



IMPACT OF WORK- LIFE BALANCE ON JOB SATISFACTION OF HOSPITAL NURSES- A CASE STUDY

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ABSTRACT

A positive work- life balance makes employees feel job satisfaction towards their work and increase their productivity. Good quality work- life balance will be reduced employee retention. This study aims to know the impact of work- life balance on job satisfaction of Hospital Nurses working in Private Hospitals in Mangalore City, Dakshina Kannada. Nursing profession is a multi-tasking job. So excessive work load and long hours shifts makes imbalance in work and family life of nurses. The sample used in this study is 100 respondents. The study is descriptive one. A structured questionnaire is prepared to collect data from 100 respondents. The collected data was analyzed and thereby suggestions & conclusion are drawn.

KEY WORDS: Positive work life balance, Job satisfaction, impact of work life.

1. INTRODUCTION

Work – Life Balance means proper prioritizing work and life. Work- life balance supports the efforts of employee to manage their time and energy between work and other important aspects of their lives.

Woman employees have to play two roles in their professional and personal life. Achievement of professional goals and fulfillment of personal needs lead to job satisfaction.

Nurses employing in hospital plays a key role for hospital development and patient well-being. They have to work in shifts, work for different types of illness affected patients. Due to long shifts works and also giving services to various diseased patients, their emotional condition would be stressed. It leads to physical and mental disturbances which affect their performance and job satisfaction.

Therefore, work stress is one of the factors that affect work- life balance of nurses. Work- life balance is an important challenge to any employees to manage work and family situation together in a balanced way. Employees who are working in health sector carry heavy responsibility which forced them. to encounter work- life balance related issues. In this context, the present study on impact of work- life balance on job satisfaction of hospital nurses working in private hospitals would be more relevant.

2. REVIEW OF LITERATURE

(Alamzeb Aamir, Abubakar Abdul Hamid, Maqsood Haidar, Chandhry Shoaib Akhtar, 2016), the study indicates the influence of work- life balance on job satisfaction which leads to employee retention. The study highlights significant influence of all work violation as a moderator and also job satisfaction effected on the relationship of work- life balance and retention.

(Kavishree P, Ms. Benita S Monica, 2018), the objective of the study was to study the dimensions, influence of work quality and life quality of nurses. The study indicates that the better quality of work life will increase the nurse's performance.

(Fasla NP, Dr. C. Dhanalakshmi, 2018), the study put an attempt to explore the tough challenges faced by working women in maintaining a balance between their personal and professional life. The study indicates that most of the respondents are faced high level of stress. The study focus about various variable influence on work life balance are convenient shifts, good working condition and job security.

(Puja Roshani, Chaya Bagrecha, 2017), the study reveals that satisfaction with work life balance has a positive and significant influence on increased effectiveness at work. The study found out that respondents were satisfied towards work- life balance, reduced work interference and personal life interference.

(Siva Prasad K.I, P.T. Raveendran, 2019), the study aim was to know how stress makes influences in their family commitments and extent which effects on the current work – life balance of women employees working in the health care industry. The study findings highlight that satisfied work- life balance among women nursing employees about this issue management should pay attention to frame formalized work – life management policies at the hospital.



3. OBJECTIVES OF THE STUDY

1. To know the influence of work- life balance on performance.
2. To find out the impact of work life balance on job satisfaction.
3. To understand barriers to work- life balance.
4. To Know the interventions and strategies uses to manage work stress and maintain work- life balance.

4. RESEARCH METHODOLOGY

Nurses working in the Private Hospitals in Mangalore City, Dakshina Kannada were selected as a sample for conducting the study. The sample comprised of 100 respondents. The data collection techniques used in this study using instrument in the form of questionnaire. Data was collected by using primary and secondary sources. Primary data collected through structured questionnaire method.

Secondary data were collected from various journals, articles and websites.

5. SAMPLE DESIGN

The nature of the study is descriptive with an attempt to understand the impact of work- life balance on job satisfaction of nurses working in Private Hospitals. For selecting the 100 sample, convenient sampling method was used.

6. GEOGRAPHICAL AREA

The universe of the study comprises Private Hospitals in Mangalore City.

7. ANALYSIS OF DATA

A structured questionnaire has been used for the study. Research was conducted by using questionnaire method. Simple percentage technique was used to analyze the collected data.

Table 1: Demographic details of the respondents

Variables	Frequency	Percentage
Age (years)		
23- 33	32	32%
33- 43	35	35%
43- 53	22	22%
Above 53	11	11%
Total	100	100%
Sex		
Male	26	26%
Female	74	74%
Total	100	100%
Marital Status		
Married	78	78%
Unmarried	22	22%
Divorced	0	0
Total	100	100%
Educational Qualification		
Master's Level	12	12%
Bachelor's Level	35	35%
GNM	53	53%
Total	100%	100%
Salary		
Below Rs. 15,000	32	32%
Rs. 15,000 – Rs. 30,000	51	51%
Rs. 30,000- Rs. Rs 45,000	12	12%
Above Rs. 45,000	5	5%
Total work experience		
0-5 years	13	13%
5-10 years	26	26%
10- 15 years	35	35%
Above 15 years	26	26%
TOTAL	100	100%

Table 2: Opinion towards work life balance and job satisfaction have strong relation.

Variables	Frequency	Percentage
Extremely agree	94	94%
Somewhat disagree	6	6%
Neutral	0	0
Somewhat agree	0	0
Extremely agree	0	0
TOTAL	100	100%

Table 3: Influence of good work- life balance dimensions to job satisfaction.

Variables	Optimized work schedule	Strong social support system	Time management	Proper personalized plan	Work recognition	Support from management and colleagues	Salary and other monetary benefits
To a great extent	94	35	68	23	100	100	100
Some what	6	37	32	20	0	0	0
Very little	0	10	0	48	0	0	0
Not at all	0	18	0	9	0	0	0

Table 4: Reasons for increased work stress

Variables	Shift hours	Patient needs	Work load
To a great extent	89	45	65
Some extent	11	30	30
Very little	0	10	5
Not at all	0	15	0

Table 5: Suggestions towards intervention and strategies can used for maintaining work-life balance which led to job satisfaction.

Variables	Frequency	Percentage
Identify specific stressors	50	50%
Take time for self-care	5	5%
Establish personal professional boundaries	30	30%
Effective communication	10	20%
Maintain healthy diet and exercise	5	5%
TOTAL	100	100%

8. RESULTS

- Table 1, the data reveals that majority i.e., 35% of the respondents belongs to the age group of 33 to 43 years and 32% of the respondents belong to the age group of 23- 33 years. The data indicates that majority of the nurses are from middle age group. Majority i.e., 74% of the respondents are female. Most of the respondents i.e., 78% of them are married. Most of the respondents i.e., 53% of them are studied GNM and 35% of them are studied Bachelor's level nursing course. Majority i.e., 51% of the respondents are drawing a salary of Rs. 15,000

to Rs. 30,000/. Most of the respondents i.e., 35% have 10 to 15 years of total work experience.

- Table 2, the data reveals that respondents believe that work- life balance and job satisfactions have strong relation. Here, the majority of the respondents i.e., 94% of them were extremely agree with this statement. They said that if they are free from work stress/ burden, then only they can manage their work and family responsibility which leads them to job satisfaction.
- Table 3, the data reveals the opinion of respondents about influence of good work- life balance towards



job satisfaction. Majority 94% of the respondents opined that optimized work schedule led to job satisfaction to a great extent. From the same 100% of the respondents, 37% of them believe that to some extent strong social support system would help to manage work- life responsibility which would increase the job satisfaction level also, 68% of them said that proper time management at work place help to reduce work burden thereby employee would have job satisfaction. All respondents believe that work recognition through increased salary, promotion etc. enhances job satisfaction level. 100% of the respondents opined that support from management and colleagues would help them to discharge their responsibility in a feasible way, this would help them to show high level of job satisfaction at work place. All the respondents opined that salary and other monetary benefits also enhance their job satisfaction level. And 48% of the respondents said that personalized plan helps them maintain work life balance.

- Table 4, data reveals 89% of the respondents said the reasons for increased work stress due to long work shift hours would affect their work life balance to a great extent. 45% of them said that meeting patient needs made them emotionally weak to a greater extent might be the reason of work stress. 65% of them felt that due to the increased work load might be the reason of work stress.
- Table 5, data reveals the respondents' suggestions towards intervention and strategies used for maintaining work life balance which gives more job satisfaction to nursing staff at work place. On that majority i.e. 45% of the respondents suggested that by identifying specific areas of stresses in work and family life would help to maintain work- life balance, 30% of the respondents opined that establishing personal professional boundaries may help to prevent personal or family matters from disrupting work, 5% of them said that take time for self-care would help to deal with nurses stress in the work place. 20% of them said that effective communication is a significant tool in managing work stress because nurses have to communicate with various professionals, patients and their family members about illness diagnoses and treatment. So, clarity in communication would help to manage various confusions, misunderstanding would help to

reduce work stress. 5% of the respondents said that maintaining sound nutrition and exercises helps to clear mind and prevent unwanted physical effects of stress such as heart problems and diabetes.

9. SUGGESTIONS

Based on the finding of the study would like to give following suggestions: -

- Nurses should learn about way of managing work stress, and then only they have work- life balance and job satisfaction.
- Nursing job is a more stressful job and there may be more chances of work burnout in their profession. So, they need strong support from family and society to manage this.
- Hospital management should arrange various programmes to their hospital nurses to manage their stress level which will help them to give good services in their work and also it will lead them job satisfaction.
- There may be chances of emotionally weak of nurses by seeing the various ill conditions of patients. Hence hospital social workers should help the nurses to cope up with emotional stress.
- Nurses should know how to schedule their work and personal life responsibility properly. Then only they can manage their responsibility without any hurdles and also spent their leisure time by involving various activities like yoga/ Meditation, gardening, spent with family/ friends.
- They should learn how to make their mind always happy and tension free.

10. CONCLUSION

A good work- life balance status always indicates increased job satisfaction of employees. The present study also intended to study the impact of work- life balance on nurses' job satisfaction. Nurses opined the study that there would be connection between work-life balance and job satisfaction. Therefore, positive quality of work life always motivates nurses to do better services in their work place, spent their time with family members/ friends and also discharge responsibility meaningfully. Both management and each individual nurses should know proper strategies to enhance quality of work life.

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