

# ANALYSIS OF WORK LIFE BALANCE AND ITS IMPACT ON HEALTHCARE EMPLOYEES IN SUPERSPECIALITY HOSPITAL IN MOHALI

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**Abstract:** *In recent years, Work life balance has become very relevant in every industry especially health care industry. Hospitals nowadays are facing problems like inadequate staff-patient ratio due to which health care employees often operate round the clock, exposed to odd shift timings leading to work life imbalance. It causes stress among employees which in turn leads to dissatisfaction, burnout, negative impact on health and high turnover rate.*

*The present study was undertaken in a Super speciality hospital in Mohali to analyze the work-life balance situation and what impact it has on the health care employees. A survey was conducted after taking the approval from top management .180 questionnaire were distributed among the employees. The response rate was 165 which was 92 % of the sample. The result of the study suggested 39% of the health care employees find it very difficult to maintain work-life balance. Around 48% of these employees feel that it effects their productivity. The findings also suggested staff shortage, odd and long working hours, inadequate rest breaks at workplace as the main reasons leading to work life imbalance.*

**Index terms:** *Work-life balance Health care industry, Job satisfaction, Productivity*

## I.INTRODUCTION

In today's time, organizations are under pressure due to immense competition in the market to perform. Employees face the pressure to perform so as to maintain and secure their position within the organization. Organizations due to tough competition have to do cost cutting and sometimes also have to reduce their staff and increase the workload of the remaining staff. Excessive workload leads to increase in work stress, job dissatisfaction and demotivation. Also such employees are not able to maintain balance between work and personal life.

In India, hospitals have to deal with shortage of health care employees and increased patient load simultaneously. Health care employees which includes nurses, resident officers and specialist have to take care of the patients and because of shortage of staff, they have to work in odd shifts and increased working hours. It is seen that such employees face excessive pressure to cope up with the increased patient load thus leading to workplace stress and dissatisfaction. Also due to odd and excessive working hours, such employees are not able to maintain a balance between their work and personal life.

Devoting extra hours to their work and work related fatigue leads to disturbance in their personal life. This can reduce the productivity of the employees in their job. In severe cases, employees due to immense pressure quit their job. This is a common problem many health care organizations are facing.

Happy employees leads to happy and successful organization .Employees are the backbone of every organization, So, initiatives should be taken so as to solve this problem in order to survive in the market in today's competitive world.

## II.LITERATURE REVIEW

The literature discusses a number of Work life balance definitions. Work life balance has been defined as an "equilibrium or maintaining overall sense of harmony in life" [1]. Work life balance has been defined as "satisfaction and good functioning at work and at home, with a minimum of role conflict"[1] Work life balance refers to maintaining right balance between work and life and work commitments and family commitments. [2] .Work life balance means adjusting the work so that employees can benefit from a better fit between their work and areas of their personal life and in long run hope to achieve sustainable development and profitability.[3]

Work life balance can be achieved when an employee's right to a fulfilled life inside and outside paid work is accepted and respected as a room, to the mutual benefit of the individual organization and society [4]. Work family balance is a form of inter role conflict in which role pressures from the work and family domains are mutually incompatible in some respect [5].Work life balance is very important for satisfaction in life , in job and in families. It helps in reducing stress in life and also helps in decreasing employee turnover and job stress .

This paper throws light on the importance of work life balance and tries to provide a base on which several measures can be taken to increase the level of job satisfaction and productivity of employees. In today's time, organizations can take various initiatives to improve the work life balance like flexible work hours, compressed work weeks, maternal/paternal leave, job sharing, part time job, child care facility .Such type of initiatives will help the employees to maintain a balance between work and life and achieve peace ,satisfaction and well being in life and within organization. [2]

Employees can be provided with benefits like education facilities for children, health insurance, monthly /yearly health checkups, fitness programs to encourage satisfaction of employees and to improve work life balance. [6]

**III.OBJECTIVES OF THE STUDY**

1. To measure level of work-life balance among health care employees in Super speciality hospital in Mohali.
2. To identify the reasons of Work life imbalance.
3. To explore the relationship between Work life balance and Productivity.
4. To explore the relationship between Work life balance and Job satisfaction.

**IV.RESEARCH METHODOLOGY**

This study was conducted on 500 bedded Superspeciality hospital in Mohali . Prior to administering the questionnaires, it was necessary to obtain approval from the top management of the hospital. All the concerned members of top management granted permission . The opinion of employees was measured on close ended questionnaire using 5 point Likert scale ranging from strongly agree (5) to strongly disagree (1) for the primary data collection.

Instructions and purpose of the study were explained to each respondent. Respondents were assured about the confidentiality of their information. The response rate was 165 which was 92% of the total sample selected.

**V.DATA ANALYSIS**

The research study assesses the magnitude of Work life balance at workplace, reasons and its impact on employees . The health care employees of the super specialty hospital were taken as population. Tables below show the results which are discussed further:

**5.1 Area wise distribution of the employees:**

Questionnaires were distributed among health care employees at different levels and in different departments which included Nursing staff, Resident medical officers and specialists.

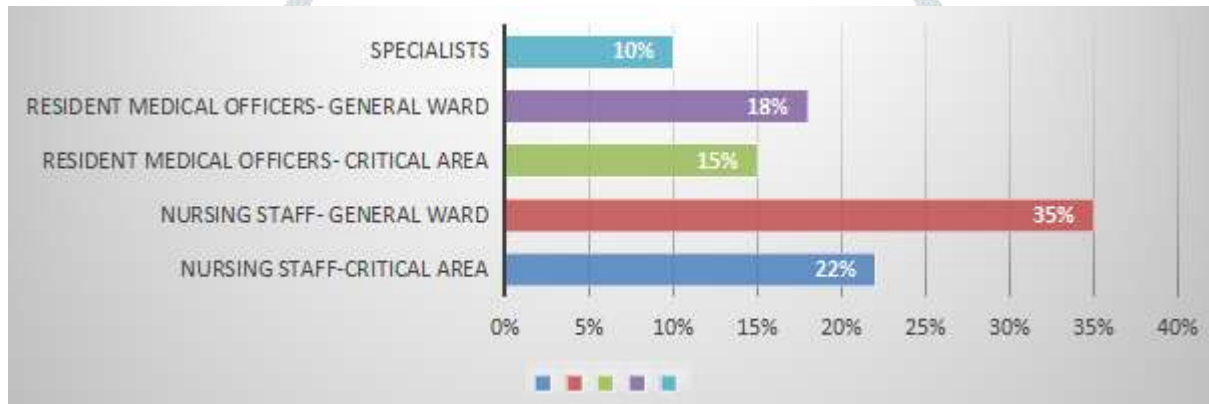


figure 1

**5.2 Normal Working hours or Shift hours per day**

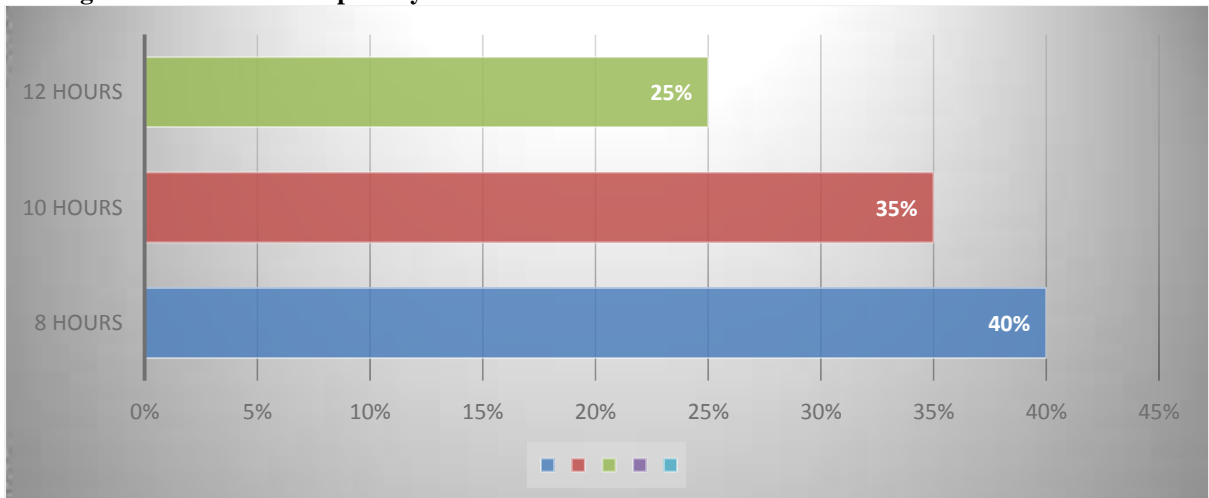


figure 2

**5.3 Do you feel imbalance between work life and personal life:**

Approximately 39% of the health care employees strongly agree that they feel imbalance between their work life and personal life. About 20% of the employees neither agreed , neither disagreed “Fig.3”

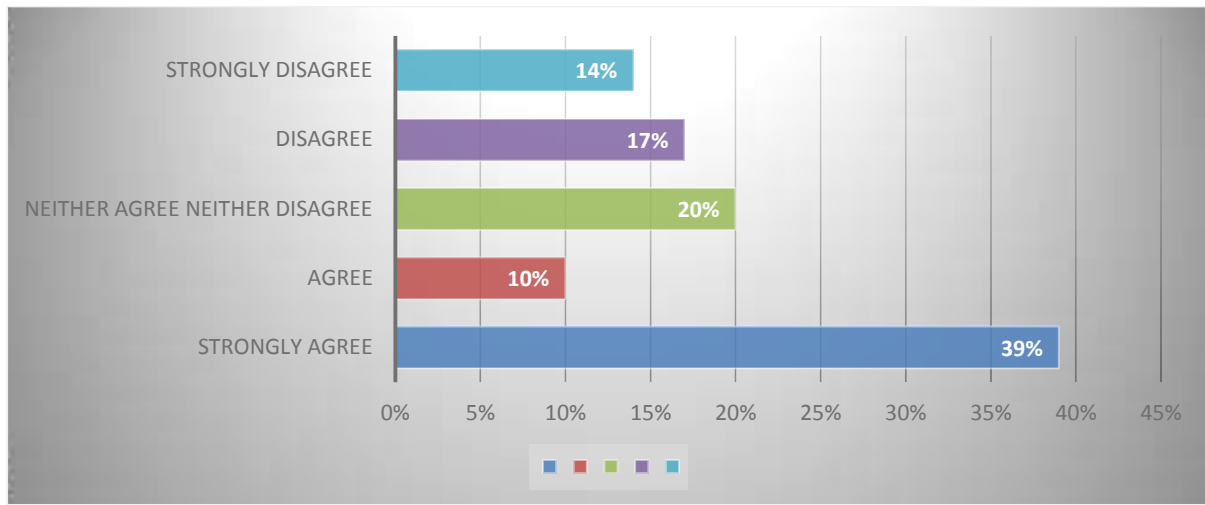


figure 3

**5.4 Why do employees feel Work life imbalance? Key reasons affecting Work Life balance**

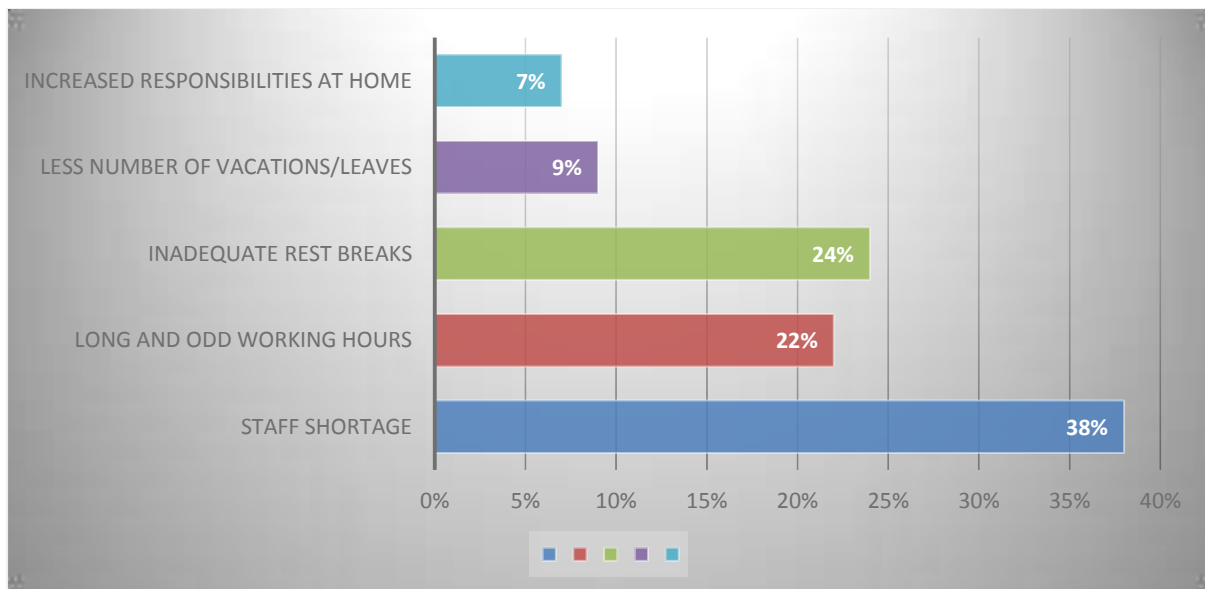


figure 4

The study revealed that the key reasons for work life imbalance are shortage of staff ( due to which employees feel more work burden) 38% , inadequate rest breaks (24%) long and odd working hours (22%). ”Fig.4”

**5.5 Are you able to fulfill their family commitments**

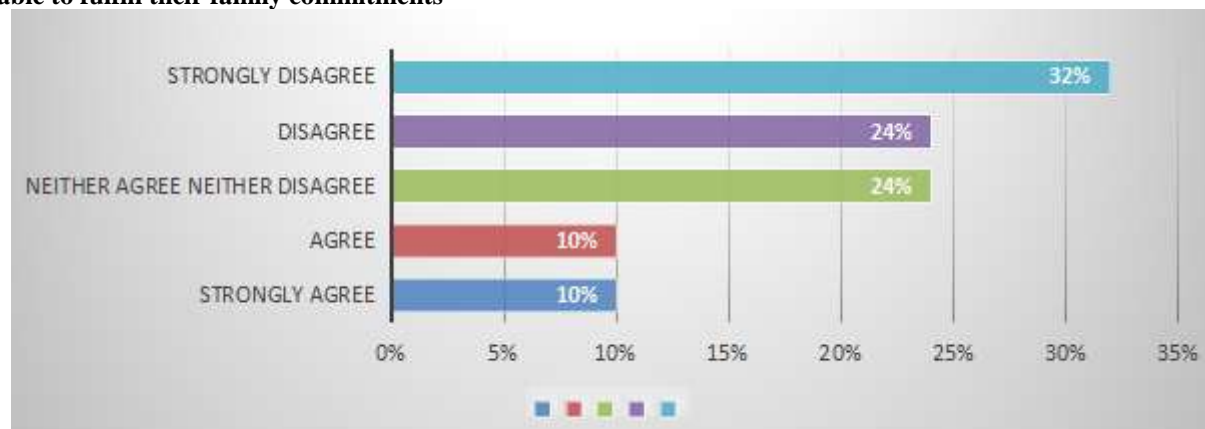


figure 5

### 5.6 Does Work life imbalance affects the productivity of employees

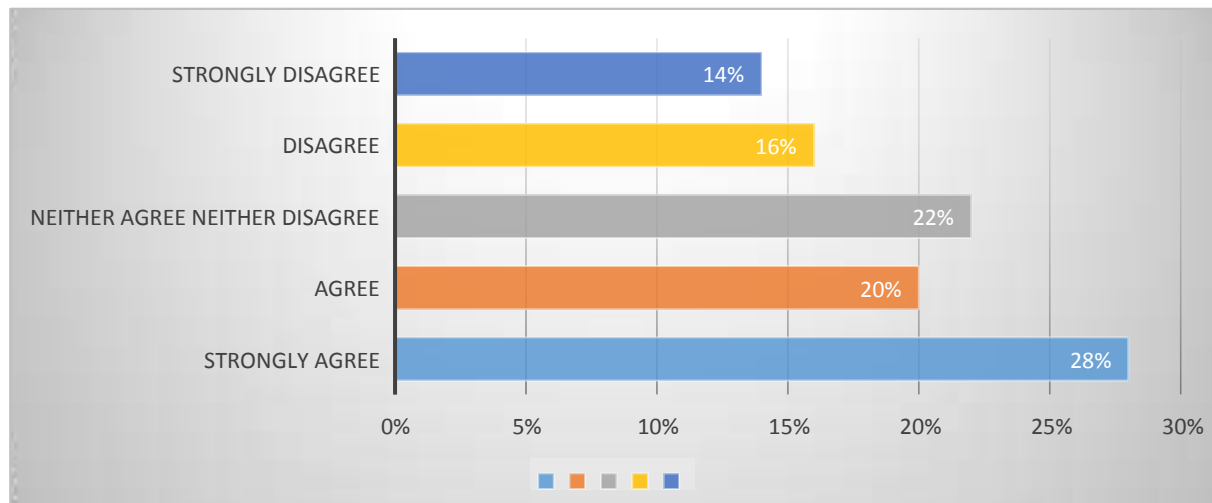


figure 6

During the study it was observed that Work life imbalance has an effect on productivity of the employees. Result shows that 28% of the health care employees strongly agreed the imbalance between work life and personal life has a negative effect on their productivity because they feel stressful and decreased focus on work. "Fig.6"

### 5.7 Does work life imbalance causes job dissatisfaction:

During the study it was observed that work life imbalance affects the job satisfaction in a negative way (32% strongly agree). This is because of the stress and pressure felt as the employees are not able to fulfill work and personal life commitments "Fig.7"

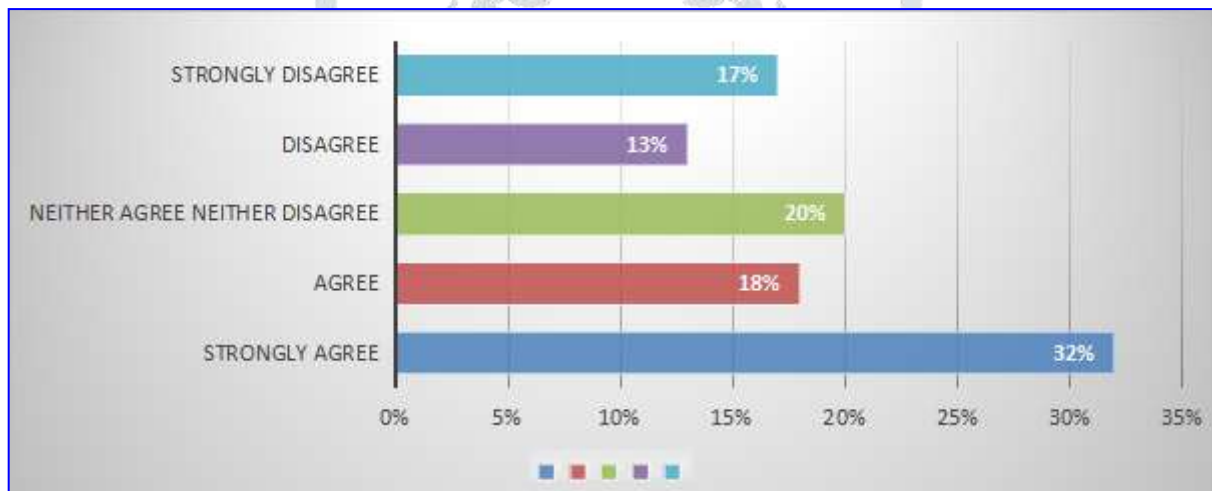


figure 7

## VI.CONCLUSION

This paper is an attempt to explore the existence of work life imbalance within the multispeciality hospital and to provide a conceptual understanding of the possible consequences of Work life imbalance.

The paper also attempts to explore scope for further research in the area of Work life balance and its impact on the employees on the basis of which organizations can take various initiatives to ensure high performance of employees and the success of their operations in long run.

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