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IMPRESSION OF WORKING WOMEN RECEIVING NEGATIVE FEEDBACK IN WORKPLACE

KEY WORDS:

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INTRODUCTION

In recent decades women employees are facing lots of problems such as sexual harassment, male domination and to certain extend women are hesitated to get promotion from their current designation. Majority of the women are highly filled up with personal and family commitment which leads to high stress, mental pressure and sometimes they lack in concentration which results in low performance. Some women may face the problems in any situation never mind by whom it has been arisen. Some working ladies use to be brave enough to face any problem when it arises by the same gender but not with the other gender. Some female employee may go as how other expect which is one of the strategies to avoid facing the problem. Some may always go against the practise and practise to face the problems at all time.

Most of these emotions arise when they receive feedback negatively from other colleagues in the work place or even gossiping about them in their absence. In this study negative feedback implies that commenting about the one which is not the actual happening or sometimes not acceptable by the one who receives the feedback or giving the blank statement about them without knowingly.

Working Women and Women Entrepreneur

Generally, people use to say womenfolk are multi taskers. They use to be concentrating simultaneously on their work as well as their personal commitments such as in the work place or in their own business they have to be updated and keep some follow up on their work based on their job description. In family their presence is most important in certain special occasion and also in most critical situation. In that circumstance they use to be in high dilemma where to give priority. Many women feel they misconstrue feedback when they receive it from other women.

Even in twenty first centaury women have been considered as a very sensitive being, beyond that a women entrepreneur has to face lots of challenging situations such as crises from outsiders namely competitors, dealers, customers and consumers etc and maintain the better quality of the various resources of the business in a better manner which means retaining the quality and experience employees by giving appropriate benefits and so on.

Purpose of the study

The purpose of the study is to find the psychological impact of women employee and the level of will power of the working women who receives the criticism from different kind of co-workers in their work place

Research Method

Research methodology is a science of studying of how research is done scientifically and the various steps that are generally adopted by a research in studying the research problem. The study aims at analysing the psychological impact when they receive negative reaction from various types of colleagues and the way they manage with the criticism. The data for the project includes both primary and secondary data has been collected. Primary data are collected from the 125 working women from various fields and very few women entrepreneurs are also comprised through questionnaire in few cities in Tamil Nadu. Secondary data is collected through books, journals, internet, etc.

Study Variables

As mentioned above women are multifaceted and in spite of the above said obstacles, they are facing some controversial feedback about their performance. In such circumstances the reaction will be quite different from each individual woman. The way they manage the critics also will be in different aspects. Beyond this they will survive continually. This article is to analyse the mentality of the respondent while receiving negative feedback from various kinds of people and the strategy they follow to overcome such anger.

Tools for data collection

A five-point Likert scale are used to collect required data from Working women and women entrepreneur of various field in few cities in Tamil Nadu by via questionnaire.

Analysis

The collected data have been categorized and processed manually as well as through statistical package called SPSS with the help of computer. The important statistical tools used in this analysis are Simple Percentage Analysis, ANOVA, t-Test, Correlation and Friedman's Ranking analysis.

Analysis and interpretation
Simple percentage analysis

It describes about the demographic profiles of the respondents by means of percentage analysis.

Source: primary data

INTERPRETATION:

It is observed that most of the respondents (42.4 per cent) are in the age group of 31-40 years which shows that they have been involved in receiving negative feedback in a work place rather than the other age groups. Most of the respondents belong (44.8 per cent) are engaged less than 5 years. As they are less experienced so they are receiving negative feedback rather than others. Majority of the respondents are married (77.6 per cent) which shows that married people have been receiving more negative feedback than unmarried. Most of the respondents are in the graduate level (56 per cent) which shows that they have been receiving feedback in a work place. It is observed that (71.2 per cent) of the respondents are employed as due to employment they have been receiving negative feedback in workplace.

Age and impact of negative feedback from male worker-anova

Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondents age and impact of negative feedback from male worker.

H_0: "There is no significant difference between age and impact of negative feedback of the respondents from male worker"

Table: 1 ANOVA showing difference between Age and Impact of Negative Feedback from male worker.

S.NO.	AGE(in years)	MEAN	SD	SIG.	F
1	20 to 30	3.0560	.69990	0.334	1.144
2	31 to 40	3.1283	.74534		
3	41 to 50	3.4400	.96865		
4	51 & Above	3.3429	.82231		

Source: Primary data

The mean values of the different age groups vary between 3.05 to 3.44. The highest mean score of 3.4400 is found among the respondents who are in the age group of 41 to 50 years. The lowest mean score of 3.05 is found among the respondents who are in age group of 20 to 30 years. The highest standard deviation of .96865 is found among the respondents who are in age group of 41 to 50 years. The lowest standard deviation of .69990 is found among the respondents who are in the age group 20 to 30 years. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .334' there exists no significant association between age and impact of negative feedback from male worker. Hence the hypothesis is accepted.

Experience and impact of negative feedback from male worker

Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondents' experience and impact of negative feedback from male worker.

H_0: "There is no significant difference between experience and impact of negative feedback from male workers of the respondents".

Table: 2 ANOVA showing difference between the experience and impact of negative feedback from male worker.

S.NO.	EXPERIENCE	MEAN	SD	SIG.	F
1	Less than 5 years	3.1179	.69048	.850	.266
2	6 to 10 years	3.1143	.78708		
3	11 to 15 years	3.2133	.87562		
4	16 years &Above	3.4000	.83267		

Source: Primary data

The mean values of the different experience vary between 3.1143 to 3.4000. The highest mean score of 3.4000 is found among the respondents who are experienced 16 and above years .The lowest mean score of 3.1143 is found among the respondents who are experienced 6 to 10 years. The highest standard deviation of .87562 is found among the respondents who are experienced 11 to 15 years. The lowest standard deviation of .69048 is found among the respondents who are experienced less than 5 years. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .850' there exists no significant association between experiences and impact of negative feedback from male worker of the respondents. Hence the hypothesis is accepted.

Educational qualification and impact of negative feed back from male worker

Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondents' educational qualification and impact of negative feedback from male worker.

H_0: "There is no significant association between educational qualification and impact of negative feedback from male worker"

Table: 3 ANOVA showing difference between Educational Qualification and Impact of Negative feedback from male worker

S.NO.	EDUCATIONAL QUALIFICATION	MEAN	SD	SIG.	F
1	School passed out	3.0000	.89443	.168	1.713
2	Graduation	3.2114	.77414		
3	Post-Graduation	3.2118	.74985		
4	Others	2.6909	.45045		

Source: Primary data

The mean values of the different educational qualification vary between 2.6909 to 3.2118. The highest mean score of 3.2118 is found among the respondents who are graduated. The lowest mean score of 2.6909 is found among the respondents whose educational qualification based on others. The highest standard deviation of .89443 is found among the respondents whose educational qualification based on school level. The lowest standard deviation of .45045 is found among the respondents who are based on others. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .168' there exists no significant association between educational qualification and impact of negative feedback from male worker. Hence the hypothesis is accepted.

Occupation and impact of receiving negative feedback from male worker

Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondents' occupation and impact of negative feedback from male worker.

H_0: "There is no significant association between occupation and impact of negative feedback from other male worker"

Table: 4 ANOVA showing difference between the Occupational status and Impact of negative feedback from other male worker.

S.NO.	OCCUPATION	MEAN	SD	SIG.	F
1	Employee	3.0202	.75681	.010	4.766
2	Self-employed	3.5040	.71442		
3	Professionals	3.3818	.64779		

Source: Primary data

The mean values of the different occupation vary between 3.0202 to 3. 5040. The highest mean score of 3.5040 is found among the respondents who are self-employed. The lowest mean score of 3.0202 is found among the respondents who are employed. The highest standard deviation of .75681 is found among the respondents who are employed. The lowest standard deviation of .64779 is found among the respondents who are professional. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .010' there exists a significant association between occupation and impact of negative feedback from other male worker. Hence the hypothesis is rejected.

t-Test

T-test is the most commonly used to evaluate the differences in means of two groups.

Difference between marital status and impacts of negative feedback from male worker

Table represents the t-Test which upshots the mean and standard deviation and also test the significance of respondents' marital status and impacts of receiving negative feedback from male workers.

H_0: "There is no significant association between marital status

and impacts of negative feedback from male worker''

Table: 5 (a) showing a difference between marital status and impact of negative feedback from other gender

Marital status	Impact of negative feedback			
	Mean	S.D.	SIG.	T
Married	3.1299	.77891	.608	.514
Unmarried	3.2143	.71166		

Source: primary data
From the above table, the highest mean value is found among unmarried (3.2143), hence it is clear that the respondents who are unmarried have higher level of impacts on negative feedback when compared to married respondents. The lowest mean value of 3.1299 is found among the married respondents. The highest standard deviation of .77891 is found among the married respondents. The lowest standard deviation of .71166 is found among unmarried respondents. The t-test result shows that at 5 percent level of significance, with the 'significant value of .608' there exists no significant association between marital status and impact of negative feedback from male worker. Hence the hypothesis is accepted.

Age and reaction on criticism faced by the respondent received from other women co-workers-anova
Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondents age and reaction on criticism faced by the respondent received from other women co-worker.

H_0: "There is no significant difference between age and reaction on criticism faced by the respondent from other women co-worker"

Table: 6 ANOVA showing difference between the Age and Reaction on criticism faced by the respondent from other women co-worker

S.NO.	AGE (in years)	MEAN	SD	SIG.	F
1	20 to 30	3.4400	.47294	.671	.517
2	31 to 40	3.3925	.59738		
3	41 to 50	3.5600	.78631		
4	51 & Above	3.6000	.56569		

Source: Primary data
The mean values of the different age groups vary between 3.3925 to 3.6000. The highest mean score of 3.6000 is found among the respondents who are in the age group of 51 and above years. The lowest mean score of 3.3925 is found among the respondents who are in age group of 31 to 40 years. The highest standard deviation of .78631 is found among the respondents who are in age group of 41 to 50 years. The lowest standard deviation of .56569 is found among the respondents who are in the age group of 51 and above years. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .671' there exists no significant association between age and reaction on criticism faced by the respondent from other women co-worker. Hence the hypothesis is accepted.

Experience and reaction on criticism faced by the respondent received from other women co-workers-anova
Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondent's experience and reaction on criticism faced by the respondent from other women co-worker.

H_0: "There is no significant difference between experience and reaction on criticism faced by the respondents from other women co-workers"

Table: 7 ANOVA showing difference between Experience and Reaction on criticism faced by the respondent from other women co-worker.

S.NO.	EXPERIENCE	MEAN	SD	SIG.	F
1	Less than 5 years	3.4250	.49736	.669	.520
2	6 to 10 years	3.3829	.56019		
3	11 to 15 years	3.5533	.70600		
4	16 & above years	3.4000	.67330		

Source: Primary data
The mean values of the different experience groups vary between 3.3829 to 3.5533. The highest mean score of 3.5533 is found among the respondents who are experienced 11 to 15 years. The lowest mean score of 3.3829 is found among the respondents whose experience is about 6 to 10 years. The highest standard deviation of .70600 is found among the respondents whose experience ranges from 11 to 15 years. The lowest standard deviation of .49736 is found among the respondents who experienced less than 5 years. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .669' there exists no significant association between experience and reaction on criticism faced by the respondent from other women co-worker. Hence the hypothesis is accepted.

Educational qualification and reaction on criticism faced by the respondent from other women co-workers-anova
Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondents' educational qualification and reaction on criticism faced by respondents from other women co-workers.
H_0: "There is no significant association between educational qualification and reaction on criticism faced by the respondent from other women co-workers"

Table: 8 ANOVA showing difference between the Educational Qualification and Reaction on criticism faced by the respondents from other women co-workers.

S.NO.	EDUCATIONAL QUALIFICATION	MEAN	SD	SIG.	F
1	School passed out	3.0800	.72541	.175	1.681
2	Graduation	3.4629	.54750		
3	Post Graduation	3.4588	.57108		
4	Others	3.6000	.52915		

Source: Primary data
The mean values of the different educational qualification groups vary between 3.0800 to 3. 6000. The highest mean score of 3.6000 is found among the respondents who are based on other types of educational qualification. The lowest mean score of 3.0800 is found among the respondents whose educational qualification is about school level. The highest standard deviation of .72541 is found among the respondents whose qualified school level. The lowest standard deviation of .52915 is found among the respondents based on other types of educational qualification. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .175' there exists no significant association between educational qualification and reaction on criticism faced by the respondents from women co-workers. Hence the hypothesis is accepted.

Occupational status and reaction on criticism faced by the respondent received from other women co-workers-anova
Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondent's occupation and reaction on criticism faced by the respondent from other women co-workers.

H_0: "There is no significant association between occupation and reaction on criticism faced by the respondents from other women co-workers"

Table: 9 ANOVA showing difference between Occupation and Reaction on criticism faced by the respondents from other women co-workers.

S.NO.	OCCUPATION	MEAN	SD	SIG.	F
1	Employee	3.4697	.51354	.694	.366
2	Self-employed	3.3600	.72111		
3	Professionals	3.4182	.68384		

Source: Primary data

The mean values of the different occupation groups vary between 3.3600 to 3.4697. The highest mean score of 3.4697 is found among the respondents who are employed. The lowest mean score of 3.3600 is found among the respondents who are self employed. The highest standard deviation of .72111 is found among the respondents whose occupation is self-employed. The lowest standard deviation of .51354 is found among the respondents who are employed. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .694' there exists no significant association between occupation and reaction on criticism faced by the respondent from other women co-workers. Hence the hypothesis is accepted.

t-Test

T-test is the most commonly used to evaluate the differences in means of two groups

Difference between marital status and reaction on criticism faced by the respondent from other women co-workers

Table represents the t-Test which upshots the mean and standard deviation and also test the significance of respondents' marital status and reaction on criticism faced by the respondents from other women co-workers.

H_0: "There is no significant association between marital status and reaction on criticism faced by the respondents from other women co-workers".

Table: 10(a) showing a difference between marital status and reaction on criticism from other women employee

Marital status	Reaction on criticism			
	Mean	S.D.	SIG.	T
Married	3.4454	.57046	.938	.078
Unmarried	3.4357	.58892		

Source: primary data

From the above table, the highest mean value is found among married (3.4454), hence it is clear that the respondents who are married have higher level of reaction for criticism when compared to unmarried respondents. The lowest mean value of 3.4357 is found among the unmarried respondents. The highest standard deviation of .58892 is found among the unmarried respondents. The lowest standard deviation of .57046 is found among married respondents. The t-test result shows that at 5 percent level of significance, with the 'significant value of .938' there exists no significant association between marital status and reaction on criticism faced by the respondents from women co-workers. Hence the hypothesis is accepted.

Age and mind set of the respondent when negative feedback expressed by junior colleagues-anova

Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondents age and mind set of the respondent when negative feedback expressed by junior colleagues.

H_0: "There is no significant difference between age and mind set of the respondent when negative feedback expressed by junior colleagues"

Table: 11 showing difference between Age and mind set of the respondent when negative feedback expressed by junior colleagues

S.NO.	AGE(in years)	MEAN	SD	SIG.	F
1	20 to 30	3.3240	.56841	.056	2.586
2	31 to 40	3.5509	.52901		
3	41 to 50	3.6267	.51750		
4	51 & Above	3.7429	.51270		

Source: Primary data

The mean values of the different age groups vary between 3.3240 to 3.7429. The highest mean score of 3.7429 is found among the respondents who are in the age group of 51 and above years. The lowest mean score of 3.3240 is found among the respondents who are in age group of 20 to 30 years. The highest standard deviation of .56841 is found among the respondents who are in age group of 20 to 30 years. The lowest standard deviation of .51270 is found among the respondents who are in the age group of 51 and above years. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .056' there exists no significant association between age and mind set of the respondent when negative feedback expressed by junior colleagues. Hence the hypothesis is accepted.

Experience and mind set of the respondent when negative feedback expressed by junior colleagues

Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondents' experience and mind set of the respondent when negative feedback expressed by junior colleagues.

H_0: "There is no significant difference between experience and mind set of the respondent when negative feedback expressed by junior colleagues"

Table: 12 showing difference between experience and mind set of the respondent when negative feedback expressed by junior colleagues

S.NO.	EXPERIENCE	MEAN	SD	SIG.	F
1	Less than 5 years	3.3679	.59791	.201	1.568
2	6 to 10 years	3.5486	.53653		
3	11 to 15 years	3.5733	.45100		
4	16 years & above	3.7500	.64031		

Source: Primary data

The mean values of the different experience groups vary between 3.3679 to 3.7500. The highest mean score of 3.7500 is found among the respondents who are experienced 16 and above years. The lowest mean score of 3.3679 is found among the respondents who are experienced less than 5 years. The highest standard deviation of .64031 is found among the respondents who are experienced 16 and above years. The lowest standard deviation of .45100 is found among the respondents who are experienced 11 to 15 years. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .201' there exists no significant association between experience and mind set of the respondent when negative feedback expressed by junior colleagues. Hence the hypothesis is accepted.

Educational qualification and mind set of the respondent when negative feedback expressed by junior colleagues

Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondents' educational qualification and mind set of the respondent when negative feedback expressed by junior colleagues.

H_0: "There is no significant difference between educational qualification and mind set of the respondent when negative feedback expressed by junior colleagues"

Table: 13 showing difference between educational qualifications and mind of negative feedback expressed by junior colleagues

S.NO.	EDUCATIONAL QUALIFICATION	MEAN	SD	SIG.	F
1	School passed out	3.3800	.49396	.349	1.107
2	Graduation	3.5086	.53588		
3	Post-Graduation	3.5353	.52274		
4	Others	3.2182	.77177		

Source: Primary data
The mean values of the different educational qualification groups vary between 3.2182 to 3. 5353.The highest mean score of 3.5353 is found among the respondents whose educational qualification is post graduate. The lowest mean score of 3.2182 is found among the respondents who are based on the others. The highest standard deviation of .77177 is found among the respondents who are based on others. The lowest standard deviation of .49396 is found among the respondents whose educational qualification is school level. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .349' there exists no significant association between educational qualification and mind set of the respondent when negative feedback expressed by junior colleagues. Hence the hypothesis is accepted.

Occupation and mind set of the respondent when negative feedback expressed by junior colleagues
Table represents the ANOVA which upshots the mean and standard deviation and also test the significance of respondent's occupation and mind set of the respondent when negative feedback expressed by junior colleagues.

H_0. "There is no significant difference between occupation and mind set of respondent when negative feedback expressed by junior colleagues"

TABLE: 15 showing difference between occupation and mind of negative feedback expressed by junior colleagues

S.NO.	OCCUPATION	MEAN	SD	SIG.	F
1	Employee	3.4135	.57588	.105	2.299
2	Self-Employed	3.6320	.46790		
3	Professional	3.6727	.46710		

Source: Primary data
The mean values of the different occupation groups vary between 3.4135 to 3.6727.The highest mean score of 3.6727 is found among the respondents who are professional. The lowest mean score of 3.4135 is found among the respondents who are employed. The highest standard deviation of .57588 is found among the respondents who are employed. The lowest standard deviation of .46710 is found among the respondents who are professional. The ANOVA result shows that at 5 percent level of significance, with the 'Significant value of .105' there exists no significant association between occupation and mind set of the respondent when negative feedback expressed by junior colleagues. Hence the hypothesis is accepted.

t-Test
t-Test is the most commonly used to evaluate the differences in means of two groups.

Difference between marital status and mind set of the respondents at the time of negative feedback expressed by junior colleagues

Table represents the t-Test which upshots the mean and standard deviation and also test the significance of respondents' marital status and mind set of the respondent at the time of negative feedback expressed by junior colleagues.

H_0. "There is no significant difference between marital status and mind set of the respondent at the time of negative feedback expressed by junior colleagues".

Table: 16 (a) showing a difference between marital status and mind set of respondents at the time of negative feedback expressed by junior colleagues

Marital status	Respondents mind set when negative feedback expressed by junior colleagues			
	Mean	S.D.	SIG.	T
Married	3.4928	.56867	.633	.479
Unmarried	3.4357	.5495		

Source: primary data
From the above table, the highest mean value is found among married (3.4928), hence it is clear that the respondents who are married have high level mind set when compared to unmarried respondents. The lowest mean value of 3.4357 is found among the unmarried respondents. The highest standard deviation of .56867 is found among the married respondents. The lowest standard deviation of .5495 is found among unmarried respondents. The t-test result shows that at 5 percent level of significance, with the 'significant value of .633' there exists no significant association between marital status and mind set of respondents at the time of negative feedback expressed by junior colleagues. Hence the hypothesis is accepted.

Friedman's ranking analysis
Ranking refers to the data transformation in which numerical or ordinal values are replaced by their rank when data are sorted. Ranks are assigned to the values in ascending order (in some other cases, descending ranks are used). Ranks are related to the indexed list of order statistics, which consist of the original data set rearranged into ascending order.

Friedman's ranking analysis
Source: primary data

Factors	Rank	Mean
I agree but never express	4	3.09
Will cry alone	5	3.64
I take it as fun	2	2.74
Indirectly expect the closed one should be supportive	3	3.00
React based on the way he/she present	1	2.54

Test Statistics	
N	125
Chi-Square	34.400
Df	4
Asymp. Sig.	.000
a. Friedman Test	

From the above table, it is clearly shown that the respondent react based on the way others express the negative feedback has the highest mean value of 2.54 and it is ranked higher by the respondents, followed by accepting the critics as a fun with mean value of 2.74, subsequently Indirectly expecting the closed one should be supportive while receiving negative feedback with a mean value of 3.00, after that accepting the criticism but never express it out with a mean value of 3.09, finally prompting the negative feedback by cry alone with a mean value of 3.64 is ranked the least by the respondents.

DISCUSSION
Demographic profile does not affect the employees when they receive the negative feedback from anybody else but position of the employee in the organisation has high impact by accepting according to the hierarchy. From the above study, the respondents don't bother who gives the negative feedback but they expect the better modulation to convey the condemnation.

CONCLUSION
In the existing research, women are strong enough to face the

critics. A womanhood whether they are married or a spinster who enter into a workplace they turn as a learner and they are ready to accept their criticism from anybody in the organisation but they highly give importance to the position of the colleague who provide negative feedback. Hence, they expect their higher official to start with the positive notes or by giving some indirect hints about the mistake done by them which helps them to improve the work outline and give good self-assurance.

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