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WORK LIFE BALANCE AMONG HEALTHCARE PROFESSIONALS IN ZORAM MEDICAL COLLEGE, MIZORAM

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ABSTRACT: *The study of work-life balance involves the examination of people's ability to manage simultaneously the multi-faceted demands of life. In order to achieve the best balance between work and life, several adjustments must be made, and a strong commitment to work, life, and other obligations must be made. Lack of time to manage job obligations as well as family and personal responsibilities is the primary cause of work-life imbalances. Many doctors and nurses are required to work long hours, night shifts and this causes a conflict between their personal and professional roles. The healthcare professional's family life also interferes with work demand and creates family-work conflict. Both of these conflicts make them strive hard to maintain work-life balance. Thus, the present study focused on the study of work-life balance among healthcare professionals working in Zoram Medical College, Mizoram. To achieve the research objective, exploratory research design was adopted in this study. The study covers both doctors and nurses. The sample size of the study is 140; 31 doctors and 108 nurses. For data collection, the researcher used both primary and secondary sources. The study utilizes SPSS to analyze its data and Mode and ANOVA has been used to improve the study's accuracy and efficiency in order to reveal the study's true intent and objectives. The study concluded that the respondent's personal life suffers because of work to a very low degree and that their job makes personal life difficult to a very low degree. The study also concluded that gender, marital status and age of the respondents have a significant relationship with factors of work life balance.*

KEYWORDS: *Work-Life Balance, healthcare professionals, family – work conflict*

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1. INTRODUCTION

A work-life balance refers to an employee's ability to maintain a healthy balance between their work roles, their personal responsibilities, and family life. The study of work-life balance involves the examination of people's ability to manage simultaneously the multi-faceted demands of life. Greenhaus & Allen (2006) define work-life balance as the effectiveness to which an individual's effectiveness and satisfaction in work and family roles are compatible with individual's life-role priorities at a given point in time.

In order to achieve the best balance between work and life, several adjustments must be made, and a strong commitment to work, life, and other obligations must be made. Lack of time to manage job obligations as well as family and personal responsibilities is the primary cause of work-life imbalances. Being able to balance the conflicting demands of family and work is not only difficult, but also stressful. This frequently results in illness and absence, which negatively impacts an individual's productivity.

1.1 Work-Life Balance Of Healthcare Professionals

Many doctors and nurses are required to work long hours, night shifts and this causes a conflict between their personal and professional roles. The natures of work at hospitals demand that the doctors and nurse are present at the workplace at odd hours. This also has a toll on the employee's ability to take care of his own health; the employee is constantly juggling to ensure a balance between the care he gives to his patients and the care he gives to himself and his family.

Nividita and Monica (2017) found from the study of doctors in government and private hospitals that majority of doctors in Private hospitals of Delhi, Jaipur and Lucknow were not able to manage their time properly as compared to those working in Government hospitals. It has been found that Private hospitals have long working hours, frequent night shifts along with tight schedules as a result doctors find it difficult to have a proper time management. It was mainly found from previous research that level of Work Life Balance in Private hospitals is lower than that of Government hospitals. According to Sara Hedderwick, a consultant in infectious diseases at Belfast, there is no limit for what one wants to do to help patients get better, but to do that, health care professionals must ensure that they remain healthy too. Trying to achieve this fine balance between personal and professional commitments is very difficult, particularly for those who have families and dependants. This struggle often leads to stress in the employees life. Hospitals today are managed like a business and are no longer dull and morose places. However this hasn't taken away the critical importance of dedicated medical and paramedical professionals. Neither has it made any change in the stress that these category of employees face.

2. REVIEW OF LITERATURE

An attempt has been made for an extensive literature review on various issues of work life balance to discover research problem and to develop appropriate research methodology. Some important research works are reviewed and presented hereunder to emphasize some of their findings:

Eleni, et al., (2010) conducted a study on occupational stress among nursing staff between the capital and regional hospital nurses (150 nurses during one month) and found that the two samples' levels of stress are different from one another. Additionally, they discovered that there is a rise in stress among nurses, primarily due to an increasing workload and conflicts between work and family responsibilities.

Raungsrijan and Suppavitiporn (2011) conducted a study relating to stress and the factors of stress of registered nurse in Private hospitals and non-private. Their result showed that 63% of the nurses in a private hospital had high levels of stress, which was associated with disrespect from patients, colleagues and supervisors. They added that nurses working in public sector hospitals report more work related stress than private hospital nurses.

Shiva (2013) conducted a study on work-life balance and challenges faced by working women in Kerala. 200 samples were taken from women working in the public and private sectors, including institutions like colleges, hospitals, and schools, as well as other businesses, using a non-probabilities sampling technique. The findings indicate a lack of organizational satisfaction among working women and a conflict between work and family. The researcher concluded that prolonged exposure to lengthy work hours and high degrees of work-to-family interference increases workers' risk of mental and physical health issues.

Dagget et al. (2016) conducted a study on job related stress among nurses working in Jimma Zone public hospitals, South West Ethiopia. According to a cross-sectional study, there is no difference in job-related stress based on educational background, length of employment, or nursing experience.

A research conducted in 2016 determines how age affected how well people balanced their job and personal lives. The outcomes showed a statistically significant result. The older group of employees is more likely to indicate maintaining WLB.

3. OBJECTIVES OF THE STUDY

The following are the objectives of the study:

- 1) To study the socio-economic status of healthcare professionals in Zoram Medical College, Mizoram
- 2) To identify the major factors influencing work-life balance of healthcare professionals in Zoram Medical College

4. RESEARCH METHODOLOGY

Exploratory research design was adopted in this study. The standard sample size for a population of 219 with a confidence level of 95% and a confidence interval of 5% is calculated as 140. An attempt is made to select 140 respondents randomly on the lottery method. Doctors and nurses having at least 1 year of working experience are taken into consideration for the study. The sample size of the study is 140; 31 doctors and 108 nurses. For data collection, the researcher used both primary and secondary sources. Primary data was collected through a structured questionnaire adopted from an extensive literature survey and questionnaire specially designed for the study. Secondary data was collected from journals, books, institutions directories, websites, etc. The questionnaire of the study has been divided into two sections. The first section i.e. section A consists of the demographic profile of the respondents. Section B consists of work-life balance factor developed by Hayman J. (2005). This work-life balance factor consists of 15 items which are measured on a scale of 1 to 5 where 1 being strongly disagree and 5 being strongly agree. The study utilizes SPSS to analyze its data and Mode and ANOVA has been used to improve the study's accuracy and efficiency in order to reveal the study's true intent and objectives.

5. HYPOTHESES

The hypotheses of the study are as under:

- H₀₁:** There is no significant relationship between genders of healthcare professionals in Zoram Medical College with regards to factors of work-life balance
- H₀₂:** There is no significant relationship between marital statuses of healthcare professionals in Zoram Medical College with regards to work-life balance
- H₀₃:** There is no significant relationship between ages of healthcare professionals in Zoram Medical College with regards to work-life balance
- H₀₄:** There is no significant relationship between experiences of healthcare professionals in Zoram Medical College with regards to work-life balance.

6. RESULTS AND ANALYSIS

6.1 Demographic Profile of the Respondents

The socio-economic profile of 140 respondents working under Zoram Medical College, Mizoram with regards to their gender, age, marital status and number of working experience are presented in Table 1. Among the respondents 20 percent are male and 80 percent were female. The reason being majority of the respondents were female is that most of the respondents were nurses and most of the nurses were female.

Table 1: Demographic Profile of the Respondents

Characteristics	Nature	Frequency	Percentage
Gender	Male	28	20
	Female	112	80
	Total	140	100
Age	Upto 25 years	21	15
	26-35 years	76	54.3
	36-45 years	29	20.7
	46-55 years	14	10
	56 years and above	0	0
	Total	140	100
Marital status	Unmarried	99	70.7
	Married	95	25
	Divorce	6	4.3
	Widow	0	0
	Total	140	100
Number of years of experience	1-5 years	84	60
	6-10 years	28	20
	11-15 years	9	6.4
	16-20 years	11	7.9
	21-25 years	8	5.7
	26 years and above	0	0
	Total	140	100

Source: Field Survey

In terms of the age of the respondents, majority of the respondents i.e. 54.3 percent were from the age group of 26-35 years. It can also be observed from the table that 20.7 percent of the respondents are from the age group of 36-45 years, 15 percent of the respondents are below 25 years of age. Among the respondents, only 10 percent are from the age group of 46-55 years. This signifies that Zoram Medical College have employed a young and middle-aged workforce in the hospitals. Doctors and nurses with young and middle-aged will be more productive in their work which will help the hospitals to achieve their goals more effectively.

Regarding the marital status of the respondents, 70.7 percent were unmarried and this may be due to the reason being the maximum number of them belongs to 26 - 35 years age group. The study also shows that 25 percent are married and 4.3 percent were divorced. This depicts that there are more number of unmarried workers among the respondents.

The respondent's level of experience is depicted in Table 1 and can be observed that 60 percent have 1-5 years of experience, 20 percent have 6-10 years of experience, 6.4 percent of the respondents have 11-15 years of experience, 7.9 percent have 16-20 years of experience, 5.7 percent of the respondents have 21-25 years of experience and none of the respondent have an experience of 26 years and above. The number of years the respondents

have worked varies greatly, and it is evident that many doctors and nurses do not stay at the hospital for very long as the proportion of respondent's declines as experience levels rise. However, it is clear from the respondents that more than 5 percent of the respondents have been in the profession for more than 20 years.

6.2 Work-life Balance among Healthcare Professionals working Under Zoram Medical College, Mizoram

The following Table 2 represents Work-life Balance among Healthcare Professionals working Under Zoram Medical College, Mizoram. It is evident that the respondent's personal life suffers because of work to a very low degree and also that their job makes personal life difficult to a very low degree as stated by majority of the respondents.

Table 2: Work-life Balance among Healthcare Professionals working Under Zoram Medical College, Mizoram

Sl.	Statements	Work-life balance scale (1 strongly disagree, 5 strongly agree)					Total	Mode
		1	2	3	4	5		
1.	My personal life suffers because of work	26 (26%)	24 (24%)	26 (26%)	11 (11%)	13 (13%)	100 (100%)	1
2.	My job makes personal life difficult	29 (29%)	29 (29%)	19 (19%)	15 (15%)	8 (8%)	100 (100%)	1
3.	I neglect personal needs because of work	16 (16%)	24 (24%)	28 (28%)	23 (23%)	9 (9%)	100 (100%)	3
4.	I put personal life on hold for work	16 (16%)	30 (30%)	18 (18%)	24 (24%)	12 (12%)	100 (100%)	2
5.	I missed personal activities because of work	10 (10%)	19 (19%)	21 (21%)	30 (30%)	20 (20%)	100 (100%)	4
6.	I struggle to juggle work and non-work	17 (17%)	17 (17%)	23 (23%)	17 (17%)	26 (26%)	100 (100%)	5
7.	I am happy with the amount of time for non-work activities (reversed)	17 (17%)	21 (21%)	27 (27%)	16 (16%)	19 (19%)	100 (100%)	3
8.	My personal life drains me of energy for work	33 (33%)	23 (23%)	21 (21%)	16 (16%)	7 (7%)	100 (100%)	1
9.	I am too tired to be effective at work	27 (27%)	26 (26%)	21 (21%)	15 (15%)	11 (11%)	100 (100%)	1
10.	My work suffers because of my personal life	45 (45%)	24 (24%)	18 (18%)	9 (9%)	4 (4%)	100 (100%)	1
11.	Hard to work because of personal matters	45 (45%)	26 (26%)	16 (16%)	8 (8%)	5 (5%)	100 (100%)	1
12.	Personal life gives me energy for my job	14 (14%)	17 (17%)	32 (32%)	19 (19%)	18 (18%)	100 (100%)	3
13.	Job gives me energy to pursue	7	22	37	17	17	100	3

	personal activities	(7%)	(22%)	(37%)	(17%)	(17%)	(100%)	
14.	Better mood at work because of personal life	9 (9%)	18 (18%)	28 (28%)	20 (20%)	25 (25%)	100 (100%)	3
15.	Better mood because of my job	10 (10%)	20 (20%)	23 (23%)	23 (23%)	24 (24%)	100 (100%)	5

Source: Field Survey

Regarding negligence of personal needs because of work, respondents stated that they neglect their personal needs because of work to a very low degree to medium degree as indicated in Table 2. They further stated that they put their personal life on hold for work to a very low degree to low degree as the mode value is giving 2 in this regard. However, as stated by 50 percent of the respondents, they missed personal activities because of work to a great extent, and that they struggle to juggle work and non-work.

According to the majority of respondents, it is evident that the respondents were moderately satisfied with both the amount of time they received for non-work activities and the amount they received for work activities.

As indicated in Table 2, the respondents reported that their personal life does not drains their energy for work and are not tire to be effective at work because of personal life. In addition, the respondents claimed that their work suffers because of their personal life to a very low degree and that dealing with personal matters did not make it difficult for them to do their jobs, which is supported by the mode value in Table 2.

It is evident that the respondents personal lives gives them energy for their job to a moderate extend and at the same time job gives them energy to pursue their personal activities to a moderate degree which is supported by the mode value in Table 2.

According to the mode value in Table 2, the respondents' mood is better to a very high degree because of their employment, and mood at work is better to a modest extent because of their personal lives.

7. HYPOTHESES ANALYSIS

H₀₁: There is no significant relationship between genders of healthcare professionals in Zoram Medical College with regards to factors of work-life balance

The above hypothesis is examined with the help of one way ANOVA test and the result is shown in the following table 3.

Table 3: One way ANOVA of Genders on Factors of work-life balance

Sl.	Statements	F	Sig.
1	My personal life suffers because of work	.050	.823
2	My job makes personal life difficult	.055	.815
3	I neglect personal needs because of work	2.118	.149
4	I put personal life on hold for work	1.757	.188
5	I missed personal activities because of work	.893	.347
6	I struggle to juggle work and non-work	2.744	.101
7	I am happy with the amount of time for non-work activities (reversed)	.049	.826
8	My personal life drains me of energy for work	2.574	.112
9	I am too tired to be effective at work	.203	.654
10	My work suffers because of my personal life	.007	.112
11	Hard to work because of personal matters	.007	.933
12	Personal life gives me energy for my job	6.790	.011
13	Job gives me energy to pursue personal activities	1.690	.197

14	Better mood at work because of personal life	1.030	.313
15	Better mood because of my job	.001	.970

Source: Field survey

Table 4: Descriptive Mean for Gender

	Male	Female	Total
Personal life gives me energy for my job	3.7500	2.9375	3.1000

Source: Field survey

As we can see in the analysis in table 3 that gender has significance relationship with work life balance, and thus the first Null hypothesis H01 has been partially rejected as one factor where personal life gives me energy for my job have a significant relationship with work life balance. It is further found from the descriptive mean that more female employee's feel personal life gives them energy for their job and the mean value is 2.9375.

H₀₂: There is no significant relationship between marital statuses of healthcare professionals in Zoram Medical College with regards to work-life balance

The above hypothesis is examined with the help of one way ANOVA and the result is shown in the following table no. 5.

Table 5: One way ANOVA of Marital Status on Factors of work-life balance

Sl.	Statements	F	Sig.
1	My personal life suffers because of work	1.725	.184
2	My job makes personal life difficult	2.055	.134
3	I neglect personal needs because of work	.076	.927
4	I put personal life on hold for work	.018	.982
5	I missed personal activities because of work	.555	.576
6	I struggle to juggle work and non-work	.362	.697
7	I am happy with the amount of time for non-work activities (reversed)	.593	.555
8	My personal life drains me of energy for work	.995	.373
9	I am too tired to be effective at work	1.603	.206
10	My work suffers because of my personal life	3.384	.038
11	Hard to work because of personal matters	1.158	.318
12	Personal life gives me energy for my job	1.652	.197
13	Job gives me energy to pursue personal activities	1.157	.319
14	Better mood at work because of personal life	1.505	.227
15	Better mood because of my job	1.043	.356

Source: Field survey

Table 6: Descriptive Mean for Marital Status

	Unmarried	Married	Divorce	Total
My work suffers because of my personal life	2.0417	1.7391	3.2000	2.0300

Source: Field survey

One way ANOVA results shows that marital status has a significant relationship with work life balance. It is observed from the descriptive mean that married respondents find it hard to balance work and life and feel that their work suffers because of their personal lives with a mean value of 1.7391. Thus the null hypothesis H02 is again partially rejected as marital status has a significant relationship with work-life balance.

H₀₃: There is no significant relationship between ages of healthcare professionals in Zoram Medical College with regards to work-life balance

The above hypothesis is examined with the help of one way ANOVA and the result is shown in the following table 8.

Table 7: One way ANOVA of Age on Factors of work-life balance

Sl.	Statements	F	Sig.
1	My personal life suffers because of work	1.412	.244
2	My job makes personal life difficult	.863	.463
3	I neglect personal needs because of work	.542	.655
4	I put personal life on hold for work	2.010	.118
5	I missed personal activities because of work	.109	.955
6	I struggle to juggle work and non-work	1.270	.289
7	I am happy with the amount of time for non-work activities (reversed)	2.567	.059
8	My personal life drains me of energy for work	1.942	.128
9	I am too tired to be effective at work	1.642	.185
10	My work suffers because of my personal life	2.587	.058
11	Hard to work because of personal matters	.943	.423
12	Personal life gives me energy for my job	1.016	.389
13	Job gives me energy to pursue personal activities	4.249	.007
14	Better mood at work because of personal life	.553	.647
15	Better mood because of my job	.828	.482

Source: Field survey

Table 8: Descriptive Mean for Age

	Upto 25 years	25-35 years	35-45 years	45-55 years	Total
Job gives me energy to pursue personal activities	4.0000	2.9231	2.9524	3.3636	3.1500

Source: Field survey

It is evident from Table 7 that age have significant relationship with work-life balance and thus the first Null hypothesis H03 has been partially rejected as one factor where job gives me energy to pursue personal activities have a significant relationship with work life balance. It is further observed from Table 8 that respondent's age between 25-35 feel that their job gives them energy to pursue their personal activities with a mean score of 2.9231.

H₀₄: There is no significant relationship between experiences of healthcare professionals in Zoram Medical College with regards to work-life balance

The above hypothesis is examined with the help of one way ANOVA and the result is shown in the following table 10.

Table 9: One way ANOVA of Age on Factors of work-life balance

Sl.	Statements	F	Sig.
1	My personal life suffers because of work	1.930	.112
2	My job makes personal life difficult	1.304	.274
3	I neglect personal needs because of work	.354	.840
4	I put personal life on hold for work	.933	.448
5	I missed personal activities because of work	.770	.548
6	I struggle to juggle work and non-work	1.386	.245
7	I am happy with the amount of time for non-work activities (reversed)	.298	.879
8	My personal life drains me of energy for work	.880	.479
9	I am too tired to be effective at work	.323	.862
10	My work suffers because of my personal life	1.284	.282
11	Hard to work because of personal matters	1.755	.145
12	Personal life gives me energy for my job	.215	.929
13	Job gives me energy to pursue personal activities	.566	.688
14	Better mood at work because of personal life	.225	.924
15	Better mood because of my job	.865	.488

Source: Field survey

The above table shows that the test of variance is not significant as the significance value for all the factors is more than p-value of .05. Hence it can be concluded that there is no significant relationship between experiences of the respondents with regard to work-life balance. Hence, the null hypothesis is accepted.

8. CONCLUSIONS

The study focuses on identifying the major factors affecting work life balance of healthcare professionals working in Zoram Medical College, Mizoram. It is found from the study that female employees feel more that their personal life gives them energy for their job. Married employees find it harder to balance their work and life and feel that their work suffers because of their personal lives. It is evident from the study that employees of younger age i.e. below 25 years find it difficult to balance their work and life and that they put their personal life on hold for work. Employees aged between 35-45 stated that they are not satisfied with the amount of time for non-work activities and that their work suffers because of personal life and also drains their energy for work. Respondents having less experience (1-5 years) find it more difficult to manage work and non-work life and feels that their life suffers because of their work. The study further reveals that gender, marital status, and age have a significant relationship with factors of work life balance. However the working experience of the respondents does not have a relationship with factors of work life balance.

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