

# A Study On Work - Life Balance, Family-Work Conflict And Work-Family Conflict Among Women Nurses Of Government Hospitals In Thoothukudi District

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## Abstract

The need and necessity of enjoying the comforts and facilities of modern life compels both men and women in facilities to share the responsibility of earning well. As the time has changed women as nurses from housekeeping, they have stepped out to shoulder the burden of family maintenance. The present study is confined to working women nurses of Government hospitals in Thoothukudi district. It necessitates the collection of primary information for the execution of this study on work - life balance, family-work conflict and work-family conflict among women nurses of government hospitals. For the purpose of data collection, taluk-wise lists of women nurses were obtained from the Deputy Director of Medical Services in every 10 taluks. Thoothukudi district comprises of 10 taluks and Government Hospitals situated at 10 taluks (places) in the district. The number of permanent women nurses in each taluk including doctors, nurses, technicians, pharmacists, and as on date 31<sup>st</sup> March 2020 were recorded for selecting samples for primary data collection. To give a specific focus to the objectives, the following null hypotheses have been formulated to test the women nurses working in urban and rural areas of Government hospitals by using appropriate statistical tool. A sample of 25 percent of the women nurses was accurately concentrated in the selected 10 taluks of the Thoothukudi district. Therefore, there were 100 sample women nurses from urban 80 and rural 20 randomly selected from the above-mentioned 10 taluks by stratified proportionated random sampling method. work - life balance, family-work conflict and work-family conflict have been examined.

**Keywords:** Work - Life Balance, Family-Work Conflict, Work-Family Conflict and Women Nurses.

## INTRODUCTION

Work-Life Balance (WLB) of women nurses has become an important subject. As the time has changed women as nurses from housekeeping, they have stepped out to shoulder the burden of family maintenance. The need and necessity of enjoying the comforts and facilities of modern life compels both men and women in facilities to share the responsibility of earning well. Historical data from the employment survey in India indicates that the employment rate of women has remarkably increased by 3.6% per year from the year 1991 to 2001. Of all the women in the workforce in 2004, 35.6% of women were in the regular salaried category. In 2017, their representation had increased to 52.1%. Women in India have broken barriers and built bridges in professional platforms. Work-Life balance focuses on two main aspects called achievement and enjoyment. This means that a woman should be able to have job satisfaction (Enjoyment) and at the same time she will be able to grow up in

her career (Achievement). When a working woman can achieve and enjoy her professional and personal life, it means she has a positive Work-Life balance.

## WORK- LIFE BALANCE

The term Work-Life balance means different things to different persons and different things to the same person at various points in his/her career. Work-Life balance is about creating and maintaining supportive and healthy work environments, which will enable employees to have a balance between work and personal responsibilities and thus strengthen employee loyalty and productivity. The challenge of Work-Life balance is one of the most significant struggles faced by modern employees. The professional work-life balance is remaining a challenge for them to prove themselves as better achievers. The challenge of balancing one's work and personal life is experienced by every person around the globe. Organizations from all countries must respond to the employees' struggles who are facing by implementing effective work-life initiatives.

## WORK-FAMILY CONFLICT AND FAMILY-WORK CONFLICT

Researchers define the incompatibility between the domain of work and the domain of family as work-family conflict. The conflict between these domains occurs when participation in one role is more difficult due to participation in the other role. Today, work-family conflict (work interfering with family) is more prevalent than family-work conflict (family interfering with work) though both can occur. However, regardless of the direction of causation, when one domain is discordant with another domain, the result is conflict and increased stress on the individual. Attribution theory states that there are internal and external explanations for work-family conflict and family-work conflict.

## ROLE OF WOMEN AND WORK-LIFE BALANCE

Women are mostly involved in full-time services and are working 8 hours per day and 6 days in a week minimum and are confronted by increasing workload every day. So, most of them carry out their work and responsibilities to home but balancing between these two complex situations in the present-day fast life requires talent, tact, skill and caution. Employers should concentrate on framing various policies and schemes to facilitate Work-life balance to encourage and attract women employees. Employees learn different kinds of behaviour from workplace life and private life. Since reciprocal interactions between both the life domains occur a Green Work-life balance this right concept is suggested to facilitate environmentally friendly behaviour for them.

## WORK STRESS AND WORK-LIFE IMBALANCE

Work stress is defined as stress that is generated due to conflicting demands in one's job. The numbers of control employees have over their workflow which can impact how significant work stress will be. While all work has an element of stress, true work stress is harmful in that an employee has emotional and physical reactions to job demands that are difficult to control. An imbalance between personal life and work-life can have serious or adverse effects on health and well-being. This imbalance usually occurs when the boundaries between professional life and personal life are not properly demarcated and followed with discipline. Work-life imbalance leads to emotional stress, family problem, health problem depression and anxiety.

## EMPLOYEES BENEFITS FROM WORK-LIFE BALANCE

1. Easier ability to participate more fully in paid work as well as other activities that are important, e.g. spending time with family, leisure, and personal development and community activities.
2. Improved self-esteem, health, concentration, confidence, loyalty and commitment.
3. Not bringing problems at home to work and vice versa.
4. Greater control of their working lives.
5. Happier at home as well as:
6. Greater responsibility and a sense of ownership.
7. Better relations with management.
8. The ability for women in paid work to take time off rather than resign from their jobs to stay at home, or to return to work too early after childbirth.

## WORK-LIFE BALANCE BENEFIT TO EMPLOYERS

1. Business will attract and retain the best people
2. Increased employee retention
3. Reduced absenteeism
4. Employer loyalty
5. Increased productivity and profit.
6. Maximised available labour.
7. Making employees feel valued
8. The reputation of being an employer of choice

## DETERMINANTS OF WORK-LIFE BALANCE

In every individual's life there exists the determinants of Work-life balance. The subject in the present contexts that are related to the most with Work-life balance is as follows. 1. Individual, 2. Work and Organization, 3. Social Environment

## THE CONSEQUENCES AND CAUSES OF WORK-LIFE BALANCE

Poor work-life balance is often manifested in a range of physical and psychological strains, such as irritability, depression, anxiety, diminished self-confidence, inability to relax, lack of sleep and increased susceptibility to a number of illnesses, a number of psycho-somatic disorders, burnout, low productivity, high employee turnover, safety hazards, increase in divorce cases, high blood pressure, ulcer, migraine and many psychosomatic disorders. Researchers proved that Work-life balance and job satisfaction were positively related to each other and even the work family conflict increased emotional exhaustion and decrease job satisfaction.

## THE CHALLENGES OF WORK-LIFE BALANCE

The complex society of ours makes the individuals with conflicting responsibilities and commitments; hence the work-life balance has become a predominant issue at the workplace. The major factors such as the global competition, the renewed interest in personal lives/ family values; and managing the workforce, etc. have made it more significant. Studies have revealed that human resource professionals seek innovative ways to attain their organization's competitive advantage in the marketplace and it is found that work-life balance activities offer a win-win solution in this regard.

## THE INFLUENCING FACTORS OF WORK-LIFE BALANCE

Many companies have responded to the evolving set of issues and with the influencing elements related to work-life balance by introducing a wide variety of work-life balance practices. These practices help the employees to balance both work and life equally where it supports the employer to increase the retention of the employee. Some of the influencing factors include

## WORK-LIFE BALANCE - PROSPECTS FOR INDIAN ORGANISATIONS

Comparing with the past, today, one can see a noticeable difference in Indian organisations' vision, philosophy, leadership styles and people-oriented HR interventions. Consequently, Indian organisations have started getting respect globally. HR practitioners are striving to experiment with the existing policies and exploring other innovative policies, schemes and interventions to motivate and involve a large number of employees. However, managing employee's work-life balance has still not become a core strategic facet of people management practices in Indian organisations, which have a competitive advantage in terms of young talents in comparison to the West. This demands attention to tap available talents for superior performance.

## WORK-LIFE BALANCE TODAY

In the transition from stable slow-changing bureaucracies to the modern flexible firm, the nature of work has also changed, often with fewer people being required to produce more. This has implications for both the long-term commitment of employees and the balance of work and personal responsibilities. Hence, in modern organisations

a few administrative assistants have replaced the large typing pool of the old bureaucracies, while managers work to take the process on their own letters and communications. The modern worker has to be aware of and comply with a burgeoning list of compliance requirements.

All institutions face new standards of recommended accounting practice, more detailed health and safety requirements, increasingly complex employment and pensions legislation, more exacting provisions for ensuring non-discrimination and, of course, proliferating complaint procedures. Therefore, in a climate where more is expected from fewer people, issues of work-life balance have taken on greater significance than in times past. As the term 'work balance' articulates, people have an aspiration to achieve greater equilibrium in their lives, and this cannot be achieved in a relationship where the employee is seen to be more flexible than the employer.

## IMPORTANCE OF WORK-LIFE BALANCE

Work-Life balance does not mean an equal balance. It means the capacity to schedule the hours of professional and personal life to lead a healthy and peaceful life. It is not a new concept. It emphasizes the values, attitudes, and beliefs of women regarding their age to work in organizing and balancing their work and personal life. When a woman achieves a successful Work-Life balance, she has job satisfaction and becomes highly committed and productive and succeeds in her career. But, in certain cases, women are not able to succeed due to incapability in balancing her work and personal life. She is unable to set her priorities. As a result, she withdraws from her work due to simple reasons like taking care of her children, aged in-laws/parents, and other family pressures. If the man is able to share some of her responsibilities, she would be a successful woman. The women should also educate her children to share responsibilities to make life better and fruitful.

## STATEMENT OF THE PROBLEM

Women nurses are continually challenged by the demands of full-time work and when the day is done at the workplace, they carry more of the responsibilities and commitments to home. So, the attitudes of female workers have changed. Majority of the working women's lives are in a juggling act and women are ready to take up challenges to have a good quality of life and enjoyable work-life, career progression, training and development, good health, affordable childcare or eldercare, further education, more money, time to travel, time with friends and family, time to do sports and hobbies.

Women nurses go for employments have to balance their role between work and the family. Often the work environment, working hours, career opportunities, stress in work and family, reward factors at the workplace, etc. affect their efforts to balance their work-life. Employed married women nurses therefore undertake multiple roles and work-life balance that become a challenge. They have to work towards their professional improvement which adds to their work pressure. The purpose of this study is to identify the factors affecting Work-Life balance, family-work conflict and work-family conflict among women nurses of Government hospitals in Thoothukudi district.

## SCOPE OF THE STUDY

The scope of the study is limited to permanent women nurses working in Government hospitals of Thoothukudi district regarding the challenges that they face in family-work conflict and work-family conflict and balancing professional life and personal life. This study consists of women nurses working in urban and rural areas. This study covers to identify the possible and feasible ideas to overcome the imbalance and improve the quality of Work-Life balance of women nurses of Government hospitals in Thoothukudi district.

## OBJECTIVES OF THE STUDY

The present research has been carried out with the following objectives.

1. To identify the determinants of family-work conflict, work-family conflict and work-life balance of women nurses in Government hospitals of the study area.
2. To offer some suggestions based on the findings of the study.

## HYPOTHESES OF THE STUDY

There is no association between the work domain variables of women nurses working in rural areas, urban areas and their job satisfaction in Government hospitals.

## LIMITATIONS OF THE STUDY

The present study suffers from certain limitations. One of the important limitations is that there are large numbers of studies relating to Work-Life balance, the present study is confined to its scope with permanent women nurses working in Government hospitals. Another limitation is that the researcher has confined her study area to the Thoothukudi district alone. Thus, the results and findings can be generalised only to a certain extent. Since the sample size is too limited, the scope of application of the findings of the present study is also limited. The results were derived during the research period only. And this study has not considered the administrative staff of the Government hospitals in Thoothukudi district.

## PERIOD OF STUDY

The field survey was conducted from September 2022 to March 2023 for the collection of primary data. The reference period of the survey was from 2022 to 2023.

## COLLECTION OF DATA

Both primary and secondary data have been used for the present study. A reconnaissance survey was made on the selected women nurses to get acquainted with the designation, monthly salary, experience, time devoted to family work, work- family conflicts, family-work conflicts and the like. Based on the information gathered, a well-designed pre-tested interview schedule was drafted and used in the field survey to collect primary data. The primary data were collected by a direct personal interview method.

The secondary data were obtained from the department of statistics of Thoothukudi district and various officials of Deputy Director of Medical services and Journals and web sites.

## METHOD OF ANALYSIS

Keeping on the given the objectives of the study, 100 women nurses were post- stratified into two categories based on their working areas namely urban and rural areas of the Government hospitals. Sample women nurses working in urban and rural areas were respectively considered for further analysis. Out of 100 women nurses, 80 women nurses working in urban areas (75.27 per cent) and 20 (24.73 per cent) women nurses working in rural areas categories respectively.

## SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION

### Determination Of Work-Family Conflict (WFC) And Family Work Conflict (FWC)

The work-life imbalance among the women nurses reflects in two ways namely work-family conflict (WFC) and family-work conflict (FWC). There are two dimensions of work-family conflict. These are time based and strain based. Time based conflict occurs when time devoted to one role makes it difficult to participants in, or complies with the expectation of the other role. Strain based conflict is viewed as strain from the demands of one role introducing into and interfering with the participation of another role. Family-work conflict (FWC), also a form of inter-role conflict is similar to work-family conflict. It occurs when “the role pressures from the family and work domains are mutually incompatible in some respect. In this section, an attempt has been made to analyse the determinants of work-family conflict (WFC) and family-work conflict (FWC) by using the regression models.

**TABLE 1 The Important Determinants Factors Influencing to Identified the Work Life Balance of Women Nurses Working in Urban Areas of Government Hospitals-Rotated Components Matrix**

Sl.No.	Determinants of Work Life Balance	Factor Loadings				h <sup>2</sup>
		F1	F2	F3	F4	
1	Age of the women nurses	0.7911	0.0341	0.0286	0.0341	0.5966
2	Educational qualification	0.7763	0.0416	0.0531	0.0415	0.6546
3	Marital status	0.7561	0.0321	0.0336	0.0314	0.5216

4	Family structure	0.7423	0.0231	0.0321	0.0421	0.7813
5	Family size	0.7268	0.0336	0.0421	0.0536	0.7166
6	Experience of the women nurses	0.7125	0.0425	0.0321	0.0235	0.5211
7	Monthly income	0.7034	0.0521	0.0416	0.0516	0.5011
8	Support from family members	0.0321	0.6968	0.0416	0.0321	0.8311
9	Energy levels of nurses	0.0296	0.6714	0.0531	0.0416	0.6818
10	Self high expectations	0.0346	0.6634	0.0546	0.0348	0.5114
11	Mobility from native place	0.0462	0.6514	0.0531	0.0466	0.5366
12	Psychological factors	0.0532	0.6424	0.0421	0.0521	0.5549
13	Monthly salary	0.0429	0.0395	0.6216	0.0416	0.8566
14	Nature of job	0.0516	0.0416	0.6162	0.0514	0.8868
15	Department in which a nurses working	0.0343	0.0235	0.5811	0.0226	0.5456
16	Long working hours	0.0421	0.0538	0.0638	0.5711	0.5206
17	Support from colleagues	0.0632	0.0632	0.0733	0.5426	0.5109
18	Support from management	0.0632	0.0711	0.0321	0.5263	0.5066
Eigen value		9.11	8.32	7.61	6.33	
Percentage of variance (per cent)		21.56	19.13	16.45	14.21	
Cumulative percentage of variance (per cent)		21.56	40.69	57.14	71.35	

**Source:** Computed data

**Note:** The principal method with Orthogonal Varimax Rotation is used to extract Factors.

It is clearly observed from the above Table 1 that the rotated factor loading for the 18 variables to determinants the work life balance of women nurses working in urban areas of Government hospitals have been extracted into four factors namely F1, F2, F3 and F4. The factors identified with new names are:

F1 - Personal and family characteristics, F2 - Factors support and self-confidence  
 F3 - Salary and nature of job, F4 -Working environment

**TABLE 2 Variables with Highest Factor Loading for The Work-Life Balance of Women Nurses Working in Urban Areas of Government Hospitals**

Sl.No.	Factors	Name of the Newly Extracted Dimensions (Factors)	Selected Statements (Variables)	Factor Loadings
1	F1	Personal and family characteristics	Age of the women nurses	0.7911
2	F2	Factors support and self confidence	Support from family members	0.6968
3	F3	Salary and nature of job	Monthly salary	0.6216
4	F4	Working environment	Long working hours	0.5711

It is clearly observed from the above Table 2 that the statement, age of the women nurses with factor loading 0.7911, support from family members with factor loading 0.6968, monthly salary with factor loading 0.6216 and long working hours with factor loading 0.5711 are the statements with a highest factor loading under the dimensions namely personal and family characteristics (F1), factor support and self-confidence (F2), salary and nature of job (F3) and working hours (F4) respectively. Thus, the important determinants (factors) have influencing to identify the work life balance of women nurses working in urban areas of Government hospitals in the study area.

**TABLE 3 The Important Determinants Factors Influencing to Identified the Work Life Balance of Women Nurses Working in Rural Areas of Government Hospitals-Rotated Components Matrix**

Sl.No.	Determinants of Work Life Balance	Factor Loadings				h <sup>2</sup>
		F1	F2	F3	F4	

1	Support from colleagues	0.8161	0.0241	0.0321	0.0241	0.6311
2	Long working hours	0.8054	0.0341	0.0231	0.03315	0.6124
3	Support from management	0.7813	0.04211	0.0349	0.0263	0.5909
4	Energy level of nurses	0.0266	0.7516	0.0454	0.0334	0.5516
5	Support from family members	0.0233	0.7461	0.0345	0.0201	0.7163
6	Mobility from native place	0.0113	0.7266	0.0214	0.0314	0.5412
7	Psychological factors	0.0339	0.07154	0.0216	0.0316	0.5112
8	Self-high expectation	0.0418	0.6954	0.0514	0.0466	0.6536
9	Monthly family income	0.0434	0.0631	0.6811	0.0499	0.5066
10	Family size	0.0935	0.0494	0.6765	0.0333	0.7514
11	Age of the women nurses	0.0334	0.0455	0.6545	0.0521	0.5106
12	Family structure	0.0424	0.0536	0.6453	0.0634	0.6908
13	Experience of the women nurses	0.0424	0.0345	0.6265	0.0236	0.5202
14	Marital status	0.0532	0.0426	0.6134	0.0532	0.7466
15	Educational qualification	0.0425	0.0325	0.6034	0.0416	0.5319
16	Nature of job	0.0496	0.0321	0.0416	0.5814	0.7633
17	Monthly salary	0.0263	0.0639	0.0531	0.5146	0.7918
18	Department in which a nurse is working	0.0113	0.0286	0.0276	0.5633	
Eigen value		9.22	8.61	7.31	5.24	
Percentage of variance (per cent)		18.24	17.66	16.25	15.13	
Cumulative percentage of variance (per cent)		18.24	35.90	52.15	67.28	

**Source:** Computed data

**Note:** The principal method with Orthogonal Varimax Rotation is used to extract Factors.

It is clearly understood from the above table 3 that the rotated factor loading for the 18 variables to determinants the work life balance of women nurses working in rural areas of Government hospitals have been extracted into four factors namely F1, F2, F3 and F4. The factors with identified new names such as:

F1- Working conditions. F2- Supporting factors

F3 – Family status, F4 – Nature of job

**TABLE 4 Variables with Highest Factor Loading for The Work-Life Balance of Women Nurses Working in Rural Areas of Government Hospitals**

Sl.No.	Factors	Name of the Newly Extracted Dimensions (Factors)	Selected Statements (Variables)	Factor Loadings
1	F1	Working Conditions	Supporting from colleagues	0.8161
2	F2	Supporting Factors	Energy levels of nurses	0.7516
3	F3	Family Status	Monthly family income	0.6811
4	F4	Nature of job	Nature of job	0.5814

Table 4 reveals the statement supporting from colleagues with factor loading 0.8161, energy levels of nurses with factor loading 0.7516, monthly family income with factor loading 0.6811 and nature of job with factor loading 0.5814 are the statements with a highest factor loading under the dimensions namely working conditions (F1), supporting factors (F2), family status (F3) and nature of job (F4) respectively. Hence, the important determinants (factors) which influencing to identify the work life balance of women nurses working in rural areas of Government hospitals in Thoothukudi district.

## SUMMARY

The findings of the analysis are summarized as follows:

The analysis of work-family conflict reveals that work and family involvement and work pressure had a greater impact of work-family conflict for women nurses working in both urban and rural areas of Government hospitals.

The result of determinants of family-work conflict showed that working spouse was found foremost factor to determine family-work conflict followed by caring responsibilities for women nurses and parental status for women nurses working in urban and rural areas of Government hospitals.

The following identified the factors which determine work-life balance indicate that the factors namely (i) Personal and family characteristics, (ii) Factor support and self confidence, (iii) Income and nature of job and (iv) Work environment were extracted from 21 variables by factor analytical method for women nurses working in urban areas. In the case of women nurses working in rural areas, other factors were (i) Nature of job (ii) Family status, (iii) Supporting factor and (iv) Working conditions.

## SUGGESTIONS

Based on the findings of the study, the following suggestions are offered for improving work-life balance among women urban and rural nurses of Government hospitals in Thoothukudi district.

1. Women nurses should think of effective time spent at work, rather than working for long hours. They have to complete their work within the prescribed time.
2. Management must provide a healthy environment to the women nurses like participating decision making-process autonomy in work. Along with healthy environment, cordial relationship should also be maintained in the workplace.
3. The work-life imbalance must associate with quality of life when there is a substantial time and involvement.
4. Hospitals should adopt work family programmes then it reduces the work-life imbalance of women nurses.
5. Sanitation workers play a vital role in the hospital environment, if we are not given flexible time choices to the women nurses then the entire system will be collapsed. We should give flexi-time for sanitary workers.
6. Women nurse assistance program (EAP) and orientation should offer by the employer rather than a one-time program, these should be conducted at regular period of intervals, especially for the newly recruited women nurses to become familiar with hospital policies and procedures regarding work-life Imbalance.
7. Hospitals should create high standards for service excellence, establish trust in nurses, offer career opportunities and, where necessary, delegate authority, in order to enhance nurses' intrinsic motivation and also their job performance, job satisfaction and affective organizational commitment.

## CONCLUSION

Women healthcare workers play an essential part in ensuring high quality care in the healthcare hospitals. The pivotal role of the healthcare professionals and other employees are playing in determining the effectiveness, efficiency and sustainability of healthcare systems.

Women nurses should care for the family both physically and financially to satisfy the family needs. Also, work for the accomplishment of organisational objectives and individual growth to satisfy the career needs. For a working women nurses to achieve work-life balance, some of the strategies and skills at work such as planning, organizing and setting limits can be used at home and workplace for accomplishing, satisfying and fulfilling well balanced life both professionally and personally.

Thus, it may be concluded that healthcare sectors need to adopt human resource strategies and policies to overcome the issues of work-life imbalance of women nurses in the current environment. Increasing female labour force participation is important for economic growth to counter labour shortages. The healthcare

sector and society as a whole should be open to create more flexible work environments, promoting work-life balance and diversity, and boosting female representation in management.

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