

**A Study on Work-life Balance of Working Women in Service Sector****Monika Jindal**

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**ABSTRACT**

Work life balance is too tough to maintain for females as now there is no distinction between the rights of men and women and both have to equally share the responsibilities for better standard of living. So it becomes necessity for women to equalise professional and domestic life. In order to get views of working women a sample of 100 females were chosen. The main results of study shows that the married working women of all the sectors predominantly find it very hard to steal out time for their own hobbies or leisure activities and maintain friendships or extended relationships those women are earning more then are able to balance their life as compare to less earners. Because those are earning more, they can pay to get facilities which help them to manage their work life.

**INTRODUCTION**

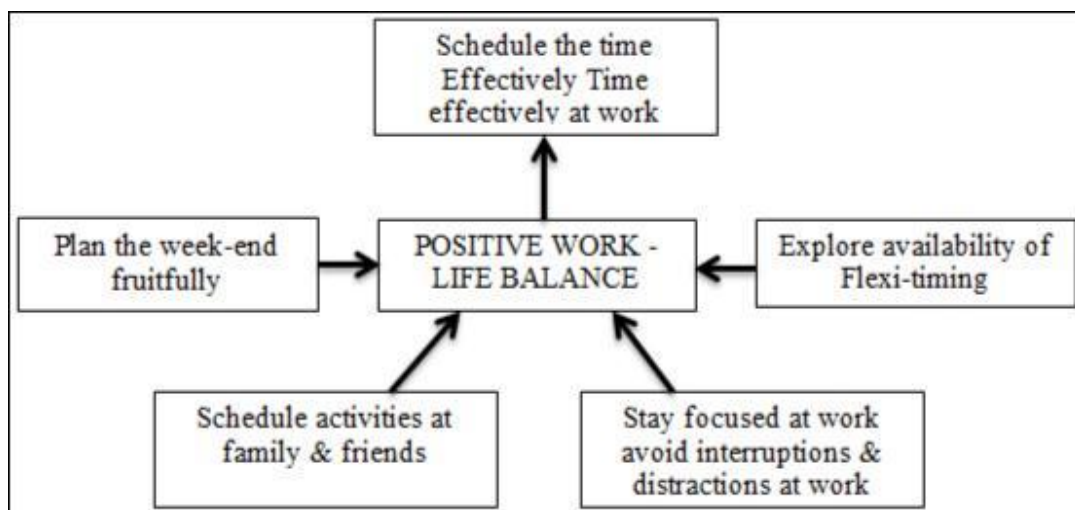
In today's world study of work life balance of women employees is an important subject As now there is no distinction between the rights of men and women and both have to equally share the responsibilities for better standard of living. So it becomes necessity for women to equalise professional and domestic life. Although situation has changed from past with the enlightenment of education. There is a need to have proper job satisfaction and at the same time contented with her personal life to attain proper work balance. With the increase in education and economic conditions women are moving into work life very fast. So it is the responsibility of organisations to create cordial environment so that employees can feel happiness and proper work life balance. Work life balance is dynamic in nature it acquires change with many factors e.g. unmarried, married, after childbirth, beginning of new career etc. With this increasing industrialization and education, employment opportunities for women have also increased. And with increasing economic conditions, it has become a necessity that both husband and wife need to work to have a normal life. In this fast growing and competitive world, as every possible opportunity for employment is increased, the organizations need to create a congenial atmosphere where employees can balance their professional and personal life. Only when an employer has a positive WLB, she

can be productive and give her best to her organization. Hence industries are working out schemes which can attract as well as retain their employees .Only by proper work life balance job satisfaction can be achieved.

## DEFINITION

### Work Life Balance

Work-Life Balance means the capacity to schedule the hours of professional and personal life so as to lead a healthy and peaceful life. It is a growing concept. There is a positive relation between work life balance and productivity. When a woman achieves a successful work-life balance, she has job satisfaction and becomes highly committed and productive and succeeds in her career. In some cases the women finds she unable to succeed due to less balancing between her work and personal life. As a result she has to leave the job which can be easily balanced by making some adjustments. If all system helps her in positive way, she can also prove her talent. With the advancement education and revolution in the corporate sector, there have been men also. There is a great need from both the partners to schedule their working hours and personal matters so that they lead a successful life and enjoy healthy relationship. The women have the responsibility to educate their children to make better tomorrow.



## REVEIW OF RELATED LITERATURE

Niharika and Supriya(2010) studied that work and family based factors are to be considered to contribute work life balance. S.Mcmillan (2011) showed that individual harmony and its effects have developed a new harmony based on conflict and enrichment. Bhawna and Shalini (2012) revealed that many marketers use quality of work life as a strategic tool to retain the employees in the organisation and equal attention on performance and commitment. K.Santhani Lakshami (2013) reported that

educational institutions should design and implement those policies which help the women teaching staff to manage their work life balance. Vijay Mani|(2013) revealed that in India the work life balance of women professionals are influenced by role conflict ,policies, gender discrimination ,time management,inadequate social support etc.

### **OBJECTIVES OF THE STUDY**

1. To study about the perception of working women toward work involvement and family responsibilities in the service sector.
2. To study the extent of substances likewise age group, family type, industry, service sector & number of children and how all these substances affecting to work life balance of married working women.

### **RESEARCH METHODOLOY**

Research design proposed for the study is 'Descriptive' type of research service. This type of research deals with quality of responses from the respondents, attitudes, interests, technical skills, experience, behavioural, beliefs and values, emotions, personality, self-concept etc. Primary data was collected by questionnaire survey method based on a pilot study. Secondary data was collected from journals and Research articles to support the research

### **DATA COLLECTION**

Data is collected through purely primary source.Study is conducted among married working women of Chandigarh and Mohali.Respondents selected from Health care sector, Education sector, Service sector. The data is collected through interviews of key persons in the organization and through personal discussions and filling of questionnaire from female employees. Since the study focused on only married working women, all the respondents are married. Sample size is 100.

### **TOOLS AND TECHNIQUES**

The statistical tools like mean, standard deviation and percentage are used for analysis of collected data. **Mean:** The average is shortly called Mean. This average is so popular because, it satisfies most of the requisites of ideal average viz. simplicity, rigidity, etc.**Standard Deviation:** It has been introduced by the renowned mathematician Prof. Karl Pearson of England in 1823 as an improvement over the mean deviation. Std. Deviation is a square root of Arithmetic average of the squares of deviation taken 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

Table 1 shows that 55.1% respondents out of 98 respondents are unable to balance their working life where as 44.9% respondents have a balance in their work and life.

**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 shows that 98 working women 53.1% women gave the response by selecting option “yes” because they are feeling work life balance is biggest challenge for them whereas 46.9% by selecting the option “no” respondents states that work life balance is not a biggest challenge for them.

**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

Table 3 shows that 62.2% respondents among the 98 respondents are thinking there is a strong relationship between work life balance and quality of life whereas 37.8% respondents are not agree with this.

**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

Table 4 reveals that 44(44.9%) respondents out of 98 respondent feel satisfy toward the quality of life is good whereas 54(55.1%) are thinking quality of life is not good.

**CALCULATION OF MEAN MEDIAN AND STANDARD DEVIATION**

Questions	N	Mean	Std. Deviation
At the moment, because the job demands it, I usually work long hours.	98	2.45 (4)	1.123
There isn't much time to socialize/relax with my partner/see family in the week.	98	2.33 (6)	1.063
I have to take work home most evenings.	98	3.14 (1)	1.227
I often work late or at weekends to deal with paperwork without interruptions.	98	3.03 (2)	1.205
Relaxing and forgetting about work issues is hard to do.	98	2.27 (7)	1.041
I worry about the effect of work stress on my health	98	2.38 (5)	1.135
My relationship with my partner is suffering because of the pressure or long hours of my work.	98	3.03 (2)	1.171
My family is missing out on my input, either because I don't see enough of them/am too tired.	98	2.58 (3)	1.130
Finding time for hobbies, leisure activities, or to maintain friendships and extended family relationships is difficult.	98	2.14 (8)	.995
I would like to reduce my working hours and stress levels, but feel I have no control over the current situation.	98	2.27 (7)	1.108

## CONCLUSION

This study was able to measure the work–life balance of working women. This study find out that mostly working women unable to balance their work and personal life irrespective of the sector they are into, the age group they belong to, the number of children they have, income and their occupation. The married working women of all the sectors predominantly find it very hard to steal out time for their own hobbies or leisure activities and maintain friendships or extended relationships. The married working women in the age group of fewer than 20-25 year are found to have more work-life imbalance problems than those in the age group of 26 to 30 years while married working women over 36 years were found to be balancing work-life slightly better than the above mentioned age groups. Out of 98(100%) working women only 44(44.9%) women have balanced in their work and life. Those women are earning more they are able to balance their life as compare to less earners. Because those are earning more, they can pay to get facilities which help them to manage their work life. Our findings revealed the importance of work-life balance and the need to have work-life balance to have happiness and life satisfaction.

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