

## **A STUDY OF WORK LIFE BALANCE WLB AMONG WOMEN EMPLOYEES IN SERVICE SECTOR**

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### **ABSTRACT**

The term "work life balance" (WLB) refers to the degree to which personal and professional activities in an individual's life are prioritised in comparison to the degree to which activities linked to their employment are present in the home. A life that is balanced is one in which the emotional, intellectual, imaginative, spiritual, and physical components of our energy and effort are distributed throughout the several important aspects of life. The term "work-life balance" refers to a healthy mental state rather than a simple relationship between job and personal life. According to Hudson (2005), the term "work-life balance" refers to a situation in which a person is able to maintain a suitable degree of participation or "fit" between the many facets of their life. Therefore, it is essential for women to strike a balance between their work and personal lives. A random sample of one hundred females was chosen in order to obtain the perspectives of working women. The primary findings of the study indicate that married working women in all industries generally find it very difficult to find time for their own hobbies or leisure activities and to maintain friendships or extended relationships. The study also found that women who earned more were better able to strike a balance between their professional and personal lives when compared to women who earned less. Because those individuals are making more money, they are in a position to pay for amenities that assist them in balancing their professional and personal lives.

*keywords: WLB, women, employees*

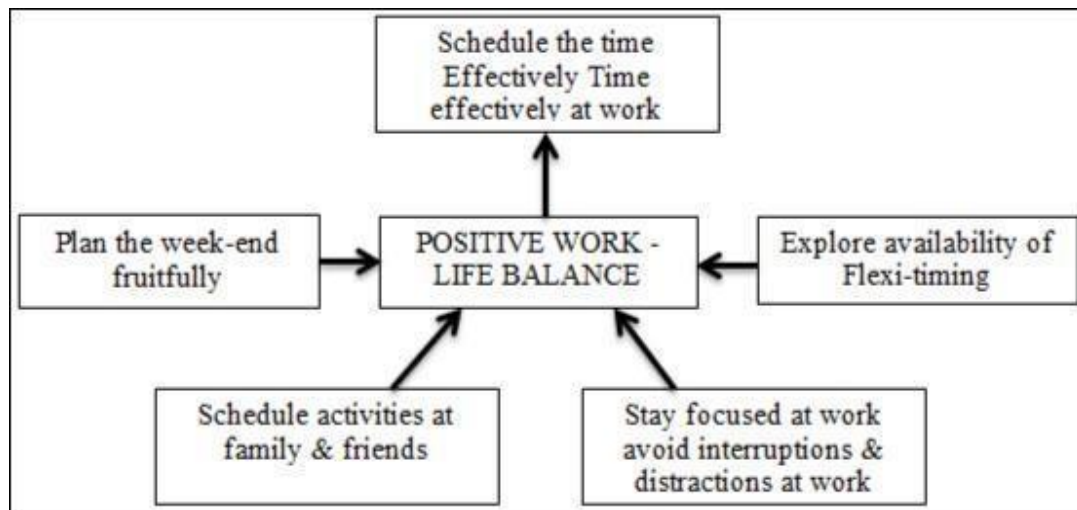
## INTRODUCTION

In today's hypercompetitive environment, it is becoming increasingly difficult to strike a balance between one's professional and familial responsibilities. A significant amount of study has been conducted in this area, which is evidence that achieving a healthy balance between work and life is critical for both the individual and the organisation. Although the number of working women has more than doubled in the previous 25 to 30 years, the majority of women are still only engaged in a small number of occupations. According to Wikipedia, the term "work-life balance" was used in the late 1970s in the United Kingdom to describe the harmony that exists between an individual's professional and personal lives. 1986 was the year that marked the beginning of this phrase's use in the United States. Developing a sense of equilibrium entails allocating the same amount of hours to one's different job and personal pursuits. The correct equilibrium between one's work and personal lives now is probably going to look very different tomorrow. Therefore, the two most important aspects of a good description of work-life balance are the notions of daily achievement and enjoyment. The shifting employability equations are the root source of the majority of the problems associated with WLB. The current working environment is a source of increased stress. There is a significant amount of pressure at work. The hours that workers are required to put in have been increased. In general, the difficulties that are associated with WLB are caused by role overload, conflict between work and family, interference between work and family, and strain caused by providing care to others. The lives of many employees in today's society, whether male and female, are becoming increasingly occupied with an increasing number of family obligations as well as other personal duties and hobbies. Therefore, in order for companies to keep their personnel, it is becoming increasingly vital for them to recognise the importance of striking this balance. WLB practises have become even more essential due to the rise in the number of DISC couples (couples with just one child and two incomes) and members of nuclear families working at organisations. New tendencies and requirements in life are being set as a result of shifts in both the lifestyle habits of the society as a whole and the objectives and professional goals of the person. A woman in today's society is highly career-minded and driven by her ambition. A woman's primary responsibility in Indian society is to look after her husband, children, and other relatives. For the sake of their families, working women often choose not to pursue job progression and instead set lower goals for themselves in terms of their professional lives. Employees are expected to devote their complete self to the work that they do for their employers. As a result, long hours at work, travel, socialising after office hours, training in remote locations, and other such activities have become the norm. In comparison to women, men have an easier time adjusting to this change. As a direct consequence of this, individuals are forced to accept the consequences of their professional choice, which include lesser salary, fewer prospects for promotion, and positions at lower or medium levels.

### Work Life Balance

The ability to organise the hours of one's professional and personal lives in such a way as to lead a life that is both healthy and serene is what is meant by the term "work-life balance." The idea is become more widespread. Productivity and work-life balance are two aspects that are positively related to one another. When a woman is able to strike the right balance between her professional and personal lives, she enjoys her work, is highly devoted and productive, and is ultimately successful in her career. In certain situations, the woman discovers that she is unable to be successful because she is unable to maintain a healthy balance between her home life and her professional life. Because of this, she is unable to continue working at the job, despite the fact that her schedule could be readily rearranged to accommodate it. She will be able to

demonstrate her skill as long as the system supports her in a constructive way. Alongside women's progress in education and the revolution in the business world, males have also made strides in these areas. It is extremely important for both couples to create a plan that details their job hours as well as their personal responsibilities so that they may have a successful life and a happy, healthy relationship. It is the obligation of the mothers to educate their children in order to make the world a better place in the future.



## REVIEW OF LITERATURE

Liz (2014) investigated the primary obstacles that prevent women from advancing in their careers and identified the long hours associated with management positions as a significant obstacle. The research outlines the business rationale that drives diversity management. A voluntary approach to work life balance may only deliver favourable advantages to women when the labour market is tight; nevertheless, even when the labour market is tight, the benefits for women in management are still not fully established. A more robust approach to equal chances is proven to be problematic as well, since it brings attention to the differences between men and women as well as their requirement for preferential treatment. In addition, there is the argument that more work has to be done with male managers in order to humanise the workplace for both men and women who seek to have well-rounded lives.

Batty(2015) women are not treated equally to males, the conventional attitude continues to rule their lives, and the traditional dictum plays a big part in the matters of marriage, taking up occupations, or even in making their own choices or preferences highlighted that.

According to Arora (2016), it is reasonable to assert that striking a balance between the demands of a demanding full-time profession and those of a family and of providing care for children is not an alternative that is devoid of the possibility of encountering difficulties. In spite of the fact that most professionals have positive opinions of themselves, experiencing role conflict is inescapable for everyone who is capable of successfully managing all areas of their work to some degree. This is the case even for those professionals who have a high level of self-confidence. She went on to remark that the foundations of these problems lie in the cultural expectation that women in India should prioritise their families above all other aspects of their lives. She said this as she continued her speech.

According to Farhat (2014), the most significant risk that might arise from a woman focusing on her job is the disruption that it can cause inside her family. Despite the fact that she held a job outside the home, even

so-called "modern husbands" had the expectation that their wives would help them and the family in some capacity.

According to Dahlstrom (2016), despite the fact that Indian women have achieved formal equality with males, their most essential role is still seen to be caring for the house and children, and occupations are still thought to be of secondary importance. It is typical for women to prioritise spending more time with their families, whilst males are more likely to prioritise spending more time following their own personal interests. She also cited the work of Dr. Katty Marmenout, a research fellow at the INSEAD School in Abu Dhabi, saying that "work-life balance is not simply about equally dividing the time spent on one's work and personal life, but rather establishing a harmony that reflects an individual's priorities." She said this in reference to his statement that "work-life balance is not simply about equally dividing the time spent on one's work and personal life." Therefore, this paves the way for the acceptance of the contented workaholic as well as the satisfied stay-at-home parent.

According to Hyman and Summers (2017), there are seven significant challenges that are related with the practises that are now in place regarding work-life balance. There is no evidence of a reduction in working hours, tangible and intangible work intrusions into domestic life, and the majority of domestic responsibilities are still carried out by women. These are the factors that contribute to the unevenness of adoption across various organisations and sectors, the lack of formalisation of policies at the organisational level, the restricted employee voice over the introduction and implementation of policies, and the fact that policies are primarily designed to meet the needs of businesses rather than those of employees.

According to the findings of Niharika and Supriya's (2018) research, achieving work-life balance requires taking into account aspects related to both work and family. S. McMillan (2019) shown that individual harmony and its impacts have resulted in the development of a new harmony that is founded on conflict and enrichment. According to Bhawna and Shalini (2012), many marketers utilise the quality of work life as a strategic strategy to retain personnel in the business and ensure equal emphasis is paid to performance and commitment. According to a paper by K.Santhani Lakshami (2013), educational institutions should establish and execute policies that enable women teaching staff members manage their work life balance. It was discovered by Vijay Mani (2013) that in India, the work-life balance of women professionals is affected by factors such as role conflict, policies, gender discrimination, time management, inadequate social support, and other similar factors.

## **OBJECTIVES OF THE STUDY**

1. To conduct research on the perspectives of working women in the service industry on their roles in the workplace and their family responsibilities.
2. To investigate the extent of substances, such as age group, family structure, occupation, service sector, and number of children, and to investigate how all of these substances impact the work-life balance of married women who are employed.

**RESEARCH METHODOLOGY**

The 'Descriptive' type of research service is the one that has been offered as the research design for the study. This kind of study is concerned with the quality of replies from the respondents, as well as their attitudes, interests, technical abilities, experience, behaviours, beliefs and values, emotions, personality, and self-concept, among other things. The pilot research served as the basis for the questionnaire survey approach that was used to collect primary data. In order to support the research, secondary data was gathered from a variety of sources, including journals and research publications.

**DATA COLLECTION**

Only primary sources are utilised in the data collection process. Research is being done with married women who are employed in the cities of Chandigarh and Mohali. respondents chosen from the fields of health care, education, and service industries. The information is gathered via conducting interviews with important personnel in the organisation, as well as having personal conversations with female employees and having them fill out questionnaires. Because the survey was limited to married women who held jobs, each and every one of the respondents is in a committed relationship. The total number of samples is one hundred.

**TOOLS AND TECHNIQUES**

When doing an analysis of the data that has been obtained, statistical techniques such as the mean, standard deviation, and percentage are utilised. Mean is a common abbreviation for the term "average." This average is so widely used because it meets the majority of the requirements for an ideal average, such as being simple and inflexible, among other criteria. The well-known mathematician and professor Karl Pearson of England developed the standard deviation in 1823. He saw it as an improvement over the mean deviation, therefore he named it after himself: the standard deviation. Std. A deviation is calculated by taking the square root of the arithmetic average of the squares of deviation, which are then subtracted from the arithmetic average of a series.

**ANALYSIS AND FINDINGS****Table-1 VIEWS REGARDING BALANCE OF PERSONAL AND PROFESSIONAL LIFE**

Responses	No. of Respondents	Percentage
Yes	44	44.9
No	54	55.1
Total	98	100.0

According to Table 1, out of 98 respondents, 55.1% are unable to find a work-life balance, whereas 44.9% of respondents have found a way to strike a healthy balance between their professional and personal lives.

**Table-2 VIEWS ABOUT WORK LIFE BALANCE IS A BIGGEST CHALLENGE**

Responses	No. of Respondents	Percentage
Yes	52	53.1
No	46	46.9
Total	98	100.0

Table 2 reveals that of the 98 working women who responded, 53.1% of them chose the option "yes" because they believe maintaining a healthy work-life balance is one of their greatest challenges. On the other hand, 46.9% of respondents who chose the option "no" stated that maintaining a healthy work-life balance is not one of their greatest challenges.

**Table-3 VIEWS ABOUT STRONG RELATIONSHIP BETWEEN WORK LIFE BALANCE AND QUALITY OF LIFE**

Responses	No. of Respondents	Percentage
Yes	61	62.2
No	37	37.8
Total	98	100

According to the data in Table 3, 62.2% of respondents out of 98 say there is a significant link between work life balance and quality of life, while 37.8% of respondents do not agree with this statement.

**Table-4 VIEWS ABOUT GOOD LEVEL OF SATISFACTION TOWARDS QUALITY OF LIFE**

Responses	No. of Respondents	Percentage
Yes	44	44.9
No	54	55.1
Total		100

According to Table 4, out of a total of 98 respondents, 44 (44.9%) feel satisfied that their quality of life is excellent, while 54 (55.1%) believe that their quality of life is not good.

## CONCLUSION



The ability of working women to maintain a healthy work–life balance was investigated in this study. According to the findings of this survey, the majority of working mothers are unable to strike a healthy balance between their professional and personal lives, and this is true regardless of the industry in which they work, the age group to which they belong, the number of children they have, their income level, or their vocation. The majority of married working women in all fields believe that it is extremely challenging to find time for their own personal hobbies or other forms of leisure activity while still maintaining friendships or other types of extended connections. It was shown that married working women in the age range of fewer than 20-25 years had greater work-life imbalance difficulties than those in the age category of 26 to 30 years, however it was discovered that married working women above the age of 36 years were balancing work and life slightly better than the age groups listed above. Only 44 (44.9%) of the 98 working women have managed to strike a healthy balance between their professional and personal lives. Because these women make more than those who earn less, they are in a better position to strike a healthy work-life balance. Because those individuals are making more money, they are in a position to pay for amenities that assist them in balancing their professional and personal lives. The results of our study highlighted the significance of maintaining a healthy work-life balance as well as the need of doing so in order to experience happiness and overall life satisfaction.

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