

Impact of Work-Life Balance on Well-being of Working Women in Service Sector

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Abstract

Work-life Balance (WLB) and Well-being (WB), both are associated with the productivity of employees. In the recent time employers are giving due consideration to the welfare of their employees as they know that satisfied workers can create loyal customers. To make employees satisfy it is necessary to provide them such an environment in which they can manage their work and personal life easily. This research aims to understand the impact of their demographical variables on WLB and impact of WLB on their WB. Data has been collected from 122 female employees working in education, banking and health & care sector of Karnal district of Haryana state. Data has been collected through structured questionnaire by online survey and collected data is analysed by the use of IBM SPSS 25, 29 ANOVA and T-test. Regression analysis was done to study the impact of WLB on WB. Findings show that age, marital status, type of family, type of service sector, type of employment, and annual income have significant impact on WLB of female employees however, number of dependents and type of accommodation do not have a statistically crucial impact on the WLB of working women. Along with this WLB has impact on the WB of women working in specified service sectors. Although the correlation is not strong however, both variables are positively related.

Keywords- Work-life balance, Well-being, working women, service sector, demographic factors

Introduction

In the modern era women are participating in almost every economic activity. Those days are gone when women were confined to the four boundaries of their home. Females are playing multiple roles in the society, at one side they are nurturing their children, taking care of elders at home along with this they are doing their career related jobs. So there is a need to provide them support at home as well as at workplace. It becomes significant to balance their official and personal lives so that they could perform their various roles efficiently and effectively. Work-life balance (WLB) does not mean equal devotion of time to work and personal pursuits, but it is to live both lives satisfactorily. Healthy work-life balance assists female employees to devote sufficient time to their family relation, society and personal health along with the official responsibilities. If women fail to maintain a balance in multiple responsibilities it leads to family disputes, regret feeling, low productivity, stress, intention of turnover from job and many other physical, mental and psychological issues. To live a healthy life it is very necessary to take care of individuals' physical and mental health and it can be done only when a person has satisfactory level at office and at home. So it becomes important to explore the relationship between work-life balance and well-being especially among women.

Although WLB is not a novel concept however it is still relevant to study this as this issue is not resolved yet. Women are still juggling to strike a balance between their multiple responsibilities. The concept of WLB has become significant in modern society, as people seek to enhance their well-being and satisfaction in both their professional and personal lives.

Work-life Balance (WLB)

According to Jim Bird, the founder and CEO of worklifebalance.com, "work-life balance" does not imply an equal division of time between work and home life. The meticulous coordination of a person's many interests like family, employment, recreation, social responsibilities, health, career, and religion. While some of the hobbies need more focus, others can call for less. Work-life balance will be achieved by carefully balancing these human needs. It is unique to each person and evolves through time. Ekinçi and Sabancı (2020) suggest that maintaining a quality life, pleasant interactions with family and social surroundings and achieving employer expectations lead to a healthy work-life balance.

Well-being (WB)

Well-being generally means feeling well. It includes physical, psychological and social well-being. Physical well-being is associated with the capacity to uphold a healthy standard of living that enables us to fully participate in our everyday activities without experiencing excessive physical strain or exhaustion. Psychological well-being is related with emotional health and happiness. Employers and employees are increasingly concerned about their well-being (WB), especially in light of the epidemic and the need for frequent changes in company. The W.K. Kellogg Company introduced the applications of WLB for the first time in the 1930s by changing shift method, which paved the way for the development of wellbeing programmes. The phrase "well-being" was initially used in the 1970s to describe the WLB. In the 1980s, several corporations began to provide child care and employee assistance programmes (EAP). In the 1990s, well-being programmes became increasingly important for women. Initially, these programmes focused on providing work-life balance solutions for women and children. Well-being programmes were more important in the early 21st century and remain a top priority for businesses and workers. Nowadays remote and hybrid work have altered work habits, timetables, location, and work-life boundaries, people were relied only on video calls for the socialisation which affected their mental and social wellness. Carol Diane Ryff (1989) an American academic and psychologist has given a particular set of components for measuring psychological well-being including autonomy, personal growth, positive relations, environmental mastery, purpose in life, and self-acceptance. Moreover along with physical and psychological well-being, social well-being is also important component of overall wellness. It means creating and sustaining healthy relationship and interactions with people around oneself.

Work-life balance among women in Service Sector

Women in India are participating almost in every field of profession. Hyde et al. (2017) stated that women have more educational opportunities than they had a decade ago, specifically in urban areas. WLB is one of the crucial challenges for female professionals in the 21st century. Kumari & Devi (2015) reported that women encounter more problems than men because of multiple roles women play at home and the spillover of personal life into work life and vice versa. According to Mohanty (2014), WLB has become more significant in India as more married female employees have become part of workforce and due to multiple expectations from married women they perceive the need of balancing their work and family life. According to Muda et al. (2019), achieving a balance between the work and home life is critical since any imbalance might have severe implications in individual's professional and personal life.

Work-life balance and Well-being

Previous study indicates link between work-life balance and various dimensions of psychological well-being (Munir et al., 2012). Saraswati and Lie (2020) investigated that WLB has significant impact on employees' psychological well-being. Likewise, Huffman et al. (2013) discovered reduced well-being as an outcome of high expectations, which harmed everyday's coping abilities. According to Bittman (2005), rising Sunday work has limited the possibility of unique family time, resulting in negative implications for WLB and well-being. According to Lowe and Gayle (2007), women who study while working and caring for their families forfeit personal time and experience impaired WLB and well-being. However, Bakker and Demerouti (2017) discovered that, while many demands have an adverse effect on WLB and well-being, personal traits such as optimism and self-efficacy provide good results associated with motivation and thriving. Poor work-life balance results in anxiety, despair, guilt, lower productivity, and excessive drinking (Kalliath & Brough, 2008).

Literature Review

Kumar and Rao (2020) conducted a study to explore the impact of demographics on the work life balance of female employees in Information & Technology sector. To achieve the research goal, a descriptive research approach was used. A convenience sample of 360 respondents was used for the study consisted of females in Hyderabad's IT sector. A survey approach with a predetermined timetable was employed to get the pertinent data from the respondents. SPSS software was used to analyses the collected data. Standard deviation, means, percentages, and frequencies were among the descriptive statistics that were employed. It has been discovered that variables such as age, marital status, number of children, and number of dependents have a major impact on work-life balance for women in the IT business, whereas factors like years of service, pay, and the number of children or dependents had little to no impact.

Fernando and Kavitha (2020) conducted a study on 50 employees of IT sector in Chennai to know the work life balance and stress factor. Convenient sampling method was used to select the sample and questionnaire was used to collect the primary data. The finding showed that changing work schedule, constant changing clients' need, multiple roles, lack of flexible hours and non-feasible targets are significant factors which affected work-life balance of women employees.

Saraswati and Lie (2020) conducted a study to examine how WLB and work pressure (WP) affect employee psychological well-being (PWB) levels. This study used a quantitative technique, using data obtained from a sample of 250 workers from different industry sectors and demographic groups. The study employed Ryff's Scales of PWB, Daniels & MacCarraher's WLB Checklist, and the Tilburg Work Pressure Questionnaire to assess PWB, WLB, and WP. The findings indicate that both WLB and WP have a substantial influence on PWB and WLB has a considerable impact on PWB. However, WP did not significantly contribute to PWB among employees.

Hasan et al. (2020) investigated to understand the connection among work-life balance, intrinsic motivation, subjective well-being and job satisfaction among healthcare professionals. The sample size of 301 participants was selected by the use of convenience sampling technique. Area of research study was Pakistan. Data was gathered by a self-administered questionnaire. SPSS was used as a data analysis tool. Finding shows that work-life balance improves subjective WB through job satisfaction when intrinsic motivation is low.

Rahim et al. (2020) have investigated the impact of WLB on personal well-being (job satisfaction and psychological well-being) of open distance learning (ODL) staff using the partial least squares (PLS) method. In addition, the moderating effects of family and supervisor support on the relationship between WLB and individual well-being components were also examined. This data was collected by an online survey attended by 94 academic and administrative staff from one of ODL universities in Malaysia. As a result, it was confirmed that WLB of staff of the organization, affected job satisfaction and psychological well-being. Furthermore, support from supervisors and family members were found to have no effect on the association between WLB and individual well-being.

Alqahtani (2020) stated that women face more role conflicts than men. Further his findings show that imbalance between professional and personal life of an individual has negative impact causing various serious issues. His study has limitation of taking only western places so there is scope of future study in the non-western countries and cross cultural research.

Mensah (2021) conducted a study to examine the well-being of men and women in Europe. Data was collected from 35 countries and from 44,000 people. Result showed that work related stress has adverse effect on the workers' psychological well-being and as compared to men, women experience higher level of work-related stress.

Gulzar et al. (2021) conducted a study to fill a research vacuum by studying the relationships between work involvement, WLB, and turnover intention and employee well-being both directly and indirectly impacts of harsh observation and psychological contract violation. Probability sampling techniques were used for selecting 208 employees from banks of Pakistan and the data was collected through a survey-based questionnaire. The Smart PLS 3.0 was used to identify the connection among variables. The findings show that job engagement, WLB, and turnover intention all have a direct impact on employee well-being. This study also discovered a mediation effect among job engagement, WLB, turnover intention, and abusive supervision and employee well-being.

Khan et al. (2022) conducted a research study to find out how WLB, impacts the personal lives of working females in Pakistan's Larkana city's banking sector. A standardised questionnaire was used to collect data from 266 female bank workers in Larkana. The outcomes of the ANOVA revealed that working women's personal life was typically improved by having a strong WLB. Women's personal life (PL) were negatively impacted by longer working hours (PLWH), although their income packages and marital status had positive impacts. Positive work-life policies and practices supplied by banking organisations provide extra perks. Their research indicated that a good work-life balance in the banking industry will boost the dedication and productivity of female workers.

Thomas and Pulla (2022) have conducted a study to examine the work-life balance status of women in Covid-19 pandemic by taking a sample of 305 working women from various parts of India. The study depicts that family support assists women to cope up with the work-life balances issues. Especially, support of husbands by sharing household chores plays significant role in managing dual responsibility of work and home. Findings depicted the positive impact of supervisory support on the work and life balance.

Vanitha (2022) stated in her review paper that poor WLB affects the psychological health and physical well-being of women negatively. She has recommended various strategies to improve the females' work-life balance in territory sector.

Abdul Jalil et al. (2023) conducted a research study in Malaysia to investigate the impact of work-life balance on the connection between employment insecurity and psychological well-being among Malaysian insecure workers. Sample size of 442 respondents was collected by use of purposive and snowball sampling methods. An online survey was designed using Qualtrics, an online survey platform. The study's analysis was carried out using IBM SPSS. Using Pearson correlation analysis, the data was initially evaluated for relationships between study variables. In this study Job insecurity was found to be adversely related to work-life balance and psychological well-being. Work-life balance, on the other hand, was discovered to be positively associated to psychological well-being. This reveals that the concept of work-life balance is a key mediator in the link between job instability and psychological well-being. These findings highlight that by attaining work-life balance, you can improve your psychological well-being.

Rauf et al. (2023) conducted study on the employees of the Netherlands and the United Kingdom to investigate how remote and hybrid classroom delivery during the pandemic (2019) influenced academics' real experiences with well-being (WB) and work-life balance (WLB). Purposive sampling was used to choose respondents from the Netherlands and the United Kingdom's higher education sectors. A phenomenological research used qualitative, in-depth interviews to investigate higher education academics' lived experiences with remote working and how they felt it affected their WB and WLB. Poor work-life WLB has been associated with negative consequences such as increased stress, anxiety, depression, and a perceived decline in overall quality of life. At the institutional level, this might involve diminished employee dedication and productivity at work.

Singh (2023) conducted a study on the female working in education sector to determine the work-life balance level. Researcher has collected data from 152 women employees. She made a conclusion of her study by stating that women are juggling to manage their professional and personal lives and it can be effectively balanced by organizational support.

Villiger et al. (2023) conducted a research study to analyse the impacts of work demands and resources on well-being at work among workers in Swiss hospitals. Self-structured questionnaire was used to collect data from 1840 employees of six hospitals in Switzerland. Data was analyzed using multivariate linear regression analyses. Findings show that it is vital to enable a decent work-life balance and to boost job-related resources in order to improve well-being at work in hospitals. Work-life imbalance had the greatest negative impact on workplace well-being of all demands. The most relevant resource varied based on the component of well-being: for job satisfaction it was good leadership, for work engagement job decision freedom and for contentment with relationships at work social support at work.

Research Gap

There has been minimal study to determine if there is any link between work-life balance and overall psychological well-being (Wilkinson, 2013). There is need for an integrated (individual and institutional) approach to research on well-being and work-life balance, further it is a necessary to identify possible moderators and mediators of the link between work-life balance and well-being (Hoffmann-Burdzińska, 2015). Even after controlling for certain major confounding variables, poor work-life balance was related with low psychological well-being. We anticipate that future research will reveal causal links between work-life balance and psychological well-being (Yang et al., 2018). As per literature review there is little work done to examine the impact of work-life balance on well-being of working women. Furthermore, in the post covid-19 pandemic era, it is difficult to separate the work and home timings resulting work-life imbalance and this causes various physical and psychological issues. Therefore, the current topic is selected for the research study.

Objective of the study

- To examine the impact of different demographic factors on WLB.
- To study the impact of WLB on WB of working women in service sector

Hypotheses

H₀₁: Demographical factors do not have significant effect on WLB.

H₀₂: WLB does not have significant impact on WB.

Research methodology

Research design

A quantitative research approach using a structured questionnaire was used to solicit data in order to understand the impact of demographic factors on work-life balance and impact of work life balance on well-being of working women.

Research participants

The Sample consisted of 122 female employees (61 from education sector, 29 from banking and 32 from health & care sector). Random sampling method was used for this research and area of study is Karnal district of Haryana state.

Measuring instrument

A questionnaire was used to collect data. It was consisted of three sections. Section a consisted of demographic information. Section b and c sought information on work-life balance and well-being respectively. Work-life balance was measured with a 15 item scale adapted by Hayman (2005), the original version was developed by fisher (2001). The scale consisted three dimensions of work-life balance i.e. work interference with personal life, personal life interference with work and work/personal life enhancement. WHO-5 Well-being index was used to measure well-being of employees.

Data analysis

Data analysis was made on the basis of IBM SPSS 25.0, 20.0 and Ms Excel-2007. Anova and T-test are used to test the demographic impact on work-life balance moreover Regression analysis was used to identify the impact of WLB on WB of working women.

Results and Discussion

Table 1: Descriptive Statistics for Dmographic Variables

Variable	N	Mean	Std. Deviation	Std. Error Mean
Age	122	2.9363	.75904	.06872
Marital Status	122	2.9364	.7590	.0687
Type of Family	122	2.9363	.7590	.0687
Number of Dependents	122	2.9363	.75904	.06872
Type of Service Sector	122	2.9363	.75904	.06872
Type of Employment	122	2.9363	.7590	.0687
Annual Income	122	2.9363	.75904	.06872
Type of Accommodation	122	2.9363	.75904	.06872

Source: Author' own

The table 1 shows descriptive statistics for 122 respondents like Age, Marital Status, Type of Family, and others.

Table 2: Hypothesis Testing

Demographic Variable	F-Value	P-Value	Result
Age	10.475	<.001	Significant
Marital Status	4.933	.028	Significant
Type of Family	5.201	.024	Significant
Number of Dependents	.976	.407	Insignificant
Type of Service Sector	5.626	.005	Significant
Type of Employment	18.690	<.001	Significant
Annual Income	4.648	.011	Significant
Type of Accommodation	.934	.396	Insignificant

Source: Author' own

The table 2 shows t-test and ANOVA-test results for demographic variables. Demographic variables like Age, marital status, type of family, type of service sector, type of employment and annual income show significant relationship since the significance level (p-value) is less than 0.05 and number of dependents and type of accommodation are insignificant.

Table 3: Regression analysis

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.304 ^a	.093	.085	1.06417
a. Predictors: (Constant), WLB				

In the Table 3 the correlation coefficient (R) indicates the strength and direction of the linear relationship between the predictor variable "WLB" and the dependent variable.

In this case, the value of R is 0.304, suggesting a weak positive correlation between work-life balance and the dependent variable.

The model summary suggests that while there is a statistically significant relationship between work-life balance and the dependent variable, the strength of this relationship is weak. Work-life balance, as represented in this model, explains only about 9.3% of the variability in the dependent variable. Therefore, while work-life balance may have some influence on the dependent variable, there are likely other factors not included in this model that contribute to the variability in the outcome.

Table 4: Regression analysis

ANOVA^a

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	13.884	1	13.884	12.260	.001 ^b
	Residual	135.895	120	1.132		
	Total	149.779	121			

a. Dependent Variable: WB

b. Predictors: (Constant), WLB

The provided ANOVA table corresponds to a regression analysis, evaluating the significance of the regression model where "WLB" (work-life balance) is the predictor variable and "WB" is the dependent variable.

The regression model, with "WLB" as the predictor variable, is statistically significant in predicting the dependent variable "WB". The p-value associated with the F-test (Sig. = .001) is less than the typical significance level of 0.05, indicating that the model provides a better fit to the data than a model with no predictors. Therefore, the predictor variable "WLB" is statistically significant in explaining the variability in the dependent variable "WB".

Hence, we reject the null hypothesis. This suggests that there is a statistically significant impact of WLB on WB of working women.

Conclusion

It may be concluded that demographic factors such as age, marital status, type of family, type of service sector, type of employment, and annual income have significant impact on WLB of female employees however, number of dependents and type of accommodation do not have a statistically significant impact on the WLB of working women. So it is recommended to organizations that there should be age-sensitive policies like flexible working arrangements for employees of different age groups. For younger employees, focus must be on career development and learning opportunities and for older employees, provide for phased retirements and wellness programs. For married employees, provide child care support, maternity leave and option of work from home in case of need. As, income affect the WLB positively, so institutions should offer financial wellness programs and incentives to support lower-income employees in managing work-life demands effectively. The findings suggest that individuals in the Education sector tend to rate their work-life balance higher compared to those in the Banking and Health & Care sectors so as general recommendation later sectors can identify policies in education sector contributing to high WLB like, flexible schedules, predictable workloads, or summer/winter breaks. Along with this it can also be concluded that WLB has impact on the WB of women working in specified service sectors, so organisations should focus on improving WLB to enhance physical, mental and emotional well-being. These policies may be related to promote flexible work arrangement, arrangement of wellness programs and foster an open culture where employees feel comfortable discussing their WLB issues. This study will help employers and employees to frame work-life balancing strategies for female employees as women participation is increasing in the service sector and now it is not an option but has been a necessity.

Limitations and Future Research

This study provides valuable insights but is characterized by certain contextual and methodological constraints. The research was conducted within a single district of Haryana, which offers a specific perspective on the issues at hand. Extending this research to include multiple districts or regions in future studies could provide a more comprehensive understanding. The sample size, while adequate for the purposes of this study, suggests opportunities for future research to explore these findings with larger and more diverse populations, thereby enriching the generalizability of the results. While the study concentrated on the direct relationship between work-life balance and well-being, there is considerable scope for future investigations to incorporate additional variables or mediators that might influence this relationship, offering a more nuanced view.

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