



# Work Life Balance of Hospital Employees: Challenges, Stressors and Organizational Support

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## Abstract

Work–life balance has become an important issue for employees in the modern workplace, particularly in sectors with high workloads and emotional demands such as the healthcare sector. This study examines the work–life balance of hospital employees and identifies factors that influence their ability to manage professional and personal responsibilities. A descriptive cross-sectional research design was used for the study. Data were collected from 158 hospital employees using a structured questionnaire and analyzed using statistical tools such as percentage analysis, correlation, regression, and t-test. The results indicate that long working hours, shift duties, emergency responsibilities, and work-related stress significantly affect employees' work–life balance. Organizational support, flexible scheduling, and effective management practices play a crucial role in improving employee well-being and productivity. The findings highlight the need for hospitals to implement supportive policies to maintain employee satisfaction and reduce burnout.

## Keywords

Work–life balance, Hospital employees, job stress, employee well-being, organizational support.

## I. Introduction

Work–life balance refers to the ability of individuals to effectively manage professional responsibilities and personal life commitments. In recent decades, organizations have experienced significant changes in working patterns, technological developments, and increasing service expectations. These changes have made it more difficult for employees to maintain a balance between their professional and personal lives.

Employees working in hospitals and healthcare institutions often face intense job pressure due to long shifts, patient care responsibilities, emergency situations, and staff shortages. Healthcare professionals such as doctors, nurses, and technicians frequently work irregular hours,

including night shifts and weekends.

These conditions may result in stress, burnout, fatigue, and reduced job satisfaction. Achieving a healthy balance between work and personal life is therefore essential for maintaining employee well-being and ensuring high-quality patient care.

## II. Objectives of the Study

1. To examine the work–life balance among hospital employees.
2. To identify factors influencing work–life balance such as working hours and management support.
3. To analyze job-related stressors affecting employees' work–life balance.
4. To determine whether marital status influences employees' work–life balance.

## III. Review of Literature

Several studies have highlighted the importance of work–life balance in improving employee satisfaction and organizational performance. Wibowo et al. (2025) found that work–life balance significantly improves employee performance and psychological empowerment. Barut-Tusun and Ercan-Şahin (2025) identified psychological resilience as an important factor influencing work–life balance among employees.

Lamane-Harima et al. (2023) emphasized that supportive workplace cultures and flexible work arrangements can reduce work–family conflict and improve employee retention. Wolor et al. (2020) also reported that effective work–life balance practices enhance employee motivation, commitment, and productivity.

Studies focusing on the insurance sector reveal that employees often experience stress due to heavy workloads, strict deadlines, and sales targets. These stressors negatively affect employees' personal lives and job satisfaction. Despite the growing interest in work–life balance research, limited studies focus specifically on insurance employees in developing economies, indicating a



research gap in this field.

#### IV. Research Methodology

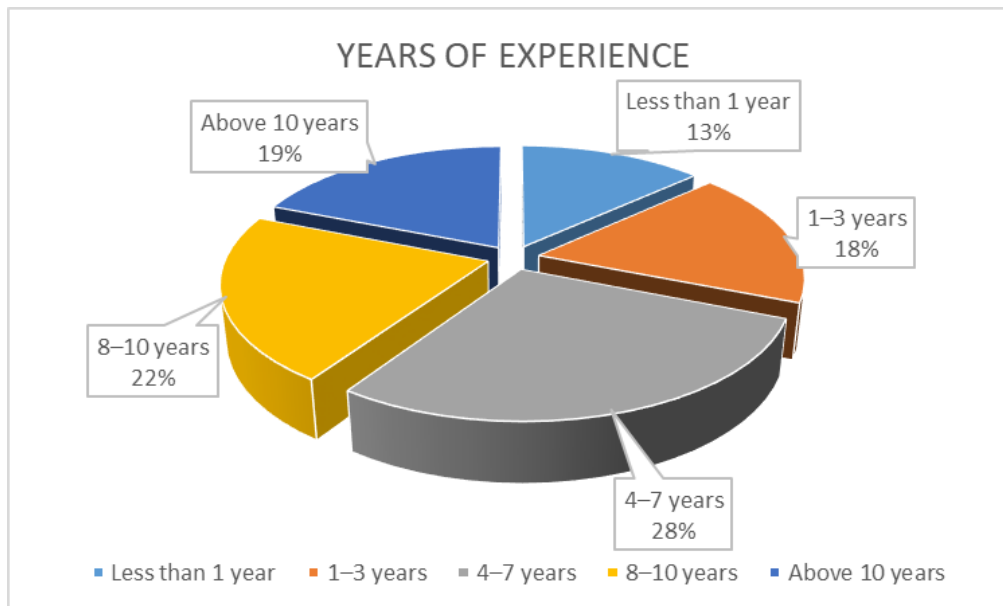
This study adopts a descriptive cross-sectional research design to examine the work-life balance of hospital employees.

Sampling Technique: Purposive sampling method

was used to select respondents. Sample Size: A total of 158 insurance employees participated in the study. Data Collection: Primary data were collected through a structured questionnaire distributed to respondents. Tools for Data Analysis: The collected data were analyzed using statistical tools such as percentage analysis, correlation analysis, regression analysis, and t-tests.

#### V. Data Analysis and Interpretation

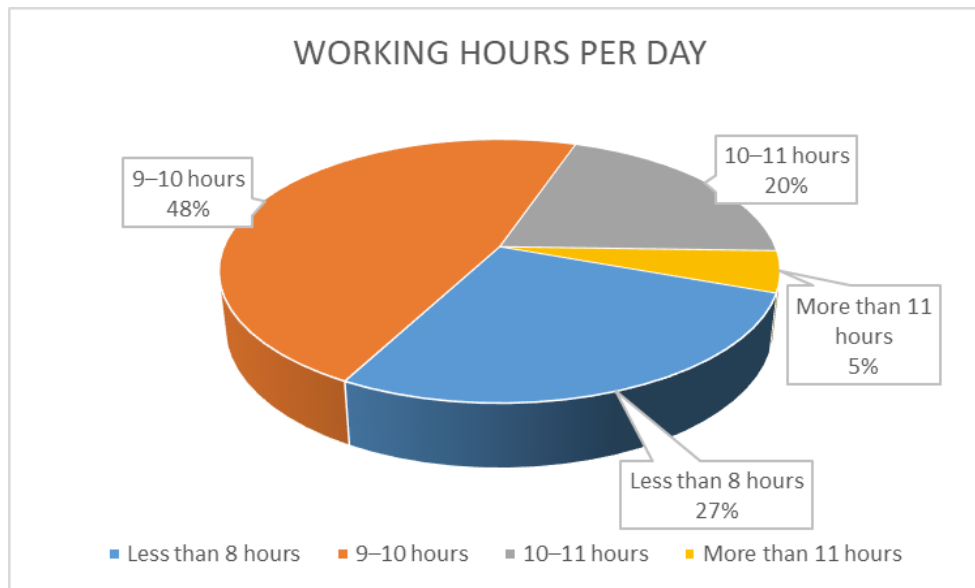
CHART 5.1 YEARS OF WORK EXPERIENCE OF THE RESPONDENTS INTERPRETATION



The pie chart 5.1 depicts 13.3% of respondents belongs to less than 1 year , 17.7% of respondents belongs to 1-3 years , 28.5% of respondents belongs to 4-7 years , 21.5% of respondents belongs to 8-10 years , 19% of respondents belongs to above 10 years.



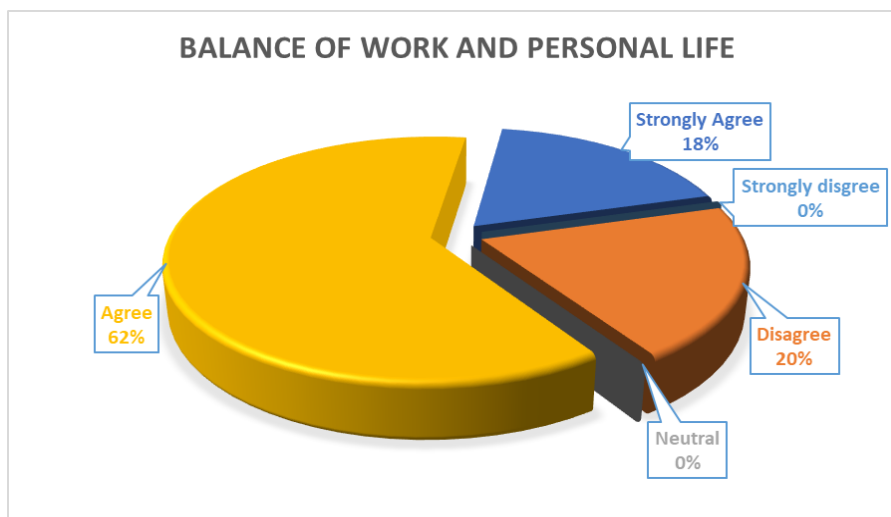
**CHART 5.2 WORKING HOURS PER DAY OF THE RESPONDENTS**



**INTERPRETATION**

The pie chart 5.2 depicts that 27.2% of respondents belongs to less than 8 hours, 47.5% of respondents belongs to 9-10 hours, 20.3% of respondents belongs to 10-11 hours, 5.1% of respondents belongs to more than 11 hours.

**CHART 5.3 BALANCE OF WORK AND PERSONAL LIFE**

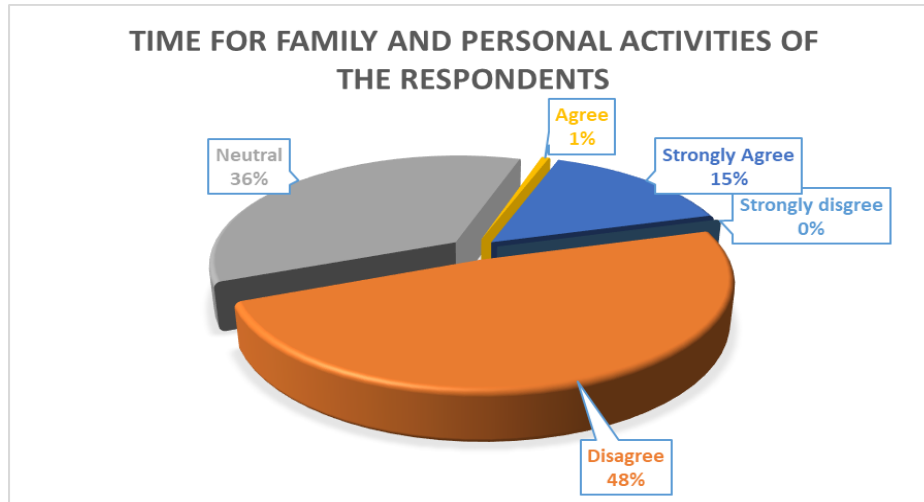


**INTERPRETATION**

The pie chart 5.3 depicts that 0% of respondents belongs to strongly disagree, 20.9% of respondents belongs to disagree, 0% of respondents belongs to neutral, 63.9% of respondents belongs to agree, 15.2% of respondents belongs to strongly disagree.



CHART 5.4 TIME FOR FAMILY AND PERSONAL ACTIVITIES OF THE RESPONDENTS



#### INTERPRETATION

The pie chart 5.4 depicts that 0% of respondents belongs to strongly disagree, 48.4% of respondents belongs to disagree, 35.8% of respondents belongs to neutral, 0.6% of respondents belongs to agree, 15.1% of respondents belongs to strongly disagree.

#### VI. Findings

1. Long working hours significantly impact employees' personal and family life.
2. Organizational support plays an important role in improving work-life balance.
3. Flexible work arrangements and leave policies positively influence employee well-being.
4. Demographic factors such as marital status and age influence employees' work-life balance perceptions.
5. Hospital employees experience significant work-related stress due to patient care responsibilities and shift work.

#### VII. Suggestions

1. Hospitals should introduce flexible shift scheduling to help employees manage personal responsibilities.
2. Employee wellness programs focusing on mental and physical health should be implemented.
3. Management should provide better communication and support to employees.
4. Workload distribution should be balanced to reduce stress and burnout.
5. Training programs on stress management and

time management should be conducted.

#### VIII. Conclusion

Work-life balance is an essential factor affecting employee satisfaction, productivity, and organizational performance.

Employees in the healthcare sector face unique challenges due to high workload, emergency situations, and long working hours. The study highlights the importance of organizational support, flexible scheduling policies, and effective management practices in promoting employee well-being.

By implementing supportive work-life balance strategies, hospitals can enhance employee satisfaction, reduce burnout, and improve the quality of healthcare services.

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