

A STUDY ON WORK LIFE BALANCE OF HEALTHCARE EMPLOYEES INTIRUNELVELIDISTRICT

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Abstract

Family and work are the two domains for any employed individual. Striving to strike a balance between work and family is a burning issue in today's corporate scenario. The private hospital healthcare workforce is posed with a stronger fight compared to their government hospital healthcare counterparts. Medical profession has seen an increase in the private hospital healthcare workforce over the past few years and much has been written as well as researched about the healthcare industry. The main objectives of the study are to analyze work life balance of healthcare professionals in government and private hospitals and enhancers of work life balance of healthcare professionals in the study area. The study mainly based both primary and secondary data. The sample size was fixed at 229 government and 238 private hospital healthcare professionals. The important finding of the study is mean rank of satisfaction on present position in balancing work life of healthcare professionals, receive sufficient respect in personal life and work life and enhancers of work life balance of healthcare professionals in Tirunelveli district, Support from Hospital Management.

Keywords: Work Life Balance, Healthcare and Employees, Hospitals.

INTRODUCTION

Work is the most centric part of everyone's life. Employees today are more likely than ever to be concerned with how to balance their work and family lives. Competing demands, which arise between work and personal roles, often result in conflict for employees. Work facilitates meaning to life and livelihood. But life is not just meant for work alone. Its purpose and functionalities are much wider in scope. The relationship between work and life has acquired a silent place in the modern society where people are ambivalent about their work and life values. These both aspects are like wheels of the same vehicle, any problem in either aspect leads to conflict in the other aspect. Job stress among employees is becoming a common occurrence in the healthcare industry. Personal life and professional life should be given importance as they demand, and should be held distinct from each other. There is a urge in the current phenomenon in order to have a proper blend of work and life. The work life balance remains an issue that requires considerable attention from healthcare professionals.

Indian Healthcare is one of the most significant sectors responsible for citizens' good health and well-being. Healthcare workers like doctors and nurses play the vital role in the healthcare sector. Congenial atmosphere has to be created for them to work with utmost job satisfaction and content. When employees return home, they should not carry organizational stress with them. An individual has two roles to play - personal and professional; each role having different sets of demands. Balancing professional life and personal life is a big task. Work-life balance refers to the level of balance between personal and work activities in an individual's life. When such role demands overlap, multiple problems are faced leading to losses for the healthcare professionals.

OBJECTIVES OF THE STUDY

1. To study the working pattern of healthcare professionals in Tirunelveli district.
2. To analyze work life balance of healthcare professionals in government and private hospitals.
3. To know the enhancers of work life balance among healthcare professionals.
4. To identify the factors responsible for work life balance of healthcare professionals.

MATERIALS AND METHODS

This research is descriptive in nature and survey method was used in this study to analyze the work life balance of healthcare professionals in Tirunelveli district. The study based on primary and secondary data. Primary data was collected through a well-structured interview schedule. Secondary data has been obtained from journals, websites and books. 467 sample respondents were selected for the study from that 229 government and 238 private hospital healthcare professionals. Stratified simple random sampling technique was used to select the sample respondents.

RESULTS AND DISCUSSIONS

WORKING PATTERNS OF HEALTHCARE PROFESSIONALS

Work life balance of the healthcare professionals purely depends on the working pattern of their job. The job nature of healthcare professionals is basically tough and stressful. The working pattern of healthcare professionals is classified into two categories such as permanent and temporary. The table.1 shows that the frequency distribution of working patterns of the respondents.

Table.1: Working Pattern of the Health Care Professionals

Working Pattern	No. of Healthcare Professionals					
	Govt. Hospitals		Private Hospitals		Total	
	Nos.	%	Nos.	%	Nos.	%
Types of Job						
Permanent	229	100.0	150	63.0	379	81.2
Temporary	-	-	88	37.0	88	18.8
Total	229	100	238	100	467	100
Shift System						
Day Shift	162	70.7	143	60.1	305	65.3
Night Shift	67	29.3	95	39.9	162	34.7
Total	229	100	238	100	467	100
Number of Hours Work						
Less than 8 Hours	11	4.8	5	2.1	16	3.4
8-10 Hours	171	74.7	40	16.8	211	45.2
10-12 Hours	35	15.3	176	73.9	211	45.2
More than 12 Hours	12	5.2	17	7.2	29	6.2
Total	229	100	238	100	467	100
Travel Time of Work Place						
Less than 0.5 Hour	135	59.0	136	57.1	271	58.0
0.5 -1 Hour	88	38.4	94	39.5	182	39.0
More than 1 Hour	6	2.6	8	3.4	14	3.0
Total	229	100	238	100	467	100

Source: Primary data

The table.1 shows that working pattern of healthcare professionals, out of 467 respondents, 379 (81.2 per cent) of the healthcare professionals are permanent employees and the

remaining

88 (18.8 percent) healthcare professionals are temporary employees. Out of 229 respondents in government hospitals, cent percent of them are permanent employees and out of 238 respondents in private hospitals, 150 (63.0 per cent) of them are permanent employees and 88 (37.0 per cent) of them are temporary employees.

The table.1 further reveals that shift system of healthcare professionals, 305 (65.3 percent) of them are work in day shift pattern and 162 (34.7 per cent) of them are work in night shift pattern. Out of 229 respondents in government hospitals, 162 (65.3 per cent) of them are work in day shift pattern and 67 (29.3 per cent) of them are work in night shift pattern and out of 238 respondents in private hospitals, 143 (60.1 per cent) of them are work in day shift pattern and 95 (39.9 per cent) of them are work in night shift pattern.

It is understood from the table.1 shows that 211 (45.2 per cent) of them are work for 8 to 10 hours in a day and 211 (45.2 per cent) of them are work for 10-12 hours in a day. The study shows that number of hours working healthcare professional, out of 229 government hospitals, 171 (74.7 per cent) of them are work for 8 to 10 hours in a day and 35 (15.3 per cent) of them are work for 10-12 hours in a day and out of 238 private hospitals, 40 (16.8 per cent) of them are work for 8 to 10 hours in a day.

The table.1 elucidates that 271 (58.0 percent) of the healthcare professional travel less than 0.5 hour to reach their workplace from their residence and 182 (39.0 per cent) of the healthcare professional travel for 0.5-1 hours to reach their workplace from their residence.

OPINION ON WORK LIFE BALANCE

The healthcare professional's opinion about work life balance is differ from government healthcare professionals to private healthcare professionals in Tirunelveli district. The mean scores of ten variables in opinion on work life balance among the healthcare professionals have been manipulated separately. The responses are measured using mean score analysis.

Table.2: Mean Score Analysis of Opinion on Work Life Balance

Opinion on Work Life Balance	Mean	SD	Rank
Satisfaction on present position in balancing work life	2.81	1.397	4
Healthcare profession provides effective and successful work-life balance	2.51	1.109	6
Hospital management motivates in improving WLB	2.48	1.208	8
There are responsibilities in work and life balance	2.49	1.187	7
Managing your time effectively	2.23	1.363	10
Decisions made according to purpose in life	2.86	1.220	3
Healthcare profession is meaningful and purposeful	2.92	1.295	2
Working for long hours on overtime	2.24	1.185	9
Frequently change plans for family doings due to work Responsibilities	2.60	1.247	5
Receives sufficient respect in personal life and work life	3.08	1.283	1

Source: Computed data

Based on the mean score, the healthcare professionals are getting proper support in personal and work life because of meaningful job and that leads to take good decision to lead a purposeful life that makes their lives more satisfied. But at the same time, healthcare professionals are struggling a lot to manage the time effectively and unable to avoid overtime due to emergency. That leads to high distress in managing personal and work. It is understood that, the healthcare sector is a service-oriented

industry and employees working in healthcare industries are also of service oriented in nature. But even though they are having service intention it is difficult to balance their work and personal. Because work became their first priority and the life of patient is in their hands. So, it leads to balancing personal becoming a biggest task of healthcare professionals.

ENHANCERS OF WORK LIFE BALANCE

The table.3 explains about the Enhancers of Work Life Balance of the healthcare professionals in Tirunelveli district. Enhancers of Work Life Balance among the healthcare professionals have been manipulated separately. The responses are measured using mean score analysis.

Table.3: Mean Score Analysis of Enhancers of Work Life Balance

Opinion on Work Life Balance	Mean	SD	Rank
Effective work makes life active	3.79	0.958	2
Hassle free environment enhances work life Balance	3.32	1.231	7
Problem-solving technique is equally effective in hospital and home	3.48	1.147	5
Balanced diet and adequate sleep balances health	3.58	1.125	4
Supportive family effectively balances work and life	3.44	1.164	6
Support from Hospital Management	3.80	0.791	1
Work life balance creates job satisfaction	2.76	1.199	10
Self-motivate to perform well	2.79	1.159	9
Equal promotion prospects for part-time and full-time workers	2.94	1.183	8
Flexible work schedule	3.73	1.129	3

Source: Computed data

The table.3 reveals that mean of enhancers of work life balance of healthcare professionals in Tirunelveli district, Support from Hospital Management with the mean score of 3.80 (SD-0.791) contributed 1st rank, Effective work makes life active with the mean score of 3.79 (SD-0.958) contributed 2nd rank, Flexible work schedule with the mean score of 3.73 (SD-1.129) contributed 3rd rank, Balanced diet and adequate sleep balances health with the mean score of 3.58 (SD-1.125) contributed 4th rank, Problem-solving technique is equally effective in hospital and home with the mean score of 3.48 (SD-1.147) contributed 5th rank, Supportive family effectively balances work and life with the mean score of 3.44 (SD-1.164) contributed 6th rank, Hassle free environment enhances work life balance with the mean score of 3.32 (SD-1.231) contributed 7th rank, Equal promotion prospects for part-time and full-time workers with the mean score of 2.94 (SD-1.183) contributed 8th rank, Self-motivate to perform well with the mean score of 2.79 (SD-1.159) contributed 9th rank and Work life balance creates job satisfaction with the mean score of 2.76 (SD-1.199) contributed 10th rank.

It is observed that, hospital management need to take care of the employees working in the hospitals with due course to monitor the work life balance of healthcare professionals. Because, balancing work and life which leads to increase in productivity and peaceful working environment in the workplace.

FACTORSON WORK-LIFE BALANCE

The Factors are extracted and analyzed from the factors behind Work-Life Balance using Factor Analysis. Factor analysis identifies the patterns of relationships among the variables and compresses all the related variables into a one new factor that encompasses the results of all

the original individual variables. Four factors are extracted from twelve variables. Varimax with Kaiser Normalization method is carried for Rotation method. Principal Component Analysis is followed for Extraction method.

Table.4: K M O and Bartlett's Test for Work-Life Balance

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.688
Bartlett's Test of Sphericity	Approx. Chi-Square	1196.549
	Df	66
	Sig.	0.001**

Source: Computed data

The above table.4 shows that the values of Kaiser-Meyer Olkin (KMO) (0.688) indicates that factor analysis is useful with the data to be analyzed and it also shows a positive medium relationship among the variables of Work-Life Balance.

The Bartlett's test of sphericity is significant. That is, its associated probability is less than 0.01. Thus, the null hypothesis is rejected. This means that correlation matrix is not an identity matrix

Table.5: Factor loading and Percent of variance using Rotated Component Matrix for “Work-Life Balance”

Factor	Work-Life Balance	Factor Loading	Rotation Sums of Squared Loadings		
			Eigen value	% of Variance	Cumulative %
1	Flexibility in work leads to balance work and personal need	0.852	2.271	18.926	18.926
	Improved physical and mental health when work life is balanced	0.816			
	Management support to balance work and personal life	0.768			
2	Able to accomplish expectations at work and in family	0.802	1.732	14.432	33.359
	Undergo meditation and share goodness to empower everyone	0.690			
	Self-defense training is given by Government	0.573			
3	Working hours fits with personal life	0.733	1.729	14.406	47.765
	High job satisfaction for effective work life balance	0.662			
	Workload is manageable	0.660			
	Satisfied salary and incentives	0.132			
4	Fear of a high risk of infection	0.606	1.601	13.342	61.107
	More systematized to interact socially with co-workers	0.578			

Source: Computed data

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

The table.5 exhibits that **four factors** are extracted from the matrix based on the criterion that only factors with Eigen values of one or more should be extracted. The cumulative per cent of variance of the four factors account for **61.107** per cent of the total variance. This is a good fit because the researcher is able to economize on the number of variables, while 39 percent is lost from the information content.

Factor one “Managing” is a combination of ‘Flexibility in work leads to balance work and personal need (0.852)’, ‘Improved physical and mental health when work life is balanced (0.816)’ and ‘Management supports to balance work and personal life (0.786)’ are positive factor loadings of Work-Life Balance.

Factor two “Responsibility” is a combination of ‘Able to accomplish expectations at work and in family (0.802)’, ‘Undergo meditation and share goodness to empower everyone (0.690)’ and ‘Self-defense training is given by government (0.573)’ are positive factor loadings of Work-Life Balance.

Factor three “Satisfaction” is a combination of ‘Working hours fits with personal life (0.733)’, ‘High job satisfaction for effective work life balance (0.662)’, ‘Workload is manageable (0.660)’ and ‘Satisfied salary and incentives’ (0.132) are positive factor loadings of Work-Life Balance.

Factor four “Working Atmosphere” is a combination of ‘Fear of a high risk of infection (0.606)’ and ‘More systematized to interact socially with co-workers (0.578)’ is a positive factor loading of Work-Life Balance.

SUGGESTIONS

- ❖ Family support is must. The members of the family should also understand/ realize the pressure of the healthcare professionals. The family members should extend full support. This will lead to contribute the morale of the staff very high and able to deliver the services efficiently and effectively.
- ❖ Healthcare professionals may be provided with a better leave policy, so that they will be satisfied in personal life and work responsibilities. They may be self-motivated towards job by increased involvement and job satisfaction.
- ❖ Recognition and rewards are one of the vital factors for motivation. The hospital management should honor the well-performed healthcare Professionals. It will encourage the staff to develop the organizational commitment.
- ❖ The hospitals may take necessary steps to reduce the stress of the healthcare professionals.
- ❖ The salary/benefits for the Healthcare professionals may be revised and increased with better promotions.
- ❖ The researcher suggests that highly experienced healthcare professionals may be appointed in the hospitals so that their experience and ideas may be implemented to solve difficult situations.
- ❖ The researcher recommends the hospital management to ensure work life balance by constantly providing feedback to their employees on work life balance. The critical issues affecting their work life balance may be communicated and discussed with the healthcare professionals by hospital management to ensure a better and perfect work life balance.

CONCLUSION

Life of healthcare professionals is very different compared with any other professional. This is distinct not from the perspective of an overwhelming level of personal and professional accomplishment, but from the huge amount of psychological stress and anxiety involved in it. The private hospital healthcare workforce is posed with a stronger fight compared to their government hospital healthcare counterparts. Medical profession has seen an increase in the private hospital healthcare workforce over the past few years and much has been written as well as researched about the healthcare

industry. This study helps me to know about enhancers of work life balance of healthcare professionals in the study area and its factors that influence the work life. The present study concluded that the work life of healthcare professionals is satisfied.

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