

The Impact of Work Life Balance on Job Satisfaction and Job Performance of Administrative Staff of Colleges of University of Delhi

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Abstract: The study aims to analysis the impact of work life balance on job satisfaction and job performance and impact of job satisfaction on job performance of administrative staff of colleges of University of Delhi. A total of 100 samples were collected through close-ended online designed questionnaire from administrative staff working in the of colleges of University of Delhi and data was analysed with the help of excel. A total of three hypotheses were tested using chi-square test. The study found that there is a positive impact of work life balance on job satisfaction and job performance of administrative staff working in colleges of University of Delhi. It was also found that there is a positive impact of job satisfaction on job performance of staff.

Key Words: Work Life Balance, Job Satisfaction, Job Performance, Administrative Staff, Delhi University

1. INTRODUCTION:

The concept of work-life balance has become increasingly important in today's fast-paced and demanding work environments. As organizations strive to enhance employee well-being and productivity, understanding the impact of work-life balance on job satisfaction and job performance has garnered significant attention. This study focuses on exploring the relationship between work-life balance, job satisfaction, and job performance among administrative staff members working in the colleges of the University of Delhi. The administrative staff in educational institutions, such as the colleges of the University of Delhi, play a vital role in supporting the overall functioning and success of the institution. They handle a wide range of responsibilities, including admissions, student services, finance, and human resources, among others. Given the nature of their roles, administrative staff members often face demanding workloads and high levels of job stress.

Work-life balance refers to the ability to effectively manage the demands of work alongside personal commitments and responsibilities. It recognizes the importance of maintaining a healthy equilibrium between work-related activities and personal life, allowing individuals to lead fulfilling lives both inside and outside the workplace. Achieving work-life balance is crucial not only for the well-being and satisfaction of employees but also for their job performance and overall organizational outcomes.

Job satisfaction is a multidimensional construct that reflects an individual's subjective evaluation of various aspects of their job. It encompasses factors such as job security, compensation, work environment, opportunities for growth, work-life balance, and interpersonal relationships at work. A high level of job satisfaction has been linked to increased employee motivation, commitment, and overall job performance.

Job performance encompasses the degree to which an employee successfully carries out their job responsibilities and duties. It serves as an indicator of an individual's effectiveness in attaining the goals, objectives, and expectations established by their organization

Furthermore, research suggests that work-life balance significantly influences job satisfaction. When employees are able to effectively balance their work and personal lives, they experience reduced stress levels,

enhanced well-being, and improved job satisfaction. This, in turn, can have a positive impact on their performance, as satisfied employees are more likely to be engaged, productive, and committed to their work.

In the context of administrative staff members in the colleges of the University of Delhi, understanding the relationship between work-life balance, job satisfaction, and job performance is essential for promoting employee well-being and optimizing organizational outcomes. By identifying the factors that contribute to work-life balance and examining its impact on job satisfaction and performance, institutions can develop strategies and initiatives to support their administrative staff members in achieving an optimal work-life balance.

2. REVIEW OF LITERATURE

Azeem, S. M., & Akhtar, N. (2014) studied the effects of work-life balance and job satisfaction on organizational commitment among healthcare employees. The primary data was collected from 275 respondents who participated in the survey. The study revealed that that respondents have moderate level of perceived work-life balance, job satisfaction and commitment and also revealed that there is significant relationship among work-life balance, job satisfaction and organizational commitment.

Rezene, F. (2015) conducted a study to assess the impact of work life conflict on job satisfaction in the banking industry focusing on ten selected banks in Addis Ababa. From data collected from 370 bank employees through cross-sectional questionnaire, it was found that work-life conflict was negatively related to job satisfaction among banking industry.

Anuradha, & Pandey, M. (2016) examined the impact of work-life balance on job satisfaction of women doctors working in private hospital of Jharkhand, India. A total of 115 respondents were selected for the study and three hypotheses were developed which were tested through ANOVA test. The study revealed that work-life balance has positive impact on job satisfaction of women doctors.

Garg, P., & Yajurvedi, N. (2016) undertook research to assess the impact of work life balance on employee retention and organisation performance in IT industry of Noida. The data was collected with the help of a structured questionnaire from 200 employees working in IT Industry out of which 194 was found suitable for study and data was analyzed using SPSS software. The study concluded that the work-life balance has direct effect on employee's retention and it also increase the performance of organization.

Silaban, H., & Margaretha, M. (2021) examined the impact work-life balance toward job satisfaction and employee retention in Bandung city of Indonesia. A total of 196 employees from various field were selected for the research. Two hypotheses were developed to know the impact of work life balance on job satisfaction and employee retention and it was found that that there was an effect of work-life balance on job satisfaction and employee retention.

Arief at el. (2021) analysed the effect of quality work and work-life balance on job satisfaction through employee engagement. The study concluded that work life balance has a positive and significant effect on job satisfaction, employee engagement and employee job satisfaction. The study also concluded that Job satisfaction have a positive and significant effect on employee engagement.

Lestari, D., & Rahardianto. (2021) aimed to assess the effect of work life balance on job satisfaction of lectures at Economy and Business Faculty, Universitas Jenderal Achmad Yani. The primary data was collected from lecturers of Economics and Business Faculty and the nature of study was descriptive. The study showed that he results showed that work life balance positively effect job satisfaction of lectures and Work life balance has an effect on the job satisfaction of lectures.

Susanto *et al.* (2022) conducted a research to examine the effect of work-life balance on the performance of employees in Small and Medium Enterprises. With sample size of 400 employees working in SMEs and six hypotheses, the study found that job satisfaction partially mediates the relationship between work-life balance and job performance and also found that when FSSB interacts with work-life balance and job satisfaction, it moderates the relationship between work-life balance and job performance and job satisfaction and job performance.

Yusnita *et al.* (2022) aimed to analysis the factors which affect organizational commitment, namely work-life balance and job satisfaction. A total sample of 210 permanent staff of PT. PLN Indonesia was taken for research purpose through questionnaires and it was observed that there was a positive effect of job satisfaction on organizational commitment and a negative effect of work-life balance on organizational commitment; a positive effect of work-life balance on job satisfaction; a positive effect of work-life balance on organizational commitment through job satisfaction.

Abhitha S, & Hebbar, C.K. (2022) aimed to study the impact of work- life balance on job satisfaction of Hospital Nurses working in Private Hospitals in Mangalore City, Dakshina Kannada. A total of 100 samples were collected through structured questionnaire and nature of research was descriptive. The study observed that there is a connection between work-life balance and job satisfaction and positive quality of work life motivates nurses to discharge their duties efficiently, spent their time with family members and friends.

3. OBJECTIVES OF THE STUDY

1. To study the impact of work life balance on job satisfaction of administrative staff working in colleges of University of Delhi
2. To analysis the impact of work life balance on job performance of administrative staff working in colleges of University of Delhi
3. To assess the impact of job satisfaction on job performance of administrative staff working in colleges of University of Delhi

Hypothesis (H)

- H1. There is no positive influence of work life balance on job satisfaction of administrative staff working in colleges of University of Delhi
- H2. There is no positive influence of work life balance on job performance of administrative staff working in colleges of University of Delhi
- H3. There is no positive influence of job satisfaction on job performance of administrative staff working in colleges of University of Delhi

4. SIGNIFICANCE OF STUDY

This study aims to fill the existing research gap by investigating the specific dynamics of work-life balance among administrative staff members in the colleges of the University of Delhi. By examining the relationship between work-life balance, job satisfaction, and job performance, valuable insights can be gained to inform policies, practices, and interventions that promote work-life balance and enhance employee outcomes in this specific context. This research will contribute to the growing body of knowledge on work-life balance and its impact on job satisfaction and job performance. The findings of this study will give valuable guidance for

colleges, universities, administration and policymakers in the colleges of the University of Delhi to foster an environment that supports the well-being and professional growth of their administrative staff members.

5. RESEARCH METHODOLOGY

The research data for this study was collected from both primary and secondary sources. The focus of the study is on the administrative staff working in the Colleges of the University of Delhi, and a total of 100 samples were gathered using a structured questionnaire consisting of close-ended questions. The questionnaire was distributed through a Google Form. In addition to the primary data collected through the questionnaire, secondary data was obtained from various sources such as research papers, articles, journals, books, and online websites. These secondary sources provided additional insights and background information related to the research topic. The research approach adopted for this study is descriptive in nature, aiming to provide a comprehensive understanding of the factors influencing job satisfaction and performance among the administrative staff. Convenience sampling was used to select the participants for the study. To analyse the factors related to job satisfaction and their impact on the performance of the administrative staff, a 5-point Likert Scale ranging from "Strongly Agree" (1) to "Strongly Disagree" (5) was employed in the questionnaire. The primary data collected was then analysed using MS Excel. To determine the significance of the factors on the performance of the administrative staff, the Chi-Square Test was employed as a statistical tool. By employing these research methods and statistical analyses, this study aims to gain insights into the relationship between job satisfaction and performance among the administrative staff members in the Colleges of the University of Delhi.

6. DATA ANALYSIS AND INTERPRETATION

Table-6.1: Demographics of Respondents

Demographic Variable	No. of Respondents	Percentage
Age		
18-30 Years	45	45%
30-40 Years	34	34%
40-50 Years	12	12%
50-60 Years	9	9%
Gender		
Male	65	65%
Female	35	35%
Marital Status		
Married	77	77%
Unmarried	23	23%
Educational Qualification		
High School	10	10%
Intermediate	26	26%
Graduation	42	42%
Post-Graduation	15	15%
Doctoral/Postdoctoral	7	7%

Interpretation: Most (45%) of the respondents belonged to the age between 18 to 30 years followed by respondents belonging to the age between 18 to 30 years (45%). Most of the respondents are Male (65%) and Married (77%) and most of the respondents are graduate (42%) followed by Intermediate (26%) and Post-Graduation (15%).

Table 6.2: Response to the Statement: Do you think that you have enough time for your family and friends?

S. No.	Response	Percentage
1	Strongly Agree	20%
2	Agree	32%
3	Neutral	29%
4	Disagree	7%
5	Strongly Disagree	12%

Interpretation: As per study of above table, it is found that 52% staff agreed and 19% disagreed whereas 29% staff remained neutral. Hence majority of respondents agreed that they have enough time for their family and friends.

Table 6.3: Response to the Statement: Do you think that you have enough time to fulfil your personal interests?

S. No.	Response	Percentage
1	Strongly Agree	23%
2	Agree	37%
3	Neutral	20%
4	Disagree	8%
5	Strongly Disagree	12%

Interpretation: As per study of above table, it is found that 60% staff agreed and 20% disagreed whereas 20% staff remained neutral. Hence majority of respondents agreed that they have enough time to fulfil their personal interest.

Table 6.4: Response to the Statement: Do you think that you have enough time to carry out your personal matters?

S. No.	Response	Percentage
1	Strongly Agree	24%
2	Agree	33%
3	Neutral	20%
4	Disagree	11%
5	Strongly Disagree	12%

Interpretation: As per study of above table, it is found that 57% staff agreed and 23% disagreed whereas 20% staff remained neutral. Hence majority of respondents agreed that they have enough time to carry out their personal matters.

Table 6.5: Response to the Statement: Do you think that you are satisfied with your working hours?

S. No.	Response	Percentage
1	Strongly Agree	26%
2	Agree	32%
3	Neutral	19%
4	Disagree	11%
5	Strongly Disagree	12%

Interpretation: As per study of above table, it is found that 58% staff agreed and 23% disagreed whereas 19% staff remained neutral. Hence majority of respondents agreed that they are satisfied with their working hours.

Table 6.6: Response to the Statement: Do you think that you are satisfied with your salary and perks?

S. No.	Response	Percentage
1	Strongly Agree	25%
2	Agree	35%
3	Neutral	19%
4	Disagree	9%
5	Strongly Disagree	12%

Interpretation: As per study of above table, it is found that 60% staff agreed and 21% disagreed whereas 19% staff remained neutral. Hence majority of respondents agreed that they are satisfied with their salary and perks.

Table 6.7: Response to the Statement: Do you think that you are satisfied with facilities provided at your work place?

S. No.	Response	Percentage
1	Strongly Agree	21%
2	Agree	38%
3	Neutral	19%
4	Disagree	10%
5	Strongly Disagree	12%

Interpretation: As per study of above table, it is found that 59% staff agreed and 22% disagreed whereas 19% staff remained neutral. Hence majority of respondents agreed that they are satisfied with facilities provided at work place.

Table 6.8: Response to the Statement: Do you think that you meet the expectation of your superior?

S. No.	Response	Percentage
1	Strongly Agree	22%
2	Agree	35%
3	Neutral	23%
4	Disagree	8%
5	Strongly Disagree	12%

Interpretation: As per study of above table, it is found that 57% staff agreed and 20% disagreed whereas 23% staff remained neutral. Hence majority of respondents agreed that they meet expectation of their superior.

Table 6.9: Response to the Statement: Do you think that you achieve the target set by you?

S. No.	Response	Percentage
1	Strongly Agree	24%
2	Agree	35%
3	Neutral	20%
4	Disagree	9%
5	Strongly Disagree	12%

Interpretation: As per study of above table, it is found that 59% staff agreed and 21% disagreed whereas 20% staff remained neutral. Hence majority of respondents agreed that they achieve target set by them.

Table 6.10: Response to the Statement: Do you think that you contribute in the development of your organization?

S. No.	Response	Percentage
1	Strongly Agree	25%
2	Agree	31%
3	Neutral	23%
4	Disagree	10%
5	Strongly Disagree	11%

Interpretation: As per study of above table, it is found that 56% staff agreed and 21% disagreed whereas 23% staff remained neutral. Hence majority of respondents agreed that they contribute in the development of their organization.

Table 6.11: Impact of work life balance on job satisfaction of administrative staff working in Colleges of University of Delhi

Group	Observed Frequency (Oij)	Expected Frequency (Eij)	Oij-Eij	(Oij-Eij) ²	(Oij-Eij) ² /Eij
Strongly Agree	26	20	6	36	1.8
Agree	31	20	11	121	6.05
Neutral	21	20	1	1	0.05
Disagree	9	20	-11	121	6.05
Strongly Disagree	13	20	-1	1	0.05
N=5	Total=100				$\chi^2=14$

Interpretation: As per the table, the calculated value of χ^2 is 14, which is more than the tabulated value 9.488 at 5% level of significance. Hence, the null hypothesis is rejected. It means that work life balance has positive impact on job satisfaction of administrative staff working in Colleges of University of Delhi.

Table 6.12: Impact of work life balance on job performance of administrative staff working in Colleges of University of Delhi

Group	Observed Frequency (Oij)	Expected Frequency (Eij)	Oij-Eij	(Oij-Eij) ²	(Oij-Eij) ² /Eij
Strongly Agree	26	20	6	36	1.8
Agree	27	20	7	49	2.45
Neutral	24	20	4	16	0.8
Disagree	12	20	-8	64	3.2
Strongly Disagree	11	20	-9	81	4.05
N=5	Total=100				$\chi^2=12.4$

As per the table, the calculated value of χ^2 is 12.4, which is more than the tabulated value 9.488 at 5% level of significance. Hence, the null hypothesis is rejected. It means that work life balance has positive impact on job performance of administrative staff working in Colleges of University of Delhi.

Table 6.13: Impact of job satisfaction on job performance of administrative staff working in Colleges of University of Delhi

Group	Observed Frequency (Oij)	Expected Frequency (Eij)	Oij-Eij	(Oij-Eij) ²	(Oij-Eij) ² /Eij
Strongly Agree	24	20	4	16	0.8
Agree	31	20	11	121	6.05
Neutral	22	20	2	4	0.2
Disagree	11	20	-9	81	4.05
Strongly Disagree	12	20	-8	64	3.2
N=5	Total=100				$\chi^2=14.3$

As per the table, the calculated value of χ^2 is 14.3, which is more than the tabulated value 9.488 at 5% level of significance. Hence, the null hypothesis is rejected. It means that job satisfaction has positive impact on job performance of administrative staff working in Colleges of University of Delhi.

7. FINDINGS AND CONCLUSIONS

The research revealed that majority of staff are between age group of 18-30 years followed by age group of 30-40. The study stated that majority of staff are Male and Married. It was also found that majority of staff are Graduate followed by Intermediate. The research stated that majority of staff have enough time for their family and friends, enough time for fulfil personal interest and enough time to carry out personal matters. The research also stated that majority of staff are satisfied with their working hours, salary and perks and facilities provided at their working place. The research observed that majority of staff meet expectation of their superior, achieve target set by them and contribute to the development of the organization. The research concluded that there is a positive impact of work life balance on job satisfaction and job performance of administrative staff working in colleges of University of Delhi. It was also found that there is a positive impact of job satisfaction on job performance of staff.

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