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## **WORK LIFE BALANCE IN HEALTHCARE INDUSTRY**

### **Abstract**

Healthcare has become one of India's largest sectors - both in terms of revenue and employment. 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. Amidst the multiple challenges concerning Indian healthcare sector, the problems of healthcare professionals have long been ignored. With globalization and rapid changing technology, people in most professions find themselves struggling between works and non-work life commitments; causing a work life imbalance. The professions of doctors are no exception. Although doctors are expected to be committed to their profession, it must be remembered that they also have a personal and family life, like any other individual. To contribute towards personal growth of doctors, hospitals need to take various initiatives to make doctors' job more satisfactory and rewarding. To this purpose, the present study aimed at filling a research gap within Indian healthcare settings, by focusing on doctor's profession and their work life balance concerns and issues. Doctors and paramedical staffs working in hospitals have exceptionally hectic lives and find it most challenging to balance the demands of medical and professional work with that of their personal, family and social lives. This research studies the work-life balance condition in private healthcare sector in a Rajkot city. On average private doctor and paramedical staff had slightly poorer of comparable work-life balance with the other professionals. They work in such profession where their requirement can arise any point of time, to help out the patient from disease.

**Key words:** Healthcare, Employees, Work life Balance, Profession, Satisfaction

### **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.

The country has also become one of the leading destinations for high-end diagnostic services with tremendous capital investment for advanced diagnostic facilities, thus catering to a

greater proportion of population. Besides, Indian medical service consumers have become more conscious towards their healthcare upkeep.

Indian healthcare sector is much diversified and is full of opportunities in every segment which includes providers, payers and medical technology. With the increase in the competition, businesses are looking to explore for the latest dynamics and trends which will have positive impact on their business.

A lot of people face the problem of balancing work and family life. Many multinational companies remain open for 24hrs. Employees need to work in shifts. Day shift and night shift. Night shift employees feel hard to come up with family life and health. This in turn leads to divorces and bad health.

Work- life balance is increasingly an issue for any country, Jobs, the workplace and the workforce are changing as:

- More women and sole parents go into work.
- More people juggle more than one job/
- The workforce ages and is increasingly diverse.
- Businesses continue to compete globally to hire skilled workers.
- Technology changes the way we work- e.g. cell phones and PCs blur the distinction between work and personal time.

The study was based on basic assumption that doctors and other paramedical staff's professional life has undeniably invaded their personal life; leading for situation where doctors and paramedical staff face tremendous pressure from demands of both the life domains. The prime objective was to identify factors associated with work life balance issues of Indian doctors and paramedical staff to understand its potential relation with their job satisfaction. The research also inquired into preferences of doctors and other staffs for various work life balance programs in hospitals. The study further made comparative analysis of doctor and paramedical staff's WLB issues between metropolitan and non-metropolitan cities in private hospitals. Thus participants selected for the study were employees working in private hospitals.

### **Research Objective and Design**

With globalization and rapid changing technology, people in most professions find themselves struggling between works and non-work life commitments; causing a work life imbalance. The professions of doctors are no exception. Although doctors are expected to be committed to their profession, it must be remembered that they also have a personal and family life, like any other individual. Doctors and paramedical staffs working in hospitals have exceptionally hectic lives and find it most challenging to balance the demands of medical and professional work with that of their personal, family and social lives.

Multiple challenges and shortage of time to handle those leads to lack of control over life. Substantial research suggests that difficulty in balancing these needs has become a major

contributor to a doctors and other staff's distress. In a relentless effort of saving million lives, doctors and paramedical staff have lost control over their own. To cope up with conflicting issues and achieve a balance, doctors expect advice, cooperation and support not only from their family but also from hospitals. So what can hospitals do to assist their doctors and staffs in managing work life balance?

### **Objectives of the study**

- To analyse that employees are able to manage their dual life.
- To know the level of stress Employees feel due to work.
- To understand that long working hours affect individual personal life.
- To find the source of hinders to balance personal and professional life.
- To analyse the relaxation and holidays improve the quality of dual life.

### **Research Methodology**

Research can be defined as a systemized effort to gain new knowledge. A research is carried out by different methodologies, which have their own pros and cons. Research methodology is a way to solve research in study and solving research problem along with logic behind then are defined through research methodology. Thus while talking about research methodologies, we are in context of our research studies and explain why it is being used a particular methods or technique and why the others are not used. So that research result is capable of being evaluated either by research himself or by others. The research methodology of the study consists of both explorative and descriptive in nature.

#### Discussion and Informal Interviews

In order to know the general Work Life Balance practiced in Healthcare sector, and to identify different ways and initiatives adopted by Healthcare organizations to help employees to cope up with Work life balance, several rounds of discussion were held with the Employee in various health organizations. Exploratory research design was used to collect primary data with the help of questionnaire as survey tool.

### **Hypothesis of the Study**

H0 = Response of the employees towards managing professional & personal life is uniformly distributed.

H1 = Response of the employees towards managing professional & personal life is not uniformly distributed.

**Calculation of chi-square test( $\chi^2$ ):**

Sr. no.	Fo	Fe	(Fo-Fe)	(Fo-Fe) <sup>2</sup>	(Fo-Fe) <sup>2</sup> /Fe
1	45	20	25	625	31.25
2	7	20	-13	169	8.45
3	14	20	-6	36	1.8
4	12	20	-8	64	3.2
5	22	20	2	4	0.2
<b>total</b>					<b>44.9</b>

**Decision:**

Here  $\chi^2$  calculation value is **44.9**, significant level is 5%.

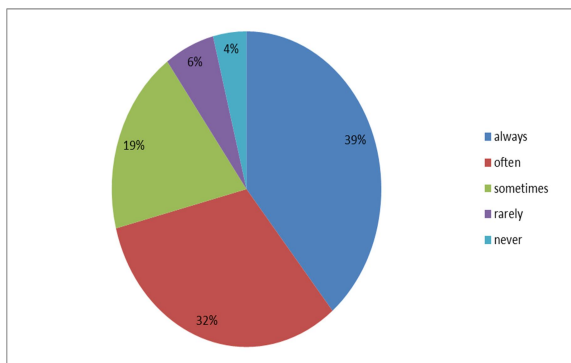
Degree of freedom =  $(n-1) = (5-1) = 4$

$\chi^2$  table value is **9.488**

The table value of  $\chi^2$  is less than the calculated value, so the **H<sub>0</sub>** is Reject and **H<sub>1</sub>** is Accept.

**Conclusion:** Response of employees towards managing professional and personal life is not uniformly distributed.

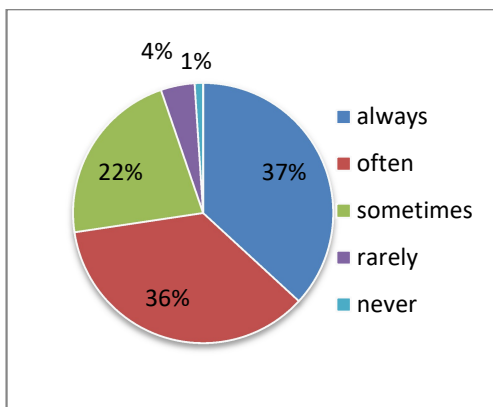
**Do you normally work more than 6 days in a week?**



Sr. no.	Response	% of respondents
A	Always	39%
B	Often	32%
C	Sometimes	19%
D	Rarely	6%
E	Never	4%

As per the above chart, we can say that majority of respondents has working more than 6 days in week, 32% of respondents often working more than 6 days in week, 19% respondents are sometimes working more than 6 days, 6% respondents has working rarely and 4% of respondents are never working more than 6 days in week.

**Do you normally work more than 8 hours in a day?**

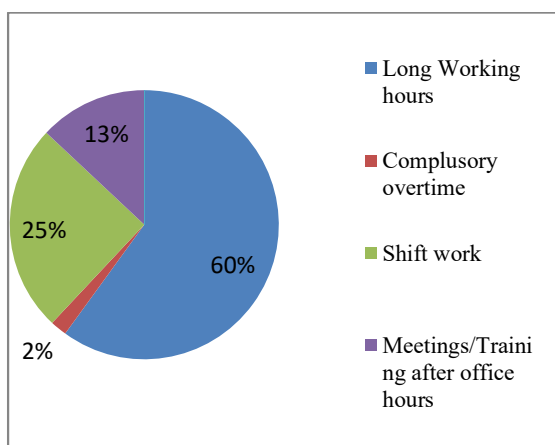


Sr. no.	Response	% of respondents
A	Always	35%
B	Often	34%
C	Sometimes	21%
D	Rarely	4%
E	Never	1%

From the above chart, we can say that majority of respondents has working more than 8 hours in a day. Only 5% of the respondents have not working more than 8 hours in day.

It indicates the medical profession where the emergency can arise any time so the doctor and nurses have to work as per the requirement in the organization.

**Do any of the following hinder you balancing your work and family commitments?**



Sr. no.	Response	% of respondents
A	Long working hours	60%
B	Compulsory overtime	2%
C	Shift work	25%
D	Meetings/training after office hours	13%

As per the above chart, majority of respondents facing long working hours as hindrance in balancing their work and family commitments, 25% of respondents facing hindrance like shift work and 13% of respondents facing hindrance like meetings/training after office hours that affect their work and family commitments. Generally long working hours hinder to the doctors and shift work hinder for other health care staff.

## **Findings**

As per our research, we found that most of the employees work for more than 6 days in week, as their profession will be constant requirements of medical professionals. Generally medical professionals working more than 8 hours in a day, as the emergency arise then they have to take care about their patients after working hours also. Majority of employees feels that sometimes they are not able to balance their professional and personal life. There are major two sources that hinder them in balancing their work and family commitments as such long working hours and shift work. Majority gives equal importance in balancing professional and personal life, but sometimes they facing difficulties in balancing professional and personal life. They want to spend more time with their family.

## **Conclusion**

Work life balance is about creating and maintaining supportive and healthy work environment, which will enable private doctor to have balance between work and personal responsibilities. Numerous studies have been conducted on work life balance. Majority outcomes are that there is high level of conflict between work and family, based on work-to-family interference and caregiver strain. If role overload is concluded. Of all the job factors that influence work-life conflict, the amount of time spent at work is the strongest and most consistent predictor. The higher level of work-and-family conflicts is due to their long working hours.

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