



# REVIEW OF RESEARCH

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## AN ANALYTICAL STUDY OF WORK LIFE BALANCE WITH REFERENCE TO HOSPITAL INDUSTRY IN KOLHAPUR CITY

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### ABSTRACT

*Work Life Balance is Human Resource concept which focuses on individual well being in both personal and professional life. It is looking beyond professional life of employee so the employee will have satisfaction and rate of attrition in organisation will go down. The study here covers the analytical study of work life balance with reference to Hospital Industry in Kolhapur city. The research article is an effort to understand whether the support staff of hospital industry is having work life balance. The research attempt to understand the work-life balance of support staff of employees in hospital industry for their professional as well as personal well being.*

**KEYWORDS:** work life balance, Perception, Human resource development

### INTRODUCTION

The aim of this project is an analytical study of work life balance with reference to Hospital Industry in Kolhapur city. The main objectives are to study the existing system of work life balance of employees in Hospital Industry & how organization helps them, how various factors affecting work life balance influence the employee. To suggest suitable strategies to improve the level of work life balance & Promoting concept of work life balance is to active sense of empowerment & control. The division of one's time and focus between working and family or leisure activities. Work life balance is a method which helps employees of an organization to balance their personal and professional lives. Work life balance 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 increases their loyalty towards the company.

### OBJECTIVES OF THE STUDY

1. To assess work life balance of support staff in Hospital industry
2. To suggest measures for improvement of work life balance in Hospital industry

### SCOPE OF THE STUDY

#### 1) Geographical scope-

The geographical scope of the study is limited to the Hospital industry in Kolhapur.

## 2) Topical scope-

The present study covers only one functional area of human resources and it tries to explore work life balance.

## 3) Analytical scope-

The study of work life balance is covered all work life balance related facilities like child care service, policy for family leave, health policies, fitness facilities, good workplace, & sufficient salary which are provided by organization.

## LIMITATIONS OF STUDY

- 1) The study is limited only to Hospital industry in Kolhapur.
- 2) Staff of Doctors is not included in the study.

## RESEARCH METHODOLOGY

### A) Data Collection:

As it is important to know the perception of individual, descriptive type of research is the helpful tool for the researcher to understand the characteristics.

- *Primary Data*
- Primary data is collected by survey method through Questionnaire. A questionnaire was prepared consisting statements with responses based on 5 point Likert scale ranging from strongly disagree to strongly agree
- *Secondary Data*

In this data we have referred the Employee handbooks of Hospitals also we have referred websites, Books & Journals.

### B) Sample Design

i) *Sample unit (area)*: Four Multi specialty Hospitals Industry in Kolhapur city, State - Maharashtra, India.

ii) *Sampling Method*: Convenient sampling method

iv) *Sample Size*: 100 employees of four Hospitals Kolhapur city

C) *Research Instruments*: Questionnaire was prepared having 5 point likert scale.

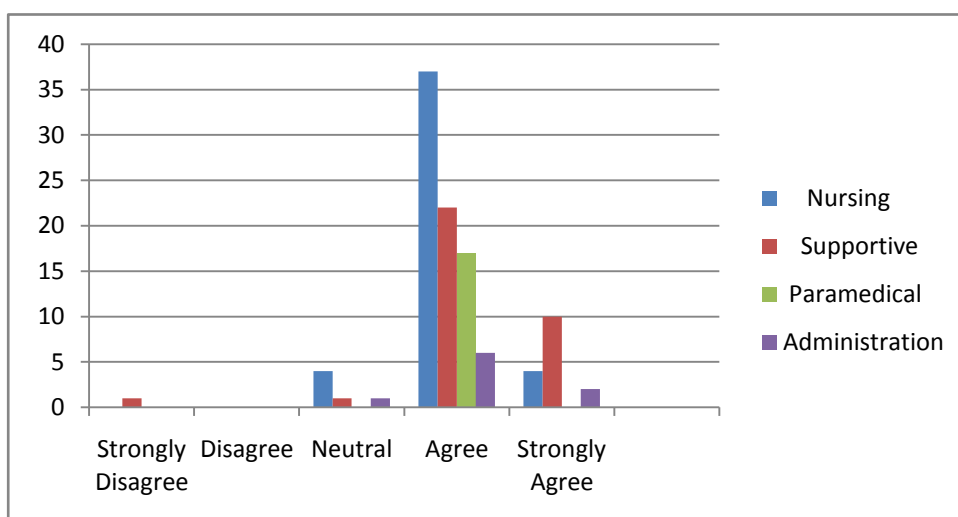
## Hospital Industry

Hospitals are designed keeping in mind four pillars of a healthcare provider to facilities quality healthcare delivery. These pillars are its clinical excellence, supportive care, patient centers and administrative departments. The hospital centers on the highest delivery of patient care and has integrated its processes for smooth functioning of the hospital, as per international standards. These medical centers steadily progress & establish themselves as one of the premier medical setups serving the community in and around Kolhapur district including adjoining cities of South Maharashtra and North Karnataka.

## Work life Balance

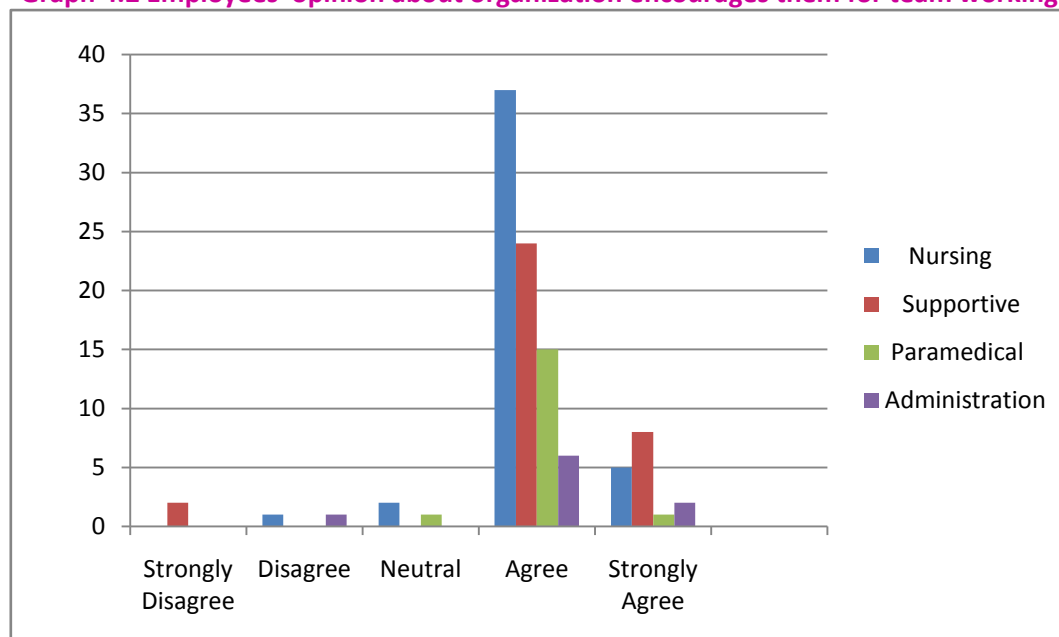
Work-life balance is a concept including the proper prioritization between work (career and ambition) and lifestyle (health, pleasure, leisure, family). The work-leisure dichotomy was invented in the mid-1800s. Paul Krassner, an American journalist, observed that anthropologists define happiness as having as little separation as possible between your work and your play. The expression "work-life balance" was first used in the United Kingdom in the late 1970s to describe the balance between an individual's work and personal life. In the United States, this phrase was first used in 1986.

### Graph 1 Employees' opinion about organization guide them in their work as they needed

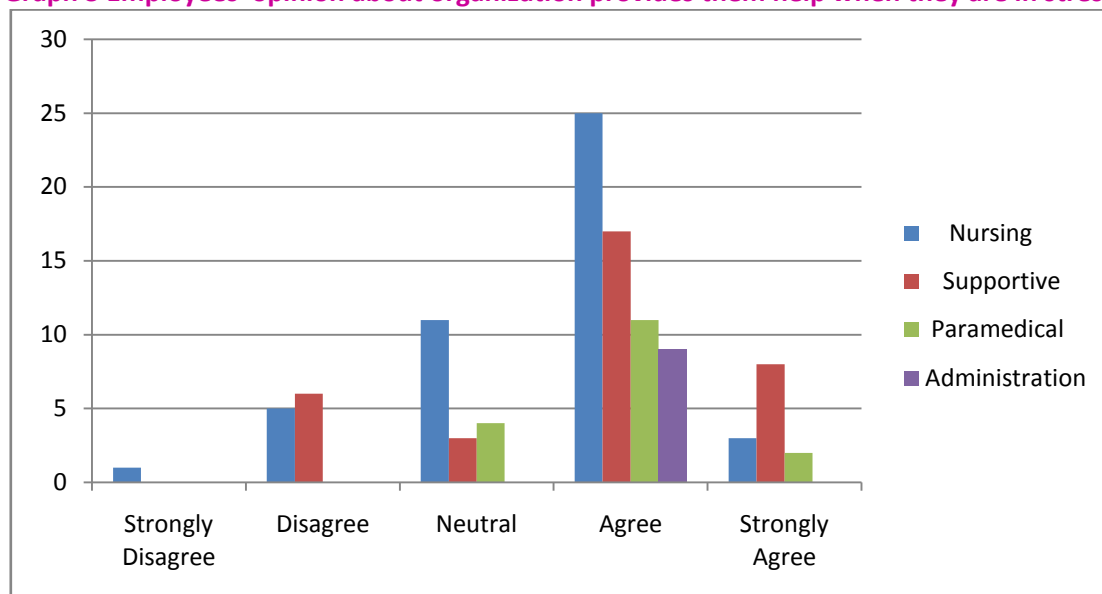


**Interpretation:-**From the above graph 1 employees' opinion about organization guides them in their work as they needed. Data shows the employees receive the required guidance from the organization regarding their concerned work with 78% employees are agree & 15% of employees strongly supporting the argument. It means organization takes good effort to guide employees in their work as they needed. Yet there may be some setbacks from the organization side due to which 1% employees in supportive faculty denies provision of guidance and 6% employees are neutral on this issue.

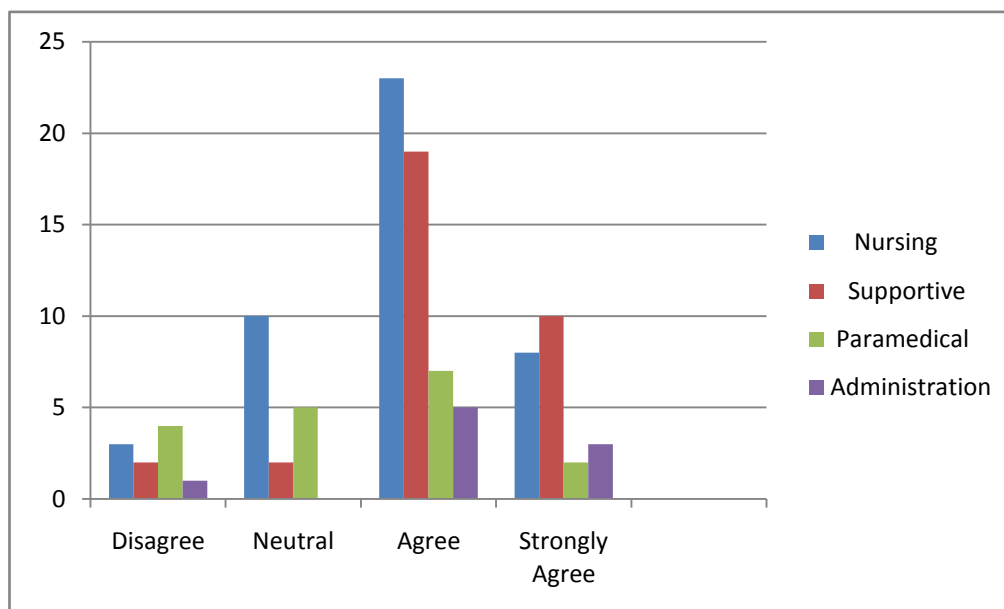
**Graph 4.2 Employees' opinion about organization encourages them for team working.**



**Interpretation :-**The above graph 2 shows that The organization encourages the employees for team work as 93 % of employees accept this and they are from all departments which indicates their approach as A team. But employees from supportive, nursing and administrative departments, even a negligible percent, seem unsatisfied with the encouragement provided by the organization for team work, but yet the percent is negligible. It means that organization gives importance to team work.

**Graph 3 Employees' opinion about organization provides them help when they are in stress.**

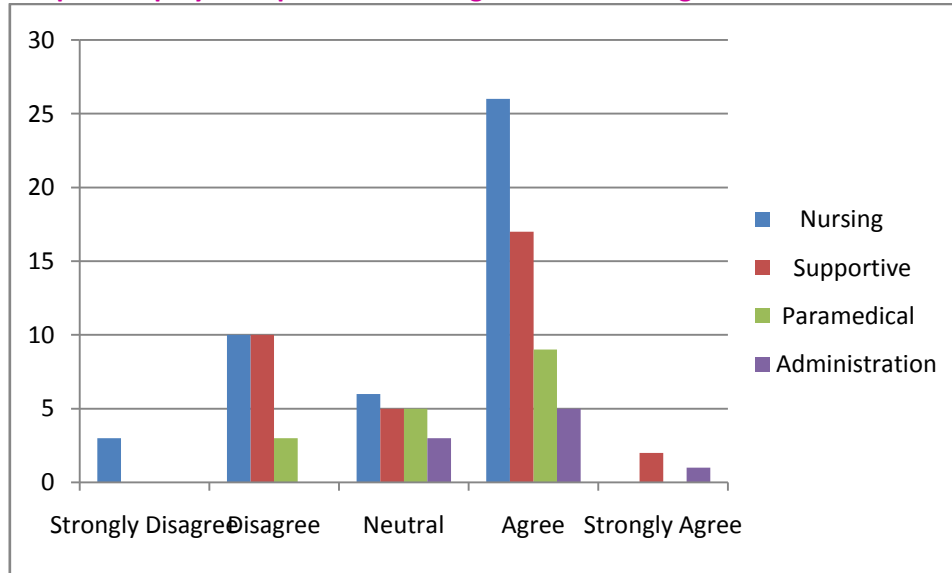
**Interpretation:-**From the above graph 3 the figures are scattered and are according to opinion of each person. 17% of the employees find the workplace environment and authority as less, or not at all helpful. Among the 71% employees of administration and paramedical staff everyone finds the organization helpful in stress and no one opposes the organization in this case. But there is discontent among the 10% employees from Nursing and supportive faculties. It means organization needs to take more effort to help of employees, when they are in stress.

**Graph 4 Employees' opinion about organization treats them as a family member.**

**Interpretation:-**The above graph 4 shows, In the argument of treating the employees as family members, even though 72% maximum of the employees agree with this statement, there are 12% employees who

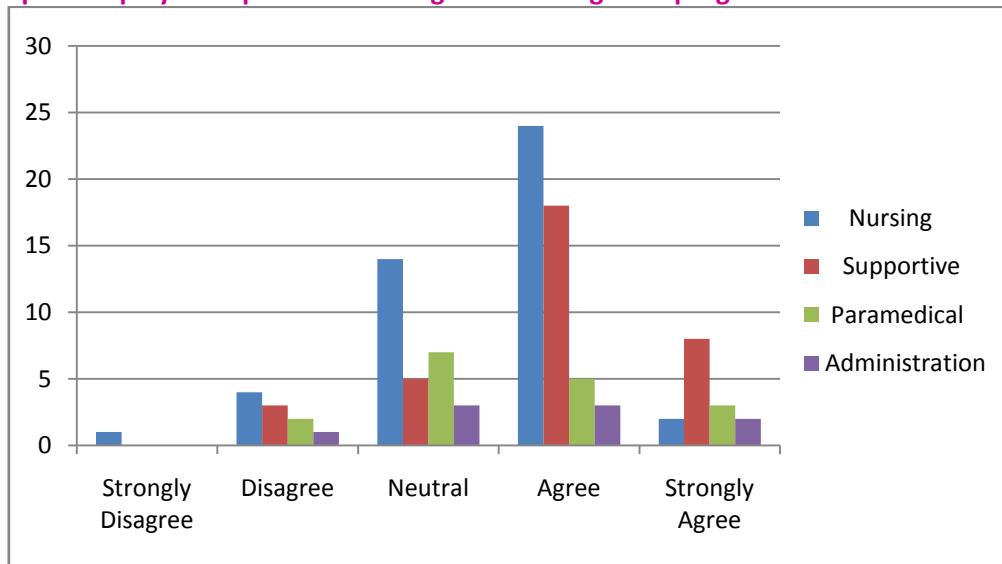
deny and more than them are the ones who just don't seem it worth consideration and 16% employees are neutral. As the nursing staff has more number of employees there is more variety in the opinions. Organization need to improve their working condition.

**Graph 5 Employees' opinion about Organization never gives overload at work.**



**Interpretation: -** From the above table 5 employees' opinion about Organization never gives overload at work. 60 employees are agreed with statement & 26 employees are disagreed. Whereas 19 employees neutral on this statement. There are employees from each department except from the administration department who have the complaint of overload of work. This means the organization has to make more efforts to reduce the burden of employees work.

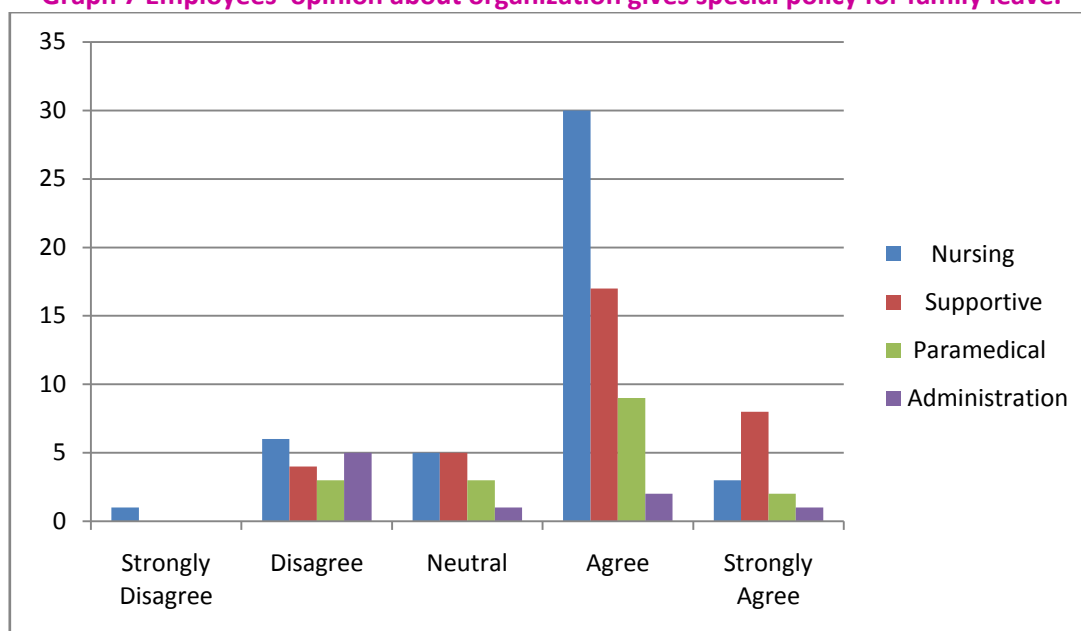
**Graph 6 Employees' opinion about organization organize program for child care service.**



**Interpretation: -** The graph 6 shows, Employees' opinion about organization organize program for child care service. 27% employees refuse to say anything on this issue. Yet there seems satisfaction among

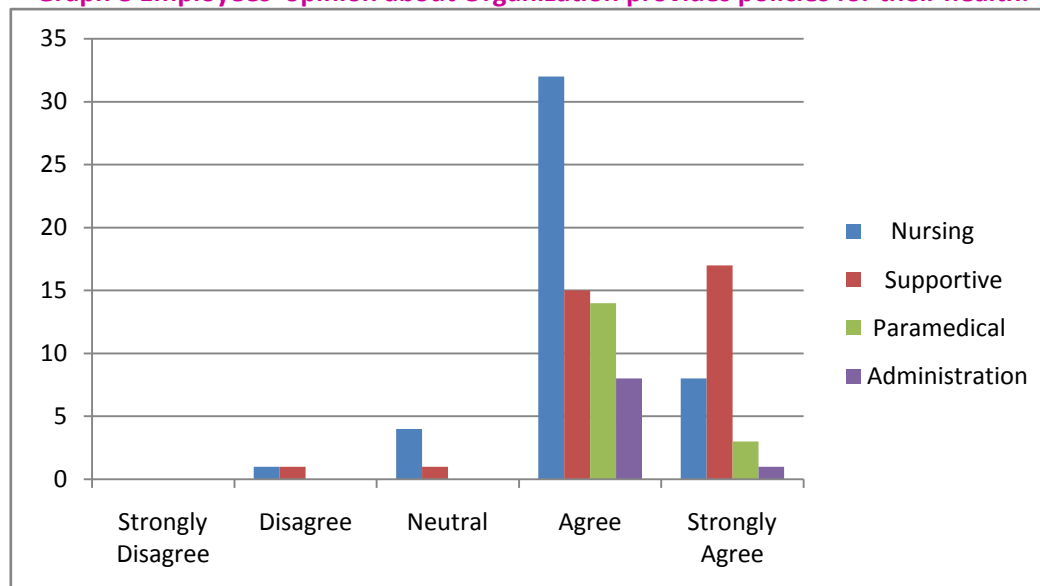
considerable of 68% employees. And 9% employees are disagree with this statement. There seems a lag between requirement and provision of child care service by the organization.

**Graph 7 Employees' opinion about organization gives special policy for family leave.**



**Interpretation:** - From the above Graph7 that Employees' opinion about organization gives special policy for family leave. 69% employees Agree with this statement & 31% employees are disagreed. We can conclude that properly planned policies are being provided for family leave. There may be some discrepancies between expectations of the employees and services from the organization but yet the services seem to be satisfactory except for the administration department where majority of the employees are unsatisfied.

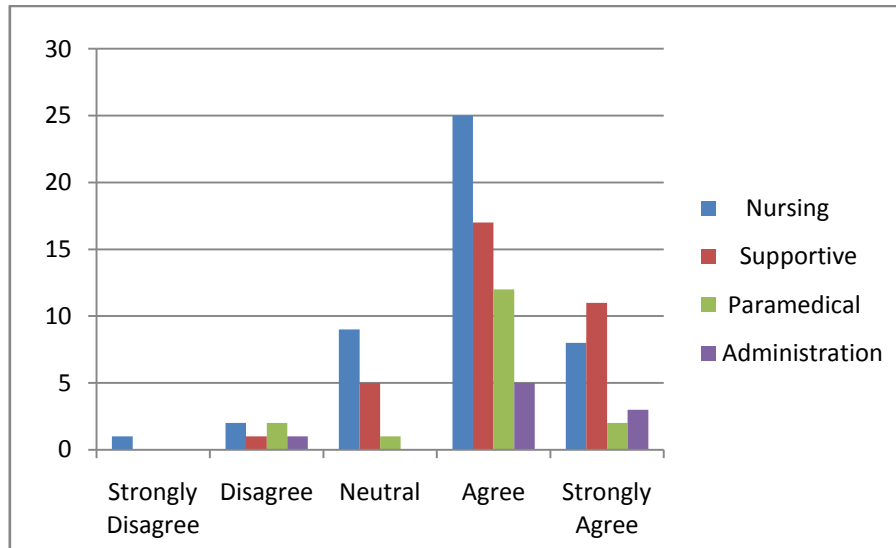
**Graph 8 Employees' opinion about Organization provides policies for their health.**



**Interpretation:** - The above Graph8 shows Employees' opinion about Organization provides policies for their health. Most of the 92% employees are agreed with this argument. The policies for health by the

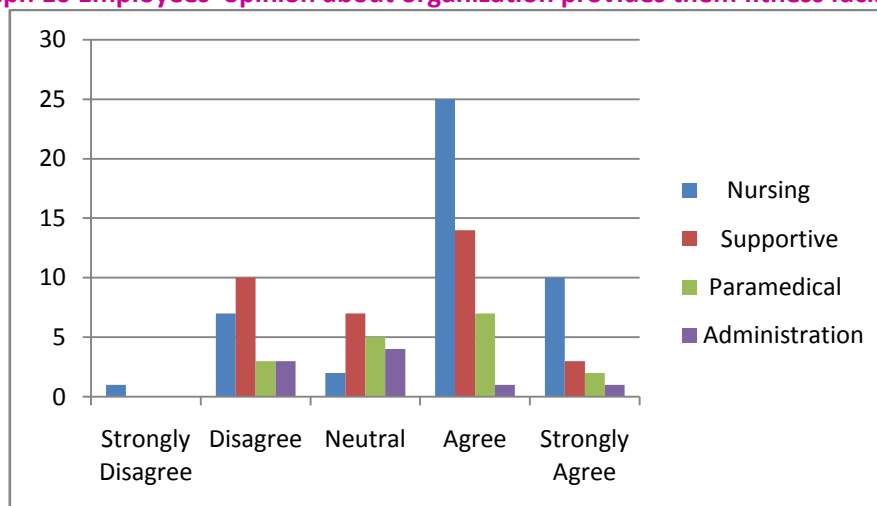
organization are satisfactory. Except for few 8% employees. No one has any complaint about the health policies provided by the organization

**Graph 9 Employees' opinion about their organization conduct seminar on subjects like stress, nutrition, communication.**



**Interpretation :-** From the above Graph 9 Employees' opinion about their organization conduct seminar on subjects like stress, nutrition, communication. 79% employees are Agreed with this statement & 21% employees are disagree. From the collected feedback from the employees it is clear that the organization frequently and adequately arranges the seminars regarding the issues of stress, nutrition and communication which ensure a healthy work place environment and interaction between the organization and the employees. Yet some employees from each department expect more attention by the organization towards this issue.

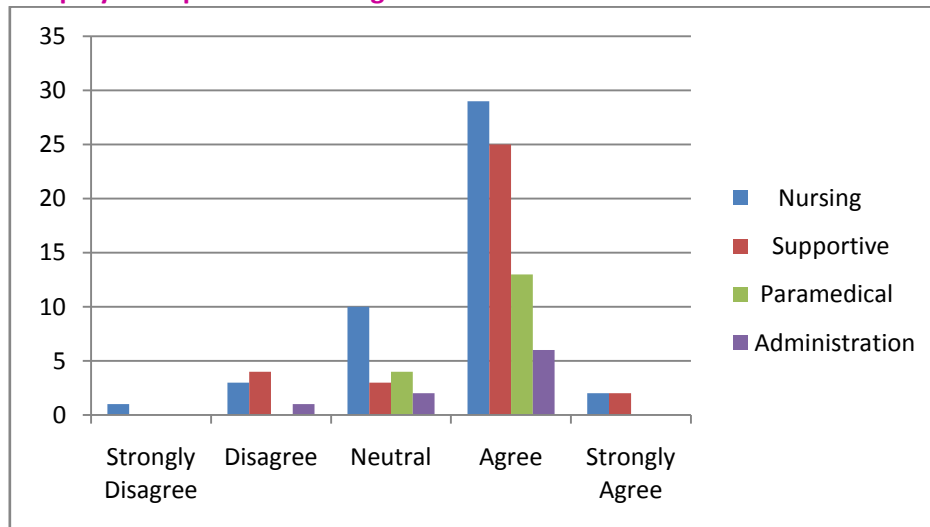
**Graph 10 Employees' opinion about organization provides them fitness facilities.**



**Interpretation: -** Above Graph 10 Shows, Employees' opinion about organization provides them fitness facilities. The administration department is not satisfied by the fitness facilities. 60% employees are agreed with this argument, 23% employees are disagreed & remaining 17% employees are neutral. The

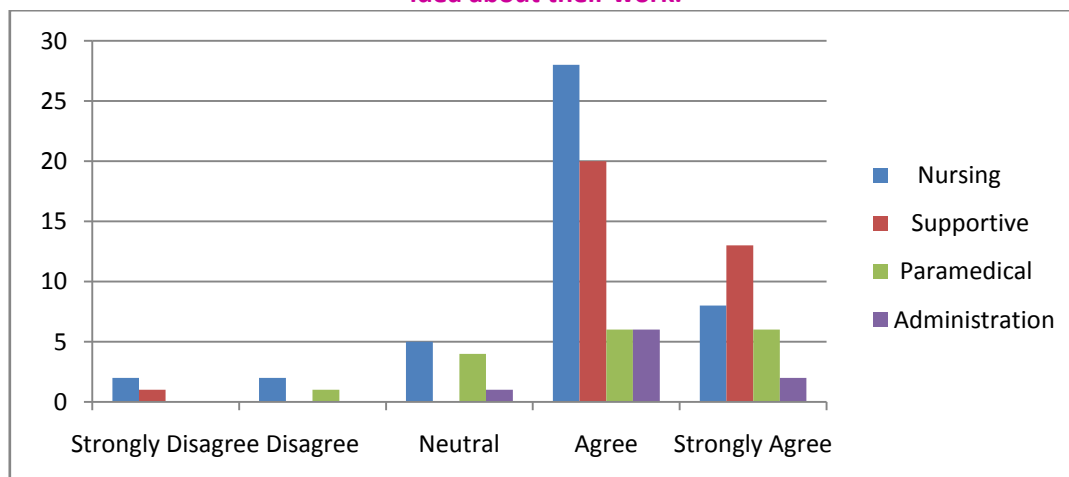
administration department not satisfied by the fitness facilities. Also there are the employees from nursing, supportive and paramedical sides who deny any proper fitness facilities given by the organization. But according to the feedback of other employees of same as well as different departments the organization provides the fitness facilities which are satisfactory to majority of the employees. Organization need to increase fitness facilities at employees' satisfactory level.

**Graph 11 Employees' opinion about organization allows them to have control over their work.**



**Interpretation:** -It can be observed from Graph 11, Employees' opinion about organization allows them to have control over their work. Data shows 70% employees are agreed with this statement & 4% employees are shown strong agreement whereas remaining 8% employees disagreed & 18% Employees are in a neutral manner. From the data it is observed that the organization has given enough freedom to the departments in their work and allows free operation without unnecessary interference. The data collected in this regard is just what can be termed as 'Normal' functioning of any system.

**Graph 4.12 Employees' opinion about organization gives them opportunity to openly share suggestions & idea about their work.**

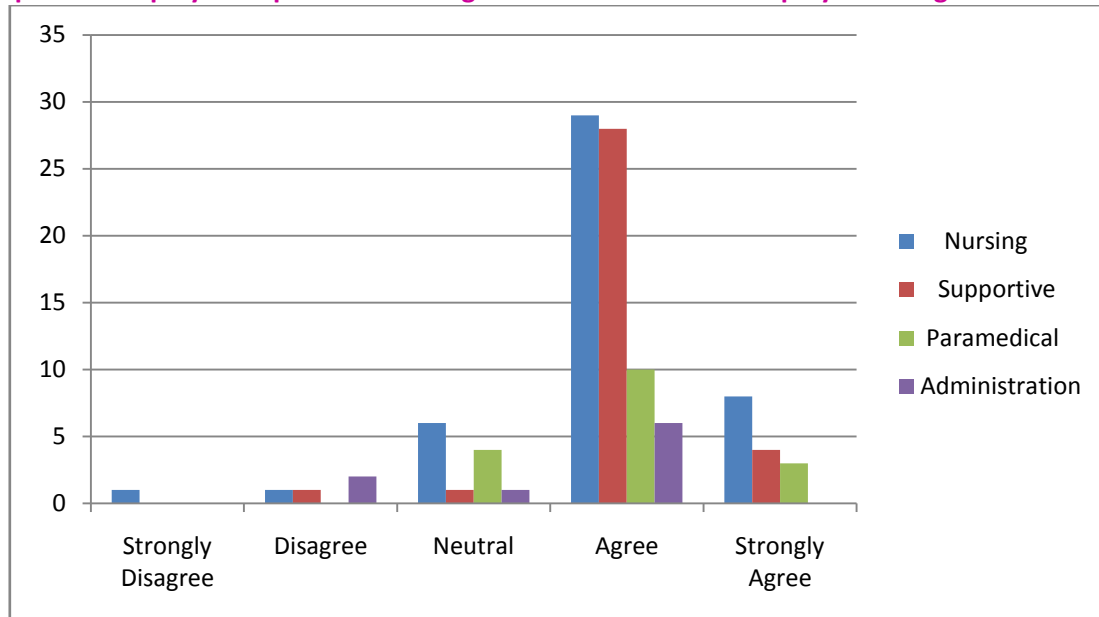


**Interpretation :-** The above Graph 12 shows that Employees' opinion about organization gives them opportunity to openly share suggestions & idea about their work. 84% employees agreed with this argument except for few nursing, paramedical and supportive department employees, rest all of the others have



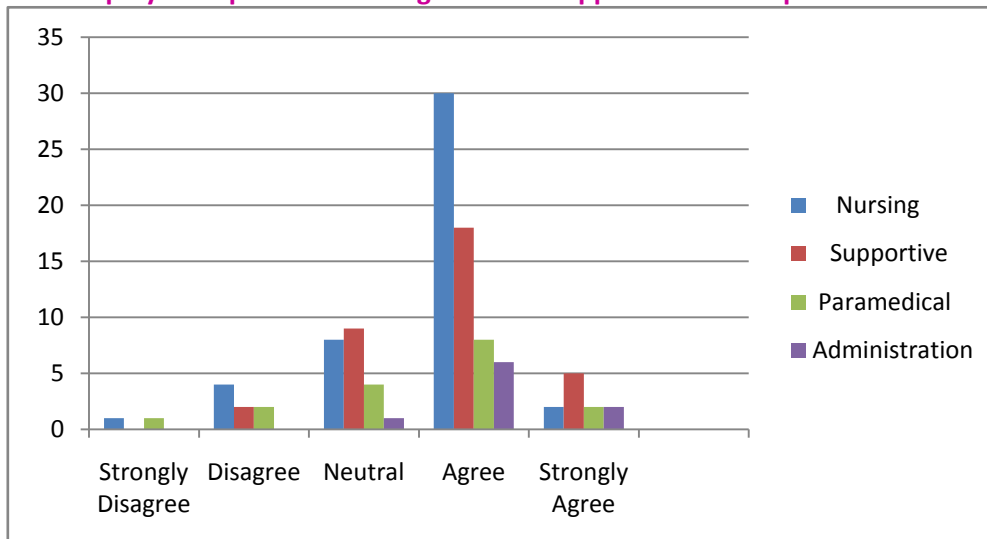
justified experience about sharing their opinions and suggestion about the work. It means organization help to empowerment of employees they give opportunity to their growth & career prospects.

**Graph 4.13 Employees' opinion about organizations share with employee their goals & direction.**



**Interpretation:** - The above Graph13 shows that employees' opinion about organizations share with employee their goals & direction. Maximum number of employees i.e. 84% agreement with this statement, 5% employees are disagreed with this statement & remaining are neutral. The data shows that organization has maintained proper transparency about their work with their employees. As employees claim that they are kept updated with the goals and the directions of the task assigned.

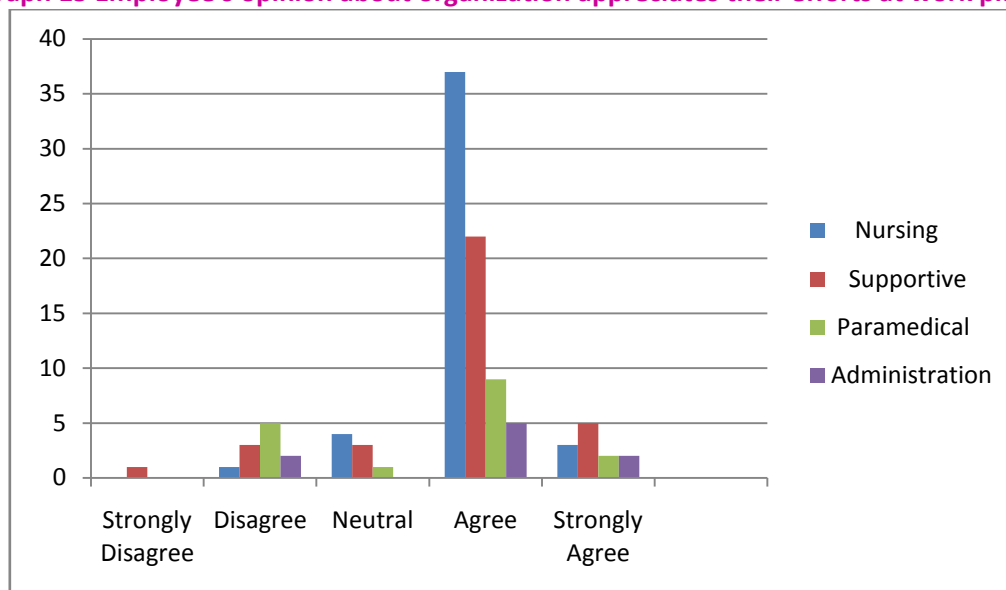
**Graph 4.14 Employees' opinion about organization supports their independence at work place.**



**Interpretation:-** From the above Graph 14, shows Employees' opinion about organization supports their independence at work place. According to the data 69% of the employees are satisfied with the independence provided at the workplace by the organization. While 21% employees can't say anything on this issue. While according to 10% of employees the workplace independence is inadequate. Now regarding

the independence, the opinion changes person to person. The rules and regulation laid by the organization are mandatory for the employees

**Graph 15 Employee's opinion about organization appreciates their efforts at work place.**



**Interpretation:** -It can be observed from Graph 15 that employee's opinion about organization appreciates their efforts at work place. 70% of employees have supported the argument about appreciation by the organization. While 11% of employees, who are found to be from all the departments, strongly agree that they get appreciation for their work. Some of the employees from all the departments 18% employees have a contradictory experience in this case. This means the organization have good level of appreciates employees' work

## FINDINGS

- 1) The Hospital Industry is fully guides their employees in their work. (Graph1)
- 2) Organization gives important to team work .They encourages their employees for team working. (Graph 2)
- 3) There seems a lag between requirement & provision of child care service by the organization (Graph 6)
- 4) The policies for health by the organization are satisfactory. (Graph 8)
- 5) They frequently & adequately arranges the seminar regarding the issues of stress, nutrition& communication which insures a healthy work place environment & interaction between the attention by the organisazaion towards this issue.( Graph 9)
- 6) The organization has given enough freedom to the departments in their work & allows free operation without unnecessary interference.( Graph 11)
- 7) Organization has maintained proper transparency about their work with their employees. (Graph 12)

## CONCLUSION

The study is important for the organization maintaining a healthy work –life balance is not only important for health &relationship, but it can also improve employees productivity & ultimately achieving a work-life balance is the new ideal for employees, because on imbalanced life results in stress &fatigue, loss of control & even strained relationship. Work life balance is important as it allows employees to separate work & home meaning that the stress of work should stay at work, not follow employees outside of office hours.

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