of work atmosphere would help to reduce family and work conflict thereby lead to a harmonious environment on the working grounds among the working women who have to balance their family and work life simultaneously for a good living.

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**DATA COLLECTION PROFORMA:
(FOR FEMALE EMPLOYEES IN JIPMER)**

NAME:
AGE:
MARITAL STATUS:
RELIGION:
EDUCATIONAL QUALIFICATION:
INCOME:
DEPARTMENT OF WORKING:
WORKING PERIOD:
NUMBER OF CHILDREN:

Questionnaires:
WAFCS scale:

S. No.	Questions	Ratings						
		Very strongly disagree (1)	Strongly disagree (2)	Disagree (3)	Uncertain (4)	Agree (5)	Strongly agree (6)	Very strongly agree (7)
1.	My work prevents me to spend sufficient quality time with my family.							
2.	There is no time left at the end of the day to do the things I'd like at home (e.g., chores and leisure activities).							
3.	My family misses me out because of my work commitments.							
4.	My work has a negative impact on my family life.							
5.	Working often makes me irritable or short tempered at home.							
6.	My work performance suffers because of my personal and family commitments							
7.	Family related concerns or responsibilities often distract me at work.							
8.	If I did not have a family, I would be a better employee							
9.	My family has a negative impact on my day-to-day work duties.							
10.	It is difficult to concentrate at work because I am so exhausted by family responsibilities.							

BRIEF COPE SCALE:

Scales are computed as follows (with no reversals of coding):

Self-distraction, items 1 and 19
 Active coping, items 2 and 7
 Denial, items 3 and 8
 Substance use, items 4 and 11
 Use of emotional support, items 5 and 15
 Use of instrumental support, items 10 and 23
 Behavioral disengagement, items 6 and 16
 Venting, items 9 and 21
 Positive reframing, items 12 and 17
 Planning, items 14 and 25
 Humor, items 18 and 28
 Acceptance, items 20 and 24
 Religion, items 22 and 27
 Self-blame, items 13 and 26

S. No.	Statements	Ratings			
		I haven't been doing this at all (1)	I've been doing this a little bit (2)	I've been doing this a medium amount (3)	I've been doing this a lot (4)
1.	I've been turning to work or other activities to take my mind off things.				
2.	I've been concentrating my efforts on doing something about the situation I'm in.				
3.	I've been saying to myself "this isn't real."				
4.	I've been using alcohol or other drugs to make myself feel better.				
5.	I've been getting emotional support from others.				
6.	I've been giving up trying to deal with it.				
7.	I've been taking action to try to make the situation better.				
8.	I've been refusing to believe that it has happened.				
9.	I've been saying things to let my unpleasant feelings escape.				
10.	I've been getting help and advice from other people.				
11.	I've been using alcohol or other drugs to help me get through it.				
12.	I've been trying to see it in a different light, to make it seem more positive.				
13.	I've been criticizing myself.				
14.	I've been trying to come up with a strategy about what to do.				
15.	I've been getting comfort and understanding from someone.				
16.	I've been giving up the attempt to cope.				
17.	I've been looking for something good in what is happening.				
18.	I've been making jokes about it.				
19.	I've been doing something to think about it less, such as going to movies, watching TV, reading, daydreaming, sleeping, or shopping.				
20.	I've been accepting the reality of the fact that it has happened.				
21.	I've been expressing my negative feelings.				
22.	I've been trying to find comfort in my religion or spiritual beliefs.				
23.	I've been trying to get advice or help from other people about what to do.				
24.	I've been learning to live with it.				
25.	I've been thinking hard about what steps to take.				
26.	I've been blaming myself for things that happened.				
27.	I've been praying or meditating.				
28.	I've been making fun of the situation.				