



Impact of Work-Life Balance on Job Satisfaction: A Study of Nurses Working in Private Hospitals of Meerut Region

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Abstract

The research paper studies the impact of work-life balance on job satisfaction among nurses working in private hospitals in Meerut. Through a survey of 194 nurses across ten hospitals and analysis using SPSS software, the research identifies key factors affecting work-life balance and job satisfaction. Findings indicate the importance of management support, shift patterns, family and friend support, career advancement opportunities, and salary/incentives. Additionally, the influence of work culture on job satisfaction is highlighted. The study emphasizes the significance of achieving a balance between professional responsibilities and personal life to foster a satisfied and resilient nursing workforce, recommending the implementation of supportive policies and practices to promote job satisfaction and ensure the sustainability of the nursing profession.

Keywords: Work-Life Balance, Hospitals, Nurses, Job Satisfaction, Management Support

Introduction

In the contemporary landscape of healthcare, the notion of work-life balance has emerged as a critical determinant affecting the job satisfaction of nurses working in private hospitals. As the backbone of the healthcare system, nurses play an indispensable role in delivering quality care and ensuring patient well-being. However, the demanding nature of their profession often leads to challenges in balancing work commitments with personal life, posing significant implications for their overall job satisfaction and well-being.

Definition of Work-Life Balance

Work-life balance refers to the equilibrium achieved between professional responsibilities and personal pursuits, encompassing various aspects such as career, family, social activities, and personal development. It involves the

ability to manage time effectively, set boundaries between work and personal life, and prioritize activities that contribute to overall well-being and satisfaction. For nurses, achieving work-life balance entails striking a harmonious integration of demanding work schedules, including shift work and long hours, with their personal lives, such as family obligations, leisure activities, and self-care practices (*Jarrod M. Haar 2007*).

Impact of Work-Life Balance on Job Satisfaction:

Achieving harmony between work and personal life is crucial for job satisfaction and overall well-being, especially considering the demanding nature of nursing roles. The performance of hospitals relies significantly on nurses, who face various challenges both at work and in their personal lives. Maintaining a balance between the two realms is essential for optimal functioning.

The relationship between work-life balance and job satisfaction among nurses is multifaceted and profound. A conducive work-life balance has been consistently associated with higher levels of job satisfaction, whereas imbalance or conflict between work and personal life can lead to dissatisfaction, stress, burnout, and attrition within the nursing workforce. Healthcare professionals, including nurses, often work in shifts, overtime, and irregular hours, caring for sick and terminally ill individuals. With factors like population growth and heightened healthcare awareness, the healthcare system faces mounting pressure. Therefore, it's imperative to explore the factors influencing work-life balance among healthcare professionals as it directly impacts the efficiency, effectiveness, and sustainability of healthcare services. In essence, work-life balance entails effectively managing the division between work responsibilities and other meaningful activities such as spending time with family and engaging in leisure pursuits (*Conran S 2003*).

Factors Affecting Work-Life Balance and Job Satisfaction of Nurses in Hospitals

- **Workload:** The volume and intensity of tasks assigned to nurses directly impact their ability to manage their time and energy effectively, affecting their work-life balance.
- **Shift patterns:** Irregular shift schedules, including night shifts, weekends, and overtime, can disrupt nurses' personal lives, making it challenging to maintain a healthy work-life balance.
- **Workplace culture:** A positive workplace culture that values work-life balance, promotes open communication, and fosters teamwork can enhance nurses' overall job satisfaction and well-being.
- **Psychological Well-being:** Work-life balance significantly influences the psychological well-being of nurses, shaping their overall job satisfaction. Nurses who can effectively manage their work demands while maintaining personal time report lower levels of stress, anxiety, and emotional exhaustion. Conversely, those experiencing imbalance may encounter psychological strain, impacting their job satisfaction and quality of patient care.
- **Support from Family & Friends:** Achieving work-life balance enhances nurses' job performance and engagement, fostering a sense of fulfilment and professional efficacy. Nurses who feel supported in balancing work and personal life are more likely to exhibit greater job involvement, motivation, and commitment to their roles. Conversely, work-life conflicts can diminish nurses' engagement, leading to reduced productivity, absenteeism, and turnover intentions.

- **Quality of Patient Care:** The interplay between work-life balance and job satisfaction extends to the quality of patient care delivered by nurses. Satisfied and emotionally fulfilled nurses are better equipped to provide compassionate, patient-centered care, leading to positive health outcomes and patient satisfaction. Conversely, work-related stress and dissatisfaction can compromise nurses' ability to deliver high-quality care, jeopardizing patient safety and outcomes.
- **Organizational Commitment:** Work-life balance influences nurses' perceptions of organizational support and their commitment to the healthcare institution. Hospitals that prioritize employee well-being and offer supportive work environments are more likely to retain satisfied nurses who demonstrate strong organizational commitment. Conversely, neglecting work-life balance can lead to disengagement, resentment, and turnover, posing challenges for healthcare organizations in recruiting and retaining nursing talent (*Breitenecker and Shah, 2018*).
- **Supportive policies:** Implementation of policies supporting work-life balance, such as paid time off, parental leave, and wellness programs, can contribute to nurses' overall job satisfaction and retention rates.

Review of Literature

Review of literature paves way for a clear understanding of the areas of research already undertaken and throws a light on the potential areas which are yet to be covered. Keeping this view in mind, an attempt has been made to make a brief survey of the work undertaken on the field of Impact of Work-Life Balance on the Job Satisfaction of nurses working in hospitals. The reviews of some of the important studies are presented below.

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.

Gupta and Adhikari (2008) In his study assessed role stress among 89 nurses employed at a civil hospital in West Bengal, India. Organizational Role Stress (ORS) was utilized to collect data, revealing that inter-role distance, role expectation conflict, and role overload emerged as the primary factors contributing to stress among nurses. The study participants reported experiencing either high or moderate levels of stress, and the consequences of this stress were observed in both the psychological and physiological well-being of the nurses.

According to Lewis & Humbert (2010) examined that the primary flexible work arrangement in the organization, a four-day workweek, has both positive and negative implications. While it provides support to mothers, it comes at a cost due to underlying gendered assumptions. Despite a stated dedication to flexibility and achieving a "work-life balance," deeply ingrained notions of the ideal worker, often associated with hegemonic masculinity and perceptions of competence, continue to exert significant influence. Additionally, the prevailing notion of the "good mother" further contributes to undermining both gender equity and overall workplace effectiveness.

Roopalekha Jathanna, Latha and Prabhu (2012) Conducted a study on stress and coping mechanisms among 329 nurses employed in a super specialty hospital in Kerala, India, utilizing a descriptive survey design. Data collection involved the use of the Expanded Nursing Stress Scale (ENSS) and Brief Cope (Carver 1997). The survey revealed that the most commonly perceived stressors by respondents were related to 'patients and their family' and 'workload,' while situations involving 'inadequate emotional preparation' and 'discrimination' were rated as the least stressful. Further analysis highlighted those nurses in operation theatres and emergency units reported heightened stress levels in conflicts with other care professionals. Additionally, nurses in ICU settings experienced increased stress concerning feeling inadequately prepared to address the emotional needs of patients or their families. The findings indicated that nurses predominantly employed adaptive positive appraisal strategies to cope with stress.

Shiji, Sequera and Mathew (2016) Conducted an investigation into stress and coping mechanisms among married staff nurses using a purposive sampling technique. The researcher developed tools for data collection. The stress score was highest in the professional domain, with an overall moderate stress score. Nurses employed coping strategies such as planful problem-solving, confrontive coping, self-control, and seeking social support. Additional approaches included escape/avoidance and accepting responsibility. The least utilized coping strategy in the escape/avoidance area. The study's findings indicated a significant negative correlation between stress and coping strategies. No association was observed between the perceived stress level, coping strategies, and the nurses' demographic characteristics.

Manju Chhugani & Merlin Mary James (2017) Nursing serves as the linchpin of human society, embodying a commitment to care and compassion. It is a vocation that unfolds with a tapestry of poignant narratives and an array of challenges. Despite the trends of urbanization and globalization in India, the healthcare system grapples with formidable obstacles. Nurses, being pivotal figures in the healthcare sector, assume crucial roles in patient care and leadership within hospitals, health systems, and various organizations. Ensuring that everyone has access to skilled, motivated, and supportive nursing care within a robust healthcare framework is of paramount importance. Emphasizing the significance of nurses in healthcare is vital for cultivating a more effective workforce and enhancing the quality of care universally. Presently, nurses encounter challenges stemming from organizational, state, and national issues within the healthcare system. It is crucial to not only recognize and comprehend these challenges but also to devise effective solutions to address and alleviate them.

Bordignon & Monteiro, and Haddad & Toney (2020) Nursing services were acknowledged as a vital component contributing to the success of healthcare processes. The nursing profession, constituting the largest professional group within healthcare organizations, is deemed fundamental to the delivery of health services due to its evident and significant impact.

Rony et al. (2023) conducted among 656 nurses in Dhaka, Bangladesh, this research delves into the complex dynamics of work-life imbalance among healthcare professionals, a global concern, particularly prevalent in low- and middle-income countries. Employing convenient sampling and face-to-face interviews, the study aimed to identify key factors contributing to work-life imbalance, including employee dissatisfaction and the reciprocal impacts between work and family. Utilizing multinomial logistic regression and Pearson correlation for analysis,

the findings underscored significant associations between variables such as employee discontent, negative family impact on career, work's adverse effects on family, and the overall work-life imbalance. The study emphasizes the importance of addressing these factors to enhance nurses' work-life balance, thereby positively impacting healthcare organizations' productivity and the quality of patient care, leading to favorable clinical outcomes.

Objectives of the Study:

1. To Study the Impact of Work-Life Balance on the job satisfaction of nurses working in private hospitals.
2. To identify factors influencing the work-life balance of nurses working in private hospitals.

Research Methodology

The research was conducted to study the impact of work-life balance on the job satisfaction of nurses working in private hospitals in Meerut. The survey method was used for collecting data from nurses with the help of a questionnaire. The data was collected from 10 private hospitals located in Meerut. We requested all respondents to fill up the questionnaire, by themselves after explaining the various aspects mentioned in it. 200 questionnaires were distributed and only 194 were found to be complete and suitable for analysis. Data was also collected from secondary sources like newspapers, government websites, research papers etc. The data collected from the survey was analysed by using SPSS Software.

Data Analysis & Interpretation

Table 1: Demographic Profile of Nurses

Demographic Factors		Frequency	Percentage
Age	23-33	54	27.83%
	33-43	57	29.38%
	43-53	62	31.95%
	53 & Above	21	10.84%
	Total	194	100%
Gender	Male	73	37.62%
	Female	121	62.38%
	Total	194	100%
Marital Status	Married	103	53.09%
	Unmarried	72	37.12%
	Divorced	19	9.79%
	Total	194	100%
Qualification	Bachelor's Degree	108	55.67%
	Diploma	30	15.36%
	Master's Degree	c	21.13%
	GNM	15	7.73%

	Total	194	100%
Income	Below Rs. 15,000	31	15.97%
	Rs. 15,000 – Rs. 30,000	66	34.02%
	Rs. 30,000- Rs. 45,000	62	31.95%
	Rs. 45,000- Rs.55,000	15	7.73%
	Above Rs. 55,000	20	10.30%
	Total	194	100%
Work Experience	0-5 years	36	18.55%
	5-10 years	82	42.26%
	10-15 years	43	22.16%
	15-20 years	18	9.27%
	Above 20 years	15	7.73%
	Total	194	100%

Interpretation: From above table the data represents the age distribution of 194 individuals. Among them, 27.83% are aged 23-33 years, 29.38% are aged 33-43years, 31.95% are aged 43-53years, and 10.84% are 53years or above. This indicates a varied age range, with the highest proportion falling within the 43-53years age bracket.

The data illustrates the gender distribution of nurses within a sample of 194 individuals. It shows that 37.62% are male and 62.38% are female. This suggests a higher representation of females within the sample compared to males, with females comprising the majority.

The provided data depicts marital status distribution among 194 individuals. 53.09% are married, 37.12% are unmarried, and 9.79% are divorced. This indicates a majority of married individuals within the sample, with a significant proportion of unmarried individuals as well, and a smaller percentage of divorced individuals.

The data outlines the educational qualifications within a sample of 194 individuals. 55.67% hold a Bachelor's degree, 15.36% have a Diploma, 21.13% possess a Master's degree, and 7.73% hold a General Nursing and Midwifery (GNM) qualification. This indicates a diverse educational background, with Bachelor's degree being the most prevalent.

The provided data illustrates the income distribution among 194 individuals. 15.97% have an income below Rs. 15,000, 34.02% earn between Rs. 15,000 and Rs. 30,000, 31.95% earn between Rs. 30,000 and Rs. 45,000, 7.73% earn between Rs. 45,000 and Rs. 55,000, and 10.30% earn above Rs. 55,000. This signifies a varied income range within the sample, with a significant proportion earning between Rs. 15,000 and Rs. 45,000.

The data showcases the distribution of work experience among 194 individuals. 18.55% have 0-5 years of experience, 42.26% have 5-10 years, 22.16% have 10-15 years, 9.27% have 15-20 years, and 7.73% have over 20 years of experience. This reflects a diverse range of experience levels, with a significant portion having 5-10 years of experience.

Table 2: Factors Affecting Work-Life Balance & Job Satisfaction of Nurses

Factors		Frequency	Percentage
Support from Management	Strongly Agree	54	27.83%
	Agree	67	34.54%
	Neutral	22	11.34%
	Disagree	21	10.84%
	Strongly Disagree	30	15.47%
Shift Length and Rotation	Strongly Agree	105	54.12%
	Agree	50	25.77%
	Neutral	21	10.82%
	Disagree	10	5.12%
	Strongly Disagree	8	4.12
Support From Family & Friends	Strongly Agree	66	34.02%
	Agree	63	32.47%
	Neutral	30	15.46%
	Disagree	19	9.79%
	Strongly Disagree	16	8.24
Career Advancement Opportunities	Strongly Agree	76	39.17%
	Agree	56	28.86%
	Neutral	20	10.30%
	Disagree	29	14.94%
	Strongly Disagree	13	6.70%
Salary & Incentives	Strongly Agree	101	52.06%
	Agree	56	28.86%
	Neutral	20	10.30%
	Disagree	9	4.63%

	Strongly Disagree	8	4.12%
Work Culture	Strongly Agree	62	31.95%
	Agree	77	39.69%
	Neutral	47	24.22%
	Disagree	5	2.57%
	Strongly Disagree	3	1.54%

Interpretation:

Above table shows varying perceptions among nurses regarding management support for healthy work-life balance and job satisfaction 27.83% of nurses strongly agree, 34.54% agree expressing positive views. However, a notable portion, 37.31% (11.34% neutral, 10.84% disagree, 15.47% strongly disagree), indicates that management support is an important factor affecting Work-Life Balance & Job Satisfaction of Nurses.

The data reveals that a majority of respondents, 79.89% (54.12% strongly agree, 25.77% agree), are in favor of long shifts and continuous rotation in different wards affecting their job satisfaction and work-life balance. However, 19.94% (10.82% neutral, 5.12% disagree, 4.12% strongly disagree) express reservations or dissatisfaction.

The data reveal that nurses who receive family and friends support can balance their professional and personal life and are satisfied with their job. 34.02% of nurses strongly agree, 32.47% are agree. However, 15.46% of nurses were neutral, 9.79% disagree, 9.79% strongly disagree with the statement.

The data indicates varying perceptions among nurses regarding career advancement opportunities and job satisfaction. While a significant proportion, 67.03% (39.17% strongly agree, 28.86% agree), hold positive views, a notable percentage, 21.64% (10.30% neutral, 14.94% disagree, 6.70% strongly disagree), expresses reservations or disagreement. This suggests a need for enhancing career advancement avenues to ensure better job satisfaction among nurses.

The data illustrates that a majority of nurses, comprising 80.92% (52.06% strongly agree, 28.86% agree), perceive salary and incentives as crucial factors contributing to maintaining a balance between work-life equilibrium and job satisfaction. However, a smaller proportion, 14.75% (10.30% neutral, 4.63% disagree, 4.12% strongly disagree), express reservations or disagreement with this notion. This suggests that while remuneration is generally perceived positively, there are still some concerns or dissenting opinions among nurses regarding its effectiveness in achieving work-life balance and job satisfaction.

While a majority, 71.64% (31.95% strongly agree, 39.69% agree), acknowledge its influence, a significant portion, 26.79% (24.22% neutral, 2.57% disagree, 1.54% strongly disagree), remain uncertain or hold contrary views. This underscores the importance of cultivating a positive work culture to enhance nurses' job satisfaction.

Recommendations: The study suggests various recommendations which are as follows:

- Recognizing the inherently stressful nature of nursing roles, it's crucial for nurses to receive substantial support from both their families and society to effectively navigate and mitigate the risk of job burnout.
- Hospital administrations should implement various stress management programs tailored specifically for nurses, aiming to alleviate their stress levels. This initiative not only fosters improved service delivery but also enhances overall job satisfaction among nursing staff.
- Nurses should be equipped with skills to efficiently organize their work schedules alongside personal responsibilities. This facilitates smoother management of duties and allows for leisure activities such as yoga, meditation, gardening, and spending quality time with loved ones.
- It is essential for nurses to cultivate techniques for maintaining a positive and stress-free mindset, contributing to their overall well-being and job satisfaction.

Findings and Conclusions: The findings reveal that various factors significantly impact the work-life balance and job satisfaction of nurses in private hospitals. Management support is deemed crucial by a majority, yet a substantial proportion expresses reservations. Shift patterns, support from family and friends, career advancement opportunities, and salary/incentives also play pivotal roles. Furthermore, work culture's influence on job satisfaction is acknowledged, emphasizing the necessity of fostering a positive organizational environment. These insights underscore the multifaceted nature of nurses' job satisfaction, highlighting the importance of addressing diverse factors to ensure their well-being and optimal performance in healthcare settings. In conclusion, the concept of work-life balance holds significant implications for the job satisfaction and well-being of nurses working in hospitals. Achieving a harmonious equilibrium between professional responsibilities and personal life is essential for nurturing a satisfied, engaged, and resilient nursing workforce. By recognizing the importance of work-life balance and implementing supportive policies and practices, healthcare institutions can cultivate a culture that promotes nurses' job satisfaction, enhances patient care quality, and ensures the sustainability of the nursing profession.

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