



A STUDY ON WORK-LIFE BALANCE AND JOB SATISFACTION AMONG HOSPITAL EMPLOYEES WITHIN TIRUCHIRAPPALLI AND THANJAVUR DISTRICTS

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Abstract: The article discusses the Work-life Balance and Job Satisfaction of hospital employees in the districts of Tiruchirappalli and Thanjavur. The research was undertaken to know the causes of an imbalance between the personal and professional lives of hospitals in private hospitals. According to this study, continuous and excessive work, irregular shifts, stress, burnout, hectic work environment, and lack of appreciation from the organization were considered as the variables for the imbalance of work-life and job dissatisfaction of employees. A formal questionnaire was utilized for collecting primary data from 350 participants through in-person appearances. The reliability analysis was done resulted in 85.4% of Cronbach's alpha. Using information from a trial study, the data were gathered using purposive sampling facilitated by the SPSS software. The collected data underwent Reliability analysis, Frequency analysis, Correlation analysis, Chi-square analysis, and Regression analysis for examination. The analysis revealed that the majority of respondents, constituting 54% were female nurses. From the collected 350 responses, a significant portion of the respondents, totaling 46.5%, held diplomas and employed as nurses, administrative and allied staff. There is evidence to suggest that employees exceeding their contracted hours experience high levels of exhaustion by the end of the workday.

Keywords – Work-life balance, job satisfaction, private hospitals, workload, irregular shifts, excessive work, work stress, and burnout

1. INTRODUCTION

The importance of Human Resources (HR) is widely recognized in healthcare sectors. Human resource managers within the healthcare sector oversee tasks such as maintaining employee retention, addressing legal concerns, and facilitating staff recruitment. Ensuring a balanced work-life harmony is vital for employees' physical and mental well-being. Those who effectively strike this balance allocate an equitable amount of time for both professional responsibilities and personal pursuits, minimizing stress. When individuals are satisfied with their positions, they typically perform more effectively and are less inclined to resign. An employee content with their work surroundings, job culture, and pay scale is more likely to recommend their friends than a dissatisfied employee.

The life of a healthcare worker is very different compared to any other profession. Healthcare workers are at a risk of experiencing physical and mental distress due to high stress levels and long work hours. The nature

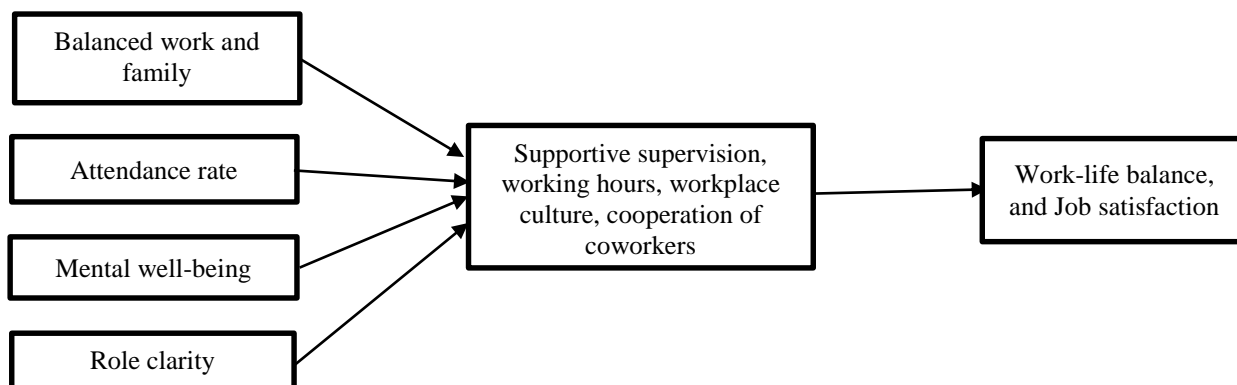
of work requires healthcare professionals to work in shifts, work overtime, respond to urgent medical situations, participate in lengthy surgical procedures, monitoring patients, report to duty at odd hours, take care of people who are sick and sometimes terminally ill. The demanding schedules not only restrict the healthcare professionals' personal time but also disrupt the consistency of the commitment beyond the work. Work related pressure is one among the factors that affect work-life balance of healthcare professionals. In severe cases, employees due to immense pressure quit their job. Employee contentment is crucial for the organization's success, particularly in the healthcare sector, where the happiness of employees directly impacts the satisfaction levels of patients. Low job satisfaction results in higher physician turnover rates, which negatively influence the standard of healthcare. Ensuring job contentment among healthcare professionals is crucial for bolstering the healthcare system and benefitting the wider population. A supportive workplace with open communication, teamwork, and mutual respect leads to job satisfaction for hospital employees.

2. OBJECTIVES OF THE STUDY

- To understand the demographic profile of the respondents
- To look into the relationship between professional-personal balance and work fulfillment
- To decide the employee perspectives about the job within their firm
- To assess the current state of career-family equilibrium and occupational gratification among hospital employees in the districts of Tiruchirappalli and Thanjavur
- To measure the work-related variables such as working conditions, compensation packages, stress, and workload that influence the professional life of hospital employees
- To enlist suitable suggestions for the high level of work-life balance and job satisfaction of hospital employees

3. LITERATURE REVIEW

Putu Deva Govinda Krisna Wijaya and I. Gusti Made Suwandana (2022) examined the influence of occupational gratification and work-home symmetry on job effectiveness of female nurses at Klungkung General Hospital. The research revealed the work-life harmony and job productivity is mediated by work fulfillment. Oscar Dousin, Ngan Collins, and Balvinder sKaur Kler (2019) examined the link between work-life balance practices and job performance of healthcare professionals, including doctors and nurses, in East Malaysia. The results indicate that adjustable work schedules and encouraging supervision both significantly improve doctors' and nurses' job performance. Maniam Kaliannan, Kala Perumal (2016) investigated how doctors from different generations perceive their work-life equilibrium. The findings explained that most physicians feel dissatisfied with their balance between work and personal life due to the burden of their workload and the demands of managing employer and patient expectations. In 2014 Sachiko Makabe, Junko Takagai, Yoshihiro Asanuma, Kazuo Ohtomo and Yutaka Kimura conducted a study examining the prevalence of work-life imbalance among hospital nurses in Japan. Based on the findings it is clear that when the actual working proportion significantly exceeded the private life proportion, nurses experienced potential health risks, lower job satisfaction, and diminished standard of living. Taghrid S. Suifan, Ayman Bahjat Abdallah, Hannah Diab (2016) explored the effect of three work-life balance strategies on the inclination to leave among medical personnel in the private hospital of Jordon. K. Santhana Lakshmi, T. Ramachandran, and David Boohene (2012) investigates the challenges faced by career women, particularly female nurses, in juggling work and family responsibilities. The findings indicate that indicates that a significant majority of female nurses work throughout the week, highlighting the demanding nature of their profession. Fartun Ahmed Sheikh Mohamud (2021) investigates how global economic standardization and societal shifts affect personal, family, and work-life dynamics, with a specific focus on women. The study emphasized the need to address job-related stress and role conflict to improve women's job happiness in the workplace.

FIGURE :1 RESEARCH FRAMEWORK

4. RESEARCH METHODOLOGY

The study employs a Quantitative Research Design, utilizing a structured survey to collect information from hospital staff members across selected districts in Tamil Nadu via a paper-based questionnaire. The researcher conducted a preliminary study involving 50 respondents, revealing a reliability co-efficient of 0.884 (88%). The tools such as frequency analysis, chi-square analysis, correlation analysis, and linear regression analysis identify the significant factors affecting the equilibrium between professional and personal life and job contentment among hospital staff within Tiruchirappalli and Thanjavur districts. The population consists of hospitals from both Tiruchirappalli and Thanjavur districts. The informations were gathered from both entry-level positions to managerial or leadership roles of the hospitals. The size of the sample was 350. The study utilized purposive sampling, wherein participants were intentionally chosen based on criteria pertinent to the aim of study

5. DATA ANALYSIS AND FINDINGS

5.1 Reliability Analysis

Table No:5.1	
RELIABILITY ANALYSIS	
Cronbach's alpha	No. of items
0.854	46
Source: Primary data processed by SPSS version 16.0	

Table 5.1 Results of Reliability analysis

The above table 5.1 denotes that the Cronbach's Alpha is 0.854 which comes under good internal consistency of data. Hence the data are reliable.

5.2 Frequency

Interpretation: Table 5.2 shows that majority of responders fall within the age bracket of 31-40

5.3 Chi-square

Table no:5.2 AGE		
FREQUENCY ANALYSIS		
	Age of a responder	
	Frequency	Percent
20-30	125	35.7
31-40	149	42.6
41-50	60	17.1
Above 50	16	4.6
Total	350	100
Source: Primary data processed by SPSS version 16.0		

Table No:5.3 Chi-square analysis between Educational qualification and Balanced work and family of the responder			
CHI-SQUARE ANALYSIS			
Balanced work and family	Value	Sig value	Result
I have experienced stress or burnout from trying to juggle professional and personal commitments	32.761	0.008	Rejected
I sometimes have to miss important family events or activities due to work commitments	52.322	0	Rejected
I often feel ashamed of myself for not spending time with my family due to work commitments	22.786	0.057	Accepted
I feel that family provide support for you to achieve a healthy work-life balance	27.906	0.032	Rejected
I think that I have good time to spend with my family or engage in personal activities outside of work	33.309	0.007	Rejected
Source: Primary data processed by SPSS version 16.0			

Interpretation: From table 5.3, it is recognized that there's a meaningful association among the job, family and educational level of the responder with the value of 0.008, 0.000, 0.032, and 0.007 respectively. Hence H₀ is rejected ($p < 0.05$). It is also identified that there is no considerable association balanced work and family and academic qualification of a responder with the value of 0.057. Hence, null hypothesis is accepted ($p > 0.05$)

5.4 Correlation Analysis:

Table No:5.4.1 CROSS TABULATION							
		I am able to efficiently manage my workload, and end the workday on time					Total
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree	
I feel that the COVID-19 pandemic affected your mental well-being and occupational well-being	Strongly disagree	2	0	3	8	6	19
	Disagree	0	5	4	10	6	25
	Neutral	2	3	17	21	16	59
	Agree	0	2	11	60	72	145
	Strongly agree	1	1	10	44	46	102
Total		5	11	45	143	146	350

Correlation between Mental well-being and Work-life balance of the responder			
Table No:5.4.2 CORRELATION ANALYSIS			
	Value	Sig approx	Result
I feel that COVID-19 pandemic affected your mental wellbeing and employment contentment	0.24	0.000	Rejected
Source: Primary data processed by SPSS version 16.0			

Interpretation: From the table 5.4.1 and 5.4.2, it is identified that the mental well-being and work-life balance of the respondent's significance value below 0.05 ($p < 0.05$) which is 0.000. So, null hypothesis is rejected. Therefore, there is certain relation between mental well-being and hospital location of the responder.

5.5 Regression

Table No:5.5 REGRESSION ANALYSIS				
Model		Unstandardized Coefficients		Sig.
		B	Std. Error	
R	R Square			
0.233	0.054			
1	(Constant)	3.192	0.305	0.000
	I sometimes felt uncertain about my role or tasks assigned to me	0.085	0.032	0.008
	I am confident that clear role expectations are essential for fair performance evaluations	0.112	0.046	0.015
	I feel supported in adapting to changes in my role and responsibilities	0.061	0.042	0.151
a. Response variable: Job satisfaction				

Interpretation: From the table 5.5, it is identified that the multiple correlation coefficient is 0.233 which measures the extent of relationship between the variable being studied and the variable being influenced by it. The coefficient of determination R square measures the goodness of fit of the estimated sample regression plan with respect to the portion of the variation in dependent variable. The value of R square is 0.054. If the significance value below 0.05, then the H0 is refuted, indicating an impact on both job contentment and work-life balance.

6. CONCLUSION

The study, encompassing 350 participants, revealed that within the healthcare sector. A notable demographic distribution highlighted a predominant representation of individuals aged between 20 to 40 years, with significant gender disparity leaning towards female respondents. Educational qualifications varied, with a considerable proportion holding Diplomas, while nurses constituted the majority among professional roles. Geographic distribution showed concentration in Tiruchirappalli, reflecting regional dynamics. Moreover, the study underscored varying perspectives on work-life balance, with a significant majority prioritizing work-life balance. Despite high job satisfaction levels and manageable workloads for most respondents, a substantial portion reported regularly exceeding contracted hours and facing challenges in finding time for leisure activities. End-of-day exhaustion was prevalent among a considerable percentage, reflecting potential areas for organizational intervention.

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