Impact of Work-Life Balance on Job Satisfaction
A Case of Health Care Services in Pakistan

Muhammad Shadab[1]   Kashif Arif[2]*
1.MS Scholar Mohammad Ali Jinnah University
2.Faculty of Business Administration Mohammad Ali Jinnah University
*Corresponding author: Email: kashifspectrum@gmail.cm

Abstract

In this paper, the study is being conducted to examine and test an impact of work life balance and job satisfaction on person's social life as well as personal life. This study uses large and representative section of data from the Service Sector (Hospitals) of Karachi. Furthermore, this research also shows that approximately 50% people are there who are not satisfied with their job and due to which they cannot have proper work life balance. Most of the people are there who want to reduce their working hours in order to have proper work life balance in their lives. The hours which employees want to decrease in their Working Time is due to balance the round–the–clock time in their life, so they can have the **Work Life Balance**. The study further illustrates that work life balance varies as the change of gender as well as marital status and it differs from person to person and status to status.

Keywords*:* Job Satisfaction, Work Life Balance, Working Time Planning, Gender and Marital Status discrimination, Working Hours, Work Life Stability.

1. INTRODUCTION

In current scenario, "**Work-Life Balance**" has become keyword to balance work life, social and private life. In this viewpoint, the questions raise, what is Work Life Balance? and why it is considerable to learn? Work Life Balance is the thought including proper prioritizing between "work" (career and ambition) and "lifestyle" (fitness, enjoyment, relations and liberty). WLB (Work Life Balance) does not signify to give equal hours to all activities like Personal, Social and Business Activities, but it means to give proper reflection to all. The study of Work Life Balance is important to be satisfied in life (whether personal or social). According to Jessica Sier (2014), having Work Life Balance is more important than cash. The report, given exclusively to AFR.com in Australia, found 73% of Millennial Workers thought balancing work is more important than a higher salary or a prestigious position within a company. In addition, time has become vital aspect for balancing life and work because it can be utilized.

In the light of Research Problems, this study represents the most appropriate literature on Work Life Edge and Professional Achievement. This chapter represents a range of work life edge and career achievement. The review of prior literature reveals that this is an impact of working hours on personal and social life. Besides it, there is a negative impact of high working hours on person job and life satisfaction.

According to Gregory and Milner (2009), Work life balance is often replaced by work-life balance. Originally the concentration of the linkages between work and family roles was; furthermore, concerted on the women and the pressure they have to deal with, while managing work and family. Gradually, new concept regarding the linkages between work and family surfaced. An alternative definition is recommended by Carlson et al., (2010), according to the study, this definition goes beyond the psychological domain; thus, making the work-family experience observable and also suggesting that balance can be achieved even though the conflicting experiences between work and family are present. This specific definition of balance also suggests that balance does not necessarily depend on effectiveness or performances; this seems imperative, as it is not expected that an individual must excel in work and family domain.

Work life balance is becoming increasingly challenging and this challenge is mostly reviewed in the context of striking a balance between work and family. In the case of India, (Rao & Indla, 2010) observed that very often life (that is non-work life) has been taken over by work and there is a need to deal with the work-life imbalance resulting thereof.

However, the study done by Hanglberger's (2010a), he overviewed the job satisfaction in European Countries and indicates that patterns of explanation vary, such that negative effects of working hours are lower in countries with lower beneficial levels. Furthermore, work autonomy is only relevant in countries with high welfare status. Whereas, Gash Et AL (2010) analyze the effect of changes from full-time to part-time work on satisfaction for women in the United Kingdom and Germany and find a positive effect of decreasing working hours on life satisfaction. Another study reveals by Wooden Et Al (2010), we find a positive impact of actual working hours and working overtime on the job satisfaction of permanent employees. A negative result on job satisfaction only arises when full-time employees want to reduce their working hours. If employees' overtime is appropriately compensated, satisfaction rises and the working hours difference decreases. Even though, the effect of actual working hours we is in line with Wooden Et Al. An Australian Panel survey used by Wooden Et

Al (2010) reveals that it is not the number of working hours that matters but the working time mismatch. Some of our outcome matches these existing studies, though others are in conflict.

In Pakistan, few researches have been conducted for the study of Work Life Balance. According to Noor Fatima, Dr. Shamim A. Sahibzada, University Teacher, equilibrium in work and family life are an emerging challenge for both employees and employers. The present research categorizes selected variables as work and family related factors to study work life balance. In her research, she determinates of work and life imbalance with respect to male and female university teachers. The variables, partner support, childcare responsibilities, elder dependency and colleagues support have different effect when analyzed by male and female university teachers.

According to Sarwar & Aftab (2011), main objective of the study was to explore the relationship between work stress and family imbalance. The regression analysis shows that 64.80% of variation in family imbalance is because of work stress.

According to our research and point-of-view, high working hours lead to lower satisfaction and person cannot give balanced time to his family as well as his personal life. Ultimately, he leads to the lower satisfaction level and he has a negative impact on his job and life satisfaction.

The survey items referring to the items like working hours, satisfaction level, happy with working hours, variation of personal commitment and proper utilization of free time etc. However, most of the employees want to reduce their working hours in order to be satisfied in their life, so they can have a Work Life Balance.

either to spend life on working or spend time with family and friends or remain free. Therefore, the Work Life Balance should be checked in order to have Job and Life Satisfaction. In this study, we will examine the effect of working life on social and private life. Particularly, we will investigate which factor influence the person personal life as well as social life. According to the preceding study, every person has particular level of satisfaction. In this research, we will evaluate the overall life satisfaction with the profession, family life and free time.

1.1 PROBLEM STATEMENT

Today, work-life balance has become an increasingly invasive concern to both employers and employees. Work-life balance which primarily deals with an employee's ability to properly prioritize between work and his or her lifestyle, social life, health, family etc, is generally linked with employee productivity.

In this paper, we will investigate the impact of working hours on social and personal life. In addition, we will explore those factors which influence the person satisfaction on job and free time.

1.2 RESEARCH QUESTIONS

In the light of Research Problems, following research questions come afore:
   a) Do the working hours impact on person's social and personal life?
   b) Which factors influence the person satisfaction on job and free time?
   c) Does the person have negative impact on his job and life satisfaction due to high working hours?

1.3 OBJECTIVE OF THE STUDY

Following objectives underlie the research:
   a) To explore the impact of working hours on person's social and personal life.
   b) To investigate which factors influence dissatisfaction on job and negative impact on person's life.

1.4 LIMITATIONS

   a) Due to shortage of time, this research was conducted for only those people who are working in Service Sector (Hospitals).
   b) For the research, we obtained data from 10 Hospitals (20 employees from each hospital).

2. RESEARCH METHODOLOGY
2.1 RESEARCH DESIGN

In this research, Quantitative and Qualitative Methods was used. The Survey strategy involved Questionnaire containing mix of quantitative and qualitative **"Questions".** Data was collected through random sampling technique. Due to shortage of time, it was very difficult to go to all Hospitals of the Karachi, therefore, we took data from 10 Hospitals (50 people from each hospital). Data would be analyzed according to the nature of data type and respective research questions. Data has been taken from all Senior and Junior employees of the hospital. The data also includes employees between 20 to 45 years of age. The data represents 30% part time employees out of which 50% are women. The data also represents 70% full time employees out of which 30% are women.

2.2 PROCEDURE:

a) Randomly select data from 10 Hospitals.
b) Collect desired data and information.
c) Jot-down desired outcomes and present for upcoming research.

2.3 TARGET AND UNIVERSE OF POPULATION:

Target Population of this research is Karachi and Universe of Population is all employees of the Service Sector (Hospitals).

2.4 SAMPLE AND SAMPLING METHODS

To collect data from Service Sector (Hospitals), following Sample Size Formula is used.

Sample Size $\quad = \quad \dfrac{Z^2 \text{ x (p) x (1 – p)}}{C^2}$

Where,

Z = Z value (e.g. 1.96 for 95% confidence level).

p = percentage picking a choice, expressed as decimal.

(0.5 used for sample size needed)

C = confidence interval, expressed as decimal (e.g. 0.08 = $\pm$ 8)

Sample Size $\quad = \quad \dfrac{(1.96)^2 \text{ x (0.5) x (1 – 0.5)}}{(0.08)^2}$

Sample Size $\quad = \quad 150$

According to above formula, it is generating 150 sample sizes with 95% confidence interval but in our research, we have taken 200 sample sizes (20 people from each hospital) which exceeds the calculated sample size i.e. 150. Data was chosen by using Simple Random Sampling. All data would be supposed to be "Sample". Universe Population was to be asked to fill the Questionnaire and return back to us. Data collection technique is random, therefore, target population and sample would not be completely described the entire Service Sectors of Karachi and results cannot be generalized for entire Population of Karachi.

3. HYPOTHESIS DEVELOPMENT:

In line of the above Problem and Methodology, following hypothesis is designed.

H1: Hospital employees are satisfied with their jobs.

H2: Hospital employees are having work life balance.

H3: There is a significant positive correlation between job satisfaction and work life balance

H4: There is a significant impact of work life balance on employees' job satisfaction.

H5: There is a gender wise difference in work life balance of employees.

H6: There is a marital status wise difference in work life balance of employees.

4. DATA ANALYSIS

In order to understand more clearly, following variable results are analyzed during reviewing the study.

4.1 DESCRIPTIVE OF DEMOGRAPHIC CHARACTERSTICS

Characteristics	Frequency	Percentage
Gender		
Male	124	62%
Female	76	38%
Age		
20-29	105	52.5%
30-39	67	33.5%
More than 40	28	14.0%
Marital Status		
Single	93	46.5%
Married	87	43.5%
Widow / Widower	20	10.0%
Education		
Master	30	15.0%
Bachelors	21	10.5%
Intermediate	89	44.5%
Matriculation	44	22.0%
Middle	16	8.0%
Children		
No Children	105	52.5%
Between 1-5	71	35.5%
More than 5	24	12.0%
Employment type		
Full time	145	72.5%
Part time	55	37.5%

4.2 ONE SAMPLE T TEST OF JOB SATISFACTION AND WORK LIFE BALANCE

One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Job Satisfaction	200	3.40	1.125	.080
Work Life Balance	20r	3.33	.967	.068

One-Sample Test

	Test Value = 3					
					95% Confidence Interval of the Difference	
	t	df	Sig. (2-tailed)	Mean Difference	Lower	Upper
Job Satisfaction	4.966	199	.000	.395	.24	.55
Work Life Balance	4.824	199	.000	.330	.20	.46

The result derives from the above test that there is work life balance among the employees as the result is giving significant value (below 0.05). Furthermore, there is also job satisfaction among the employees due to which they can have work life balance. The fairness of result can be checked according to test value which is set to be as 3 and t value results are showing value more than 3.

4.3 Correlation between Job Satisfaction and Work Life Balance

		Work Life Balance
Job Satisfaction	Pearson Correlation	.425[**]
	Sig. (2-tailed)	.000
	N	200

4.4 IMPACT OF WORK LIFE BALANCE OF JOB SATISFACTION

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.425[a]	.180	.176	1.021

a. Predictors: (Constant), Work Life Balance

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.751	.259		6.751	.000
	Work Life Balance	.494	.075	.425	6.598	.000

a. Dependent Variable: Job Satisfaction

According to the above correlation table, the result suggests that the correlation test result is significant which means there is a positive correlation between Work Life Balance and person job satisfaction. The R test result is showing 42.5% correlation between the above two variables, which is a positive sign of the correlation between the two variables.

Differences of WORK LIFE BALANCE based on demographic variables

Between groups	Sum of squares	df	Mean square	F	Sig.
GENDER	76.472	2	38.236	7.381	.001
MARITAL STATUS	43.531	2	21.765	4.070	.019

According to the above result, Work Life Balance also defers as Gender and Marital Status because male and female have their different life style. Similarly, routine of life also differ as change in Marital Status. Therefore, all people have different work life balance and it differs from person to person and status to status.

5. RESULTS AND DISCUSSION

In the light of Research Problems, this study represents the most appropriate literature on Work Life Balance and proficient success. With this study, we connect working hours and satisfaction with desirable work–life balance. This balance is specific to each person and relates to satisfaction with a job and all other parts in life, especially family life and free time. Therefore, a good work–life balance results in high satisfaction.

Data would be analyzed according to the nature of data type and respective research questions. Data has been taken from all Senior and Junior employees of the hospital. The data also includes employees between 20 to 45 years of age. The data represents 30% part time employees out of which 50% are women. The data also represents 70% full time employees out of which 30% are women. Our results show diverse perceptions and influences of job conditions on employees, so the connection between working hours and work–life balance is very important for companies and their human resource policies.

In order to find out the result, few tests like Correlation, t-test etc are performed. According to the result, the conclusion reveals that there is an impact of work life balance among the employees as the result is giving significant value (below 0.05). Furthermore, the result also suggests that there is a job satisfaction among the employees due to which they can have work life balance. If a person does not satisfy with his job, he cannot have proper Work Life Balance. Therefore, in order to get the answer, T test has been performed. The test value has been fixed as 3 and performed accordingly. It found 0.00 sign value, which shows the significance result of the variables.

In next phase and in order to further illustrate the result, correlation test has been performed to examine the correlation level between Work Life Balance and Job Satisfaction. Our findings offer greater understanding of the influence of working hour conditions on employee satisfaction. If they work extra hours in their companies then they are not able to give proper time to their family life as well as personal life and due to which they cannot have balance in their life. According to the above correlation table, the result suggests that the correlation test result is significant which means there is a positive correlation between Work Life Balance and person job satisfaction. The R test result is showing 42.5% correlation between the above two variables, which is a positive sign of the correlation between the two variables.

Our results cannot differentiate any variations due to occupational status though, so further examination on this topic would be of interest because we observe different effects of work life on the personal and social life. The above findings are the hints to rethink and conduct more studies in order to find balance in the life. Furthermore, work life balance also varies as the change of Gender and Marital Status because all the people have different way of life to living. Similarly, practice of life also differs as change in Marital Status.

Therefore, work life balance differs from person to person and status to status.

6. CONCLUSION AND RECOMMENDATION:

According to the above data, the results show that there are the factors which impact on person's social life as well as their personal life. Our study suggests that approximately 50% people are there who are not satisfied with their job and due to which they cannot have proper work life balance.

Our findings further suggest that due to high working hours, people are dissatisfied with their jobs because of which they cannot balance their life. They cannot give time to their personal life which leads to dissatisfaction with their job.

The result also illustrates that work life balance varies as the change of gender as well as marital status. Whether, people are married or unmarried, male or female, each person has his own style for leading the life. According to the routine and practice of life, work life balance differs from each other.

REFERENCES

SIER, J. (2014), "Worklife balance more important than cash", *The Australian Financial Review* http://www.afr.com/leadership/lists-and-surveys/worklife-balance-more-important-than-cash-20141113-11lq6f

Jeffrey M. et al (2011), "Trait Approach and Avoidance Motivation: Lateralized Neural Activity Associated with Executive Function", NIH public Access.
Neuroimage. 2011 January 1; 54(1): 661–670. doi:10.1016/j.neuroimage.2010.08.037.

Hanglberger, D. (2010a) "Does job satisfaction adapt to working conditions" FFB-Diskussion paper No. 86, Leuphana Universität Lüneburg,

Hanglberger, D. (2010b): "Flexible worklife balance", Empirische Analyse mit Daten des Sozio-oekonomischen Panels." SOEP Papers No. 304, DIW Berlin.

Tammy D, & Kaitlin, M. (2012), "Trait mindfulness and work–family balance among working parents: The mediating effects of vitality and sleep quality", Journal of Vocational Behavior, vol. 80, pp 372-379

Rao, S & Indla, V. (2010) "Work, family or personal life: Why not all three?", Indian journal of psychiatry, vol. 52(4),pp 295-297
doi: 10.4103/0019-5545.74301

Fatima, N & Sahibzada, S.(2012) "An Empirical Analysis of Factors Affecting Work Life Balance among University Teachers: the case of Pakistan", Journal of International Academic Research, vol. 12(1).

Sarwar, A & Aftab, H. (2011), "Work Stress & Family Imbalance in Service Sector of Pakistan, International journal of business and social science, vol. 2(13).

Gash, V., Mertens, A., Romeu Gordo, L. (2010) "Women between part-time and full-time work: The influence of changing hours of work on happiness and life-satisfaction." SOEP Papers No. 268, DIW Berlin.

Wooden, M., Warren, D., Drago, R. (2010) "Working time mismatch and subjective well-being", British Journal of Industrial Relations, vol. 47, pp 147-179.

APPENDIX
RESEARCH QUESTIONNAIRE
Welcome:

We look forward to receiving your responses to this questionnaire. The questionnaire should only take about 15 minutes of your time. We appreciate your comments and suggestions so would like you to return the questionnaire.

Please tick in the box that most accurately describes your opinion or suggestion (tick one box only). For questions where a blank box appears, we would like you to answer with a brief statement in your own words. There is no right or wrong answers and your responses will remain anonymous.

Section A: Introduction

Thank you for accepting to participate in this study. We will just start by asking you few questions about your current situation.

Q1: Gender?

☐ Male   ☐ Female

Q2: What is your age?

☐ 20 to 29   ☐ 30 to 39   ☐ More than 40

Q3: What is your Marital Status?

☐ Single   ☐ Married   ☐ Widow or Widower

Q4: What is your highest level of Education?

☐ Masters   ☐ Bachelors   ☐ Intermediate
☐ Matriculation   ☐ Middle

Q5: How many dependent children do you have?

☐ 0 ☐ Between 1 – 5 More ☐ han 5

Q6: What is your Occupation?

☐ Employed ☐ Self-Employed ☐ Jobless

Section B: Introduction

Now I would like you to answer about your Organization for which you currently work.

Q7: For how long have you been working in your Organization?

☐ Less than 03 months ☐ 03 months – 01 year ☐ Between 01 – 02 years
☐ Between 03 – 05 years ☐ Between 06 – 09 years ☐ More than 10 years

Q8: For how long do you wish to work in your Organization?

☐ Less than 03 months ☐ 03 months – 01 year ☐ Between 01 – 02 years
☐ Between 03 – 05 years ☐ Between 06 – 09 years ☐ More than 10 years

Q9: Do you work at least 09 Hours in a day?

☐ Yes ☐ No ☐ Don't know

Q10: In an average week, how many hours of overtime or unpaid job-related work do you perform?

☐ None ☐ Up to 01 Hour ☐ 01 – 03 hours
☐ Between 03 to 05 hours ☐ More than 05 hours ☐ Can't remember

Q11: In an average week, how much additional time do you give for your Office Work at home?

☐ None ☐ Up to 01 Hour ☐ 01 – 03 hours
☐ Between 03 to 05 hours ☐ More than 05 hours ☐ Can't remember

Q12: How often do events at work affect your personal life?

☐ On daily basis ☐ On weekly basis ☐ On monthly basis
☐ On yearly basis ☐ Never ☐ Don't Know

Q13: How often you have to sacrifice your personal comments due to Working Life?

☐ On daily basis ☐ On weekly basis ☐ On monthly basis
☐ On yearly basis ☐ Never ☐ Don't Know

Q14: Which sphere (work or personal) usually wins out when a sacrifice is required?

☐ Work Sphere ☐ Personal Sphere Don't ☐ now

Q15: How satisfied are you with your current job?

☐ Very unsatisfied ☐ Unsatisfied ☐ Neither satisfied / unsatisfied
☐ Satisfied ☐ Very Satisfied

Q16: Approximately, how many times in the past do you keep nice thoughts about your Organization?

☐ Never ☐ Once or twice ☐ 03 to 05 times
☐ 06 to 10 times ☐ More than 10 times ☐ Can't remember

Q17: Approximately, how many times in the past do you keep bad thoughts about your Organization?

☐ Never ☐ Once or twice ☐ 03 to 05 times
☐ 06 to 10 times ☐ More than 10 times ☐ Can't remember

Q18: Would you continue to work if you have enough money to survive your life?

☐ Yes ☐ No ☐ Maybe

Q19: On a scale of 1 to 5 (Where 5 means strongly agree and 1 means strongly disagree) express the extent to which you agree with the following statement:

I feel that I have the right balance between work and life outside of work.

1	2	3	4	5
☐	☐	☐	☐	☐

The IISTE is a pioneer in the Open-Access hosting service and academic event management. The aim of the firm is Accelerating Global Knowledge Sharing.

More information about the firm can be found on the homepage:
http://www.iiste.org

CALL FOR JOURNAL PAPERS

There are more than 30 peer-reviewed academic journals hosted under the hosting platform.

Prospective authors of journals can find the submission instruction on the following page: http://www.iiste.org/journals/   All the journals articles are available online to the readers all over the world without financial, legal, or technical barriers other than those inseparable from gaining access to the internet itself. Paper version of the journals is also available upon request of readers and authors.

MORE RESOURCES

Book publication information: http://www.iiste.org/book/

Academic conference: http://www.iiste.org/conference/upcoming-conferences-call-for-paper/

IISTE Knowledge Sharing Partners

EBSCO, Index Copernicus, Ulrich's Periodicals Directory, JournalTOCS, PKP Open Archives Harvester, Bielefeld Academic Search Engine, Elektronische Zeitschriftenbibliothek EZB, Open J-Gate, OCLC WorldCat, Universe Digtial Library , NewJour, Google Scholar