

## “A STUDY ON WORK-LIFE BALANCE OF NURSES OF PRIVATE HOSPITALS ACROSS HUBLI CITY”

*Gloria M D'souza*

glodsouza174@gmail.com

*Prof Aruna Battur*

arunabatturimsr@gmail.com

### ABSTRACT

The Indian healthcare industry is growing at a brisk pace due to its strengthening coverage, services and increasing expenditure by public as well as private players. India's competitive advantage in the health care sector lies in its large pool of well-trained medical professionals. In this regards nurses are playing a vital role in healthcare industry. Demand for nurses is ever increasing because of their attitude in taking care of the patients which cannot be seen so much in other professions. Because they bring back smiles on the faces of patients with their unselfish and dedicated service. They work in different departments hence, keeping them happy and content is also utmost important. Nurses are flooded with work and family commitments. Majority of them are bogged down while trying to balance their work and family life. Nurses struggle with work-life balance because of the nature of the job, long hours and shift work commitments. They should pay extra attention in managing work-life balance to ensure they derive maximum satisfaction from their work while maintaining a healthy lifestyle. In order to achieve a balanced work-life, nurses have to prioritize their work demands in Professional, Personal and family life. Work Life Balance refers to the effective management of multiple roles both at work and family.

Healthcare industry is an area where-in there are shift work especially night shifts, over time places a lot of stress on the nurses both at professional and personal front, their life has become a juggling act as they have to shoulder multiple responsibilities at work and home. The main objective of the study is to understand the work-life balance of Nurses and the challenges that they face related to work-life balance, specially during this current pandemic ie, COVID-19 Nurses have been the stars for this pandemic across the globe for their exemplary courage, dedication and perseverance so, during such situation they will have to face a lot of challenges each and everyday, due to this it becomes very challenging for them to maintain work life balance. The Primary data has been collected from Google forms survey by circulating it to the Nurses of private hospitals of Hubli city, and has been analyzed through Statistical Package for the Social Science (SPSS) wherein Cross Tabs are also being used. Secondary data has been collected from related articles, research papers, internet and related project reports. The study was conducted to understand challenges related to work-life balance of nurses working in private hospitals in Hubli city and to explore the policies affecting work-life balance and the satisfaction level towards the policies and the stress that they are going through and how are they maintaining the work-life balance. Through the study it was found that, majority of the Nurses has real problem in striking balance between work and family. Most of them also feel if proper work scheduling

and timely support provided by both family and hospitals they will be stress free to some extent and will be able to strike balance between work and family.

**Keywords:** *Work-life balance, Family commitments, Responsibility.*

### *Introduction*

Healthcare has become one of India's largest sectors - both in terms of revenue and employment. Healthcare comprises hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance and medical equipment. The Indian healthcare sector is growing at a brisk pace due to its strengthening coverage, services and increasing expenditure by public as well private players. India's competitive advantage lies in its large pool of well-trained medical professionals. India is also cost competitive compared to its peers in Asia and Western countries. The cost of surgery in India is about one-tenth of that in the US or Western Europe. India ranks 145th among 195 countries in terms of quality and accessibility of healthcare.

The healthcare industry is an aggregation and integration of sectors within the economic system that provides goods and services to treat patients with curative, preventive, rehabilitative, and palliative care. It includes the generation and commercialization of goods and services lending themselves to maintaining and re-establishing health. The modern healthcare industry includes three essential branches which are services, products, and finance and may be divided into many sectors and categories and depends on the interdisciplinary teams of trained professionals and paraprofessionals to meet health needs of individuals and populations. The healthcare industry is one of the world's largest and fastest growing industries. Consuming over 10 percent of gross domestic product (GDP) of most developed nations, health care can form an enormous part of a country's economy.

### *Introduction about Nurse*

Nurses are one of the most diverse and largest workforces in the health care system. The word "nurse" originated from Latin word "Nutricious" which means someone who nourishes, fosters and protects. The role of nurses in the health care system is expanding and changing. The nurses are one of the strongest pillars of the health care delivery system in providing safe, affordable and quality services to the people. Mortality, morbidity and disability reduction, health promotion through healthy lifestyles are positive health outcomes in which nurses have a pivotal role. They play a major role in maintaining health status and also in achieving the health related targets of the country. The various cadres in the health system make nurses an important health workforce from the community to higher levels in the health care delivery system. The auxiliary nurse midwives and public health nurses are the major players in the community. Health promotion, prevention, institutional care and rehabilitation services are essential contribution of nurses to the health care system. Despite their vital role within the health care system, nurses remain as the invisible workforce of health care delivery system

Nurse play the major role in health care industry and are the first ones who are thought about when we talk about health care and thus it is necessary that their needs have to be taken care and a congenial atmosphere is created for them to work with utmost job satisfaction and content, the result of which would be a high quality nursing care. Nursing encompasses autonomous and collaborative care of

individuals of all ages, families, groups and communities, sick or well, and in all settings. Nursing includes the promotion of health, prevention of illness, and the care of ill, disabled and dying people. Advocacy, promotion of a safe environment, research, participation in shaping health policy and in patient and health systems management, and education are also key nursing roles.

### *Work-life balance*

Work-life balance refers to the level of prioritization between personal and professional activities in an individual's life and the level to which activities related to their job are present in the home. It is a method which helps employees of an organization to balance their personal and professional lives, and encourages employees to divide their time on the basis on priorities and maintain a balance by devoting time to family, health, vacations etc along with making a career, business travel etc. It is an important concept in the world of business as it helps to motivate the employees and increase their loyalty towards the company.

Work-life balance is not merely work-family balance. More specifically, it refers to the management of one's professional responsibilities and family responsibilities, towards children, aging parents, any disabled family member, or a partner/spouse effectively. The concept of work-family (life) balance has emerged from the acknowledgement that an individual's work-life and personal/family life which may exert conflicting demands on each other. Conflict is a normal part of life and is a natural result of the conflicting demands arising from multiple roles, such as that of a mother, daughter, daughter-in-law, wife, friend, and employee. In order to manage the negative spillover of conflict, it is important to balance the demands from both the domains.

Work-life balance is about adjusting work patterns to achieve overall fulfillment. A good work-life balance enables business to thrive and at the same time facilitates the employees to easily combine work with other aspiration and responsibilities. Work-life balance should not be understood as scheduling equal number of hours for each of one's work and personal activities. Primarily a working person has two roles to play: professional and personal roles. This has a significant especially in Indian context. Along with the role of an employee the person has to do justice with various other roles of like: son/daughter, husband/wife, father/mother etc each role demand specific expectations from incumbents.

### *Literature Review*

#### *1. Work-Life Balance of Nurses and Lady Doctors*

*Dr. BindiyaGoyal*

*Published on August, 2014.*

The main focus of the study was to study about the nurses and lady doctors working in clinics and private hospitals. The purpose of this study was to find out the factors that will help nurses and lady doctors in maintaining work-life balance. Also in this article, work life balance issues are discussed in light of demographic changes. In this competitive world, it is essential for every organization to create a congenial atmosphere that can help the employees to balance their personal and professional roles. But due to increased working hours, the individuals are left with less time for themselves. As a result the personal and spiritual growth of an individual is also hindered. For leading a healthy life, it is essential to

schedule the hours of family and work life. When a women is able to manage her personal and professional life she becomes more committed to her office work. As a result, she is able to achieve success in her career. Further, it will also help her in leading a healthy and peaceful life. The present study is an attempt to study the work life balance of nurses and doctors in clinics and private hospitals. The study concluded that provision of work-life balance policies and practices by the hospitals will help nurses and lady doctors in utilizing their full potential. Moreover, a successful work-life balance in clinics and private hospitals will make nurses and lady doctors more committed and highly productive thereby giving them complete job satisfaction.

### *. QUALITY OF WORK LIFE OF NURSES AND PARAMEDICAL STAFF IN HOSPITALS*

*Dr. NagarajuBattu and G. KarthikChakravarthy*

This research paper explores the quality of work life in private and public sector hospitals. The aim of this study is to identify the quality of work life of nurses and para-medical staff. The researcher has to highlighted the factors on working conditions, work stress, job satisfaction, organizational climate and staff communication. Doctors and nurses are the main human resources that spend a significant part of their time at the hospitals. They have to do regular work overnight, in emergency situations, with an extensive workload and stress which can negatively affect their performance and quality of working life (QWL). Therefore it is very important to improve their quality of work environment. Quality of working life is normally considered as the real work situations including employee salary, facilities, health and safety issues, participating in decision making, management approach and job diversity and flexibility. The factors that influences the QWL of nurses is the work context, including management practices, relationship with co-workers, professional development opportunities and the work environment. The researchers have also added that happy employee is productive, dedicated and committed. On the other hand, fails to manage the factors like organizational identification, job satisfaction, job performance, turnover intention, organizational turnover and personal alienation which can have a major impact on employee behavioral responses as well as outcomes of the organization. It was concluded that the Quality of work life of Nurses and Paramedical staff in hospitals is good.

### *3 . A study on work-life balance of nurses in Kovilpatti Town.*

*Ms.M.Jensirani1 ,Dr.A.Muthumani*

*Published on 2 February 2017*

In this article it has been explained how women has achieved tremendous progress in every walk of life and made a mark wherever they are. But her role at home has not changed much. The wife still cooks, does household work, takes care of the family members, family commitments and runs the house. With increase in pressure at work place and important demands at home, the work life balance is at stake. They have chosen their career as per their wish and eligibility. One of the important careers among them is Nursing Professional. Health care industry is fully service oriented. In the competitive world, the demand of health care industry has also increased because of the huge population and change in life style of the people. Still the health care sector is in growing phase with certain limitations, which creates a heavy pressure on Nursing Professionals and it may affect their work life. The pressure from extended working hours, compulsory overtime, chances of getting deceased, increased stress level at their job leads to job dissatisfaction which ultimately end up with higher attrition rate and low morale. It was

concluded that the WLB of both the Government and private nurses was a challenging one. There was a need for both hospitals to address the WLB related issues and support the female nurses to manage their WLB.

### Objectives of the study

- 1) To understand challenges related to WLB in case of nurses in private hospital.
- 2) To understand the work life of nurses working in private hospitals in Hubli city.
- 3) To find out the factors influencing the work life balance among Nurses.
- 4) To explore the policies affecting work life balance in case of nurses.
- 5) To assess the satisfaction level of nurses towards policies.

### Research Methodology

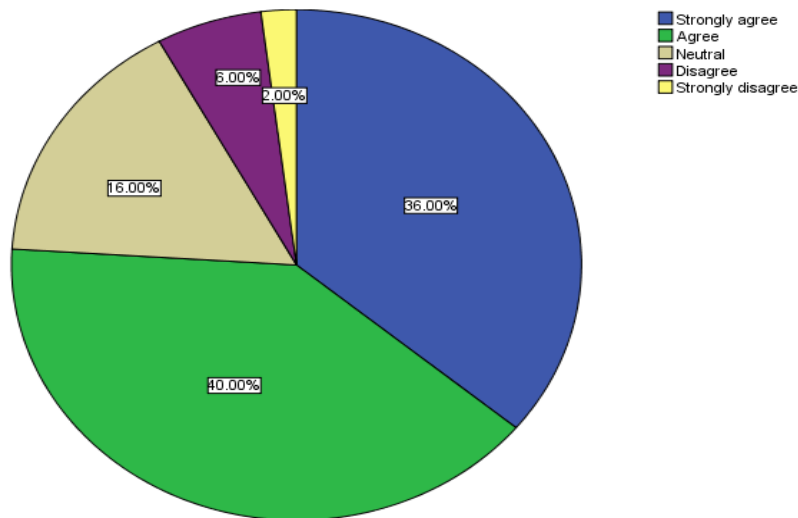
The overall research design is descriptive and exploratory in nature .The project is mainly concentrated on work-life balance of Nurses of private hospitals of Hubli city. The data collection was done with the help of structured questionnaire and secondary data was collected through various sources like internet, related research papers and articles. The survey was conducted for 50 nurses using non-probability convenience sampling. The data collected was analyzed and represented using SPSS, wherein cross tabs are also used. Literature review was done through various research papers and related article.

### Data analysis and Interpretation:

#### *I neglect personal care because of work*

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	18	36.0	36.0	36.0
Agree	20	40.0	40.0	76.0
Neutral	8	16.0	16.0	92.0
Disagree	3	6.0	6.0	98.0
Strongly disagree	1	2.0	2.0	100.0
Total	50	100.0	100.0	

I neglect personal care because of work



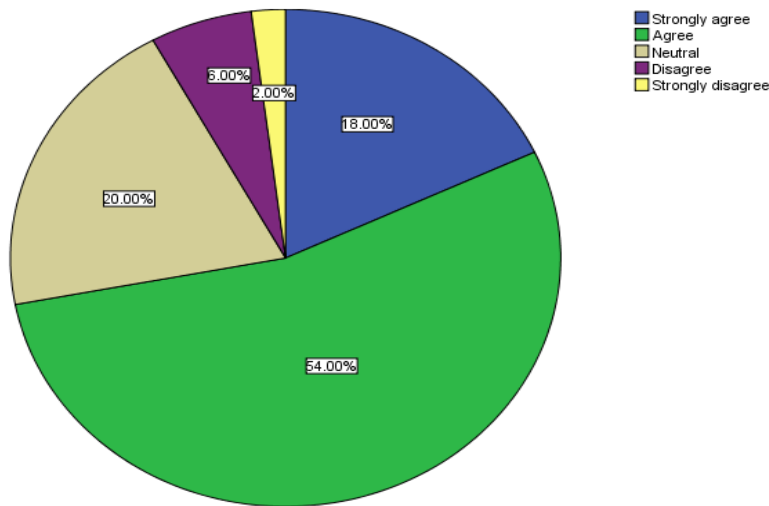
**Interpretation:** From the above graph it can be interpreted that 40% of the nurses have strongly agreed that they neglect personal care because of work, 36% of them have agreed for the same, 16% of them have stayed neutral, 6% of them have disagreed for the statement where as 2% of them have strongly disagreed.

**Analysis:** From the above interpretation as majority of the nurses have agreed for the given statement, so it can be analyzed that due to the heavy work, nurses are unable to give time to their personal care

**My job commitments are not permitting me to spare my time with my family members**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	9	18.0	18.0	18.0
Agree	27	54.0	54.0	72.0
Neutral	10	20.0	20.0	92.0
Disagree	3	6.0	6.0	98.0
Strongly disagree	1	2.0	2.0	100.0
Total	50	100.0	100.0	

**My job commitments are not permitting me to spare my time with my family members**



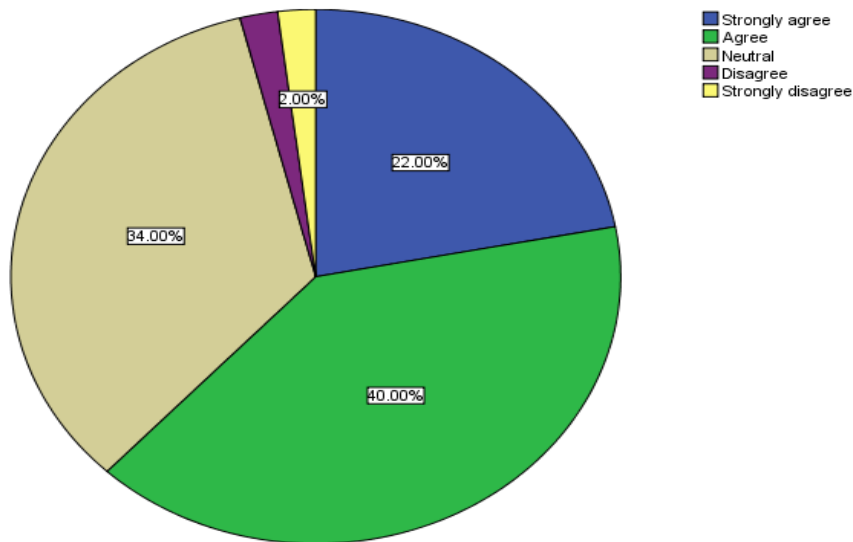
*Interpretation:* From the above graph it can be interpreted that 18% of the nurses have strongly agreed that their job commitments are not permitting them to spare time with their family members, 54% of them have agreed for the same, 20% of them have stayed neutral, 6% of them disagree with the statement, whereas 2% of them have strongly disagreed.

**Analysis:** From the above interpretation it can be analyzed that due to the job commitments of the nurses, they are unable to spend quality time with their family members.

*Working hours allotted for my shift takes up time I would like to spend with my family*

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	11	22.0	22.0	22.0
Agree	20	40.0	40.0	62.0
Neutral	17	34.0	34.0	96.0
Disagree	1	2.0	2.0	98.0
Strongly disagree	1	2.0	2.0	100.0
<b>Total</b>	<b>50</b>	<b>100.0</b>	<b>100.0</b>	

**Working hours allotted for my shift takes up time I would like to spend with my family**



*Interpretation:* From the above graph it can be interpreted that 22% of the nurses have strongly agreed that working hours allotted for their shifts takes up time that they would like to spend with their family, 40% of them have agreed to the same, 34% of them have stayed neutral, and 8% of them have disagreed where as 2% of them have strongly disagreed to the statement.

**Analysis:** From the above interpretation it can be analyzed that majority of the nurses are unable to spend time with their family because of the working hours allotted to their particular shifts.

*Feeling lack of interest in work when my work is not recognized*

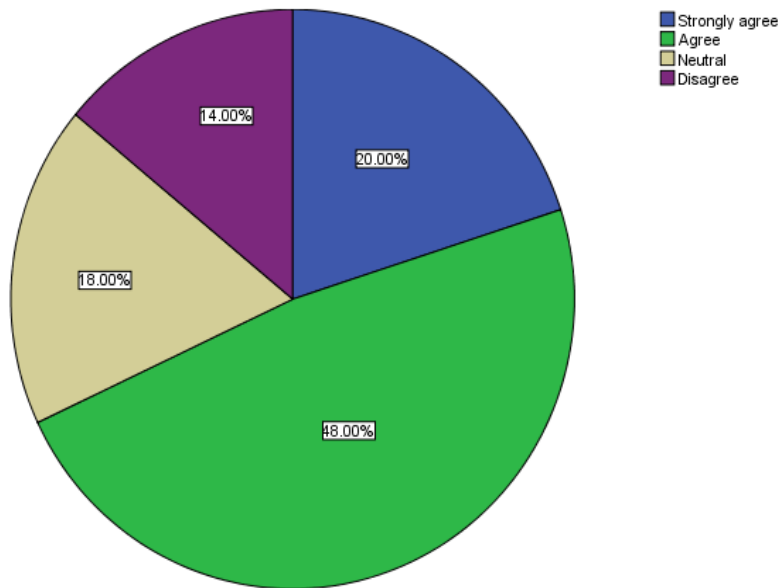
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	10	20.0	20.0	20.0
Agree	24	48.0	48.0	68.0
Neutral	9	18.0	18.0	86.0
Disagree	7	14.0	14.0	100.0



*Feeling lack of interest in work when my work is not recognized*

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	10	20.0	20.0	20.0
Agree	24	48.0	48.0	68.0
Neutral	9	18.0	18.0	86.0
Disagree	7	14.0	14.0	100.0
Total	50	100.0	100.0	

Feeling lack of interest in work when my work is not recognized

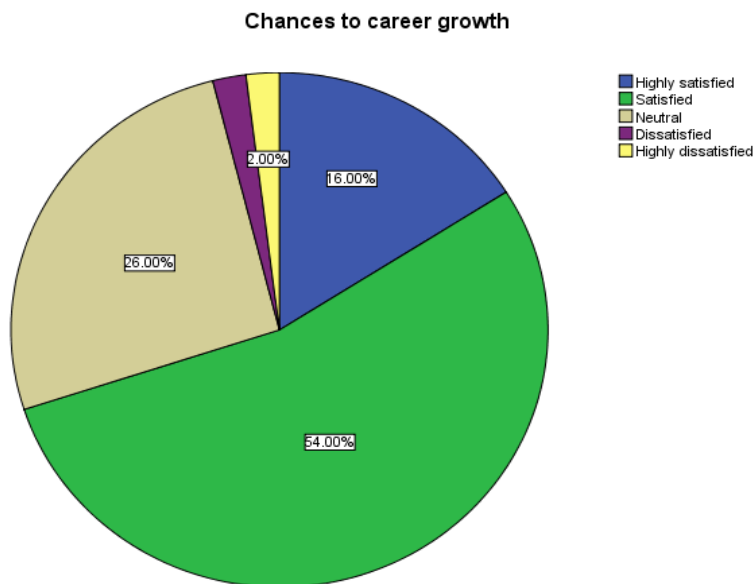


**Interpretation:** From the above graph it can be interpreted that 20% of the nurses have strongly agreed that they feeling lack of interest in work when their work is not recognized, 48% of them have agreed to the same, 18% of them have stayed neutral and 14% of them have disagreed to the statement.

**Analysis:** From the above interpretation it can be analyzed that the nurses are not recognized for their work due to which they loose interest to carry on their work.

Chances to career growth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Highly satisfied	8	16.0	16.0	16.0
	Satisfied	27	54.0	54.0	70.0
	Neutral	13	26.0	26.0	96.0
	Dissatisfied	1	2.0	2.0	98.0
	Highly dissatisfied	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

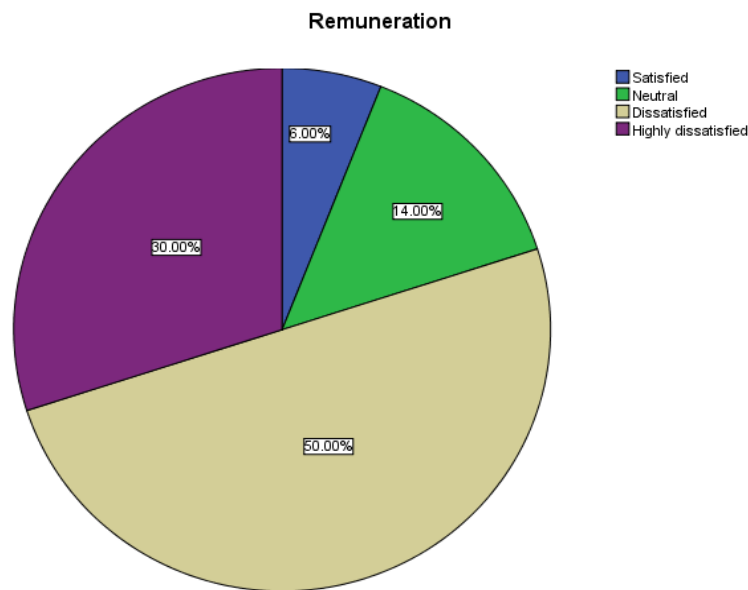


**Interpretation:** From the above graph it can be interpreted that 16% of the nurses are highly satisfied with the career opportunities offered by the hospitals, 54% of them are satisfied to the same, 26% have stayed neutral, 2% of them are dissatisfied and 2% of them are highly dissatisfied.

**Analysis:** From the above interpretation it can be analyzed that majority of the nurses are satisfied with the career advancement opportunities offered by the hospital

Remuneration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Satisfied	3	6.0	6.0	6.0
	Neutral	7	14.0	14.0	20.0
	Dissatisfied	25	50.0	50.0	70.0
	Highly dissatisfied	15	30.0	30.0	100.0
	Total	50	100.0	100.0	



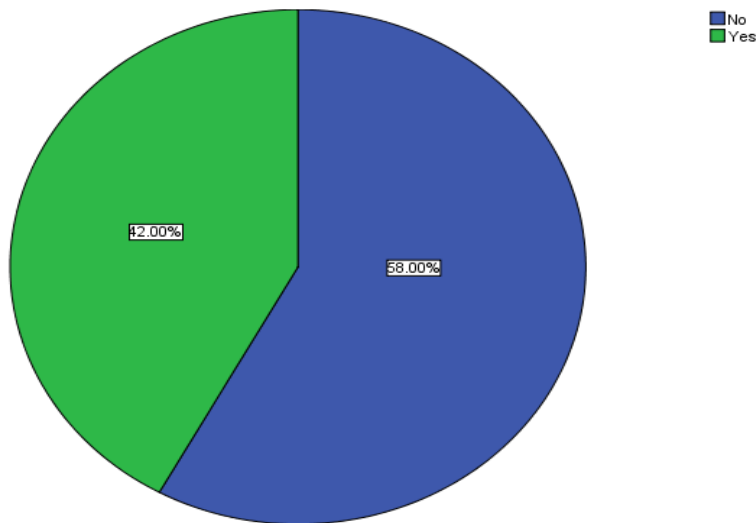
**Interpretation:** From the above graph it can be interpreted that 6% of the nurses are satisfied with the remuneration paid by the organization, 14% of them have stayed neutral, 50% of them are dissatisfied where as 30% of them are highly dissatisfied.

**Analysis:** From the above interpretation it can be analyzed that majority of the nurses are dissatisfied with the remuneration paid by the organization.

*Are you satisfied with the work-life balance policies provided by the organization?*

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	58.0	58.0	58.0
	Yes	21	42.0	42.0	100.0
	Total	50	100.0	100.0	

Are you satisfied with the work-life balance policies provided by the organisation?



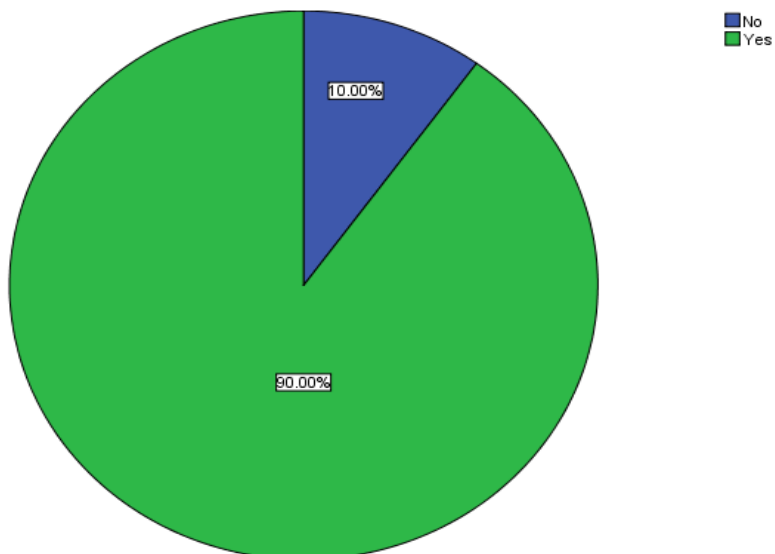
*Interpretation:* From the above graph it can be interpreted that 42% of the nurses are satisfied to the above statement where as 58% of them are dissatisfied.

**Analysis:** From the above interpretation it can be analyzed that majority of the nurses are dissatisfied with the policies of work life balance provided by the hospital.

*Do you think that if Nurse have good work-life balance the hospital will be more effective and successful?*

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5	10.0	10.0	10.0
	Yes	45	90.0	90.0	100.0
	Total	50	100.0	100.0	

Do you think that if Nurse have good work-life balance the hospital will be more effective and successful?



**Interpretation:** From the above graph it can be interpreted that 90% of the nurses agree to the above statement and only 10% of them are dissatisfied.

**Analysis:** From the above interpretation it can be analyzed that nurses feel that if they have a good work-life balance the hospital will be more effective and successful

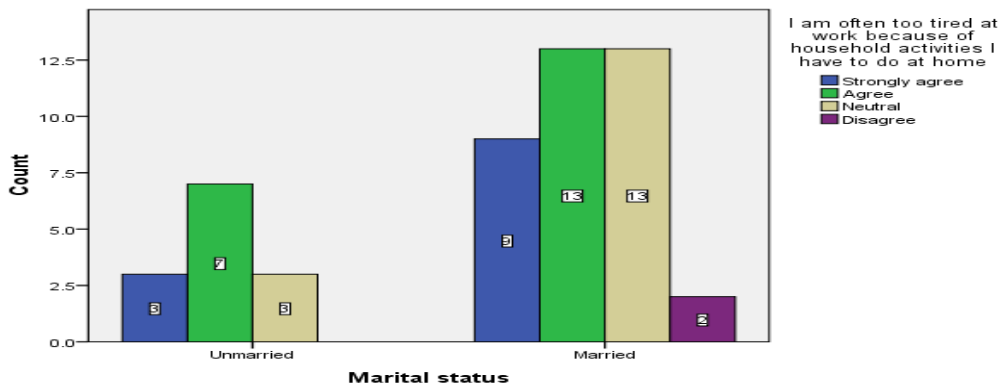
**Cross Tabs:**

**Marital status \* I am often too tired at work because of household activities I have to do at home**

**Crosstabulation**

Count						
		I am often too tired at work because of household activities I have to do at home				
		Strongly agree	Agree	Neutral	Disagree	Total
Marital status	Unmarried	3	7	3	0	13
	Married	9	13	13	2	37
Total		12	20	16	2	50

**Bar Chart**



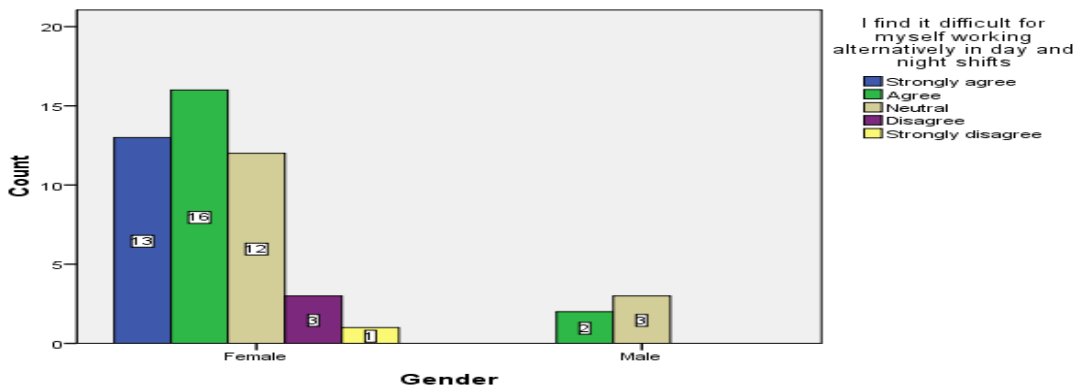
**Interpretation:** From the above table we observe that out of 50 respondents, 13 of them are unmarried and 37 of them are married. Among them 22(13+9) of the married nurses feel too tired at work because of the household activities they have to do at home, 13 of them have stayed neutral only 3 of them have disagreed to the statement. From 13unmarried nurses 10(3+7) of them have agreed to the statement and 3 of them have disagreed to the statement.

**Analysis:** From the above interpretation it can be analyzed that when compared to unmarried nurses married nurses are finding it too difficult because of too many responsibilities at home, and are too tired at work due to the household activities that they have to do at home.

**Gender \* I find it difficult for myself working alternatively in day and night shifts  
Crosstabulation**

Count							
		I find it difficult for myself working alternatively in day and night shifts					
		Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
Gender	Female	13	16	12	3	1	45
	Male	0	2	3	0	0	5
	Total	13	18	15	3	1	50

**Bar Chart**



**Interpretation:** From the above table it can be interpreted that there are 45 female nurses and 5 male nurses among them 29(13+16) of the female nurses have agreed that they are finding difficult to work alternatively both day and night shift 12 of them have stayed neutral and 4 of them have disagreed to the statement and among 5 male nurses 2 of them have agreed to the statement and 3 of them have stayed neutral.

**Analysis:** From the above interpretation it can be analyzed that compared to male nurses, female nurses are finding it too difficult working alternatively both day and night shift.

### *Findings:*

It has been found that 76% of them have agreed that they neglect their personal care because of work, 16% of them have stayed neutral and 8% of them have disagreed to the statement.

It has been found that 72% of them have agreed that they are unable to spend time with their family due to their job commitments, where as 20% of them have stayed neutral and 8% of them have disagreed.

It has been found that 62% of them have agreed that their working hours for their shifts takes up time that they would like to spend with their families, 34% of them have stayed neutral and 4% of them have disagreed to the statement.

It has been found that majority of them ie, 70% of them are satisfied with the opportunities that are offered to their career growth, 26% of them have stayed neutral and 4% of them have disagreed.

It has been found that only 6% of them are satisfied with the remuneration paid by the organization, 14% of them have stayed neutral and majority of them ie, 80% of them are dissatisfied with it.

The study also revealed that majority of the nurses ie, 58% of them are dissatisfied with the policies of work-life balance provided by their organization, and they also feel that if they have good work-life balance, the hospital will be more effective and succesfull.

### *Suggestions:*

From the study it has been found that majority of the nurse's work life balance is not good and 58% of them are dissatisfied by the work-life balance policies provided by the organisation, therefore the hospital authorities must initiate to frame proper work-life balance policies so that the nurses are highly satisfied and can strike balance between work and family.

It would be better if the nurses practice meditation and exercise in their leisure time which helps to relive stress and make wise decisions and also helps them to manage work-life balance in equal manner.

The study also revealed that majority of the nurses ie, 68% of them feel that their work is not recognized, therefore the hospital authority must try to award for the best servises provided by them so that they are motivated and try to bring out the best in them.

### *Conclusion*

The present study was conducted to know the work life balance of nurses who are working in private hospitals in Hubli city. Through this study I was able to know the work life balance issues, stress caused in the work-life conflict and the role of family and hospitals in attaining work life balance of nurses. The study revealed that majority of the respondents has real problem in striking balance between work and family. Most of the respondents also feel if proper work scheduling and timely support provided by both family and hospitals, they will be stress free to some extent and will be able to strike balance between work and family.



As recommended above to the hospital authorities to initiate in making good work-family friendly policies which will help the nurses in striking balance between work and family in order to best utilize the potential of nurses and also enables them to become more effective in all roles especially in the professional role.

With this I would like to conclude saying that the nurses are not truly enjoying good quality of work-life balance due to various reasons mentioned in the study, hence necessary measures should be taken to improve their work-family balance so that they are satisfied with their job and manage the balance more effectively and successfully.

### *Limitations*

In every project work there is some kind of limitations which affect the accuracy of work, similarly in this project work some of the limitations are faced which are as follows:

Due to time constraints the sample size was restricted to 50 respondents only.

The study was confined only to private hospitals.

Comparative study could not be made between private and government hospitals.

### *Websites referred:*

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