

## **A Study on Quality of Work Life of Women Employees in Educational Institutions at Bengaluru City**

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**Abstract:** *The role of working women has changed throughout the world due to economic conditions, social needs and demands. This results in a scenario in which working women have tremendous pressure to develop a career & balance their personal life. This study highlights the degree of and the relationship between Job Stress and work life balance among female faculties in substantial colleges & universities in Bengaluru. There is a vital need to know the balance level of teachers with regard to their work and family life is good in order to smooth functioning of the institution. This paper focuses on the overview of the various challenges and issues faced by women employees to achieve Work Life Balance. Primary data were collected with the help of 100 structured questionnaires from the female faculties; Secondary data was collected from earlier research work through various published journals, papers, online articles. The data are analyzed using ANOVA and various statistical tools and methods. The study further reveals there is a positive and negative level of Job satisfaction and Work Life Balance through new training & welfare programmes to lower the level of depression. Hence, this research study will definitely help teaching faculties on balancing towards work life and personal life.*

**Keywords:** Job Satisfaction, Job Stress, Work Life Balance, Female Faculties

### **Introduction**

Work Life Balance of female employees has become one of the important discussions in the day to day life. Since the time has changed from men being the sole bread winner in the present day. Even women have shown their contribution in sharing responsibilities to earn and live to the betterment of domestic life and Professional life. Hence it is important to know the struggle and obstacles of working women and facing the challenges to balance their work and personal life.

Working women in Universities and Colleges is only our single area of focus. Working life has changed a lot during the past few decades causing increased Job Stress and Work Life Balance of Female employees is viewed an important domain of discussion . Due to the impact of Globalization, Urbanization and Technological changes have led to the emergence in colleges, Universities and Knowledge based institutions to transform their traditional role of teachings and adding an additional pivotal role in economic regional development.

With this increasing industrialization and education, an employment opportunity for women has also increased. Therefore, an understanding of Job stress and WLB of female Faculties in educational Institutions is of great importance to set-up as well as the nation at large so that female faculties are encouraged to provide their efforts to build a civilized nation. WLB

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## A Study on Quality of Work Life of Women Employees in Educational Institutions at Bengaluru City

and Job stress are the two sides of same coin. According to Peters, monogamy, Bakker and Schaufeli (2005), pressure from the family and job domains are mostly incompatible, that give rise to imbalance. Hence, this study attempts to investigate the job stress and WLB of female faculties in colleges of Bengaluru.

### **Objective**

- i. To identify the quality of work life in the education institutions in Bengaluru.
- ii. To determine the factors influencing quality of work life in educational sector in Bengaluru.
- iii. To identify the areas which are highly contributing to employee work life balance in educational sector in Bengaluru.
- iv. To identifying the major areas of dissatisfaction which are negatively contributing to employee work life balance in educational sector in Bengaluru.

### **Review of Literature**

Educational Institutions should address the work life Balance related issues among their staff, specifically women and take a holistic approach to design and implement policies to support the teaching staff to manage their work life balance which would add to the performance of these staff members (Lakshmi and Gopinath, 2013).

The study focuses on the stress effects and Job satisfaction are inversely related, the government can make the job of teaching profession full of attraction and ambition. This may be done by improving upon the pay packets and fringe benefits so that faculty members may feel pride in their job and perform to their best capacity, thereby increasing job satisfaction and reducing stress (Venkataraman and Abirami, 2013).

The findings of the study can justify its utility since knowing the management faculty members precisely and reaching out to them in the effective way is the key to minimize stress. The data throws light on the problems encountered as related to their health in general and form of illness suffered (Venkataraman and Abirami, 2013).

Health awareness programmes, insurance policies and stress release measures there by decreasing stress and increasing Job Satisfaction. The study can also direct employers of management institutes to evolve flexible work strategies and provide better working conditions which will help in overcoming stress in faculty members to some extent (Venkataraman and Abirami, 2013).

To achieve Work Life Balance, every woman should set the goal and excel both in career & family. Some of the strategies and skills at work such as planning, organizing and setting limits can be used at home and work place for accomplishing a satisfying and fulfilling well balanced life professionally and personally (Sudha and Karthikeyan, 2014).

Women employee should care the family both physically and financially to satisfy the family needs. Also work for the accomplishment of organizational objectives and individual upliftment to satisfy the career needs. Organization needs to adopt human resource strategies and policies to overcome the issues of work life balance of women in the current business environment. Francis and Patricia (2000) concluded that family policy, welfare state provision and labor market structure behave jointly to determine distinct models of work family balance and financial consequences associated with them. (Sudha and Karthikeyan, 2014)

A high Quality of Work Life is essential for all organization to continue to attract and retain employee and it will positively nurture a more flexible, loyal and motivated work force

leads to reduce the employee retention in private companies. The organization must be more flexible so that they develop their talented workforce and gain their commitment and to gain competitive advantage the organizations must be concerned about their human resources who are their most important assets and take consistent and steadfast measures to improve them and employ high-quality work life experience. (Selvaraj, 2014)

A happy and healthy employee will give better turnover, make good decision and positively contribute to the organizational goal. An assured quality of work life will not only attract young and new talent but also retain the existing talent. (Selvaraj, 2014)

## **Methodology**

**Study Area:** The study area for the research was held in Bengaluru.

**Sample Size:** The sample size for the study was 100 respondents, women teachers working in Bengaluru

**Sampling Technique:** The sample techniques selected through the structured questionnaire was random sampling.

**Source and Type of Data:** Primary & Secondary data are the sources of data were collected from the respondents through interview, meeting & observation & earlier published journals, research papers & online articles.

**Research Instrument:** Questionnaire was the main instrument used in the data collection.

**Data Collating/Processing:** The data collection was then collated and analyzed using SPSS package.

## **Hypothesis**

**H0:** There is no significant difference between designation and work life balance.

**H1:** There is significant difference between designation and work life balance.

**H0:** There is no significant difference between experience and work life balance.

**H1:** There is significant difference between experience and work life balance.

**H0:** There is no significant difference between salary and work life balance.

**H1:** There is significant difference between salary and work life balance.

**H0:** There is no significant difference between designation and job satisfaction.

**H1:** There is significant difference between designation and job satisfaction.

**H0:** There is no significant difference between experience and job satisfaction.

**H1:** There is significant difference between experience and job satisfaction.

**H0:** There is no significant difference between salary and job satisfaction.

**H1:** There is significant difference between salary and job satisfaction.

**H0:** There is no significant difference between quality of work life and job satisfaction.

**H1:** There is significant difference between quality of work life and job satisfaction.

A Study on Quality of Work Life of Women Employees in Educational Institutions at Bengaluru City

**Findings**

**Table 1: Demographic Characteristics**

| <b>Age</b>          |                  |                |
|---------------------|------------------|----------------|
| <b>Options</b>      | <b>Frequency</b> | <b>Percent</b> |
| Under 30 years      | 58               | 58.0           |
| 31-40 years         | 32               | 32.0           |
| 41-50 years         | 4                | 4.0            |
| Above 50 years      | 6                | 6.0            |
| <b>Total</b>        | <b>100</b>       | <b>100.0</b>   |
| <b>Designation</b>  |                  |                |
| <b>Options</b>      | <b>Frequency</b> | <b>Percent</b> |
| Lecturer            | 64               | 64.0           |
| Assistant Professor | 30               | 30.0           |
| Associate Professor | 4                | 4.0            |
| Professor           | 2                | 2.0            |
| <b>Total</b>        | <b>100</b>       | <b>100.0</b>   |
| <b>Experience</b>   |                  |                |
| <b>Options</b>      | <b>Frequency</b> | <b>Percent</b> |
| Less than 1 year    | 14               | 14.0           |
| 1-10 years          | 56               | 56.0           |
| 11-20 years         | 20               | 20.0           |
| Above 20 years      | 10               | 10.0           |
| <b>Total</b>        | <b>100</b>       | <b>100.0</b>   |
| <b>Salary</b>       |                  |                |
| <b>Options</b>      | <b>Frequency</b> | <b>Percent</b> |
| Less than 20,000    | 34               | 34.0           |
| 20,001-30,000       | 48               | 48.0           |
| 30,001-40,000       | 12               | 12.0           |
| 40,001-50,000       | 6                | 6.0            |
| <b>Total</b>        | <b>100</b>       | <b>100.0</b>   |

Source: Primary Data

Factor Analysis

**Table 2: KMO and Bartlett’s Test**

|   |                    |          |
|---|--------------------|----------|
| <b>Kaiser-Meyer-Olkin Measure of Sampling Adequacy.</b> |                    | .549     |
| <b>Bartlett's Test of Sphericity</b>                    | Approx. Chi-Square | 1637.216 |
|   | df                 | 325      |
|   | Sig.               | .000     |

Source: Primary Data

Based on the above output, the KMO = 0.549. This shows that the degree of common variance is quite high; therefore factor analysis can be conducted. The Chi-square value of Bartlett's Test of Sphericity is 1637.216 and the significant value is 0.000, indicating that the data is suitable for factor analysis.

**Table 3: Rotated Component Matrix**

| Statement  | 1    | 2    | 3    | 4    | 6    | 7    |
|--|------|------|------|------|------|------|
| 6. I work full time  |      |      | .505 |      |      |      |
| 7. I feel myself not able to balance my work life  |      | .637 |      |      |      |      |
| 8. When I am not at work then I think about it   |      |      |      |      |      | .533 |
| 9. I find myself unable to spend enough time with my family  |      | .700 |      |      |      |      |
| 10. I miss out any quality time with my family or friends because of pressure of work                          |      | .685 |      |      |      |      |
| 11. I feel tired or depressed because of work  |      | .471 |      |      |      |      |
| 13. My institute has a separate policy for work-life balance   |      |      |      |      | .523 |      |
| 14. My institute has a provision for Flexible working hours  |      |      |      |      | .562 |      |
| 15. I get fully paid for Holidays  |      |      | .679 |      |      |      |
| 16. My institution provides an opportunity for Counseling services   | .451 |      |      |      |      |      |
| 17. My institution conduct the awareness of Health programs  | .655 |      |      |      |      |      |
| 18. My institution helps in Family support programs in order to stimulate and motivate the working environment | .624 |      |      |      |      |      |
| 19. I get the benefit of Paid Paternity Leaves   | .697 |      |      |      |      |      |
| 20. My organization provide an Opportunity to return to the same job after maternity or paternity leave        | .696 |      |      |      |      |      |
| 21. Myinstitute should involve my family members in work-achievement reward functions                          |      |      |      |      |      | .475 |
| 22. Coming up with new ideas to get appreciated in the organization creates work pressure                      |      |      |      | .606 |      |      |
| 23. I get proper feedback about my work performance from your superior   | .701 |      |      |      |      |      |
| 24. If employees have good work-life balance the organization will be more effective and successful            | .316 |      |      |      |      |      |

## A Study on Quality of Work Life of Women Employees in Educational Institutions at Bengaluru City

|  |      |      |  |      |  |  |
|--|------|------|--|------|--|--|
| 25. I suffer from any stress-related disease such as Migraine, Head ache and Eye-sight           |      | .779 |  |      |  |  |
| 26. My institute supports the employees in terms of combining Professional life with Family life |      |      |  | .459 |  |  |
| 27. I openly discuss issues relating to Work-life Balance with my Superior                       | .542 |      |  |      |  |  |
| 28. I feel satisfied with the training, when new systems are introduced in my institution        | .806 |      |  |      |  |  |
| 29. I feel satisfied with the recognizes for good performance                                    | .553 |      |  |      |  |  |
| 30. All rules, policies and procedures are communicated  | .636 |      |  |      |  |  |

**Source:** Primary Data

The Rotated Component Matrix indicates, based on factor loadings that these 23 components were reduced to 6 factors. Details of the factors are given in below table.

**Table 4: List of Factors**

| Sl. No.   | Component        | TVE    | Variable   | RCMV |
|---|------------------|--------|--|------|
| 1   | Welfare Programs | 22.280 | 16. My institution provides an opportunity for Counseling services   | .451 |
|   |                  |        | 17. My institution conduct the awareness of Health programs  | .655 |
|   |                  |        | 18. My institution helps in Family support programs in order to stimulate and motivate the working environment | .624 |
|   |                  |        | 19. I get the benefit of Paid Paternity Leaves   | .697 |
|   |                  |        | 20. My organization provide an opportunity to return to the same job after maternity or paternity leave        | .696 |
|   |                  |        | 23. I get proper feedback about my work performance from your superior   | .701 |
|   |                  |        | 24. If employees have good work-life balance the organization will be more effective and successful            | .316 |
|   |                  |        | 27. I openly discuss issues relating to Work-life Balance with my Superior                                     | .542 |
|   |                  |        | 28. I feel satisfied with the training, when new systems are introduced in my institution                      | .806 |
|   |                  |        | 29. I feel satisfied with the recognizes for good performance  | .553 |
| 30. All rules, policies and procedures are communicated | .636             |        |  |      |
| 2   | Life Imbalance   | 14.451 | 7. I feel myself not able to balance my work life  | .637 |
|   |                  |        | 9. I find myself unable to spend enough time with my family  | .700 |
|   |                  |        | 10. I miss out any quality time with my family or friends because of pressure of work                          | .685 |
|   |                  |        | 11. I feel tired or depressed because of work  | .471 |
|   |                  |        | 25. I suffer from any stress-related disease such as Migraine, Head ache and Eye-sight                         | .779 |
| 3   | Motivation       | 7.840  | 22. Coming up with new ideas to get appreciated in the organization creates                                    | .606 |

|   |             |       |  |      |
|---|-------------|-------|--|------|
|   |             |       | work pressure  |      |
|   |             |       | 26. My institute supports the employees in terms of combining Professional life with Family life | .459 |
| 4 | Flexibility | 6.018 | 13. My institute has a separate policy for work-life balance                                     | .523 |
|   |             |       | 14. My institute has a provision for Flexible working hours                                      | .562 |

Source: Primary Data

### Reliability Statistics

**Table 5: Reliability Statistics for the First Factor**

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|--|------------|
| .840             | .843   | 11         |

Source: Primary Data

**Table 6: Reliability Statistics for the Second Factor**

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|--|------------|
| .784             | .786   | 5          |

Source: Primary Data

**Table 7: Reliability Statistics for the Third Factor**

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|--|------------|
| .632             | .640   | 2          |

Source: Primary Data

**Table 8: Reliability Statistics for the Third Factor**

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|--|------------|
| .509             | .509   | 2          |

Source: Primary Data

**Table 9: ANOVA between Designation and Work Life Balance**

|                       | Sum of Squares | df | Mean Square | F    | Sig. |
|-----------------------|----------------|----|-------------|------|------|
| <b>Between Groups</b> | .568           | 3  | .189        | .514 | .675 |
| <b>Within Groups</b>  | 16.952         | 46 | .369        |      |      |
| <b>Total</b>          | 17.520         | 49 |             |      |      |

Source: Primary Data

The above shown ANOVA table is the test result of whether there is any significant difference (0.05) between designation and work life balance. From the ANOVA table it is clear

A Study on Quality of Work Life of Women Employees in Educational Institutions at Bengaluru City

that f value is greater than 0.05, hence the null hypothesis is accepted. Thus, there is no significant difference between designation and work life balance.

**Table 10: ANOVA between Experience and Work Life Balance**

|                       | Sum of Squares | df | Mean Square | F     | Sig. |
|-----------------------|----------------|----|-------------|-------|------|
| <b>Between Groups</b> | 3.250          | 3  | 1.083       | 2.767 | .046 |
| <b>Within Groups</b>  | 37.590         | 96 | .392        |       |      |
| <b>Total</b>          | 40.840         | 99 |             |       |      |

Source: Primary Data

The above shown ANOVA table is the test result of whether there is any significant difference (0.05) between designation and work life balance. From the ANOVA table it is clear that f value is lesser than 0.05, hence the null hypothesis is rejected and the alternative hypothesis is accepted. Thus, there is significant difference between experience and work life balance.

**Table 11: ANOVA between Salary and Work Life Balance**

|                | Sum of Squares | df | Mean Square | F    | Sig. |
|----------------|----------------|----|-------------|------|------|
| Between Groups | .796           | 3  | .265        | .636 | .593 |
| Within Groups  | 40.044         | 96 | .417        |      |      |
| Total          | 40.840         | 99 |             |      |      |

Source: Primary Data

The above shown ANOVA table is the test result of whether there is any significant difference (0.05) between designation and work life balance. From the ANOVA table it is clear that f value is greater than 0.05, hence the null hypothesis is accepted. Thus, there is no significant difference between salary and work life balance.

**Table 12: ANOVA between Designation and Job Satisfaction**

|                       | Sum of Squares | df | Mean Square | F     | Sig. |
|-----------------------|----------------|----|-------------|-------|------|
| <b>Between Groups</b> | 3.247          | 3  | 1.082       | 2.701 | .056 |
| <b>Within Groups</b>  | 18.433         | 46 | .401        |       |      |
| <b>Total</b>          | 21.680         | 49 |             |       |      |

Source: Primary Data

The above shown ANOVA table is the test result of whether there is any significant difference (0.05) between designation and work life balance. From the ANOVA table it is clear that f value is greater than 0.05, hence the null hypothesis is accepted. Thus, there is no significant difference between designation and job satisfaction.

**Table 13: ANOVA between Experience and Job Satisfaction**

|                       | Sum of Squares | df | Mean Square | F     | Sig. |
|-----------------------|----------------|----|-------------|-------|------|
| <b>Between Groups</b> | 2.238          | 3  | .746        | 1.391 | .250 |
| <b>Within Groups</b>  | 51.472         | 96 | .536        |       |      |
| <b>Total</b>          | 53.710         | 99 |             |       |      |

Source: Primary Data

The above shown ANOVA table is the test result of whether there is any significant difference (0.05) between designation and work life balance. From the ANOVA table it is clear that f value is lesser than 0.05, hence the null hypothesis is rejected and the alternative hypothesis is accepted. Thus, there is significant difference between experience and job satisfaction.

**Table 14: ANOVA between Salary and Job Satisfaction**

|                       | Sum of Squares | df | Mean Square | F    | Sig. |
|-----------------------|----------------|----|-------------|------|------|
| <b>Between Groups</b> | .906           | 3  | .302        | .549 | .650 |
| <b>Within Groups</b>  | 52.804         | 96 | .550        |      |      |
| <b>Total</b>          | 53.710         | 99 |             |      |      |

Source: Primary Data

The above shown ANOVA table is the test result of whether there is any significant difference (0.05) between designation and work life balance. From the ANOVA table it is clear that f value is greater than 0.05, hence the null hypothesis is accepted. Thus, there is no significant difference between salary and job satisfaction.

**Table 15: ANOVA between Work Life Balance and Job Satisfaction**

|                       | Sum of Squares | df | Mean Square | F     | Sig. |
|-----------------------|----------------|----|-------------|-------|------|
| <b>Between Groups</b> | 7.937          | 3  | 2.646       | 5.549 | .001 |
| <b>Within Groups</b>  | 45.773         | 96 | .477        |       |      |
| <b>Total</b>          | 53.710         | 99 |             |       |      |

Source: Primary Data

The above shown ANOVA table is the test result of whether there is any significant difference (0.05) between designation and work life balance. From the ANOVA table it is clear that f value is lesser than 0.05, hence the null hypothesis is rejected and the alternative hypothesis is accepted. Thus, there is significant difference between work life balance and job satisfaction.

## A Study on Quality of Work Life of Women Employees in Educational Institutions at Bengaluru City

### Conclusion

Work- life balance is a very big issue which has become an emerging issue these days. Initially it was an issue only with the IT industry but in the recent past it is also been discussed in the field of academics and women are observed to be the victims most of the time. The study has helps us to bring forward four factors, such as welfare programs, life imbalance, motivation and flexibility.

The study also shows that there is a significant difference between experience & work life balance, experience & job satisfaction and work life balance and job satisfaction. From the factor analysis it was found that the major factors which are positively contributing to work life balance are effective feedback and new training programmes. On the other hand, the major which are negatively contributing to work life balance are depression and relating professional life with personal life.

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