

A Study of Perception about Work life balance and Job Satisfaction among Women working in Health sector

Prof.A.K Mishra*,Shreya Kushwaha**

Professor, Research Scholar

Department of Commerce

Guru Ghasidas Vishwavidyalaya,

Bilaspur(C.G.)

Abstract: Working women in Indian hospitals often encounter specific challenges in achieving work-life balance. They face expectations and responsibilities within both the workplace and the family sphere. This dual burden can lead to increased stress and difficulties in managing work and personal commitments, impacting their overall well-being and job satisfaction. Research indicates that work-life balance significantly influences job satisfaction among working women in hospitals. When women can effectively manage their work and personal life responsibilities, they are more likely to experience higher job satisfaction levels. Factors such as flexible working arrangements, supportive organizational policies, and family-friendly initiatives can contribute to achieving a better work-life balance and, consequently, enhance job satisfaction. In the context of Indian hospitals, promoting work-life balance and job satisfaction among working women requires targeted interventions. Implementing policies that facilitate flexible work schedules, providing maternity leave and childcare support, and promoting a supportive work environment are essential. Encouraging open communication, offering mentoring and career development opportunities, and addressing gender biases can also contribute to women's job satisfaction. Moreover, collaboration between hospitals, healthcare professionals, and policymakers is crucial in implementing comprehensive strategies that address the unique challenges faced by working women in the healthcare sector. By prioritizing work-life balance and job satisfaction for women, hospitals can foster a more inclusive and supportive workplace, leading to improved retention rates, career advancement opportunities, and overall well-being among female healthcare professionals in India. This study aims at finding the general perception of work life balance and job satisfaction of women working in healthcare sector of Prayagraj district.

Keywords: *work life balance, working women, health sector, job satisfaction*

Introduction

Perceptions about work-life balance among women working in the health sector can vary depending on individual experiences and circumstances. However, there are some common themes and challenges that many women in the health sector face when it comes to achieving work-life balance. Women in the health sector often have demanding work schedules that include long shifts, night shifts, and on-call duties (Gill R., 2011). These irregular hours can make it challenging to establish a stable work-life balance and spend quality time with family and friends. The health sector can be emotionally and mentally demanding, as healthcare professionals often deal with high-stress situations, patient care, and challenging medical cases. Balancing these demands with personal well-being and self-care can be difficult, leading to feelings of exhaustion and burnout (Cleveland N, et al. 2013). The demanding nature of work in the health sector can strain personal relationships, particularly for women who are also juggling family responsibilities. Frequent night shifts, weekend work, and time away from loved ones can put a strain on marriages, parenting, and overall family dynamics (Sirgy, et al. 2007). While some healthcare organizations are making efforts to provide flexible work arrangements, such as part-time or remote work options, many women in the health sector still face limited flexibility in their schedules. This lack of flexibility can make it challenging to manage personal commitments, such as childcare or pursuing hobbies and interests outside of work. Women in the health sector often place high expectations on themselves to excel both professionally and personally (Krasulja, N. et al., 2015). This drive for success can create a sense of guilt when they feel unable to meet all the demands and expectations, leading to feelings of inadequacy and frustration. The perception of work-life balance among women in the health sector can also be influenced by the supportiveness of their workplace. Organizations that prioritize employee well-being, offer flexible scheduling options, provide resources for work-life integration, and promote a positive work culture can contribute to a more positive perception of work-life balance. (Johnson, et al., 2014). It is important to note that perceptions about work-life balance can vary greatly among individuals, and some women working in the health sector may find effective ways to manage their personal and professional lives. Strategies such as setting boundaries, seeking support from colleagues and family members, prioritizing self-care, and exploring available resources can all contribute to achieving a better work-life balance (Chang, et al., 2015).

Perception about Work life balance and Job Satisfaction

Perception about work-life balance and job satisfaction among women working in the health sector can vary based on individual experiences and circumstances. However, there are some common themes that can be observed (Kuaru, T. 1994).

1. Work-Life Balance:

Women in the health sector often face challenges in achieving a satisfactory work-life balance due to the demanding nature of their jobs. Healthcare jobs often require long hours, irregular schedules, and the need to be available on call. This can make it difficult for women to juggle their professional responsibilities with personal commitments and family life.

2. Job Satisfaction:

Job satisfaction among women in the health sector can be influenced by various factors. Many women are drawn to healthcare professions because they have a genuine desire to help others. The opportunity to make a positive impact on patients' lives can be a source of job satisfaction. Working in the health sector can provide a strong sense of purpose and fulfillment, knowing that one's work directly contributes to improving people's health and well-being. Healthcare careers often involve intellectually challenging and diverse tasks, which can be rewarding for women who enjoy continuous learning and growth opportunities. The work environment and support from colleagues and supervisors play a crucial role in job satisfaction. Positive workplace relationships, effective teamwork, and supportive leadership can contribute to higher job satisfaction level. The demanding nature of healthcare jobs can lead to high levels of stress and burnout. Long working hours, heavy patient loads, and emotional demands can negatively impact job satisfaction.

3. Gender-specific Challenges:

Women in the health sector may face additional challenges related to gender. These can include gender bias, wage disparities, limited career advancement opportunities, and work-life conflicts due to traditional gender roles and expectations. These factors can influence their perception of work-life balance and job satisfaction.

To improve work-life balance and job satisfaction for women in the health sector, organizations can implement supportive policies, promote gender equality, provide mentorship and leadership development opportunities,

and prioritize employee well-being and mental health support. Individual strategies such as setting boundaries, practicing self-care, and seeking work-life integration can also help women in the health sector achieve a better balance and enhance job satisfaction.

Review of Literature

Rahman, K. ,et al., (2021). Other issues have been brought forward, including the overall fear of the COVID-19 epidemic and social isolation from other workers. Additionally, the majority feel that working from home (WFH) is more productive than working in an office. It so happens to be one of the few studies on the idea of working from home (WFH) during a pandemic like the COVID-19 that has been done.

Thilagaraj. (2020). Work-life balance is a crucial topic in the field of human resource management since it affects both the individual and the organization's productivity and growth. Controlling when, where, and how one works is central to the professional life. Achieving a balance between work and home life for employees depends on a number of things.

Sharma, S.et al., (2019). Employing organizations value employee work-life balance just as much as it does for the individual employee. The topic of work-life balance is becoming increasingly important globally because employers are more concerned about employee stability in organizations where the employee is at the center of the success or failure of the organization.

Bataineh, K. (2019). Employees who feel well and suffer less stress at work and at home are more likely to be satisfied with their work.

Nakrošiene, A. et al., (2019). Women and elderly employees saw telework as having less benefits. Our research questions the prevailing public discourse and the findings of other studies that claim women value telework more than men do. This likely indicates how gender norms are evolving in the social milieu today, as males are taking up more and more of the burden of taking care of the family. Another intriguing finding of our study is that having more kids has a negative impact on how satisfied people are with telework overall. This finding contradicts earlier studies' findings that telework is a substantial possibility for parents to work from home.

Dhas, D.Babin. (2015). Increased work-life balance is a result of better people management techniques, including work schedule and location flexibility and the creation of supportive supervisors. Programmes that promote work-life balance have been shown to have an effect on employees' rates of recruitment, turnover, commitment, and satisfaction as well as absenteeism, productivity, and accidents.

Krasulja, N. et al., (2015). If the aforementioned characteristics are seen in the generation, it is especially clear that the modern labor no longer wishes to be a "slave to" duties imposed by the employer. Working from home may undoubtedly offer a fantastic perspective when it comes to addressing the problem of work-life balance.

Fapohunda, T. (2014). Job-life balance is skillfully juggling paid job and other important responsibilities, such as spending time with family, engaging in leisure activities, providing unpaid help, or seeking further education. Increasing the harmony between work and personal life has real benefits for both businesses and workers.

Objective of the study

The objective of the present study is to know the perception about work life balance and Job satisfaction among women working in health sector in Prayagraj district of Uttar Pradesh.

Hypothesis

HO: The perception of the work-life balance among working women in the healthcare sector in Prayagraj district of Uttar Pradesh is not significantly related to their job satisfaction.

H1: the perception of the work-life balance among working women in the healthcare sector in Prayagraj district of Uttar Pradesh is significantly related to their job satisfaction.

Research Methodolgy

We gathered information from women employed at private hospitals in Prayagraj, Uttar Pradesh, using the convenience sampling method. 200 women working in healthcare sector responded to the survey after visiting

15 hospitals, and 188 of those replies were deemed appropriate for further examination. Prior to gathering the comments from healthcare professionals, hospital administrators were consulted. Only nurses who agreed to take part in the study received questionnaires. The hospital administration and the medical staff were first informed of the study's goal. The confidentiality and anonymity of the employees' replies were guaranteed.

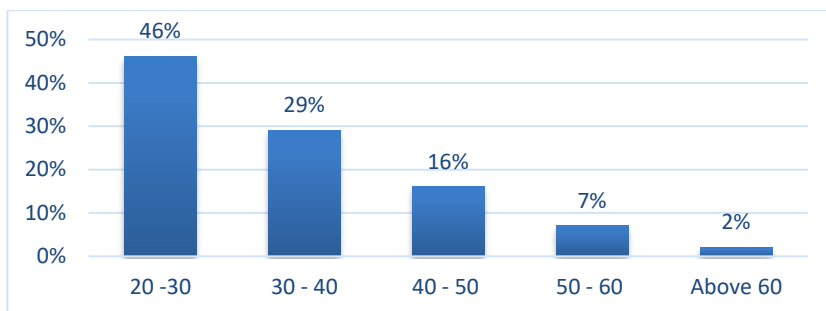
Table 1

Demographic variables

S No.	Variable	Category	Percentage
1.	Age	20-30	46%
		30-40	29%
		40-50	16%
		50-60	7%
		Above 60	2%
2.	Education	MBBS	16%
		BDS	12%
		BAMS	11%
		BUMS	8%
		BHMS	19%
		B. Sc	26%
		M. Sc	8%
3.	Marital Status	Married	67%
		Unmarried	33%
4.	Experience	Less than 5 years	26%
		5-10 years	18%
		10-15 years	22%
		15-20 years	17%
		20-25 years	14%
		Above 25 years	3%

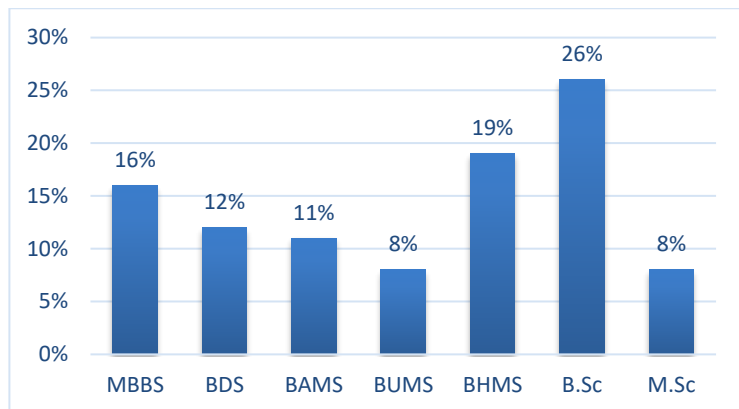
5.	Income	Less than 20,000	17%
		20,000-40,000	62%
		40,000-60,000	13%
		Above 60,000	8%
6.	Working hours	2-4 hours	8%
		4-6 hours	28%
		6-8 hours	20%
		8-10 hours	26%
		Above 10 hours	18%

Age of the respondents



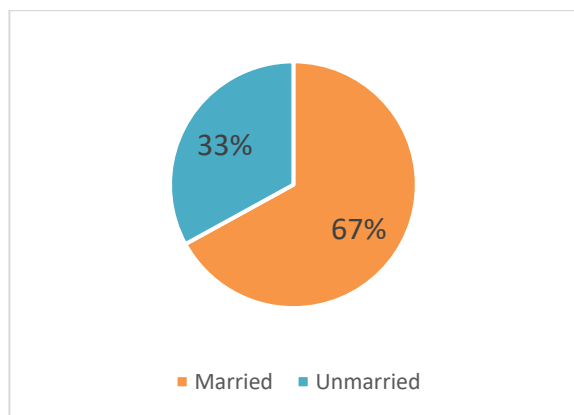
It can be seen from the above exhibit out of 188 respondents 46% belongs to the age group of 20-30 years followed by 29% belongs to 30 – 40 years of age. 16% belongs to the age group of 40-50 years, 7% were from the age group of 50-60 years and only 2% of respondents were over 60 years of age.

Education of the Respondents



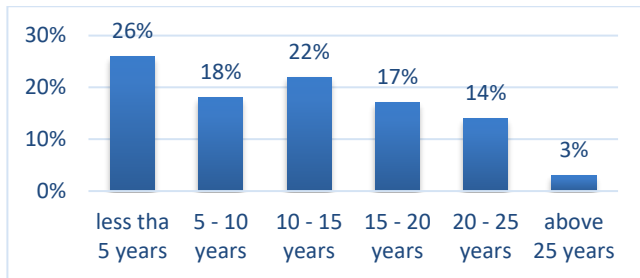
It can be seen from the above exhibit out of 188 respondents 16% were MBBS, 12% were BDS, 11% were BAMS, 8% were BUMS, 19% were BHMS, 26% were B. Sc and 8% were M.Sc.

Marital Status of the Respondents



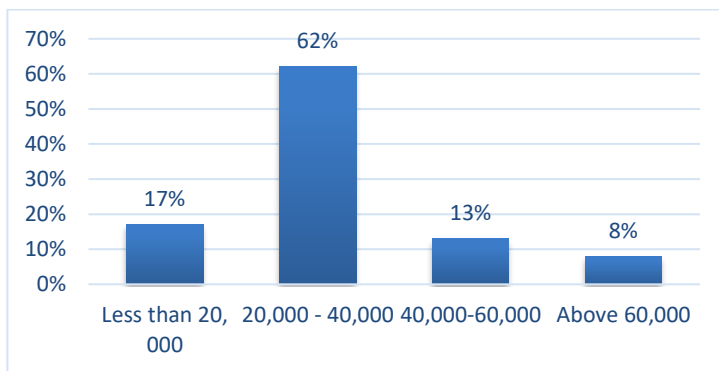
It can be seen from the above exhibit out of 188 respondents 67% were married and 33% were unmarried women working in healthcare sector in Prayagraj, Uttar Pradesh.

Experience of the Respondents



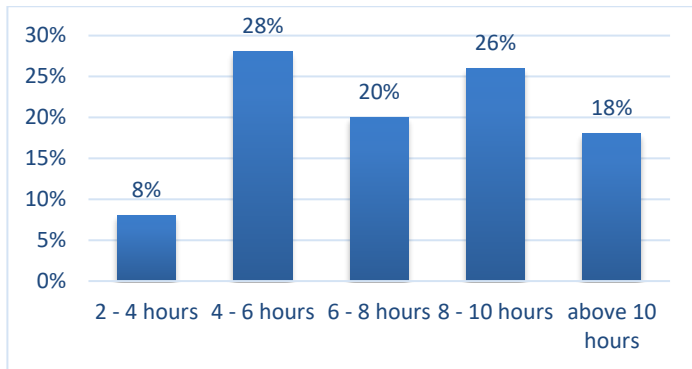
It can be seen from the above exhibit out of 188 respondents 26% of the respondents were having experience less than 5 years, 18% were having 5 – 10 years, 22% were 10 – 15 years of work experience in health care sector. 17% had 15-20 years of experience, 14% had 20-25 years and 3% were having over 25 years of work experience in healthcare sector.

Income of the Respondents



It can be seen from the above exhibit out of 188 respondents 17% of the respondents earns less than 20,000 monthly, 62% of the women working in healthcare earns in between 20,000-40,000. 13% of the respondents earn 40,000-60,000 and 8% of the respondents earns above 60,000 monthly.

Working Hours of the Respondents



It can be seen from the above exhibit out of 188 respondents 8% works 2-4 hours a day, 28% works 4-6 hours a day, 20% works 6-8 hours a day, 26% works 8-10 hours a day and 18% women working in healthcare sector works more than 10 hours a day.

Analysis- Job Satisfaction Scale

S. No.	Variable	Mean	S. D	α
1.	Feel motivated in working in healthcare sector	3.124	0.741	0.454
2.	Co-operative Peers	3.224	0.841	0.544
3.	Availability of adequate equipment	3.770	0.744	0.740
4.	Seniors are humble and are unbiased	3.981	0.879	0.301
5.	Patients are satisfied from your services	3.577	0.787	0.411
6.	Perceived organizational support	4.858	1.425	0.601
7.	Work Life Balance	4.781	1.522	0.545

1. Feel motivated in working in healthcare sector

- Mean = 3.124
- S.D = 0.741
- $\alpha = 0.454$

In the given explanation, you have provided statistical information about the motivation level of individuals working in the healthcare sector. Here's a breakdown of the provided values:

a) Mean = 3.124: The mean represents the average value of the responses obtained for the statement "Feel motivated in working in the healthcare sector." In this case, the average response is 3.124, indicating a moderate level of motivation among the respondents.

b) S.D = 0.741: The standard deviation (SD) measures the dispersion or variability of the responses from the mean. A value of 0.741 suggests that the responses are relatively close to the mean, indicating that there is not a significant amount of variation in the reported motivation levels. This suggests a certain degree of consistency among the responses.

c) $\alpha = 0.454$: The value of α refers to the reliability or internal consistency of the measurement scale used to assess motivation. In this case, $\alpha = 0.454$ indicates a relatively low level of internal consistency. A higher value of α (closer to 1) would imply greater reliability in the measurement of motivation.

Overall, based on the provided information, it can be inferred that individuals working in the healthcare sector, on average, have a moderate level of motivation. However, it is important to consider that these statistics are derived from a specific sample and may not represent the entire population accurately. Additionally, the low internal consistency ($\alpha = 0.454$) suggests that the measurement scale used to assess motivation may need further refinement or that there could be other factors influencing the responses.

2. Co-operative Peers

- a. Mean = 3.224
- b. S. D= 0.841
- c. $\alpha = 0.544$

In the given explanation, you have provided statistical information about the perception of co-operative peers among individuals. Here's a breakdown of the provided values:

a) Mean = 3.224: The mean represents the average value of the responses obtained for the statement "Co-operative Peers." In this case, the average response is 3.224, indicating a moderate level of perceived cooperation among the peers.

b)S. D = 0.841: The standard deviation (SD) measures the dispersion or variability of the responses from the mean. A value of 0.841 suggests that the responses vary to some extent around the mean. This indicates a moderate level of variability in the perception of cooperative peers among the respondents.

c) $\alpha = 0.544$: The value of α refers to the reliability or internal consistency of the measurement scale used to assess the perception of cooperative peers. In this case, $\alpha = 0.544$ indicates a moderate level of internal consistency. While not high, it suggests a certain degree of reliability in the measurement.

Overall, based on the provided information, it can be inferred that individuals, on average, perceive a moderate level of cooperation among their peers. The responses vary to some extent, indicating that there might be differences in the perception of cooperation among individuals. The moderate internal consistency suggests that the measurement scale used to assess cooperative peers has some degree of reliability but may benefit from further refinement or exploration of additional factors affecting perceived cooperation. It is important to note that these statistics are derived from a specific sample and may not represent the entire population accurately.

3. Availability of adequate equipment

- a. Mean = 3.770
- b. S. D= 0.744
- c. $\alpha= 0.740$

In the given explanation, you have provided statistical information about the perception of the availability of adequate equipment. Here's a breakdown of the provided values:

a)Mean = 3.770: The mean represents the average value of the responses obtained for the statement "Availability of adequate equipment." In this case, the average response is 3.770, indicating a moderate level of perceived availability of adequate equipment among the respondents.

b)S.D = 0.744: The standard deviation (SD) measures the dispersion or variability of the responses from the mean. A value of 0.744 suggests that the responses have a relatively low amount of variation around the mean. This indicates that there is a certain degree of agreement among the respondents regarding the perceived availability of adequate equipment, with minimal differences in perception.

c) $\alpha = 0.740$: The value of α refers to the reliability or internal consistency of the measurement scale used to assess the perception of the availability of adequate equipment. In this case, $\alpha = 0.740$ indicates a relatively high level of internal consistency. This suggests that the measurement scale used to assess the availability of adequate equipment has good reliability and consistency in capturing respondents' perceptions.

Overall, based on the provided information, it can be inferred that individuals, on average, perceive a moderate level of availability of adequate equipment. The low standard deviation suggests that there is relatively little variation in respondents' perceptions, indicating a general consensus regarding the availability of equipment. The high internal consistency ($\alpha = 0.740$) suggests that the measurement scale used to assess the availability of adequate equipment is reliable and consistent. However, it is important to note that these statistics are derived from a specific sample and may not represent the entire population accurately.

4. Seniors are humble and are unbiased

- a. Mean = 3.981
- b. S. D= 0.879
- c. $\alpha = 0.301$

In the given explanation, you have provided statistical information about the perception of seniors being humble and unbiased. Here's a breakdown of the provided values:

a) Mean = 3.981: The mean represents the average value of the responses obtained for the statement "Seniors are humble and unbiased." In this case, the average response is 3.981, indicating a moderate level of perceived humility and unbiased behavior among seniors.

b) S.D = 0.879: The standard deviation (SD) measures the dispersion or variability of the responses from the mean. A value of 0.879 suggests that the responses have a moderate amount of variation around the mean. This indicates that there are some differences in the perception of seniors' humility and unbiased behavior among individuals, with some perceiving it to be higher or lower than the average.

c) $\alpha = 0.301$: The value of α refers to the reliability or internal consistency of the measurement scale used to assess the perception of seniors' humility and unbiased behavior. In this case, $\alpha = 0.301$ indicates a relatively low level of internal consistency. A higher value of α (closer to 1) would indicate greater reliability in the measurement.

Overall, based on the provided information, it can be inferred that individuals, on average, perceive a moderate level of humility and unbiased behavior among seniors. However, there are differences in perceptions among individuals, indicating that some may perceive seniors to be more or less humble and unbiased than the average. The low internal consistency ($\alpha = 0.301$) suggests that the measurement scale used to assess seniors' humility and unbiased behavior may need further refinement or that there could be other factors influencing the responses. It is important to note that these statistics are derived from a specific sample and may not represent the entire population accurately.

5. Patients are satisfied from your services

- a. Mean = 3.577
- b. S. D= 0.787
- c. α = 0.411

In the given explanation, you have provided statistical information about patient satisfaction with the services provided. Here's a breakdown of the provided values:

a) Mean = 3.577: The mean represents the average value of the responses obtained for the statement "Patients are satisfied with your services." In this case, the average response is 3.577, indicating a moderate level of patient satisfaction with the services provided.

b) S.D = 0.787: The standard deviation (SD) measures the dispersion or variability of the responses from the mean. A value of 0.787 suggests that the responses have a relatively low amount of variation around the mean. This indicates that there is a certain degree of agreement among the respondents regarding patient satisfaction, with minimal differences in perception.

c) α = 0.411: The value of α refers to the reliability or internal consistency of the measurement scale used to assess patient satisfaction. In this case, α = 0.411 indicates a relatively low level of internal consistency. A higher value of α (closer to 1) would indicate greater reliability in the measurement of patient satisfaction.

Overall, based on the provided information, it can be inferred that patients, on average, have a moderate level of satisfaction with the services provided. The low standard deviation suggests that there is relatively little variation in patient perceptions of satisfaction, indicating a consensus among respondents. However, the low internal consistency (α = 0.411) suggests that the measurement scale used to assess patient satisfaction may

need further refinement or that there could be other factors influencing the responses. It is important to note that these statistics are derived from a specific sample and may not represent the entire patient population accurately.

6. Perceived organizational support

- a. Mean = 4.858
- b. S.D = 1.425
- c. $\alpha = 0.601$

In the given explanation, you have provided statistical information about the perception of organizational support among individuals. Here's a breakdown of the provided values:

a) Mean = 4.858: The mean represents the average value of the responses obtained for the statement "Perceived Organizational Support." In this case, the average response is 4.858, indicating a relatively high level of perceived organizational support among the respondents.

b) S.D = 1.425: The standard deviation (SD) measures the dispersion or variability of the responses from the mean. A value of 1.425 suggests that the responses have a moderate amount of variation around the mean. This indicates that there are differences in the perception of organizational support among individuals, with some perceiving it to be higher or lower than the average.

c) $\alpha = 0.601$: The value of α refers to the reliability or internal consistency of the measurement scale used to assess perceived organizational support. In this case, $\alpha = 0.601$ indicates a moderate level of internal consistency. While not high, it suggests some degree of reliability in the measurement of perceived organizational support.

Overall, based on the provided information, it can be inferred that individuals, on average, perceive a relatively high level of organizational support. However, there are differences in perceptions among individuals, indicating that some may perceive the support from their organization to be better or worse than the average. The moderate internal consistency suggests that the measurement scale used to assess perceived organizational support has some degree of reliability but may benefit from further refinement or exploration of additional factors affecting perceived support. It is important to note that these statistics are derived from a specific sample and may not represent the entire population accurately.

7. Work Life Balance

- a. Mean = 4.781
- b. S.D = 1.522
- c. $\alpha = 0.545$

In the given explanation, you have provided statistical information about the perception of work-life balance among individuals. Here's a breakdown of the provided values:

a) Mean = 4.781: The mean represents the average value of the responses obtained for the statement "Work Life Balance." In this case, the average response is 4.781, indicating a relatively high level of perceived work-life balance among the respondents.

b) S.D = 1.522: The standard deviation (SD) measures the dispersion or variability of the responses from the mean. A value of 1.522 suggests that the responses have a moderate amount of variation around the mean. This indicates that there are differences in the perception of work-life balance among individuals, with some perceiving it to be higher or lower than the average.

c) $\alpha = 0.545$: The value of α refers to the reliability or internal consistency of the measurement scale used to assess work-life balance. In this case, $\alpha = 0.545$ indicates a moderate level of internal consistency. While not high, it suggests some degree of reliability in the measurement of work-life balance.

Overall, based on the provided information, it can be inferred that individuals, on average, perceive a relatively high level of work-life balance. However, there are differences in perceptions among individuals, indicating that some may perceive their work-life balance to be better or worse than the average. The moderate internal consistency suggests that the measurement scale used to assess work-life balance has some degree of reliability but may benefit from further refinement or exploration of additional factors affecting perceived work-life balance. It is important to note that these statistics are derived from a specific sample and may not represent the entire population accurately.

Discussion

Women who work in the healthcare industry take center stage when it comes to providing services in the healthcare environment. They are fundamental to patient care since they regularly spend a lot of time attending

to their needs. Null hypothesis is accepted as there is no relationship between perception of work life balance and job satisfaction among working women in healthcare sector. As a result, there are several problems unique to the nursing profession that may affect how satisfied nurses are with their work, which has led to a rise in turnover, especially among working women. Our results fully confirm the contribution of organizational support theory to a significant individual outcome, namely work satisfaction in the Indian healthcare sector. In order for patients to have a favorable sense of organizational support over time, hospital administrators must be careful to provide a sufficient support system. Increased job satisfaction would undoubtedly reduce turnover since employees will be more reliant on their organization for both personal and professional requirements.

Conclusion

Women working in hospitals make up the core of India's healthcare system. Without them, it would be difficult to envision hospitals. As a result, organizational support, work-life balance, and job satisfaction need to receive a lot of attention. Given the high turnover rates in nursing, it's critical that they receive the right work-life balance support. They would feel better supported at work as a consequence, which would enable them to combine their personal and professional lives well and be satisfied with their professions. The study illustrates the process through which better work-life balance and organizational assistance might increase the level of job satisfaction among working women. According to our research, the connection between perceived organizational support and job satisfaction is mediated by work-life balance. Through work-life balance, even intangible feelings of support may have an impact on job happiness. In order for them to experience balance and satisfaction in both their professional and personal lives, it is advised that they receive organizational support at work, such as a respectable work environment, rewards and recognition, social and moral support from supervisors, adequate leaves, and timely breaks during work hours.

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