



---

## **A STUDY ON WORK LIFE BALANCE OF ACCESS HEALTHCARE REFERENCE TO COIMBATORE**

*\*1 V SAM TIMOTH, \*2 Dr. R. LATHA*

<sup>\*1</sup> Student, Department of Management Studies, Dr.N.G.P. Arts and Science College, Coimbatore.

<sup>\*2</sup> Professor and Head, Department of Management Studies, Dr.N.G.P. Arts and Science College, Coimbatore.

---

### **ABSTRACT :**

The study seeks to clarify the work-life balance of healthcare workers in Coimbatore, highlighting the challenges faced and the strategies utilised to manage their personal and professional lives. The findings will assist in developing policies and interventions aimed at improving work-life balance, augmenting job satisfaction, and alleviating burnout among healthcare professionals in the region.

---

### **I. INTRODUCTION**

Work-life balance is a crucial element of modern employment that significantly impacts an individual's well-being, job performance, and overall quality of life. As professional expectations rise and technology blurs the lines between work and family life, achieving an optimal balance between these two realms has become increasingly challenging. Work-life balance refers to an individual's ability to integrate professional duties with personal responsibilities and leisure activities, hence reducing stress and conflict between both domains. It is a dynamic equilibrium that varies according to individual priorities, work obligations, organisational policies, and cultural norms.

---

### **II. OBJECTIVES OF THE STUDY**

- **Health & Wellness:** A primary objective of work-life balance is to prioritise and maintain healthy physical and mental well-being.
- **Improved Productivity:** A strategy for harmonising professional and personal life can markedly enhance productivity and performance.
- **Employment Satisfaction:** The aims of work-life balance are to improve job satisfaction by allowing individuals to sustain a fulfilling personal life alongside their professional responsibilities.

---

### **III. REVIEW OF LITERATURE**

K. Pathak, P. Dubey, Deepak Singh (2019) The profitability and efficiency of an organisation hinge on the performance and commitment of its workers. Every individual has a personal and professional life, both of which are difficult to distinguish. To attain improved productivity and heightened employee engagement, a business must guarantee employee satisfaction and dedication. An individual can do this by leading a rewarding life both personally and professionally, while being recognised and valued for the mutual benefit of both the individual and the company. Organisations operate as social systems where human resources are essential for effectiveness and efficiency, requiring skilled managers and staff to achieve their objectives. The responsibility for work-life balance is jointly held by businesses and people. This study analyses prior research on work-life balance and job satisfaction across several industrial sectors in India and beyond.

Kapka (2019) contends that organisations should support their employees by providing programmes and flexible arrangements. A positive perception of their employment among employees enhances job satisfaction. Organisations are social systems where human resources are the critical factors for effectiveness and efficiency, requiring skilled managers and staff to achieve their objectives. This study analyses prior research on work-life balance and job satisfaction across several industrial sectors in India and beyond.

Kadiegu (2018) posits that commitment to self-enhancement, fidelity to fulfil organisational requirements, and compliance with organisational duties are crucial for individual employees. The study suggests that, in the later phases of their careers, older employees may find it challenging to endure work-related stress, hence requiring a decrease in their workload, which ultimately alleviates work-family conflict.

Oludayo et al. (2015) noted that parental leave, maternity leave, medical leave, annual leave, and holiday leave, among others, enhance employee loyalty

and commitment to the organisation. The research suggests that older individuals may find it challenging to withstand professional stress as they near the end of their careers, resulting in a diminished workload and, thus, a drop in work-family conflict.

Darko-Asumadu (2018) contends that older employees demonstrate heightened commitment and attain a more favourable work-life balance than their younger peers. The study asserts that, in the latter phases of their employment, older employees may find it challenging to endure work-related stress, hence requiring a decrease in their workload, which ultimately alleviates work-family conflict.

---

## IV. RESEARCH DESIGN

### *Research Design*

Research Design pertains to the systematic arrangement of conditions for data collection and analysis. This study is classified as Descriptive Research.

### *Sample Design*

Sample design is the approach for selecting a representative sample from a larger population for research purposes. It ensures accurate, unbiased results by specifying the population, sample technique, and criteria.

Sampling method – Non-Probability Convenient sampling method

### *Sample Size*

The sample size denotes the number of individuals or units selected from a population to participate in a research study. Sampling refers to the selection of a subset of things from a population to create a sample. The entire survey population includes the complete "ACCESS HEALTHCARE," consisting of around 27,000 personnel, from whom one respondent was selected utilising the convenience sampling method.

### *Sample Unit*

A sample unit is the particular piece or object chosen from a population to be included in a sample. The subject may be an individual, household, organisation, or object, depending on the study's objectives and demographic criteria.

### *Tools of Analysis*

Simple percentage analysis

Percentage= (Total number of respondents / Frequency of the specific response) ×100

Chi-square test

$$\chi^2 = \sum (O-E)^2 / E$$

Where:

O = Observed frequency (the actual data you collected)

E= Expected frequency (the frequency you would expect based on the null hypothesis)

$\sum$  = Summation across all categories or cells

### *Collection of Data*

Primary Data

Primary data is collected through structured questionnaire and by conducting surveys.

---

## V. DATA ANALYSIS AND INTERPRETATION

### *SIMPLE PERCENTAGE ANALYSIS*

SIMPLE PERCENTAGE ANALYSIS  
6.1 Table showing the age of the Respondents

S.NO	PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
1	20-25 years	104	86.7%
2	25-30 years	9	7.5%
3	30-35 years	3	2.5%
4	Above 35years	4	3.3%
	TOTAL	120	100%

**Source: Primary Data**

From the above table it's inferred that majority of the respondents 86.7% are in the age category of 20- 25 years. Whereas 7.5% of the respondents are under the age category of 25-30 years, 2.5% of the respondents are under the age category of 30-35 years and 3.3% of the respondents belongs to the age category above 35years.

S.NO	PARTICULARS	NO. OF RESPONDENTS	LIKERT SCALE VALUE(x)	TOTAL
1	Strongly agree	24	5	120
2	Agree	58	4	232
3	Neutral	31	3	93
4	Disagree	6	2	12
5	Strongly disagree	1	1	1
	TOTAL	120		458

**LIKERT SCALE ANALYSIS**

**6.2 Are you able to balance work and personal life?**

$$LSV = \frac{\sum f(x)}{\text{No. of respondents}}$$

$$= 458/120$$

$$= 3.81$$

**Mean Likert Scale Value: 3.81**

**INTERPRETATION**

From the above table, it's inferred that **Likert Scale Value (3.81)** is greater than the mean value (3), indicating that the respondents are able to balance their work life and personal life. The respondent had a **positive (3.81)** are able to balance their work life and personal life.

**CHI-SQUARE ANALYSIS****4.1.1 Distribution of the respondents regarding marital status and how long have been in organization**

	Less than 6 months	1 year	3-4 years	More than 4 years	Total
single	30	23	6	1	60
Married	36	19	3	2	60
Total	66	42	9	3	120

Source: Primary Data Null hypothesis

(Ho):

There is no significant relationship between marital status and how long been in organization.

**INTERPRETATION**

from the above table it is evident that the out of 120 respondents

O	E	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
30	33	-3	9	0.27
23	21	2	4	0.19
6	4.5	1.5	2.25	0.5
1	1.5	-0.5	0.25	0.16
36	33	3	9	0.27
19	21	-2	4	0.19
3	4.5	-1.5	2.25	0.5
2	1.5	0.5	0.25	0.16
<b>CALCULATED VALUE</b>				<b>2.24</b>

**Degree of freedom**

Degree of freedom =(R-1) (c-1)

$$= (2-1) (4-1)$$

$$= 1 \times 3$$

$$= 3$$

Level of significance at 5% Calculated

value =2.24

Tabulated value =7.815

From the above analysis, the calculated chi square value (2.24) is less than the tabulated value (7.815) at a 5% significance level. Since the calculated value is lesser than the tabulated value, we accept the null hypothesis.

**Tabulated value > Calculated value**

This mean that there is no significant relationship between marital status and how long been in organization.

---

## VI. FINDINGS

### *SIMPLE PRESENTAGE*

1. The majority of the respondents 86.7% are in the age category of 20- 25 years
2. The majority of the respondents 50.8% are male.
3. The majority of the respondents 84.2% are Married
4. The majority of the respondents 55.8% working experience is less than 6 months
5. The majority 35.3% of respondents are Agree with work life balance should be partially an individual's responsibility and partially an employer's responsibility.
6. The majority 48% of respondents balancing their working life and personal life.
7. The majority 33.3% of respondents agree with the organization have policies and practices that are helpful in balancing the work and personal life.
8. The majority 47.9% respondents are working flexible work schedule
9. The majority 55.8% respondents are sometimes facing conflict between work and responsibilities
10. The majority 62.5% respondents are satisfied with their current working life.
11. The majority 50% respondents say stress level is low
12. The majority 65% respondents sometimes take short break during work hours
13. The majority 40% respondents say Employee wellness program
14. The majority 43% respondents don't feel that work interferes with personal life
15. The majority 75% of respondents spending more than 30 hours with their family and friends in per week
16. The majority 35% of respondents engaged in any hobbies or leisure activities.
17. The majority 36% of respondents sleep 6-7 hours in per night,
18. The majority 31.7% of respondents Occasionally check work email and message

### CHI-SQUARE

1. From the above analysis, the calculated chi square value (2.24) is less than the tabulated value (7.815) at a 5% significance level. Since the calculated value is lesser than the tabulated value, we accept the null hypothesis.

### LIKERT SCALE

1. From the above table, The **Likert Scale Value (2.85)** is greater than the mean value (3), indicating that how many hours sleeping respondent get per night. The respondent had a **neutral negative** (2.85) of their sleep per night
2. From the above table, The **Likert Scale Value (3.81)** is greater than the mean value (3), indicating that the respondents are able to balance their work life and personal life. The respondent had a **positive** (3.81) are able to balance their work life and personal life

---

## VII. SUGGESTIONS

The Organization should give flexible time table to employees to balance work and family life better. better where flexibility in schedule of work is important for job satisfaction. They should also be given good compensation and job security so that they satisfied in their work as well as life.

Welfare facility has to be provided like better compensation and rewards for the employees. The firm should create career growth opportunity within the environment that may lead to better employee performance and increase productivity, and more significant responsibilities can be developed among employees. Employees have to be given necessary equipment by the organization while working from home during pandemic in order to complete their work effectively and efficiently.

Motivating the employees to balance both the work life and personal life, while working from home, it encourages them to stay with the organization. The organization should focus on low-level employees to enhance employee relations within the organization may lead to higher productivity.

---

## VII. CONCLUSION

This study has highlighted the crucial importance of work-life balance in fostering employee well-being, productivity, and job satisfaction. Our findings indicate that organizations that actively support work-life balance through flexible work arrangements, clear boundaries, and a culture that prioritizes personal time contribute to higher employee morale and retention.

Furthermore, the study revealed that employees who experience a healthy work-life balance report better mental and physical health, along with increased engagement and creativity in their roles. However, challenges such as excessive workloads and lack of managerial support continue to hinder effective work-life balance in many workplaces.

Based on these insights, organizations are encouraged to implement more robust policies that support employee flexibility, encourage open communication, and promote a culture of respect for personal time. Future research could further explore the long-term effects of work-life balance practices on both employee and organizational success, particularly in varying industries and work settings.

Ultimately, a balanced approach to work and life is not only beneficial for employees but also contributes to organizational success, making it an essential area of focus for businesses striving to thrive in a competitive landscape.

---

**BIBLIOGRAPHY :**

---

1. Hill, E. J., Miller, B. C., Weiner, S. P., & Colihan, J. (1998). "Influences of the virtual office on aspects of work and work/life balance." *Journal of Applied Psychology*, 83(3), 391-400.
2. Kossek, E. E., & Ozeki, C. (1998). "Work-family conflict, policies, and the job-life satisfaction relationship: A review and directions for organizational behavior-human resources research." *Journal of Applied Psychology*, 83(2), 139-149.
3. Rogier, S. A., & Padgett, M. Y. (2004). "The impact of work-life balance on job satisfaction and organizational commitment." *Journal of Management Research*, 4(2), 63-74.
4. Duxbury, L., & Higgins, C. (2003). "Work-life balance in the new millennium: Where are we? Where do we need to go?" *Canadian Journal of Administrative Sciences*, 20(3), 284- 301.
5. Srivastava, A., & Purang, P. (2016). "Work-life balance in IT industry: A study of Indian professionals." 2016 International Conference on Advances in Computing, Communications and Informatics (ICACCI), pp. 1444-1449.
6. Rajadurai, J., & Raman, P. (2017). "Work-life balance among IT professionals in India: An empirical study." 2017 International Conference on Intelligent Computing and Control Systems (ICICCS), pp. 1246-1251.