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ABSTRACT
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large segment of society, yet little is known about how stressful and
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are related to feeling stressed or satisfied. The purpose of this
study was to examine role and life satisfaction and stress in women
involved in multiple life roles and, using an interactional theory of
stress as a guideline, to explore the mediating effects of coping
strategies, hardiness, and social support on these levels of stress
and satisfaction. The sample included 111 female university faculty,
research scientists, and administrators involved in multiple role
lifestyles. Participants completed questionnaires assessing their
levels of stress; general life, career, marital, parental, and
leisure role satisfaction; hardiness; social support; and typical
coping strategies. Participants reported relatively low levels of
stress and moderately high levels of satisfaction with their roles.
Regression analyses revealed that the various forms of satisfaction
were significantly predicted by hardiness and social support (p<.05).
Coping strategies were not a strong predictor for any of the
satisfaction variables. Stress was significantly related to lack of
hardiness and use of avoidance coping strategies for women (p<.001).
These results have implications for counseling multiple role women.
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Mediators of Stress and Role Satisfaction

in Multiple Role Women

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Abstract

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The purpose of this study was to examine role and life
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Mediators of Stress and Satisfaction

in Multiple Role Women

After the industrial revolution men and women devoted the
major focus of their lives to one role. For men, it was the
breadwinning role, and for women, the family role. However, with
recent societal changes, women have become simultaneously
involved in many different roles. Although the exact number of
multiple role women is not know, data from the U.S. Bureau of the
Census (1986) indicate that many women fit into this category.
In 1986, fifty-five percent of married women over 15 (over 30
million women) participated in the labor force. Furthermore,
68.4% of married women with children between the ages of 6 and
17, and 53.8% of married women with children under 6 were in the
labor force.

Historically, career and family involvement have never been
easily combined in the same person (Hunt & Hunt, 1982).
Theoretical statements have been written by sociologists
proposing both detrimental effects (e.g., Goode, 1960) and
rewarding effects (e.g., Sieber, 1974) of being involved in
multiple roles. Numerous researchers have investigated the
effects of role involvement on various indices of health and
well-being. This literature seems to indicate that people
involved in any given role (i.e., spouse, parent, or worker role)
are healthier, physically and mentally, and are more satisfied
than those who are not involved in that role (Cooke & Rousseau,
1984; Gove & Hughes, 1979; Verbrugge, 1983). Further,
researchers have identified positive effects with the increased
role involvement of women. Studies have shown higher levels of
physical well-being (Verbrugge, 1982) and lower levels of

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depression (Kandel, Davies, & Raveis, 1985) among women who occupied the three roles of wife, mother, and paid worker compared with women who occupied fewer roles. In studies that have looked at men and women together as a group, increased role involvement was related to lower psychological distress and increased role satisfaction (Crosby, 1982; Quinn & Staines, 1979; Spreitzer, Snyder, & Larson, 1979; Thoits, 1983).

However, for women, role involvement is also related to role strain. Working women have been found to experience more role conflict (Hall & Gordon, 1973), working mothers more role strain (Barnett & Baruch, 1985), and mothers with three or more children more physical symptoms (Woods & Hulka, 1979). It appears that as the number of roles a woman occupies increases, so do experiences of role overload, role conflict, and strain symptoms.

Thus, there is research support of the hypothesis that engaging in multiple roles yields better health plus greater satisfaction with life, and there is research support of the hypothesis that multiple role involvement leads to symptoms of role strain. It should be noted that the reported studies have considered only one role at a time, and have included only indices of mental health or indices of well-being. Thus, no study has employed a comprehensive model to address the impact of multiple roles or attempted to identify potential mediating factors which could account for both beneficial and negative outcomes.

One model which would link life circumstance to outcomes such as strain and satisfaction is the interactional model of stress (Lazarus & Folkman, 1984). This model conceptualizes a dynamic relationship between the person and the environment such

that strain occurs when the environment is appraised by the person as taxing or exceeding his or her resources and as endangering well-being. This person-environment interaction is mediated by cognitive appraisal and use of coping strategies. Thus, the individual has external and internal demands that are seen as exceeding (leading to strain) or not exceeding (leading to well-being) resources depending not only on the strength of the demand but also the cognitive appraisal of the situation and coping strategies available. Three such mediating factors that have research support are the use of coping strategies, social support, and personality style.

There is a growing consensus that coping strategies play a central role in the effectiveness of an individul's response to stressors (Billings & Moos, 1981). Increasing emphasis has been placed on the individual's attempts to utilize personal and social resources to manage stress reactions and to take specific actions to modify the problematic aspects of the environment. The concept of social support has also received much attention in the social, behavioral and medical literature in the past decade (see Bruhn & Philips, 1984 for a review). Because multiple role women are involved in many roles in which they interact with others, the questions of whether they receive social support from these significant others and how that support affects their levels of stress and satisfaction are important to consider. Finally, the personality of the individual is thought to influence the appraisal process. Kobasa and her colleagues (Kobasa, 1979, 1982; Kobasa, Maddi, & Puccetti, 1982; Maddi, Kobasa, & Hoover, 1979) have identified a stress-resistant personality style they call hardiness. Hardiness has been

associated with the ability to manage high work demands without resultant stress symptoms. Thus, in the interactional model of stress the demands of multiple role involvement could be seen as mediated by the use of coping strategies, social support, and hardiness.

The purpose of this study was twofold: to examine the levels of life stress and satisfaction among women involved in multiple life roles and to explore the mediating effects of coping strategies, hardiness, and social support on the levels of stress and satisfaction. The specific research questions are (a) how can multiple role women be described in terms of level of stress, amount of career, spousal, parental, leisure, and general life satisfaction, hardiness, typical coping strategies, and level of social support? (b) how do hardiness, social support, and typical coping strategies relate to the levels of career, marital, parental, leisure, and life satisfaction of multiple role women? and (c) how do hardiness, social support, and typical coping strategies relate to the level of stress in multiple role women?

Method

Subjects

To control work and role variables, the subjects in this study were all in academic positions and were all simultaneously involved in the three life roles of career, spouse, and parent. The sample for this study was drawn from women who held faculty, research scientist, or administrative positions at a large southwestern university. A list of the names of possible subjects was obtained, totaling 621 women. All subjects were mailed a letter explaining the study, describing the criteria for inclusion, and inviting their participation. Subjects were asked

to return the letter with their response in a pre-addressed envelope provided to them. By the end of the sampling procedure, 127 women agreed to participate in the study and 111 women returned a correctly completed questionnaire, forming the final study sample.

The mean age of the participants was 37.5 years of age (SD=6.2), with a range of 25 to 51. The women had an average of 1.6 children living at home (SD=.63), with 94% having two or fewer children at home. Ethnically, the sample was comprised primarily (95%) of caucasians.

In terms of career position, 1.8% of women were full professors, 6.3% of women were associate professors, 22.5% of women held the rank of assistant professor, and 26.1% of women were lecturers. Administrators comprised 39.6% of women in the sample.

For the faculty members, the mean number of years at the university was 4.65, and the average number of years teaching in their fields was 6.46. Only 15.4% of the women were tenured. Women were most likely to be in liberal arts (22.2%) and education (12.7%).

Measures

All subjects received a packet consisting of a letter which provided a brief description of the purpose of the study and instructions for participation, a pre-addressed return envelope, and several questionnaires which are described in this section.

Demographic information. Several demographic items were included in the questionnaire. Information on subjects' marital status, number of children living in the home, and whether they perceived their jobs as careers was requested.

Stress. The Strain Questionnaire (SQ) (Lefebvre & Sandford, 1985) was used to measure stress. The SQ is a 48-item self-report paper-and-pencil test in which stress is conceptualized rs a syndrome of physical, behavioral, and cognitive symptoms that are elicited, to varying degrees, by environmental demands upon the individual. This syndrome is relatively independent of concomitant emotional states (e.g., anxiety or depression) and is not severe or chronic enough to have resulted in clinical diagnoses. The respondents were instructed to rate how often in the last week they experienced each of the 48 symptoms by responding never, once or twice, three or four times, five or six times, or every day. Responses were assigned numerical equivalents (1-5) and summed to obtain a total score and scores on each of the subscales.

Life satisfaction. The Index of Well-being, developed by Campbell, Converse, and Rodgers (1976) is a 9-item instrument used to measure life satisfaction. Eight of the items use a semantic differential technique with a 7-point rating scale. Respondents were asked to describe their "present life" by checking a point on the scale between two adjective poles. For example, respondents choose a point between boring and interesting. The ninth item asked, "How satisfied are you with your life as a whole these days?", and was responded to on a 7-point Likert-type scale. Scores on the Index of Well-Being were calculated using the formula reported by Campbell, Converse and Rodgers (1976) which gave considerably more weight to the overall life satisfaction item than to any of the semantic differential items taken alone (Campbell, Converse, & Rodgers, & 1976).

Career satisfaction. Satisfaction with one's career was assessed using a 9-item scale created by Osherson and Dill (1983). These authors based their scale on the work satisfaction questionnaire developed by Campbell, Converse, and Rodgers (1976). Osherson and Dill (1983) proposed that feeling actualized and feeling successful are the two critical components of job satisfaction. Feeling actualized refers to the perceived fit between career and abilities and interests. Feeling successful is measured by items like "Up to now I've achieved most of my ambitions at work." Items were responded to on a Likert-type scale of 1 to 5 (agree to disagree), yielding a total score ranging from 9 through 45.

Marital satisfaction. Marital satisfaction was measured using an instrument adapted from the Marital Satisfaction Inventory (MSI) (Roach, Frazier, & Bowden (1981). Each item was rated on a 1 to 5 Likert-type scale ranging from agree to disagree. Total marital satisfaction was computed by summing the item responses for a possible score ranging from 10 through 50.

Parental satisfaction. Satisfaction in the parental role was measured using a 5-item scale created by Marini (1980). The scale includes items measuring satisfaction with children's behavior toward the parent and items measuring satisfaction with the parent's behavior toward the children. Items were rated on a Likert-type scale ranging from 1 (not at all satisfied) to 5 (completely satisfied). Responses were summed to get a total score which ranged from a low to 5 to a high of 25.

Leisure satisfaction. Leisure satisfaction was measured using the psychological subscale of the Leisure Satisfaction Scale (LSS) (Beard & Ragheb, 1980). The LSS is a 51-item

questionnaire which covers various aspects of leisure satisfaction. The psychological subscale contains 13 items and indicates the extent to which respondents report receiving psychological benefits such as a sense of freedom, enjoyment, involvement, and intellectual challenge from their leisure activities. Subjects responded to each item on a 5-point scale ranging from is almost never true to is almost always true. Scores were obtained by summing the item responses resulting in a score from 13 through 65.

Hardiness. The third generation Hardiness Test was used to measure the degree to which the individual has a hardy personality. The hardy personality as conceptualized by Kobasa, Maddi, and Puccetti (1982) is defined as possessing feelings of control, commitment, and challenge. The test uses 50 items which are responded to on a 4-point Likert-type scale ranging from not at all true to completely true. The test must be scored by the Hardiness Institute and yields a total hardiness score which ranges from 0 to 100.

Coping strategies. The use of coping strategies was assessed using an instrument developed by Billings and Moos (1981). This instrument is designed to determine ways respondents cope with a given specific conflict or problem by listing 19 coping methods which the respondent may endorse. In this study. subjects were asked to indicate methods they used to manage "a typical problem you face because of being married, being a parent, and having a career, all at the same time." For scoring, the items are grouped into three method of coping categories: active-cognitive, active-behavioral, and avoidance. Active-cognitive coping includes attempts to manage one's

appraisal of the stressfulness of the event, such as "tried to see the positive side of the situation" and "drew on my past experience in similar situations". Active-behavioral coping refers to overt behavioral attempts to deal directly with the problem and its effects, such as "tried to find out more about the situation" and "took some positive action". Avoidance coping refers to attempts to avoid actively confronting the problem (e.g., "prepared for the worst" and "kept my feelings to myself") or to indirectly reduce emotional tension by such behaviors as eating or smoking more (Billings & Moos, 1981). The score for each coping measure was the percentage of items answered yes. For example, if the individual responded yes to five of the six avoidance coping strategies, the score for avoidance coping would be .83.

Social support. Perceived social support was measured by two scales developed by Procidano and Heller (1983). Perceived social support refers to the impact social networks have on the individual and can be defined as the extent to which an individual believes that his or her needs for support, information, and feedback are fulfilled (Procidano & Heller, 1983). Perceived social support from friends was measured by the first scale (PSS-Fr), and perceived social support from family was measured by the second (PSS-Fa). Each 20-item scale consisted of declarative statements to which the individual answered yes, no, or don't know. For each item, the response indicative of perceived social support was scored at +1, with total scores ranging from 0 to 20.

Each woman agreeing to participate in the study was sent a
packet including a letter which provided a brief description of
the purpose of the study and instructions for participating in
the study, the questionnaires, and a pre-addressed envelope for
returning the questionnaires. Subjects' names were not placed on
the questionnaire to ensure confidentiality. If the packet was
not returned within two weeks, a follow-up letter was sent to the
individual, reminding the participant to return the
questionnaire.

Results

Question One

The first question was how can multiple role women be
described in terms of stress, satisfaction, hardiness, typical
coping strategies, and levels of social support. Means and
standard deviations were computed for these variables and are
presented in Table 1. Multiple role women reported a mean score
of 66.1 on the stress questionnaire, which had a possible range
of 48 through 240. This is below the adult norm of 86 (SD=25)
reported by Lefebvre and Sandford (1985). The participants
reported a mean general life satisfaction level of 11.6 on a
possible scale of 2.1 through 14.7. This is similar to adult
norm of 11.77 reported by Campbell, Converse, and Rodgers (1976).
On hardiness, they scored an average of 76.0 on a scale of 0
through 100 and a mean percentile rank cf 63rd, based on the
test's norms. The participants' mean ratings of the levels of
social support they receive from their friends and from family,
reported on scales of 0 through 20, were 12.8 and 16.4,
respectively. The measure of typical coping strategies yielded

three separate, independent scores; active-cognitive coping,

active-behavioral coping, and avoidance coping. The participants

reported using the highest percentage of active-cognitive

strategies (.83), followed by active-behavioral (.61) and

avoidance strategies (.33).

Insert Table 1 about here

Question Two

Forward, stepwise multiple regression analyses were employed

to answer question three of how hardiness, social support, and

typical coping strategies relate to the levels of career

satisfaction, marital satisfaction, parental satisfaction,

leisure satisfaction, and general life satisfaction in multiple

role women. One regression analysis was used each of the five

types of satisfaction with each equation containing the same six

predictor variables; hardiness, active-cognitive coping, active-

behavioral coping, avoidance coping, social support from friends,

and social support from family.

Each forward stepwise multiple regression analysis added to

the regression equation the predictor variable that was most

significantly related to the independent variable (with any

variance shared with other predictor variables in the equation

partialled out) until none of the remaining predictor variables

added significantly ($p < .05$) to the regression equation. The

resultant equation contained only the predictor variables that

significantly entered the regression equation. It must be noted

that mediating variables which correlate with a type of

satisfaction might not enter the regression equation because they

also correlate with one or more of the other mediating variables, thus not adding significant additional predicting power to the equation. Thus, this analysis does not yield all related variables, only the most powerful predictors. The multiple regression analyses of satisfaction variables are presented in Table 2.

Insert Table 2 about here

General life satisfaction. As can be seen by examining Table 2, general life satisfaction, hardiness, social support from family, and social support from friends were significant predictors of general life satisfaction, accounting for 34% of its variance. Increasing hardiness, social support from family, and social support from friends by one point each would be expected to increase general life satisfaction by .08, .15, and .07 points, respectively.

Career satisfaction. Career satisfaction for women was significantly predicted by hardiness and social support from friends, together accounting for 11% of the variance in career satisfaction. Both hardiness and social support from friends were positive indicators, with a one point increase in hardiness and social support from friends expected to increase career satisfaction by .15 and .27 points, respectively.

Marital satisfaction. Only social support from family significantly predicted marital satisfaction in women. However, this variable alone accounted for 22% of the variance in marital satisfaction. Being a positive predictor, each increase one point of social support from family would be expected to increase

marital satisfaction by .88 points.

Parental satisfaction. For women, social support from
family and social support from friends were the two significant
predictors of parental satisfaction, accounting for 12% of its
variance. Both were positive predictors, with social support
from family having a larger impact on parental satisfaction than
social support from friends, .17 and .10 points of parental
satisfaction for every point of social support from family and
friends, respectively.

Leisure satisfaction. Leisure satisfaction was
significantly predicted by three variables, hardiness, social
support from family, and social support from friends, together
accounting for 20% of the variance in level of satisfaction.

Question Three

How hardiness, social support, and typical coping strategies
relate to the level of stress in multiple role women was
addressed in research question three. This question was answered
using a forward, stepwise multiple regression analyses with
stress, a continuous variable, the dependent variable and
hardiness, coping strategies, and social si port the predictor
variables for each equation. The stepwise regression model
includes only those variables that significantly ($p<.05$) entered
the equation.

Insert Table 3 about here

The regression analysis equation for stress in multiple role
women is located in Table 3. Hardiness and avoidance coping
strategies were found to be significant predictors of stress.

However, these variables accounted for only 11% of the variance
in the stress level of the women. Hardiness was negatively
related to stress, with a predicted decrease of .30 points of
stress for every point of hardiness. Avoidance coping strategies
were positively related to stress, with women who used 100% of
these strategies predicted to score 13.08 points higher on stress
than women who did not use any avoidance coping strategies.

Discussion

This study investigated role and life satisfaction and
stress in women involved in multiple life roles and explored the
mediating effects of coping strategies, hardiness, and social
support on these levels of stress and satisfaction. The multiple
role women in this study can be described as healthy, with low
levels of stress, moderate hardiness, moderate to high levels of
social support, and predominant use of effective (active-
cognitive) coping strategies. They may also be described as
mostly satisfied with their lives and their roles. These
findings are generally consistent with previous empirical studies
on multiple role women, and lend to support to theorists such as
Sieber (1974) who have proposed that being involved in multiple
roles provides increased opportunity for satisfaction.

Another focus of this study was on the role of mediating
variables in the outcomes associated with a multiple role
lifestyle. As proposed, the mediating variables of social
support and hardiness were related to at least one type of
satisfaction for women, and all forms of satisfaction were
predicted by some combination of the mediating variables.
However, coping strategies did not enter into any of the
satisfaction equations. Interestingly, women's arital and

parental satisfaction was predicted exclusively by social

support, while hardiness joined social support in predicting

life, career, and leisure satisfaction of women.

These mediating variables have not been considered in

previous satisfaction studies so the results of this study are

unique. The results provide evidence that mediators which have

been typically thought of in terms of reducing stress also play a

role in increasing role and life satisfaction. The personality

trait of hardiness, previously linked to stress resistance

(Kobasa, 1979), is clearly related to satisfaction in women.

Also of particular interest is the finding that social support is

related to role and life satisfaction in women.

A relationship between the mediating variables of hardiness

and coping strategies and stress in multiple role women was also

found. Low levels of hardiness and use of avoidance coping

strategies were significant predictors of stress for women.

Contrary to previous research, none of the other variables were

significantly correlated with stress. Hardiness was found to be

a negative predictor of stress, which provides initial evidence

for the role of hardiness in women's stress. Use of avoidance

coping strategies was found to increase stress, whereas the use

of the other two forms of coping were not related to stress.

This finding is consistent with previous findings by Billings and

Moos (1981). Social support from neither friends nor family were

related to stress. This finding is not consistent with the

substantial literature that shows that social support has a

positive effect on physical and psychological health (Bruhn &

Philips, 1984). It is consistent with one study using a sample

of 157 lawyers (Kobasa, 1982) in which the author reported that

social support was not related to strain as measured by a checklist of 16 symptoms of illness.

Caution must be used in interpreting descriptive studies, including this one, because of the limitations of the sample and the instruments. Although this study used random selection of participants and had a high return rate of completed questionnaires for those who agreed to participate in the study (87% of women), not all potential participants responded to the initial request, and some who responded declined to participate. Thus, a sampling bias due to self selection may be present. While all participants held the three multiple roles of career, parent, and spouse, it is not known how much actual role involvement (i.e. time and commitment) each individual had in each role. Furthermore, this study used participants who held positions at a large university. While these results may generalize to multiple role academics, it is not known if persons in different careers would be similar. Finally, self-report questionnaires are inherently limited by the ability and desire of the participants to answer them truthfully and accurately.

This study has implications for future research, for the use of a theoretical model of stress in research, and for counseling multiple role women. Of particular interest are the findings that mediating variables such as hardiness and social support, which have typically been studied in terms of their abilities to moderate stress, also work to increase role and life satisfaction in multiple role women. Further research is needed to help clarify these relationships. Experimental studies that systematically vary these mediating variables to determine their impact on stress and satisfaction are needed. Furthermore, other

contributing variables, such as measures of role strain, need to be identified and researched. Finally, this study was limited to academic multiple role women. Further investigations need to be done with multiple role women in other careers.

This study provides support for the interactional model of stress proposed by Lazarus and Folkman (1984). Variables proposed by the model as affecting cognitive appraisal of demands such as hardiness, coping strategies and social support were shown to be related to the levels of stress and/or satisfaction experienced by multiple role women. Thus, this model was useful as a framework for this study and such a model should be used in future research on multiple role persons instead of the previously employed more limited stimulus-based and response-based models of stress.

This study also has implications for counseling multiple role women. Although the participants reported low levels of stress and moderately high satisfaction, suggesting they may not feel a need for counseling, 18% of the women indicated that one of the coping strategies they used was to talk to a professional. Thus, professionals need to be aware of ways to help women involved in multiple roles. This study provides evidence that hardiness, social support, and coping strategies all are related to the levels of stress and/or satisfaction these people experience. All three of these are characteristics or skills that the individual can change. Professionals need to develop strategies to assist multiple role women to make these changes (e.g., to develop more sense of control to increase hardiness).

In summary, role and life stress and satisfaction in women with multiple roles were examined in this study. Using an

interactional model of stress as a framework, the mediating effects of hardiness, social support, and coping strategies on role and life satisfaction and stress were explored. Participants reported relatively low levels of stress and moderately high levels of all forms of satisfaction. Various forms of life and role satisfactions could be significantly predicted by the variables of hardiness and social support. Stress was significantly related to low hardiness and avoidance coping strategies. Research is now needed to clearly establish a causal relationship between mediating variables and stress and satisfaction, to explore other variables such as role strain, and to replicate these results with multiple role women in a variety of careers.

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Table 1

Means and Standard Deviations of Stress, Satisfaction

Variables, and Mediating Variables

Variable	Mean	SD
Stress	66.1	11.5
Life Satisfaction	11.6	1.9
Career Satisfaction	34.5	6.0
Marital Satisfaction	40.5	7.9
Parental Satisfaction	20.4	2.8
Leisure Satisfaction	48.0	7.9
Hardiness	76.0	7.5
Social Support-Friends	12.8	5.3
Social Support-Family	16.4	4.2
Coping, Active-cognitive	.83	.16
Coping, Active-behavioral	.61	.18
Coping, Avoidance	.36	.20

Table 2

Stepwise Regression Analyses of the Relationship between

Satisfaction Variables and Mediating Variables

Parameter	Estimate	SE	F	p
Life satisfaction $F(3,107)=18.43$, $p<.0001$ $r^2=.34$				
Intercept	2.24			
Social support-family	0.15	0.04	18.28	.0001
Hardiness	0.08	0.02	14.83	.0002
Social support-friends	0.07	0.03	6.60	.01
Career satisfaction $F(2,110)=6.76$, $p<.002$ $r^2=.11$				
Intercept	19.56			
Social support-friends	0.27	0.11	5 9	.01
Hardiness	0.15	0.08	4.0,	.05
Marital satisfaction $F(1,109)=30.88$, $p<.0001$ $r^2=.22$				
Intercept	26.0'			
Social support-family	0.88	0.16	30.88	.0001
Parental satisfaction $F(2,108)=7.29$, $p<.001$ $r^2=.12$				
Intercept	16.30			
Social support-family	0.17	0.06	7.86	.006
Social support-friends	0.10	0.05	4.38	.04
Leisure satisfaction $F(3,107)=9.05$, $p<.0001$ $r^2=.20$				
Intercept	21.99			
Social support-friends	0.42	0.13	9.87	.002
Social support-family	0.38	0.17	5.27	.02
Hardiness	0.19	0.09	4.03	.04

Table 3

Stepwise Regression Analysis of the Relationship between
Stress and Mediating Variables for Women

Parameter	Estimate	SE	F	p
$F(2,108)=7.00$, $p<.001$ $r^2=.11$				
Intercept	84.34			
Avoidance coping	13.08	5.42	5.82	.02
Hardiness	-0.30	0.15	4.29	.04