

# An Industry Analysis of Hospitals, Specifically Regarding Nurses' Work-Life Balance - An Overview

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## An Industry Analysis of Hospitals, Specifically Regarding Nurses' Work-Life Balance - An Overview

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### ABSTRACT

**Purpose:** *The purpose of this Industry Analysis is to know more in-depth about 4 different Hospitals based on their Services provided to nurses. Balancing work and life is basic and necessary for working women to a healthy lifestyle. During the Pandemic hot situations created in the minds of nurses as well people. Nurses have to stay for lengthy working hours, away from family, Shifts, and so on. Similar case studies are studied by many researchers but this simplifies the study and gives a simple solution. This study included the work-life balance of nurses.*

**Design/Methodology:** *The design of this study is based on secondary data. To gather the data for the study, magazine articles, journals, and published books were employed as introductory resources.*

**Findings:** *The findings indicated an in-person connection between performance in the role and work-life balance. However, it was shown that the development of emotive commitment comes from employees' experiences with work-life harmony and that emotive commitment improves in-role performance.*

**Originality/Value:** *This is based on real-time challenges faced by the hospital staff primarily the nurses.*

**Paper Type:** *Case Study.*

**Keywords:** Nurses, Hospitals, Jobs Satisfaction, Workplace, Work life balance, SWOT analysis.

### 1. INTRODUCTION :

The term "work-life balance" (WLB) is a modern abbreviation for striking a balance between career and personal goals [1]. The health industry is extremely important in human life. As technology improves human life quality, health-related challenges such as pollution are becoming more prevalent as people become more reliant on hospitals. Nurses have an important role in hospitals since their numbers dominate those of other professionals. Nurses must balance their job and personal lives because their patient care is intensive. Their satisfied lives produce the best results in the hospital. Although the term "work/life balance" was first used in 1986, it took some time before it was widely accepted. It's noteworthy that work/life programmes have been around since the 1930s. Before World War II, the W.K. Kellogg Company replaced the traditional method with a modern one, earlier their employees used to come for three days daily eight-hour shifts changed into four six-hour shifts, which increased employee morale and productivity [2]. Work-life balance is the capacity of a person to fulfil their requirements to their family, job and other responsibilities and activities. Along with duties for work and family, job-life balance also takes into account roles in other areas of life [3]. Reasons such as Covid 19 have caused them to erupt. Coronavirus has given rise to a slew of different diseases around the world. It began in China in 2019 and has since expanded to other countries. It has serious consequences for our bodily structure, particularly our respiratory system [4]. This epidemic altered the nurses' way of life and routine. They value and are committed to their patients. Patients' needs were prioritised over those of their families. Despite their numerous challenges, they maintain a positive

attitude by concealing their discomfort in order to stimulate patients [5]. When a virus that can spread from person to person doesn't have a specialized life-saving therapy, the strain of caring for sufferers is increased [6].

**2. REVIEW OF LITERATURE :**

In both the academic and corporate worlds, there are many discussions on the requirements for work-life harmony, and fresh research is constantly being done. Here is an illustration of a recent study in the expanding area of work/life balance [7]. Table No. 1 exhibits various scientific studies on nurses' work-life balance, along with comments and references. The current literature for works published between 2010 and 2022 is being compiled using Google Scholar.

**Keywords Used:** Work-life balance, Nurses, Quality life.

**Table 1:** Numerous scholars have published studies on various aspects of work-life balance.

S. No.	Area	Contribution	References
1.	Life in Nursing Work Quality	Nurses' job satisfaction, work-life harmony and self-concept were significantly correlated with the Quality of Nursing Work Life during the COVID-19 pandemic (QNWL).	Agusto et al., (2022). [8]
2.	Effect of Job Demand and work place resources	The maximum number of patients can handle by nurses, should be given to them by authority so that they can change some work methods. Work environment have an influence on job satisfaction that leads to work life balance.	Baisa et al., (2022). [9]
3.	The connection of coronaphobia	The nurses' work-life balance and psychological health suffered during the COVID-19 pandemic. They have a mild-to-moderate phobia of COVID-19. The fact that nurses neglected their personal lives the most had a significant impact on their psychological health, then work-life balance and coronaphobia, which together accounted for 75% of the variation.	Yayla et al., (2021).[10]
4.	Contribution of Stress	Elements like financial instability, Extended shifts, Fear of carrying virus to home, Job insecurity are reasons for causing stress among nurses during pandemic.	Sharma et al., (2020). [11]
5.	Elements that Affect Work-Life Balance	With the primary goal of achieving social prosperity and the fulfilment of fulfilling lifestyles for its workers by promoting each individual's growth and the ongoing development of the enterprises, the literature study on work-life balance was produced in light of its expanding popularity. Numerous factors that have an impact on quality of life are highlighted in the literature in relation to work-life balance and its practices and policies, including career progression, job satisfaction, work stress, absenteeism, appreciation, and the competitive environment.	Vyas et al., (2017). [12]
6.	Retention of nurses and work violations	The study investigated how work-life balance influenced job satisfaction and retention. Work volition was also looked into as a potential moderator of job satisfaction and work-life balance. The study's findings showed that volition at work place has a significant influence as a moderator. The study revealed that satisfaction on job improved the relationship between work-life harmony and resilience within the organization.	Aamir, et al.,(2016).[13]

7.	Organizational justice perception	According to this study, satisfaction with the assigned schedule is significantly influenced by judgements of distributive justice for the actual work schedules as well as procedural justice for the method utilized to create such schedules. This study offers hospital administrators another strategy for luring and keeping nurses by addressing work schedule satisfaction.	Millicent et al., (2010). [14]
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### 3. OBJECTIVES :

- (1) To Study of the Hospital Industry Analysis of Nurse Work-Life Balance.
- (2) To Understand the Work Life and Family Life of Nurses.
- (3) To Determine the factors influencing nurses' work-life balance.
- (4) To discuss the strategies of healthy work-life balance.
- (5) To carry out SWOT analysis of the Hospitals.

### 4. RESEARCH METHODOLOGY :

Work and family responsibilities are overflowing for working women. The majority of working women struggle to balance their responsibility towards their family and work. The health care industry is of relevance because nurses who work shifts, particularly night shifts, overtime, experience significant stress on both a personal and professional level. The secondary data used in this study was compiled from a number of books, papers, journals, and publications. To understand nurses' work and personal lives, the SWOT analysis was applied.

### 5. WORK LIFE AND FAMILY LIFE :

Work-family conflict and job performance Work Life Conflict [15] is a manifestation of the conflict between the demands of work and family life. This contradiction suggests that certain needs and expectations might not be feasible given the limitations of time and energy [16, 17]. According to research on work-family relationships, there is a two-way interaction between work and family. In other words, job and family obligations could conflict [18].

### 6. WORK-LIFE BALANCE OF NURSES AND ITS IMPACT :

Numerous aspects of daily life have an influence on work-life balance. The literary themes that are most closely related to work-life balance are listed below.

**(1) Individual:** The most important thing is a person consideration when determining work-life balance. Two American cardiologists named Rosenman and Friedman recognised two separate personality types: type A and type B, based on cardiac problems and individual behaviours (personality typology). This hypothesis is focused on how individuals respond to stress [19]. Type 'A' people are more active, work-oriented, passionate, and competitive when compared to Type B people, who are composed of calm, patient, balanced, and righteous people. One could contend that type 'A' people's work-life balance will suffer because they are more work-focused. Work holism, which is seen as an obsessive propensity, also ruins work-life balance. Work holism is the phrase used to describe extreme work addiction, extended workdays, overwork, and having a work-related mindset even when not at work. Workaholics experience alienation, family problems, and certain health challenges because life consists of more than simply work. Porter (1996) asserts that alcoholics and workaholics neglect their ties to friends, family, and other social commitments [20].

**(2) Family:** The Family plays a very important role, wish of family life that affect one's capacity to sustain a good work ethic -life balance can be summarized as the need for work and time, expectations for family duties, and support from the partner. Employees after Marriage, having kids, and caring for elderly person at home all have an impact on work-life balance since they need additional family responsibilities [21]. Those who must look after young children or the elderly be compelled to jeopardize their professions by reducing their work hours, which produces stress. Those who do not have any young children or elderly relatives at home, on the other hand, have less work-life imbalance [22].

**(3) The Organisation of Work:** The work environment has a bigger influence on the work-life balance than the family environment [23]. Employee's time, effort, and mental fortitude are all put to the test

by his job and the organization for which he works. In their attempts to improve organizational effectiveness, managers prioritize boosting employee organizational loyalty as one of their main areas of concentration [24].

**(4) Community Environment:** Another aspect influencing work-life balance is the social environment. Individuals also have obligations to the social groups to which they belong, especially in nations that are known for having culturally collectivist characteristics [25].

## **7. FACTORS AFFECTING WORK LIFE BALANCE :**

**(1) Personal commitments:** Due to the spread of the disease, nurses dealing with Covid encounter a number of challenges that need them to spend more time in the hospital and restrict them from seeing their family members. Some hospitals imposed limitations on contacting family members, while others did not. Even if restrictions were not imposed, nurses did not interact with family members because they were concerned about illness spread [26]. It was challenging for them to carry out their household responsibilities. Time to take care personal health reduced [27].

**(2) Life style:** There was little social interaction among nurses. No time for hobbies because they were overworked during the Pandemic [28].

**(3) Workplace culture:** Due to the high volume of patients presenting to hospitals in covid instances, no leave was granted, and they were required to work even on holidays. Compulsory overtime and extended working hours were imposed on nurses [29].

**(4) Stress Issue:** Whether it is actual or imagined, stress is the main factor in employee unhappiness. The nurses became increasingly aware of pandemic stress as more patients with COVID-19 were being admitted to hospitals and as they observed more patient deaths. Work-life harmony problems for employees are significantly influenced by stress, which can lead to weariness, heart disease, mental illness, and depression, all of which eventually lower productivity [30].

**(5) Social Issue:** A person cannot exist in solitude. He must do some social obligations in order to maintain the peace and harmony in his life [31].

**(6) Lack of Knowledge:** Lack of knowledge about pandemic caused more fear in the minds of the nurses [32].

## **8. STRATEGIES TO ASSIST HEALTHCARE WORKERS IN MAINTAINING HEALTHY WORK-LIFE BALANCE :**

While the healthcare sector has a well-deserved reputation for long hours and rigorous schedules, it is nevertheless feasible to achieve a healthy work-life balance. Employees in the healthcare industry need to set boundaries and ensure that emergencies, co-workers' absences, and the rising demand that can no longer be met by the current workforce do not interfere with their personal life. Here are some guidelines for maintaining work-life harmony in the healthcare sector [33].

### **8.1 Scheduling and organization:**

The following is the recipe for maintaining work-life balance. Setting up a home calendar can make life's more mundane aspects flow more smoothly by ensuring that nothing is overlooked or double-booked and leaving more time for the important things. Meal planning and preparation, along with creating a morning routine, save time rather than squandering it searching for keys or making extra trips to the grocery store. Although challenging initially, once these patterns are established, they come naturally [34].

### **8.2 Avoid time-wasters:**

Given that the healthcare industry is a service-based industry, healthcare personnel are particularly susceptible to time wasters at work. Keep in mind that you have a lot of other patients to see and things to get done. Be courteous, but learn a quick method to end lengthy, pointless conversations with patients and co-workers. In this manner, work-related chores are completed at work rather than affecting personal life. There are plenty of ways to squander time at home, so try to discover ways to get something done that is valuable while doing something that does not require your whole attention, like working exercise while you watch television [35].

### **8.3 Make time for health:**

Hospital staff always take cares people at work and home because of this hospital employees are frequently less healthy compared to other industries. At first, this can seem weird, but when you consider how stressful it is to balance job and home life while working long hours and at a fast pace, it

becomes clear why self-care is neglected. Setting aside time for regular care visits and exercise is crucial. To support a healthy life, maintaining a spiritual or meditation practise should also take importance in daily life [36].

#### **8.4 Take a break:**

As a result of evolving technology, the workforce has undergone a number of significant changes, many of which are advantageous but one of which has negative implications on work-life balance. Since individuals are always connected, many healthcare professionals hardly ever take a break. Turn off your phone, computer, or tablet for at least a few hours each day when you are not on call because you can access your emails, social media accounts, and electronic business files from practically anywhere. Make home time relaxing and unrelated to work. Despite the fact that taking time off increases productivity in the long run, particularly vulnerable to overworking themselves are healthcare personnel [37].

#### **8.5 Identify priorities:**

Take a moment now and then to make a list of the things that are truly important to you; this list will be different for everyone. With a profession in healthcare, juggling work and life can be challenging, and nothing can be done perfectly. Things that are not important should be put on hold. For instance, focusing less on maintaining a pristine home can lead to more time spent with the family. To distribute the workload, delegation is also crucial on both a personal and professional level. While challenging at times, healthcare personnel can balance a rewarding career and personal life provided they are aware of the difficulties and take precautions to avoid burnout. Professional groups within the sector also offer assistance and guidance on how to attain the ideal work-life balance in addition to these five guidelines [38].

### **9. ACCORDING TO RESEARCH, EXCESSIVE STRESS LEVELS RELATE TO :**

- 1) Staff illness
- 2) Absenteeism
- 3) Turnover

In addition to having detrimental impacts on people's mental health and higher rates of burnout, unmanageable stress also costs the healthcare industry millions of dollars. The typical hospital loses \$3.6 million to \$6.1 million annually due to bedside RN turnover. One of the most in-demand occupations in the healthcare sector is nursing. There are more and more jobs available. The Bureau of Labour Statistics reports that as the population ages, there is a rising need for nurses. Unfortunately, some of the elderly people in the future are nurses. As a result, it is anticipated that between 2020 and 2030, the overall rate of labour force participation will drop from 61.7% to 60.4% [39]. The health care and social support sector is expected to add the most new employment during the same time period than any other sector, but enrolment in nursing schools is not keeping up with the anticipated demand. There will probably be more patients per nurse, which will affect nurses. Although these stressors are important and have an influence, they do not tell the whole story. Nurses have discovered techniques and coping mechanisms to reduce part of their stress, which improves both their personal and professional lives [40]. In actuality, reduced levels of stress are linked to:

- (1) Contentment at work
- (2) Maintaining nurses
- (3) Successful patient outcomes.

### **10. SWOT ANALYSIS :**

A strategic planning technique called SWOC analysis looks at both internal and external elements that impact a company's development and performance [41]. In other words, it is a procedure for determining the benefits, drawbacks, opportunities, and challenges of an organization. It is frequently used to establish thoughts about early on in a strategic planning process, what is working, what the needs to be improved are, what the possibilities are, and what might raise some concerns [42]. It is a reasonable and efficient method to evaluate the current situation and identify the company's comparative advantages as well as any room for growth [43].

Strengths: Hospitals giving more importance to nurses to retain them for long run. Company culture, Salary benefits, working hours and work satisfaction leads nurses to balance their job and family commitments. Hospitals tried to engage employees in sports and recreational activities.

Weakness: Supportive environment during pandemic was lacking. They as to work for 12 hours shift in worst cases.

Opportunity: The hospital had opportunity to increase the nurses by recruiting and giving best packages for nurses

Challenges: Pandemic situation

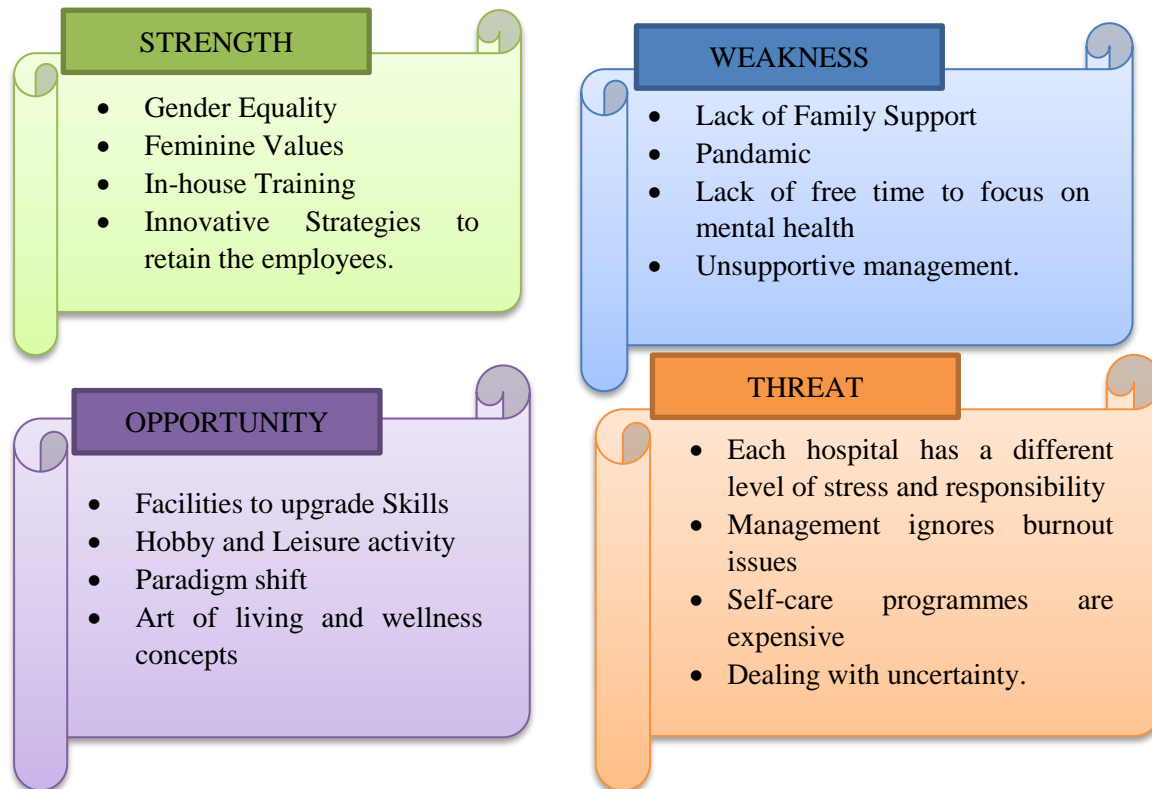


Fig. 1: SWOT Analysis of work-life balance of Nurses

Source: Developed by the researcher

## 11. FINDINGS :

- 1) During the pandemic, work support was reduced.
- 2) An uneven work-life balance is a result of work to personal life gains (WPLG), personal life to work gains, and work to personal life gains (WPLG) [44].
- 3) There is increased employee turnover.
- 4) All four hospitals value nurses because they are primarily responsible for caring for patients [45].

## 12. SUGGESTION :

Hospital management should take into account nurse hiring procedures that are effective and supervisor support for offering professional help to nurses when creating and maintaining a family-friendly work environment. Limitations and Directions for the Future There are numerous restrictions on the study that should be mentioned [46].

## 13. CONCLUSION :

Hospital Industry Analysis gives us an overview of the current status as well as improvements that can be done to enhance work life balance of nurses. Hospital can provide better working conditions and facility to ensure nurses are happy and comfortable. Spending a month honouring nurses, who have risked their comfort and safety for the welfare of others, is more than justified after more than two years of the pandemic and its recovery. Although gratifying, being a nurse may also be difficult at times. Nursing is one of the most demanding occupations in the medical industry, even when there isn't a

pandemic going on. When you take into account the strain of having to deal with ongoing pandemic-related worries at work and in your personal life, it is not unexpected that nurses are suffering from burnout. For individuals who wish to remain nurses and pursue a long career in this rewarding industry, nurse work-life balance has become even more important during the last two years. Understanding the stress brought on by their work and using self-care techniques will help nurses improve both their physical and mental well-being.

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