

# INFLUENCE OF WORK-LIFE BALANCE AND FAMILY ROLES ON WORKERS' PERFORMANCE IN INDIAN HOSPITALS

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## Abstract

*In this paper, the influence of family roles and WLB on the performance of workers in Indian hospitals was examined. This paper adopted a quantitative research method and utilize primary through a research questionnaire which was used as an instrument administered to a total number of 500 respondents from four governments and four privates hospitals which are: Al-Bashir hospital (Government), Al Mafraq Government Hospital (Government), Ram Manohar Lohia Hospital (Government), Jawaharlal Nehru Medical College (Government), Philadelphia hospital (private), Haramain Hospital (Private) from India. The study showed that family roles and WLB significantly jointly influenced Employee performance in Jordan and Indian hospitals. This paper concludes that WLB and family roles are vital variables that significantly influence the performance of workers.*

*Key words: Family Roles, Work-Life Balance and Employee Performance.*

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## Introduction

The notion of Work-Life Balance (WLB) is a mixture of interconnections of various aspects of an individual's life, benefits, and demerits related to that balance or disparity can affect on several levels within a society. According to Higgins et al (2004), WLB is not the same as equal balance; rather it is centered on regulating the patterns of job functions to make workers to integrate some other duties like taking care of an elderly family members and children with their job. Work-Life Balance, based on the viewpoint of workers, is maintaining of balance amid duties at work as well as home. Russell & Bowman (2000) stressed that workers see the advantages or conditions of work which they render in order to assist workers maintain a balance within family life and the workplace as benefits of work life. Russell & Bowman (2000) noted that originally, the notion of work-life conflict was based on the effect of demands of family needs on work but it now goes beyond that and involves the effect of work on an individual's well being, stress and family life. The concept of Work-to-family conflict is reflected when job functions and experiences impedes family life.

Chinchilla & León (2011) noted that "work, family and personal life are essential, indispensable and complementary dimensions in the human being". People change in an intricate society, with strict work timetables and arrangements that make them to shift their focus away from their individual needs and focusing entirely on the goals of their career. An appropriate balance between job functions and family lifestyle is a vital role in attaining career and personal goals (Prerna, 2012).

Furthermore, the implementation of WLB oriented projects gives room for workers to be more efficient in their work at the same time facilitates employee retention in organizations, improves the ROI of human capital (Yamamoto & Matsuura, 2012; Konrad & Managel, 2000).

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**The objectives of the Study:**

The following objectives are used in this study:

- i. Determining effect of family roles on the performance of workers in Indian hospitals.
- ii. Examining the impact of family roles and WLB on performance of workers in Indian hospitals

**Hypotheses**

The hypotheses of this study are as follows:

H0<sub>1</sub>: Family role significantly affects the performance of workers in Indian hospitals.

H0<sub>2</sub>: Family roles and WLB significantly affect the performance of workers in Indian hospitals.

**Literature Review**

Baral and Bhargava (2010) in their paper titled "Work-family enrichment as a mediator between organizational interventions for work-life balance and job outcomes" have examined the effect of work-family enrichment within the connections between firms' interventions for WLB and job outcomes and they discovered that characteristics of job positively correlated with all the procedures of outcomes of the job. In their study, Reimara et al (2011) examined the influence of work and family-related factors on the WLB of Indian IT female professionals. They based their study on an exploratory study of thirteen female IT professionals within the software division of Bangalore, India, and they discovered that Indian female IT professionals could attain WLB by setting precedence within their work and individual lives.

In the study of Aggarwal (2012), he examined the relationship between using WLB initiatives and attitudes of workers towards work-life conflict within the workplace. This study was carried out at Indian Oil Corporation Ltd and adopted a non-probability random sampling using a sample of 125 with the aid of a research questionnaire with 27 questions based on the WLB of workers in the organization. The findings of the study showed that in total, the effectiveness of WLB initiatives provided was very satisfactory on most of the parameters. In their study, Yamamoto et al (2012), revealed that some WLB initiatives (like leaves as well as care allowance, or the creation of a department to promote WLB) positively associated with the performance of organizations.

**Methodology**

The present study adopted a quantitative research methodology in which a research questionnaire utilized as an instrument for data collection from 500 participants selected from four governments and four private hospitals namely: Al-Bashir hospital (Government), Al Mafraq Government Hospital (Government), Ram Manohar Lohia Hospital (Government), Jawaharlal Nehru Medical College (Government), Philadelphia hospital (private), Haramain Hospital (Private) from India. The data collated was analyzed using SPSS and hypotheses were tested using Multiple Regression Analysis and Pearson Correlation.

**Data Analysis**

Hypothesis One: Family role significantly affects the performance of workers in Indian hospitals

**Table 1: Correlation between Family Roles and Performance of Employees.**

Variable	Family Roles	Employee Performance	Mean	SD
Family Roles	1	.290**	13.76	1.98
Employee Performance	.290**	1	8.38	2.26

\*\* Correlation is significant at 0.01 level (2-tailed)

The result of the first hypothesis shows that a positively significant correlation existed among Family roles and the Performance of Employees ( $r = .290$ ). This implies that effective family roles enhance the Performance of employees in Indian hospitals.

**Table 2: Multiple Regression of Family roles, WLB and Employee Performance**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.399	.440		-3.183	.002
	WorkLifeBalance	.161	.005	.856	30.263	.000
	Family roles	-.094	.032	-.082	-2.914	.004

a. Dependent Variable: employee performance

**Table 3: Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.823 <sup>a</sup>	.678	.677	1.28702

a. Predictors: (Constant), Familyroles, WLB

**Table 4: ANOVA(b)**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1732.320	2	866.160	522.913	.000 <sup>b</sup>
	Residual	823.238	497	1.656		
	Total	2555.558	499			

a. Dependent Variable: employee performance

b. Predictors: (Constant), Familyroles, WLB

The multiple regression analysis shows that Family roles and WLB significantly jointly influenced Employee Performance [ $R^2 = .678$ ;  $F(2,499) = 522.913$ ;  $p < .05$ ]. This infers that Family roles and WLB jointly accounted for about 67.8% of the variance observable in performance of employees. Furthermore, the independent

contribution of Work Life Balance and Family Roles were significant ( $\beta = .856$ ;  $t = 30.623$ ;  $p < .000$ ) and ( $\beta = -.082$ ;  $t = -2.914$ ;  $p < .000$ ) respectively. In addition, Work Life Balance was positively significant while Family Roles was negatively significant.

## **Conclusion**

The result of the first hypothesis shows that family roles positively significantly correlated employee performance which shows that family roles enhance the Performance of employees in Indian hospitals. The result of the second hypothesis shows that Family roles and WLB significantly jointly influenced Employee performance which implies that Family roles and WLB jointly accounted for about 67.8% of the variance observable in the performance of employees. This finding agrees with Reimara et al (2011) examined the influence of work and family-related factors on the WLB of Indian IT female professionals and they discovered that that Indian female IT professionals could attain WLB by setting precedence within their work and individual lives. Also, the findings of Baral et al (2010) showed job functions to be positively correlated to all the procedures of outcomes of job. This study concludes that family roles and WLB significantly affected employee performance in Jordanian and Indian hospitals.

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