

**GENDER, WORK-FAMILY BALANCE AND QUALITY OF LIFE
AMONG EMPLOYEES IN ORGANIZED SECTOR, MIZORAM**

**A THESIS SUBMITTED IN PARTIAL FULFILMENT OF THE
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DOCTOR OF PHILOSOPHY**

JOHN LALMUANAWMA

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AMONG EMPLOYEES IN ORGANIZED SECTOR, MIZORAM**

BY

**JOHN LALMUANAWMA
DEPARTMENT OF SOCIAL WORK**

DR H ELIZABETH

Submitted

**In partial fulfilment of the requirement of the Degree of Doctor of
Philosophy in Social Work of Mizoram University, Aizawl**

MIZORAM UNIVERSITY

FEBRUARY 2024

CERTIFICATE

This is to certify that the thesis “**Gender, Work-Family Balance and Quality Of Life Among Employees in Organized Sector, Mizoram**” submitted by **John Lalmuanawma** for the award of the degree of Doctor of Philosophy in Social Work is carried out under my guidance and incorporates the student’s bonafide research and this has not been submitted for award of any degree in this or any other University or Institution of learning.

(DR H ELIZABETH)
Research Supervisor
Department Of Social Work
Mizoram University
Aizawl-796004

DECLARATION

MIZORAM UNIVERSITY

FEBRUARY 2024

I **John Lalmuanawma**, hereby declare that the subject matter of this thesis is the record of work done by me, that the contents of this thesis did not form basis of the award of any previous degree to me or to the best of my knowledge to anybody else, and that the thesis has not been submitted by me for any degree in any other University or Institute.

This is being submitted to the Mizoram University for the degree of Doctor of Philosophy in Social Work.

(JOHN LALMUANAWMA)
Research Scholar

(C. DEVENDIRAN)
Head
Department Of Social Work
Mizoram University
Aizawl-796004

(DR H ELIZABETH)
Research Supervisor
Department Of Social Work
Mizoram University
Aizawl-796004

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Place : Aizawl. Mizoram

(JOHN LALMUANAWMA)

Candidate

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LIST OF ABBREVIATIONS	
QOL	Quality of Life
WLB	Work-Life Balance
WFB	Work-Family Balance
WHO	World Health Organization
FGD	Focus Group Discussion
KII	Key Informant Interview
WFB	Work-to-Family Balance
FWB	Family-to-Work Balance
WIF	Work-to-Family
FIW	Family-to-Work
WLC	Work-Life Conflict
WFC	Work-to-Family Conflict/Work-Family Conflict
FWC	Family-to-Work Conflict/Family-Work Conflict
WTC	Worktime Conflict
WHOQOL-BREF	World Health Organization Quality of Life Brief Version
HSE-IT	Health & Safety Executive Indicator Tool (HSE-IT)
WFF	Work-to-Family Facilitation
FWF	Family-to-Work Facilitation
WFE	Work-to-family Enrichment
FWE	Family-to-work Enrichment
WFCS	Work-to-family Conflict Scale
FWCS	Family-to-work Conflict Scale
WFCM	Work-family Conflict Management
FWCM	Family-work Conflict Management
SBI	State Bank of India

MRB	Mizoram Rural Bank
PNB	Punjab National Bank
ICICI	Industrial Credit and Investment Corporation of India
UBI	United Bank of India
HDFC	Housing Development Finance Corporation
IDBI	Industrial Development Bank of India
BHSS	Baptist Higher Secondary School Serkawn
HATIM	Higher and Technical Institute, Mizoram
HMS	Home Mission School
PUC	Pachhunga University College

INTRODUCTION

CHAPTER – I

INTRODUCTION

1. Introduction

The introduction of the study discussed the significance of work-life and work-family, the concept of gender, work-family balance, quality of life and organized sector. It discussed the evolution and different facets including the previous research models, concept models and theories. It is important to understand the concept and the evolutionary history for an enhanced comprehension of the subject area.

1.1 Work-family balance

People's lives have been made better by the advancement of sophisticated technology in a variety of ways. Technological developments have made people's lifespans longer and they could enjoy healthier lives. The availability of pre-requisite materials for accomplishment of projects has become much easier for students and parents can view and communicate with their distant relatives thousands of miles away. Advances in communication, task completion, and information availability have made it possible for employees to be flexible in their profession. At the same time, it has also resulted in a blurring of the lines between family and work time. It's critical to distinguish between family life and work. Individuals who are devoted to their work most of the time experience stress and burnout. An individual's capacity to operate tasks at their best can decline when they do not have sufficient time for rest and rejuvenation. Therefore, it is crucial from a management perspective to support employees in taking time off rather than working lengthy hours. Making time in one's schedule for enjoyable hobbies will make one a better employee, friend, co-worker, and family member. Every individual must learn to put down their laptop and refuse to answer work-related calls on their cell phone after working hours have ended. Achieving this kind of balance is difficult since there will always be those who want to take up a person's time after working hours. It is time to learn that it is acceptable to refuse invitations and to accept offers of help only in cases when they are truly necessary. An individual cannot take time to appreciate the life they have worked so hard to build if they do not establish a work-life and work-family balance. It is also possible for an individual to generate bodily illnesses such as diabetes, alcoholism,

hypertension, cardiovascular disease, etc., and other mental disorders such as anxiety and depression that result from ongoing stress.

Our families and workplaces have undergone tremendous change during the late 19th century, especially in the last 20 years. Unprecedented numbers of women have entered the workforce increasing their pay in comparison to men. Men have started to take on traditional family responsibilities traditionally as a breadwinner and both sexes have increased the amount of time they spend with their kids. However, even though males are spending more time with their children, the strain of juggling work and parental responsibilities is becoming greater. The society perception still acts as though men's major role is to provide for their families and the women's primary role is to stay at home and take care of the elderly and children. Work-family balance policies that support employees' success in terms of achieving well-being and quality of life at work and home must be developed by businesses and other organizations for both males and females. It's not just a gross generalization that damages the image of otherwise dedicated hardworking women but it is also false that work-life and work-family balance is a women's issue. Men encounter greater work-family conflict than women according to a different study titled "The New Male Mystique," which was published by the Families and Work Institute. According to the findings, men are feeling the same pressure as women did when they first started working in unprecedented numbers: the need to "have it all" by doing everything. Work-life and work-family balance is therefore regarded as a significant issue that both men and women in today's hectic environment need to tackle. (Meenakshi Pattu et al. 2013)

There are many definitions and explanations of the concept of work-life and work-family balance. In short, the ability to fulfill responsibilities both at work and at home while still finding time for interests and hobbies on a personal level is known as work-life balance. Everybody has a distinct ideal work-to-home ratio. When the average worker put in a hundred (100) hours a week in the 1940s, the Fair Labour Standards Act (FLSA), 1938 had to be changed to 40 hours of work in a week. During the 1980s, the Women's Liberation Movement promoted flexible work schedules to allow women to work in offices and take care of the family during their "off-hours." Working fewer hours, and keeping work and home apart are the main pieces of advice given these days for striking a balance between work and personal life.

A productive and healthy work environment is largely dependent on work-life and work-family balance. When an individual successfully strikes this balance, they may devote the same amount of time to work-related duties and personal affairs without feeling stressed or overburdened. Acquiring knowledge about the significance of preserving equilibrium between your work and personal lives could aid an individual in overcoming unfavorable feelings and creating efficient time management plans. Likewise, an individual comprehends the significance of work-family balance by thinking about maintaining a clear separation between family and professional lives. A work-family balance is achieved when a good balance between job and family matters compromises with the amount of time spent on each. People who maintain this equilibrium are more likely to be stress-free at work and to retain their mental wellness. It is one of the best approaches in fulfilling and accomplishing a quality of life as well. Some of the benefits of achieving a work-family balance include:

a) **Achieving mental health:** One of the most crucial achievements in attaining a work-family balance includes mental health. According to World Health Organization (WHO), "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity". Hence, mental health is one of the criteria for achieving holistic health. Individuals need to improve their mental health and keep in check to control their unpleasant feelings, ideas, or experiences. A healthy perception finds it easier to identify and eliminate the work-family issues that lead to stress or dissatisfaction when they process their emotions.

b) **Attaining one's physical health:** Attaining physical well-being generates adequate energy to finish both personal and professional chores quickly. Physical health is one of the crucial factors to attain work-family balance and it is facilitated by engaging in one's desired activities, frequent exercise, balanced diet, and having sound sleeping habits. Similarly, such activities boost your body and help you concentrate on your work for longer periods. It is crucial to give your mental and physical health equal priority as these two are interrelated. The physical aspects have the potential to influence the psychological matters and vice versa.

c) **Reduction of work-related stress:** Employees who have a sense of being overburdened with their workload and duties may experience work-related stress. One of the important aspects includes setting priorities for the tasks that are most crucial and having a tight deadline helps an individual in developing

more effective workload management techniques. A different approach to task management is to think about your physical and mental health by considering more work or obligations to attend to before leaving the workplace. Those tasks that can wait until the next day can be procrastinated to acquire enough rest and sound sleep which will result in a feeling of rejuvenation on the next day.

- d) **Being more present at the moment:** To be conscious of what an individual is doing at a given time is to be present in the moment. Being mindful of the tasks engaging in helps to stay focused on the task at hand which is one approach to strike a balance between family and professional lives. Being physically away from work has to be followed by being mentally away too such as job-related distractions like emails and office chats in favor of concentrating on your hobbies. Appreciation of the present given time makes it able to concentrate on one's personal or business tasks which in turn resulted in the achievement of work-family balance.
- e) **Higher productivity and engagement at work:** The accomplishment of satisfaction in one's profession leads to maintaining a healthy work-family balance. Significant job satisfaction motivates employees to give their best efforts and it increases their commitment to their tasks and responsibilities. Having a positive sense of engagement at work can lead to a productive and effective outcome and an individual can concentrate on your matters after work.
- f) **Becoming a well-rounded employee:** Most of the employees have personal interests and hobbies but if an individual spends more time and energy at work than on personal matters, they risk losing them. Individual knowledge can acquire a great variety of talents by dedicating time to their interests and hobbies. Engaging in other activities outside the workplace might also give workers insider knowledge that they could impart to their organizations and co-workers.
- g) **Becoming more successful:** There's a common misperception that success necessitates an intense commitment to diligence. Finding a work-family balance can help a person prioritize success without compromising one's health. In addition, it is significant to note that the key to having engagement

and productivity at work requires a balanced lifestyle. This fosters innovation and a minimal effort has the potential to lead to a fruitful outcome.

1.2 Concept of Gender

According to the World Health Organization (WHO), the socially constructed traits of males, women, girls, and boys are referred to as gender. This encompasses interactions between people as well as the standards, behaviors, and roles that come with being a woman, man, girl, or boy. Gender is a social construct that differs from society to society and is subject to change. Due to its hierarchical nature, gender creates disparities that converge with other social and economic issues. Other discriminatory criteria, including age, region, ethnicity, financial status, handicap, gender identity, and sexual orientation, are intertwined with gender-based prejudice. The term for this is intersectionality. Sex refers to the various biological and physiological traits of females, males, and intersex individuals such as chromosomes, hormones, and reproductive organs that are related to but distinct from gender. Gender identity is distinct from gender and sex but they are inter-related. A person's profoundly felt internal and unique experience of gender is referred to as their gender identity. This experience may or may not match their physiology or assigned sex at birth.

On the grounds of theory and linguistics, the terms 'sex' and 'gender' are mixed and blended. The term 'sex' denotes physiological or bodily aspects that constitute genitalia, chromosomes, and bodily attributes. On the other hand, the term 'gender' denotes the social aspects including cultural meanings associated with behavior, personality, and expressions conventionally labeled as feminine or masculine (Frohard-Dourlent et al. 2017; West & Zimmerman, 1987; Reisner et al. 2015). It is also significant to understand the difference between gender and sexual orientation which are often puzzling. The term 'gender' is regarded as an individual perspective or choice while sexual orientation is interpersonal and it describes how a person is emotionally, romantically, and sexually attracted. There are many types of sexual orientation including lesbian, gay, bisexual, pansexual, heterosexual, and asexual. (Lewis & Reynolds, 2021).

One of the important facets of the term 'gender' is that it is a self-defined identity and an individual has the liberty of changing their gender over time. For most

individuals, a person assigned gender identity is firmly established throughout one's life whereas for some reasons, some change later in their lifetime. (Tate, Ledbetter & Youssef, 2013).

1.2.1 Definition and Types of Gender

There are many research studies related to the comparison of binary genders which mostly refer to male and female gender. The definition of gender varies and it is highly complex. Most of the research conducted is based on the social science category or perspectives, gender is mainly assessed as a dichotomous variable which means only two response options due to the notion that gender as binary is deeply rooted in many of the societies. In most of contemporary societies, there are various definitions or referral terms of gender beyond the classical binary terms. The operationalization of gender consisted of several aspects such as (a) physiological/bodily aspects (*sex*) (b) gender identity or self-defined gender (c) legal gender and (d) social gender in terms of norm-related behaviors and gender expressions (American Psychological Association, 2015). However, these aspects tend to change over time due to external impacts such as society (Reisner et al. 2015). The three broad classifications of gender by various scholars are:

- a) The term '*cisgender*' refers to individuals whose assigned gender at birth corresponds to their self-defined gender identity (Frohard-Dourlent et al. 2017). In other words, '*Cisgenderism*' refers to the idea that it is possible to visually see the gender identity or infer bodily characteristics of an individual based on their physical appearance (Ansara & Hegarty, 2013 & 2014).
- b) People whose self-defined gender identity does not align with their assigned gender at birth are collectively referred to as '*transgender*'. Transgender people might identify as belonging to outside of, or beyond the conventional woman/man binary. (Thanem, 2011)
- c) The term '*non-binary*', is the third preference that justifies the person's gender. In this category, the person defines themselves as peculiar from the general norms of societally assigned gender and does not belong to 'cisgender' or neither 'transgender'. Though the term 'transgender' and 'non-binary' acknowledges that gender is not a binary category, transgender alone is not sufficient to denote gender of a man and a woman. Some of the genders

established under the non-binary are listed as LGBTQ community. It is an acronym used to represent lesbian, gay, bisexual, trans and queer or questioning.

1.3 Work-Life Balance: Conceptual Background

The term "work-life balance" was coined in the late 1970s in the United Kingdom to define the balance between work and personal life in the context of working moms (Smeltzer, et al. 2016; Burnett, 2011), and it acquired popularity in the late 1800s in the United States. Originally, this word referred to working moms who had to care for their children and other family members while still juggling their professional careers and employment. As a result, the number of working women has risen. Their spouses shared the job of taking care of domestic responsibilities. Work-life conflict arose when work took precedence over personal life, which was exacerbated by extended working hours. As a result, work-life balance has become an issue for both men and women. Although work-life balance is referred to as a gendered notion due to its widespread use, it has a wide range of cultural elements. By the 1990s, 'work-life balance' had become a hot topic not only in the academic world but also in corporate philanthropy across Europe and the United States of America. However, Asia's and Oceania's states just realized the magnitude of work-life balance in the twenty-first century. The concept of work-life balance has developed conceptually in line with the geographical spread around the world. It has evolved from a gendered to gender-neutral subject, the scale of balance between work and all non-work related activities is relevant to an individual in his day-to-day existence. The topic has progressed to the point where it is a source of concern not only for employees but also for employers. Recognizing the importance of work-life balance for employees, countries (such as the European Union and New Zealand) have developed work-life balance rules to ensure that firms properly administer work-life balance policies.

Work-life balance is acknowledged as a matter that is extremely dynamic and is expected to have a rock-solid relationship with psychosocial aspects. During the early stages of conceptualization, researchers were unconcerned about the definition of work-life balance. The field of work-life balance study is sometimes entangled by a plethora of definitions as well as a lack of awareness of psycho-social connections. Researchers, on the other hand, uniformly agreed that 'the role theory,' which

articulates human life as the intersection of several roles, is the theoretical framework that underpins the concept of 'work-life balance.' The primary theme that constitutes the basis of work-life balance is the subjective perception of role balance across many life domains and self-fulfillment.

1.3.1 Definition of Work-Life Balance

The term work-life balance is used to define the balance between the job and personal life of an employee. Greenhaus (2003) explains work-life balance as one's capability to equally manage their job role and family life. He defines it with three components i.e.

- a) **Time balance:** proper division of time between job and family.
- b) **Involvement balance:** uniformly and mentally present in job and family roles
- c) **Satisfaction balance:** uniformly satisfied with the roles at home and work

Work-life balance is the ability to maintain equilibrium with flow and time, as well as the ability to manage time via the use of technology and the ability to define priorities in life. It is also defined as one's ability to manage work and life responsibilities as well as non-work activities (Parkes and Langford, 2008). These obligations can extend beyond work and family, such as time for hobbies, social events, and so on. Work-life balance includes time management, inter-role conflict, and dependent care in certain ways. Work-life balance, according to McMillan et al. (2011), is an infinite instrument that encompasses much more than work-family conflicts. It has an impact on everyone, regardless of their level of education, gender, family structure, occupation, age, work position, or religion. Work and personal life are inextricably linked.

Work-life balance is a concept that promotes an individual's well-being (Grzywacz et al. 2007). It is critical to reduce stress and preserve a sense of well-being. According to a study by Allen et al. (2000) work-life interaction is becoming more prominent and stronger. It is defined as how people manage their work in terms of when, where, and how they do it. It is balanced when an individual's right to balance work and family life is understood and supported as the standard, benefiting both the individual and the company (Fleetwood, 2007). Work-life balance, according to Jim Bird (2006), is defined as "meaningful achievement and enjoyment in day-to-day existence." It does not, in his opinion, imply an equal balance. In reality, he points out

that only a few people have a work-life balance.

Work-life balance, according to Clark (2000), is defined as "satisfaction and excellent functioning," "a degree of content," and "achieving accomplished results both at home and at work with minimal overlap in role conflict." To sustain self-esteem and a general sense of balance in life, it is vital to prevent substantial role conflict. As a result, regardless of gender, work-life balance is a challenge for all employees (Gregory et al, 2013). Many companies are increasingly tackling work-life balance programs to show that they are aware of the challenges that their employees encounter in striking a balance between work and life (Lockwood, 2003). Work-life programs are described as a win-win situation for both the company and the employees. According to Adams et al. (1996), an organization must establish new policies that allow people to grow as individuals and as high-yielding employees for the company. According to research by the Department of Labor (2004), supervisory and management attitudes can have a significant impact on employee growth in maintaining a healthy work-life balance, and management support is a critical component for both employers and employees.

In their work-life endeavors, most firms have followed a one-sided "system approach." Their main focus has been on implementing corporate policies, benefits, and procedures to address work-life balance issues. "What can the organization do to help the person achieve a better work-life balance?" asks the systems approach. The "individual" approach, which makes up the other half of the work-life strategy, asks, "What can individual employees and managers do for themselves to establish their optimum work-life balance?"

1.3.2 Models of Work-Life Balance

There are typically 5 models used to explain the relationship between work and life outside work (Duxbury & Higgins, 2001).

- 1. Segmentation Model:** The segmentation model hypothesizes that work and non-work are two distinct domains of life that are lived quite separately and have no influence on each other. This appears to be offered as a theoretical possibility rather than a model with empirical support.
- 2. Spillover Model:** In the context of work-life balance, spillover refers to the positive or negative effects of an individual's working life on their personal

life or family life and vice versa. The spillover model hypothesizes that one world can influence the other in either a positive or negative way. There is, of course, ample research to support this but as a proposition, it is specified in such a general way as to have little value. We therefore need more detailed propositions about the nature, causes, and consequences of spillover.

3. **Compensation Model:** The compensation model proposes that what may be lacking in one sphere, in terms of demands or satisfactions can be made up in the other. For example, work may be routine and undemanding but this is compensated for by a major role in local community activities outside of work.
4. **Instrumental Model:** The instrumental model whereby activities in one sphere facilitate success in the other. The traditional example is the instrumental worker who will seek to maximize earnings, even at the price of undertaking a routine job and working long hours, to allow the purchase of a home or a car for a young family
5. **Conflict Model:** The conflict model proposes that with high levels of demand in all spheres of life, some difficult choices have to be made and some conflicts and possibly some significant overload on an individual occur.

Thereafter, two new theories have been proposed by Morris and Madsen (2007) which are:

- **Resource Drain Theory:** This theory is based on the importance of time, energy, and money which are limited resources. If a person spends too much time on work, the time for personal life is reduced.
- **Enrichment Theory:** This theory states that the experiences acquired from work or personal life have enhanced the quality of the other domain (work or personal life).

1.3.3 Work-Life Balance Serves as Life's Balancer

At this time, every employee is looking for a position that provides a better work-life balance. As a result, work-life balance is increasing in popularity and importance these days. Employees can be provided for by policymakers, the government, and companies.

a) At employer level

Employers are attempting to incorporate work-life balance policies such as health/medical insurance, according to a report by Bailyn et al. (2001). Some companies provide benefits to their employees in the form of parental leave, flexible work arrangements, and assistance with various types of childcare facilities. Many large organizations have already been working internally on work-life balance strategies, and a few are even engaging consultants to help them with this, while small businesses are still lagging. Human resource professionals determine the necessity for a work-life program to address employee retention, job satisfaction, morale, and productivity.

Various challenges linked to work-life balance were examined by Arlie Hochschild (1997). Many companies have policies in place to promote work-life balance, yet these policies still fall short for employees (The Time Bind, 1997). Employers believe that a variety of work-family rules are in place, but it is up to employees to make use of them. In some circumstances, policies are created but never implemented. Furthermore, the employees do not apply these regulations due to of career reprisal, whether actual or not, or of not being regarded as a dedicated employee.

When it comes to balancing work and life, organizational structure and culture are critical. As a result, organizational culture has reinforced traditional gender norms, resulting in polarization between men's and women's work experiences. In general, it is difficult for companies to implement work/life balance strategies that are fair to all employees, whether married or single, male or female.

b) At family level

Families have a crucial role in resolving balance/conflict issues. Who manages family and work in today's times, with the rise in the number of working mothers? They rely heavily on the support of their spouses. Furthermore, males who have a working partner understand the strain of dual duties. As a result, they are actively involved in the care of their children. They don't usually help around the house, but they do their best to assist their spouse. If there is a problem, they strive to resolve it on their own before bringing it up in public.

c) At community level

The community is the environment in which people live in their neighborhood. It is vital in managing and sustaining a support system in the workplace, as well as keeping an individual involved in other social activities for a higher quality of life. Childcare and neighborhood support are examples of how the community may assist an individual. Adults or working professionals try to develop a support network for them in today's metropolitan family structures, which are generally unclear.

d) At government level

In India, the government has developed arrangements to enhance employee performance in enjoying a better life. To provide social security to employees working in organizations, the government has enacted legislation such as The Maternity Benefit Act, The Employees State Insurance Act, and The Employees Provident Fund Act. Several amendments to these laws are made from time to time to ensure that they can be enforced.

1.3.4 Importance of Work-Life Balance

According to the pentathlon paradigm (Sherman & Hendricks, 1990), there are five arenas in a person's life: job, family, community, personal, and spiritual. Because of the many life priorities, practically every individual finds it challenging to distribute resources to the various life areas. When the pressures in one arena become too great, one must devote more attention to that sphere, which will have an impact on other realms.

Work is the aspect of a working person's life that consumes most of their time. People have always faced competing expectations in their professional and personal lives since they were expected to prioritize work while also wanting to have a fulfilling family and social life. Adults cite family, career, and health as the most important aspects of their lives (Rantanen, Pulkkinen & Kinnunen, 2005).

Work-life balance is a complex topic that affects parents with children, the elderly, and people who have no commitment or responsibility to deal with stressful conditions at work and home. They are generally concerned with everyone in the environment, especially those who require special care and support, such as the sick and aged. To live a happy life and be effective and coherent at work, everyone needs enough time for relaxation and entertainment.

1.3.5 Work-life balance set its importance on the following factors:

a) To avoid conflict

Only a few studies imply that work-life policies are necessary. According to Gregory and Milner (2009), due to employment growth, government provisions such as maternity benefits and social security regulations are insufficient to give help to employees. According to the study, these provisions become quite weak. As a result, integrating flexible work time, part-time work, and employee help programs into a work-life balance agenda is common. Furthermore, because they provide employees with more options, these agendas can assist in reducing conflict. According to Carlson et al. (2009), the three main causes of work-life balance are parenting, professional employment from both men's and women's perspectives, and the interaction between the gendered body and stress. These factors usually result in either balance or conflict. Furthermore, Gatrell and Cooper (2008) suggest that if equilibrium is not adequately maintained, conflict can arise. Employee conflict is a state of push and pulls between work and life that affects employee quality of life, career advancement, and burnout.

b) Deals with the competitive environment

The growth of technology, outsourcing, round-the-clock working hours, more job responsibility, a non-encouraging work environment, limited flexibility, and styles of working are all reasons why work-life balance has become more important. More organizations are broadening their work–life policies as a result of globalization and technological advancements, but putting such policies into practice can be difficult. Managers must evaluate work based on outcomes rather than hours worked. Managers must rethink how to oversee and encourage staff as established organizations and start-ups increasingly function via dispersed or remote teams, where team members may be located all over the world. Furthermore, if not adequately implemented, work–life regulations might result in unequal treatment of employees or situations where individuals work too many hours from home.

c) Understand the demographic changes

Changes in demographics and family structure, such as the shift from joint to nuclear families, are another cause for work-life policy. As a result, finding an ideal worker who is entirely and solely dedicated to his or her work and who has no other responsibilities is tough. Furthermore, personal and family requirements have become inflexible. Both men and women are currently battling to strike a balance between their personal lives and their professional obligations. There is evidence that women are deferring or foregoing childbearing to pursue rewarding jobs. According to Bharat (2003), demographic changes in organizational profiles may be seen in the increased number of women in the workplace and the formation of dual-career families, resulting in a more varied workforce and a greater demand for employees to manage work and family life. According to Holter (2007), the process of gender relations reform typically begins at home and then moves to the workplace.

1.3.6 Work-Life Balance in Indian Context

Only in the twenty-first century does the concept of work-life balance become a topic of conversation in India. Specifically, by 2005, and only until 2010 did it become popular among academics. Unfortunately, it has not yet become a part of corporate philanthropy or national labor policy (Joseph, in press). That is, the concept of work-life balance in India has yet to be formalized and adopted by enterprises. As it is a voluntary and informal arrangement, only the most marginalized can reap the benefits of work-life balance policies. The gendered culture of Indian society is revealed by the 2017 labor participation rate, according to the National Statistics Office (NSO). According to the 2011 census, men make up 53.3 percent of the workforce, while women make up 25.5 percent.

Work-life balance is important in India for socio-cultural reasons. The majority of the employees are from middle-class families with two working spouses (Gatrell et al. 2012). Work-life balance is a buzzword in today's Indian workplaces. With a rising number of working women in every sector of our economy, balancing work and family life is becoming more difficult for both men and women. In the last three decades, the shifting patterns of the industrial market economy and the Indian sociocultural structure have resulted in changes in men's and women's activities connected to money creation and family obligations. Changes in Indian women's

social, economic, and educational positions have increased female participation in the organized sector of the economy. On the other hand, there has been a rise in divorce rates, resulting in a high number of single parents, increased workforce mobility, isolating them from joint family social supports, and the promotion of nuclear families. Women's demands and expectations of organization/work, on the other side, have increased in recent years. Increased working hours, work pressure, and prolonged evening and weekend work have resulted in limited family and social requirements being met. As a result, males had to fight to conform to new lifestyles and role reversals to assist their wives or outsource home duties to others. Working men and women have struggled to maintain a harmonious work-life balance as a result of this.

According to a May 2014 Tower Watson report on Indian employers' rank stress, if correct balance is not maintained by employees, it produces conflict, which leads to imbalance, stress, and physical inactivity, all of which have a direct impact on employees' physical and emotional health. Job expectations, insufficient personnel, and a lack of work-life balance were the top three reasons for stress. Employers played a vital role in helping employees manage stress by offering flexible working hours, hosting stress management workshops, and conducting education and awareness campaigns.

1.3.7 Gender and Work-Life Balance

It is claimed that work-life balance rules have not resulted in well-balanced or "gender-neutral" work and family practices. This is because of two causes, both of which are gender-related. First, there is a gender gap in the implementation of work-life balance policies, with more fathers working flexibly than fathers. Part of the reason for this is that organizational expectations fail to recognize the social shift in the role of the male parent. Second, work-life balance legislation focuses exclusively on concerns about paid work and childcare, ignoring domestic labor, which is still carried primarily by mothers (Burnett et al. 2010). Women are perceived and treated negatively when they do not act according to their expected gender roles, according to gender role theory, which demonstrates family structure and women's devotion to the family. It is the most major hurdle that executive women perceive. According to this study, women in various employment positions have similar perspectives on the impediments to advancement they experience in their careers (Mariani Ibrahim,

2008). Women, particularly mothers of dependent children, are most affected by these tensions. According to the evidence, work-family policies are ineffective unless they are accompanied by a positive work-family culture.

Faculty members frequently work long hours, including nights and weekends, and wish for more separation between their professional and personal lives (Kinman & Jones, 2008). According to research, faculty members who have a sense of control over their work and schedules, as well as support from their institutions, are the happiest (Kinman & Jones, 2008). Men and women are frequently measured individually in this research when it comes to strain. The measures do not aim to analyze role strain related to work and family duties in both males and females using a single metric.

1.3.8 Work-Life Balance Encompasses with Work-Family Balance

The term "work-life balance" was initially used to describe the balance between an individual's "work" and "other than work" or "non-work" (personal) life, with "work" referring to career and ambition and "life" referring to personal comfort, leisure, family, and spiritual roles (Singh, 2010; Kalliath, 2012).

Researchers frequently use the words 'work-family' and 'work-life' interchangeably throughout the literature. Some people believe the word "work-family" embraces both the work and family arenas, while others believe it simply refers to the work and family fields. When people say 'work-family,' they usually imply only the job and family domains. As a result, when referring to the work of other researchers, the phrases work-life and work-family are employed by the citations.

Work-life balance is a broad notion for which there is no "one" widely acknowledged definition in the literature. Work-life balance can thus be broadly defined as a sense of control over one's life, the ability to exercise choice, and the ability to strike a balance between one's demands and those of others, whether at work or home.

Work-life balance has become a hot topic due to a variety of reasons. In terms of population greying, more youth, and women in the working, the nature of the workforce has changed. Modern management trends such as outsourcing have resulted in a transformation like employees' employment, with people now working longer hours and becoming accustomed to working in shifts. With rising educational

attainment levels, India has a vast supply of youthful talent, which means more business opportunities and consequently more job creation.

Lifestyle choices have progressed beyond traditional methods, having a significant impact on individuals' physical and mental health, and most importantly, there has been a shift in family formation patterns, with a rise in nuclear and dual-earner families (Bharat, 2003; Rajadhyaksha & Bhatnagar, 2000) posing additional challenges for working men and women.

Increased reliance on and use of the internet and telecommunications are signs of technological advancement. As a result, many employees are working outside of the office, blurring the line between work and family life (DeNeve & Cooper, 1998). Stress has become an all-too-common and pervasive part of modern life. The demand for more multi-skilled and flexible 'knowledge workers' has increased as a result of technical, structural, and demographic changes in the workplace, which have resulted in bad work experiences such as involuntary contingent work and role overload. Professor Steven Poelmans, an international expert on the frontiers of work-family research, stated, "Time is split due to multiple responsibilities, and advances in communication technology have resulted in the fact that we can be reached and interrupted anywhere, anytime, which makes spending quality time with colleagues and family members increasingly difficult" (Kalliath et al. 2008).

1.4 Concept of Work-Family Balance

Work-family balance is a notion or concept that entails balancing work (career and ambition) with lifestyle (health, pleasure, leisure, family, and spiritual development/meditation). Work-family balance is complex because it encompasses three elements: work, family, and balance (Deery, 2008). Work-family balance is also multi-directional because work and family life have both good and negative effects on one another (Kirchmeyer 1992; Frone, 2003). Work-family conflict is a negative component of work-family life, whereas work-family facilitation is a positive aspect of work-family life.

Work-family conflict arises when there are inconsistencies or imbalances in the expectations of work and family duties, making it impossible to fulfill both roles. The offered definition of work-family conflict is based on the premise that (work-family conflict) and (family-work conflict) are two types of inter-role conflict that are

linked but distinct (Greenhaus & Beutell, 1985; Netemeyer et al. 1996). There are two types of work-family conflict: (1) Work-to-family conflict. (2) Family-to-work conflict. According to Netemeyer et al. (1996) states that Work-to-family conflict occurs when the time spent at work caused by the job interferes with family responsibilities while Family-to-work conflict occurs when the quantity of time spent with family and the stress caused by family interferes with work-related responsibilities.

Work-family facilitation forms the constructive part of the work-family relationship. Several researches have been conducted on the positive association between work and family life. Positive work-family spillover, work-family enrichment, and work-family facilitation are terms used to describe such a relationship (Netemeyer et al. 1996; Carlson et al. 2006). Positive spillover from family to work and work to the family is what work-family facilitation comprises. Work-to-family spillover according to Stoiko et al. (2016) state that positive work-to-family spill-over reflects how employees' work positively affects their family life. Positive family-to-work spillover, on the other hand, indicates how an employee's personal life influences their work

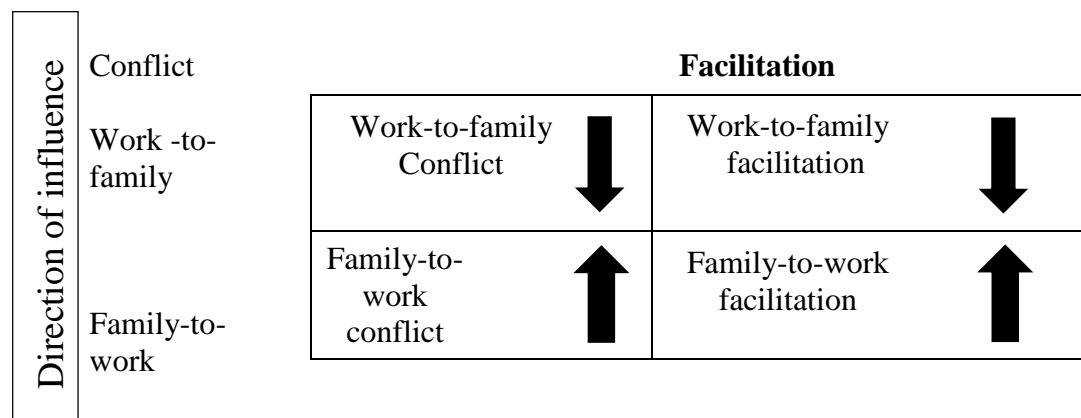
i. Work-Life Conflict

Table 1 Classification of Work-Life Conflict

Role Overload	When a person has too much to do and not enough time to complete it, they get role overload	Overworked people frequently feel rushed and "time-pressed".
Work interferes with family	Work interferes with the family occurs when work demands and responsibilities make it more difficult to fulfill family role responsibilities	When a parent's paid work prevents them from their child's sporting event. When a person's work stops them from spending time with their family. When work-related stress spills over into the home causing family strife
Work interferes with work	When family demands and duties make it more difficult to fulfill work responsibilities, it is known as a work-family conflict	A child's illness prevents attendance at work. Conflict at home makes concentration at work difficult.

Caregiver Strain	Caregiver strain arises when an employee is put under physical, financial, or emotional stress as a result of having to care for or help an older dependent.	Many people are physically strained by the need to assist parents with bathing, dressing up, and other tasks. Seeing a loved one's mental health deteriorate could be extremely draining
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Figure 1 Types of Effect of Work-Family Conflict



Dimensions of work-family balance (Frone, 2003)

1.4.2 Definition of work-family balance

The achievement of role-related expectations that are negotiated and shared between a person and his or her role-related partners in the work and family domains is characterized as work–family balance (Carlson & Grzywacz, 2007). Work–family balance has sparked a lot of interest. The factors mentioned by Naithani & Jha (2009), as well as evidence, suggest that a lack of work–family balance, which is typically defined in terms of increased work–family conflict, can harm individual health and well-being as well as organizational performance (Frone, 2000; Grzywacz & Bass, 2003; Major et al. 2002). In reality, some argue that balancing work and family life is one of our generation's most pressing social issues (Halpern, 2005a). Work–family balance, according to academicians, adds to individual well-being and is a lynchpin for a healthy and well-functioning society (Halpern, 2005).

Employee commitment, job satisfaction, and organizational citizenship behavior have all been connected to indicators of balance (Allen et al. 2000; Kossek

& Ozeki, 1999). The lack of balance, especially high levels of work–family conflict, has been linked to higher turnover intentions (Allen et al. 2000; Kossek et al. 1999) and more sick days (Jansen, et al. 2006). Furthermore, work–life balance has been linked to employee performance (Allen et al. 2000; Kossek et al. 1999). Furthermore, the borders between the work and family spheres have become too blurry, both intentionally and accidentally, making it difficult for people to combine work and family responsibilities. This evidence shows that work–family balance is at the heart of HRD's main functions, whether implicitly or explicitly, and that it can be a significant lever for improving individual and organizational effectiveness. Organizations have become more aware of the importance of assisting employees in better balancing their professional and personal lives so that their productivity does not suffer.

Work-family balance has been interpreted in several ways by researchers, and it encompasses both work-life conflict and facilitation. Work-family conflict is defined by Greenhaus & Beutell (1985) as inter-role conflict, in which the pressures of family and work roles are irreconcilable. A balanced work-life, on the other hand, is a productive, healthy, and satisfying life that includes work, love, and recreation (Kofdimos, 1993). Work-family balance, according to Dundas & Verma (1998), is the act of balancing time between paid work and any other activities that are necessary for an individual's achievement and enjoyment. Work-family balance is all about having the least amount of role conflict at work and home, which leads to increased efficiency in performance at the workplace, as well as family satisfaction (Clark, 2000).

Greenhaus et al. (2003) proposed that balancing work and personal life requires equal commitment and satisfaction. They described work-family balance as a person's commitment to his or her family and job roles being equal. Work-life balance, according to Greenhaus & Powell (2006), is the level to which a person's efficiency and enjoyment in work and family responsibilities are harmonious with the person's life-role preference at a particular point in time. Individuals' freedom to control where, when, and how they work is fundamental to work-life balance (Fleetwood, 2007). Work-life balance is a general evaluation that one's job and family assets are sufficient to meet one's work and family demands and that one's activity in both spheres is productive. (Voydanoff, 2008).

1.4.3 Evolution and Development of work-family Balance

The origins of work-life balance can be found in a study by Lockwood (2003), who dates the history of work-life balance back to the 1930s when the W.K Kellogg Company for the first time cut working hours from three eight-hour shifts to four six-hour shifts. Prior studies on work and family have primarily focused on the friction that exists between them in the form of various roles that people play in their social, professional, and personal lives (Greenhaus & Beutell, 1985; Grzywacz 2000). The notion is founded on two fundamental theories: boundary theory and border theory. These theories, in turn, serve as the foundation for more theories (Lavassani and Movahedi, 2014).

Boundary theory was used in the early research in this field (Oslen, 1983; Small & Riley, 1990). Work and family, according to boundary theory, are two distinct but interdependent domains in social life. Workers must frequently switch roles (Chen et al. 2005), which requires them to leave one work position and take on another family function, and vice versa (Ashforthe et al. 2000), resulting in conflict between work and family life or creating a work-family imbalance. Though border theory recognizes work and family as two distinct domains, it also emphasizes the interdependence of the two domains. This theory emphasizes identifying various factors responsible for work and family conflict and also it focuses on various steps to manage work and family life balance (Clark, 2000; Desrochers & Sargent, 2002).

Lavassani and Movahedi, (2004) categorized the major theories based on three different perspectives of work-family balance, namely:

- (1) Work-family: Conflict.**
- (2) Work-family: Compensation.**
- (3) Work-family: Balance**

1) Work-Family: Conflict: It includes two major theories prevalent in the early twentieth century: (i) Structural functionalism and (ii) segmentation theory. These theories have two things in common. (a) Work and family life are two distinct aspects of life (b) They have a detrimental impact on one another (Michel et al. 2009).

(i) Structural functionalism theory: According to this theory, life is divided into two domains: professional life at work and personal life at home (Oslen, 1983). These two are opposed to one another. This theory emphasizes that men and women

may function better together if they play their respective roles in separate domains - women at home and men at work (Kingsbury & Scanzoni, 1993)

(ii) **Work and family are separate and distinct divisions**, according to segmentation theory. The founders of this theory, Blood and Wolfe (1960) focused their research on blue-collar workers. Workers in unhappy occupations, they said, would naturally segregate work and family life. This idea also maintained that any role pressure, such as family and professional role pressure, has no bearing on each other (Michela & Hargis, 2008).

2) Work-family: Compensation: During the late 1970s, the second wave of work-family theories emerged. There were two pioneer theories in this phase: (a) Compensation and (b) Supplemental and reactive compensation. Piotrkowski (1979) deserves credit for developing the second perspective on work-family definition. His argument was founded on the notion that separating the work and home spheres is a deliberate rather than natural behavior.

(a) **Compensation theory:** Piotrkowski proposed in 1979 that employees find more satisfaction at home, which he claimed was lacking at work. Lambert (1990) expanded on Piotrkowski's (1979) work on the work-family relationship, leading to the advancement of compensation theory. This theory proposes that if employees are dissatisfied at work or home, they would try to compensate by looking for more satisfaction elsewhere. For the first time, this paradigm emphasized both the positive and negative aspects of work and family life (Lambert, 1990).

(b) **Supplemental and reactive compensation theories:** These theories were established during the 1980s and early 1990s. Kando & Summers (1971); Zedeck & Mosier (1990) laid a foundation on the establishment of this theory. Compensation theory explains workers' actions that lead to rewards in a different domain, whereas supplemental and reactive compensation theories elucidate the reasons for workers' work-home compensation behavior (Edwards & Rothbard, 2000). Supplemental compensation occurs when a person's exogenous and endogenous rewards in one domain (work or home) are unsatisfactory, and the individual attempts to compensate for this lack of benefit in another domain.

On the other hand, reactive compensation happens if a person has an unpleasant experience in one domain because of which, he looks for a better

experience in the other domain (Edwards & Rothbard, 2000). Reactive compensation, on the other hand, occurs when a person has a bad experience in one domain as a result of which he seeks a better experience in another domain (Edwards & Rothbard, 2000). This second viewpoint expands on the prior viewpoint that work and family are two distinct aspects of life by emphasizing the negative rather than the good aspects of the relationship (Lavassani and Movahedi, 2004; Goldsmith, 2007).

3) Work-family: Balance: In the late 1980s and early 1990s, a new age of work-family philosophies emerged. In the twenty-first century, researchers began to explore the beneficial effects of work on family and vice versa, as well as the negative association of work and family (Glowinkowski & Cooper, 1986; Kirchmeyer, 1992; Milkie & Peltola, 1999). (i) Role enrichment theory, (ii) Spillover theory and (iii) Work enrichment theory were the prominent theories of the time.

(i) Role enrichment theory: According to Barnett and Hyde (2001), different positions at work provide benefits such as salary, self-esteem, social ties, and a successful career. Further, participation in one function improves or facilitates participation in the other (Frone, 2003). This theory also acknowledges the negative relationship between work and life, claiming that overload and stress occur only after a specific upper limit has been exceeded. However, the theory's major focus is on the positive effects of work-family relationships, such as work-family success or balance (Milkie & Peltola, 1999), resource enhancement (Kirchmeyer, 1992), positive spillover (Grzywacz & Marks, 2000b), and facilitation (Frone, 2003; and Wayne et. al., 2004)

(ii) Spillover theory: Spillover is a process through which a worker's experience in one domain influences his or her experience (Hart, 1999) and action (Glowinkowski & Cooper, 1986) in another domain. According to this theory, employees bring their work emotions, attitudes, and behavior into their family lives, and vice versa (Lambert, 1990). (a) Positive spillover and (b) negative spillover are the two forms of spillover. This is the most popularly accepted work-family relationship theory. It includes a variety of factors such as the good and negative effects of work on family and the impact of family on work (Kirchmeyer 1992).

(iii) Work enrichment theory: This theory focuses on the positive benefits

of work and family relationships. Greenhaus and Powell (2006), who were early proponents of the viewpoint, presented a popular model called the "work enrichment model." The positive outcomes of one function (work and family) will enhance the quality of life in the other role, according to this model. Carlson et al. (2006) proposed the enrichment model as another model that supports this viewpoint. Positive spillover from work to family and family to work is the foundation of this model. Grzywacz et al. (2007) discuss work and family synergy and propose a model for understanding the procedure that can be facilitated by work and family interaction.

1.4.4 The evolutionary history of work and family spheres

It has a long history that men and women have different duties. The disparity in musculature and reproductive organs between men and women in pre-industrial times justified the division of labor within households. The majority of pre-industrialized households and society were patriarchal, with women mostly barred from public life. The division of labor was not overly strict. Following industrialization in the Western world, social standards became more clearly defined, with the value of paid jobs skyrocketing while the importance of sustaining family life plummeted. Simultaneously, the 'cult of pure womanhood' grew in importance. The domestic tasks of the ideal mother were delineated.

Due to the rise in family size and consumption caused by the 'baby boom,' men entered into paid work after the Great Depression and World War II. Men at the period experienced a gap between work and home as a result of rapid suburbanization. The fundamental responsibility of man was thought to be paid labor. They were regarded to be "naturally competitive and independent," with their self-worth and identity derived in large part from their job and success in the workplace. These idealized masculinity ideas and images impacted industrial-era organizational formations. (Rapoport et al. 2002).

1.4.5 Phases of changing composition of work and family life spheres

Throughout history, the makeup of the work and family life sectors has changed dramatically. It's easier to comprehend if you divide time into discrete phases of change (Naithani, 2010). During the early years of communal living (Phase One), the entire family was frequently engaged in subsistence work at home or close to home (Carlson, Lewis & Sperry, 2005). Growing commerce and craft businesses partially separated the workplace and family life during the pre-industrialization period (Phase Two). The use of machinery for mass manufacturing forced the

establishment of factories away from home during the Industrial Revolution in the mid-1800s (Phase Three). In factories, men dominated the workforce, while women stayed at home mostly to care for their families (Voydanoff, 2005).

Separation of work and family was more consolidated during the late 18th and early 19th centuries (Phase four) due to division of labor, and between the early 19th century and the 1950s (Phase five) due to technological factors (which relied on physical strength, giving men an advantage over women at the workplace), and men took the primary role of bread earners, while women took primary responsibility for home and family work (Snooks, 1996). Be a result of this transition, a non-working, married woman is now referred to as a homemaker rather than a housewife. Gender division was reversed in the early part of the twentieth century (Phase Six) due to technological improvements and computerization, which lessened the reliance on physical strength in factories, allowing women to participate more fully in labor (Snooks, 1996).

As the global workforce grew more female, the 1980s and 1990s (Phase 7) saw a surge in the number of companies offering work-life programs aimed primarily at supporting working moms (Lockwood, 2003). By the early twenty-first century, such programs had evolved into less gender-specific programs that respected other life obligations (Lockwood, 2003). A wide range of socioeconomic elements have been responsible for significantly influencing the professional and personal lives of employees from the 1950s to the early years of the twenty-first century (Phase 6 & 7).

1.4.6 Factors Influencing Work and Family Life Spheres from the 1950s To the Early Years of the 21st Century.

Table 2 Factors Influencing Work and Family Life Spheres

Family and personal life-related factors	
<input type="checkbox"/>	Increasing participation of women in the workforce
<input type="checkbox"/>	Increasing participation of childbearing women in the workforce
<input type="checkbox"/>	Increasing participation of dual-career couples in the workforce
<input type="checkbox"/>	Increase in single-parent/single-person households
<input type="checkbox"/>	Increase in childcare/ elder care burden on employees
<input type="checkbox"/>	Health and well-being considerations
Work-related factors	Other factors

➤ Long-hour culture and unpaid overtime	➤ Aging population
➤ Time squeeze	➤ Rise in service sector industries
➤ Demand for shorter working hours	➤ The technological complexity of work
➤ Increase in part-time workers	➤ Skill Shortages
➤ Work intensification and stress	➤ Loss of social support network
➤ Changing work time	➤ Globalization and demographic shift of workforce.

Source: Naithani & Jha, (2009)

1.4.7 Phases of Changing Composition of Work and Family Life Spheres

Table 3 Phases of Changing Composition of Work and Family Life Spheres

Phase	Period	Changes in work and family spheres
Phase 1	Early years of communal living	The entire family engaged in work for subsistence
Phase 2	Pre industrialization period	Partial segregation of workplace and family life
Phase 3	Industrial revolution in the mid-1800s	Strengthening of segregation of workplace and family life. Men started to dominate the workforce
Phase 4	Between the late 18 th and early 19 th century	Separation of work and family strengthened due to the division of labor
Phase 5	Between the early 19 th century and 1950	Human strength-dependent technology abetted male dominance in the workplace

Phase 6	Between 1950s and early 1980s	Gender division reversed due to technology. Introduction to work-life balance facilities.
Phase 7	Between 1980s and 2008	More women and mothers in the global workforce. Significance growth in work-life balance facilities.
Phase 8	Current recession – 2008 onwards	Increase in work-family-related challenges and reduction in work-life balance facilities.

Source: Naithani, (2010)

1.4.8 Determinants of Work-family Balance

The major factors that determine work-family balance are the individual, family, work, organization, and social environment. Each of these factors is explained as follows:

a) Individual

The most essential determinant of work-family balance is the individual. Researchers discovered that an individual's personality has a significant impact on his or her work-family balance (Baltas & Baltas, 2000). Alcoholics and workaholics are also known to disregard their families, friends, relatives, and other social obligations, according to studies (Porter, 2001). Risk-taking ability, resilience, self-efficacy, locus of control, and other personality traits have been found to contribute to work-family balance.

b) Family

The demands that one encounters in family life that affect his work-family balance include (i) workload (e.g., shopping, house chores, childcare, etc.) and time, (ii) family role expectations, and (iii) support to be given to the spouse (Gelfand, Erez, & Aycan) (2007). Marriage, child care, and elder care, according to the literature, all have an impact on work-life balance since they need additional time and responsibility (Erdem & Karakose, 2008).

c) Work and Organization

The demands on one's time, effort, and mental capacity are imposed by the nature of one's job and the institution where one works. Workload may place a time constraint on an individual because excessive responsibilities at work require the use of spare time that would otherwise be given to other pursuits. Apart from that, the

existence and implementation of work-family balance policies in organizations, as well as supervisor support, are key factors that influence whether or not a company's work-family culture is supported.

d) Social Environment

The social context of an individual is another predictor of work-family balance. Individuals have responsibilities to particular social groups in addition to themselves and their families, especially in countries that stand out for their culturally collectivist qualities (Hofstede, 2001). Every social group, including family, friends, and neighbors, places demands on the person. The support a person receives from his or her social environment has a significant impact on his or her work-family balance.

1.4.9 A Typology of Work-family Balance

Due to the components approach capturing more of the experience than the overall appraisal technique, the perception that work-life balance comprises numerous dimensions, such as work & non-work conflict and enrichment in both directions, is highly essential (Carlson et al. 2007). Rantanen et al. (2011) recently proposed a new four-dimensional typology of work-family balance based on Rantanen's earlier work (2008). Individuals can be classified as having a positive, damaging, active, or passive work-life balance, according to the proposed four-dimensional typology.

The concept of beneficial or positive balance relates to the idea that experiencing work & non-work enrichment while avoiding work & non-work conflict improves psychological functioning and well-being. This happens when the resources and benefits gained from playing many roles are found to be greater than the demands of the other roles.

The term harmful or damaging balance, on the other hand, refers to the idea that simultaneous work & non-work conflict and a lack of work & non-work enrichment endangers psychological functioning and well-being because the combined demands of multiple roles are perceived to be greater than the benefits that these roles provide.

In active balance, Individuals may be highly engaged in their life roles both by choice (willingness to succeed and achieve enjoyment in various life fields) and/or by necessity (due to tough demands from different life spheres), according to the current typology.

The concept of passive balancing proposes that the absence of work & non-work conflict and enrichment experiences may represent low participation across life

roles (conflicting role demands are avoided, but benefits are not acquired) or composition of less demanding or complex life roles. The work-family balance typology is purposefully articulated without mentioning the bi-directionality of work & non-work interaction (i.e., work can affect non-work and vice versa). This is because the current typology's goal is to capture people's work & non-work contact experiences comprehensively.

1.4.10 Factors affecting Work-family balance

The work-family relationship is divided into two parts - work-family conflict and work-family facilitation. This section describes various factors responsible for conflict as well as facilitation between work and family.

1) Factors affecting work-family conflict: Long working hours, unpaid overtime, stress, loss of social support network, and demographic features are all factors that affect work-family balance (Bond, 2004; Eldridge & Nisar, 2011; Henly & Lambert, 2014). Several previous studies recommended that while employees wish to spend more time with their families by working flexible hours, job-related factors such as security and high-profile responsibilities take precedence. As a result, there is a rise in behavior-related conflict, strain-related conflict, and time-related conflict, all of which lead to a decline in work performance. Interference from home-work and the need to recover from physical and mental exhaustion hurt attention, resulting in work-family conflict (Ahamd & Skitmore, 2003; Demerouti et. al., 2007; Goswami, 2014).

St-Onge et al. (2002) produced a result from a Quebec study that confirmed work-family conflict is more prevalent and significant than family-work conflict. A large number of working people do not want to be accountable for their home responsibilities which can interrupt their professional work. Yet, professional tasks are given priority. Greenhaus and Beutell (1985) state that when an individual is assigned to one task and fully devoted, the behavior that is being developed in the workplace is incompatible with the behavior of family life. For instance, aggressiveness and objectivity which are present in the work-life are incompatible with behavior expected from the family environment. Hence, the difficulty in adapting to these divergent demands creates behavioral conflict (Greenhaus and Beutell, 1985).

Henly and Lambert (2014) examined the unpredictability of working hours in women roles such as retail shop sales associates. Since part-time work is common and

overtime is uncommon, as well as strong work demands on weekends and evenings, working hours are unpredictable. The findings of the study revealed that unpredictability is substantially connected with three components: strain-based conflict, time-based conflict, and overall work-family conflict as measured by the stresses of workers. They observed that giving workers advance notice of their work schedule reduces work-family conflict and time-based conflict. Work-family conflict, notably strain-based conflict, arose from last-minute modifications to the work schedule - with instances of inadequate prior notice. They also reported that unpredictability from several sources increased the level of strain-based and time-based conflict among employees.

Work-family conflict arises due to the following constraints/factors:

(i) Time-based conflict: Long working hours, unpaid overtime, and the existence and unevenness of shift work all contribute to time-based conflict (Pleck et al. 1980; Bond, 2004; Priyadarshni et al. 2014). Time spent on one role (work life) makes it difficult to fulfill the duties of another (family life), and vice versa (for example, taking sick parents to the doctor during office hours) (Greenhaus & Beutell, 1985).

(ii) Strain-based conflict: It occurs when the influence of one role makes it difficult to fulfill the duties of another (for example, a difficult workday leading to a harsh relationship with family) (Greenhaus & Beutell, 1985). Physical and mental weariness cause strain-based conflict, which in turn hurts the mental attentiveness demanded at the workplace (Pleck et al. 1980; Greenhaus & Beutell, 1985; Demerouti et al. 2007). These studies also indicate that work-family conflict is exacerbated by stress variables such as physical weariness, frustration, and time constraints such as missing family events due to work obligations.

(iii) Behavior-based conflict: According to Burke and Weir (1980), the behavior style demanded at work (logic, formality, and authority) differs from the behavior sought in the family (informal, kind). Specific behaviors required for one role make it difficult to fulfill the requirements of another (e.g. authoritative work style may be effective at the workplace but may lead to confrontations at home). According to Greenhaus & Beutell (1985), job behavioral expectations such as formal behavior and emotional stability, are contrasts from family behavior expectations, which are typically more informal, warm, and emotional, resulting in behavior-based conflict.

(iv) Demographic characteristics: A person's level of work-family conflict is

also influenced by demographic factors such as age, gender, marital status, and family responsibilities (Shankar and Bhatnagar, 2010; Devi and Nagini, 2013; Goswami, 2014, Henly and Lambert, 2014). According to the vast majority of studies, there is a considerable imbalance between various age groups, with employees between 20 and 25 experiencing more work-family imbalance than older employees. Employees with more dependent responsibilities, such as children or elderly parents, face a greater work-life balance than those with no dependent obligations.

(v) **Family Structure:** Family structure has an impact on the work-family balance, particularly in countries such as India, where family structures are changing. Families in India are currently transitioning from combined structure to nuclear structure. Employees who live in a joint family structure may benefit because obligations such as childcare are divided among a larger group/family. Employees who live in a nuclear family do not have this advantage and as a result, are more likely to experience work-family conflict (Shankar & Bhatnagar, 2010; Goswami, 2014).

Table 4 Factors Affecting Work-family Conflict

Sl. No.	Factors responsible for work-family conflict	Various studies related to them
1	Time	Pleck et al. (1980); Greenhaus & Beutell (1985); Netemeyer et al. (1996); Ahamd & Skitmore (2003); Demerouti et al. (2007)
2	Strain	Pleck et al. (1980); Greenhaus & Beutell (1985); Netemeyer et al. (1996); Ahamd & Skitmore (2003); Demerouti et al. (2007)
3	Behaviour	Pleck et al. (1980); Greenhaus & Beutell (1985); Netemeyer et al. (1996)
4	Demographic Characteristics such as: A. Age B. Gender C. Marital Status D. Education	Henly & Lambert (2008); Shankar & Bhatnagar (2010); Devi & Nagini (2013); Goswami (2014)
5	Family structure: A. Nuclear family B. Joint family	Shankar & Bhatnagar (2010); Goswami (2014)

(2) **Factors responsible for work-family facilitation:** Factors that facilitate work-family balance include the formulation and implementation of various policies by

organizations to assist their employees' work-family balance. Individuals can also get help from their families to deal with work-family conflicts.

(i) Organizational support: Organizational support is necessary for effectively implementing work-life balance approaches. Alternative work arrangements, offshore work practices, flexible working time, carer's leave rules, job-sharing facilities, and coworker assistance are all examples of family-friendly practices. The most important aspects of organizational support are supervisor and coworker support. An employee desires a working culture in which they may discuss personal issues with their counterparts and rely on them for better advice (Kalliath & Brough, 2008). Employees may receive support from coworkers in the form of emotional, instrumental, and feedback support (Aryee et al. 1999). In their study, Susi et al. (2011) defined coworker support as assistance provided by a peer group in the form of mental and physical resources. Support from coworkers leads to a positive workplace culture (Penna, 2007). Employees have a better work-family balance when they perceive more management support (Yuile et al. 2012). Work-family-balance policies are more effective and efficient when organizations provide support to employees (Galvez et al. 2012). Supportive work-family policies, according to a study by Richman et al. (2008), provide organizational support that specifically contributes to a cooperative work culture. Eldridge and Nisar (2011) investigated the impact of flexitime practices and found that flexitime provides better possibilities to fulfill family and work duties while also allowing for more efficient use of spare time. Because employees can choose their start and end times, they will likely be able to take a little more time off during the week. Employee motivation and morale improve as a result of such possibilities. This also aids in the reduction of stress at work and the improvement of happiness at home, ultimately leading to a rise in employee performance, which is a good condition for the company.

(ii) Family support: If a person lives in a pleasant atmosphere with a supportive family, he is more likely to perform well at work (Demerouti et al. 2007). Support from a life partner, family member, or relative is referred to as "family support." There are two sorts of family support: instrumental support and emotional support. Domestic duties such as (1) cleaning (2) meal preparation (3) child and elder parent care are examples of instrumental support. Distribution of household tasks can aid in achieving a balance of family unity and adaptability. Emotional support, on the other

hand, aids an individual's well-being (e.g., a better mood), which can strengthen his or her work-life (Namayandeh et al. 2010; Selvarajan et al. 2013). There are also fewer disputes and with your life partner and lesser burden from family when you have the support of your family.

Table 5 Factors responsible for Work-Family Facilitation

Sl. No.	Supportive factor for work-family balance	Various studies related to them
1	<p>Family Support</p> <p>(i) Emotional support.</p> <p>(ii) Distribution of house chores responsibility between partners</p> <p>(iii) Less family criticism</p>	<p>Grzywacz & Marks (2000b); Demerouti et al. (2007); Susi & Jawaharrani (2010); Namayandeh et al. (2010); Ahmad & Zogharah Oma (2012); Selvarajan et al. (2013)</p>
2	<p>Organization support:</p> <p>(i) Flexible work policies.</p> <p>(ii) Supervisor support.</p> <p>(iii) Carer's leave & Maternity leave.</p> <p>(iv) Telecommuting.</p> <p>(v) Employees health and wellness Programs.</p> <p>(vi) Co-worker support.</p>	<p>Bond (2004); McPherson (2007); Richman et al. (2008); Eldridge & Nisar (2011); Parmar (2012); Galvez et al. (2012); Yuile et al. (2012); Zilch et al. (2012); Sivatte & Guadamillas (2013); Namita (2014)</p>

1.4.11 Organizational Strategies to facilitate work-family balance

Companies have implemented a variety of family-friendly policies and programs to assist employees in coping with work-family conflict. Work-family balance policies are critical for resolving work-family conflicts. Depending on their work culture, each organization has various work-family policies. Bond (2004), Deery (2008), Skinner & Chapman (2013), Blazovich, Smith & Smith (2014) and others have investigated work-family balance and family-friendly policies.

Employees benefit from the work-family balance in a variety of ways, including improved quality of life, time with family and friends, job security, increased job satisfaction, and lower stress levels (Lazar et al. 2010; Priyadarshani & Bhagat, 2014). Reduced employee attrition, enhanced employee engagement, low worker turnover rate, and improved business image are all advantages for the

employer (Galvez et al. 2012; Blazovich et al. 2014).

1.4.12 Overall Appraisal Approach:

An individual's overall assessment of his or her life condition is referred to as an overall appraisal. Work-life balance is often assessed with generic questions (e.g., "Overall, how successful do you feel in balancing your work and personal/family life?") according to the overall appraisal technique. (Clarke, 2004). The fundamental difficulty with the overall appraisal approach is whether a single item accurately captures an individual's performance across many life domains such as job or family. The validity of this technique is also harmed by the fact that work and family-related job configurations differ greatly from person to person, and it is simply unknown if people react to single-item questions with similar ideas of "success" and "balance."

1.4.12.1 Measures (Tools/scales adopted or constructed) of work-family balance

(1) Small and Riley (1990) scale: Small and Riley (1990) established the first empirical measure of the work-family relationship. The Work Spillover Scale was developed by them (WSS). It's a 20-point scale. These items were created based on four key family roles: marital role, parent role, leisure role, and home management. 618 bank professionals and 236 spouses were surveyed for information. This scale was developed to determine the negative impact or conflict between work and family life.

(2) Netemeyer and Boles (1996) scale: Netemeyer & Boles (1996) developed the Work-Family Conflict (WFC) and Family-Work Conflict (FWC) scale, which is a seven-point, ten-item scale with five WFC and five FWC items. There were three different samples used. The first sample consisted of elementary and high school teachers and administrators. Samples 2 and sample 3 were collected from small business owners and real estate salespeople, respectively. Examples of the scale items include (a) My employment causes strain that makes it difficult to fulfill family responsibilities (work-family conflict sub-scale) and Family-related strain interferes with my capacity to accomplish job-related activities (family-work conflict scale). The subscale's Alpha value runs from 0.82 to 0.90, indicating a high level of internal consistency.

(3) Grzywacz and Mark (2000) scale: A 16-item scale was developed by Grzywacz and Mark (2000). They proposed a measure that takes into account both work-family conflict and work-family facilitation. They obtained information from

respondents in the 1986 National Survey of Midlife Development in the United States (MIDUS). This scale had four dimensions: (1) Work-to-family negative spillover (2) Family-to-work negative spillover (3) Work-to-family positive spillover (4) Family-to-work positive spillover.

(4) Mathew and Panchanatham (2011) scale: Mathew and Panchanatham (2011) designed a psychometric measure for measuring work-life balance that included 39 statements divided into five domain components. On a five-point Likert scale, the sample for this study was drawn from women entrepreneurs in South India. Support networks, time management, health quality, dependent care, and role overload were the five major components. All item factor loadings were greater than 0.5, and Eigenvalues were greater than 1.0. These figures support the validity of factor analysis.

(5) Haslam et al. (2014) scale: The Work-family conflict scale, developed by Haslam et al. (2014) is another 10-item scale. It is divided into two subscales. 1). Work-to-Family Conflict (FWC) 2. Work-to-Family Conflict (FWC). This scale was created for parents of young children ranging in age from two to twelve years old. The Eigenvalue of each factor was greater than one (7.60 and 2.02). The coefficient H for both subscales was greater than .70 (.91 for WFC and .91 for FWC, respectively), indicating that the measure had excellent internal consistency.

(6) Goswami (2014) scale: The Goswami Work-Family Conflict Scale (Goswami, 2014) is a 19-item scale that incorporates both conflict and management support. This research study was carried out at Indian software companies in the cities of Pune and Bangalore. The majority of scale items for work-to-non-work imbalance were obtained from Greenhaus and Beutell's (1985) scale, while the dependent variable of organizational commitment was assessed using two Allen and Meyers (1990) scale items. A five-point Likert scale was used to collect responses. With a Cronbach alpha (α) rating of 0.892, the scale has strong internal consistency.

(7) Singh (2014) scale: In the Indian context, Singh (2014) created a scale for work-family balance. This scale has twenty-four statements, with a Cronbach alpha value of 0.908 for the overall scale. Subscale dependability is likewise quite high, ranging from 0.968 to 0.798. The data was gathered from 114 service sector professionals. Work spillover into family life, family life spillover into work, work/family-behavior facilitators, and work/family-behavior strain were the four dimensions of this scale. These four scale elements all have eigenvalues greater than

one, ranging from 1.511 to 10.628, explaining the relevance of all factors. These four dimensions accounted for 79.947 percent of the scale's overall variation.

The following table gives a summary of the above-described scales on work-family balance.

Table 6 Existing Scales on Work-Family Balance

Sl. No	Name of the scale	Year of publication	Findings
1	Small & Riley	1990	<ol style="list-style-type: none"> 1. The sample was collected from bank executives 2. Twenty-item scale 3. Items were developed based on four major family roles viz. marital role, parent role, leisure role, and home management role
2	Netemeyer & Boles et al	1996	<ol style="list-style-type: none"> 1. Three different samples were used: Sample 1 from elementary and high school teachers and administrators. Sample 2 from small business owners. Sample 3 from real estate salespeople 2. Ten-items, seven-point Likert scale 3. Cronbach alpha estimated range from .82 to .90 provides evidence of internal consistency
3	Grzywacz & Mark	2000	<ol style="list-style-type: none"> 1. The sample was collected from the National Survey of Midlife Development in the United State 2. Sixteen-item scale 3. Four dimensions were; (i) Work-family negative spillover (ii) Family-work negative spillover (iii) Work-family positive spillover (iv) Family-work positive spillover
4	Matthews & Panchanatham	2011	<ol style="list-style-type: none"> 1. The sample was collected from women entrepreneurs in South India 2. Thirty-nine items, Five point scale 3. This psychometric tool comprises five factors viz. support network, time management, quality of health, dependent care, and role overload

5	Haslam et al	2014	<ol style="list-style-type: none"> 1. The sample comprised of parents of young children between 2-12 years of age 2. Ten-item scale 3. The scale comprises two subscales: <ol style="list-style-type: none"> (i) Work-to-family conflict (WFC) (ii) Family-to-work conflict (FWC)
6	Goswami	2014	<ol style="list-style-type: none"> 1. Samples were collected from IT professionals 2. Five-point Likert Scale 3. A nineteen-item scale that includes conflict and management support 4. A majority of scale items for work-to-non-work imbalance are adopted from Greenhaus and Beutell's (1985) scale. While dependent variable of organizational commitment was measured using two scale items of Allen and Meyer's (1990)
7	Singh	2014	<ol style="list-style-type: none"> 1. The sample was collected from various service professionals 2. Twenty-four item scale 3. Cronbach alpha (α) for the overall scale was 0.908, reliability of the subscale was started from 0.968 to 0.798 4. This scale consisted of four dimensions namely Work spillover into family life, family life spillover in work, work/family-behavioural facilitators, and work/family-behavioural strain

1.4.13 Problems Due to work-family Imbalance

Work-family balance appears to be impossible in today's fast-paced world. Employees can access it around the clock due to advanced technologies. Employees who are afraid of losing their jobs spend lengthy hours. Experts believe that professional life's never-ending workday stress is deteriorating for employees. It has the potential to harm relationships, health, and general enjoyment (Loo, 2014). As a result, businesses must consider the work-family balance of their staff for a positive outcome. Women confront spillover from family life into professional life, while men

face spillover from work life into family life, according to Pleck (1977). However, in today's workplace, there is a spillover from family to work and from work to family for both genders. Work and home do not function in isolated silos, according to Hyman et al. (2003), but rather within fluid and dynamic borders.

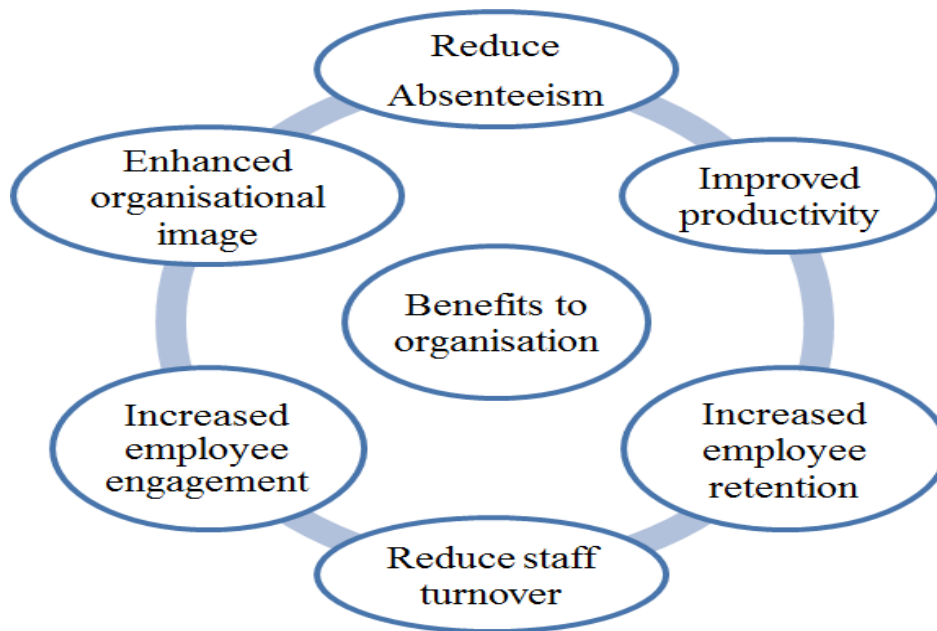
Problems and stress in the home life have a bad impact on work performance. Various studies show that work-family conflict has a bad impact on an employee's mental and physical health, such as stress, negative emotions, and so on. According to Shimada et al. (2010), negative spillover from family to work and negative spillover from work to family are both significantly linked to psychological discomfort. This psychological discomfort hurts an individual's performance in both the home and at work. According to Goswami (2004), work-life balance is negatively related to job dedication. Workplace and family conflict contributes to job burnout, work-related stress, poor health, and job performance, and is linked to divorce and child maltreatment (Manimozhi and Kubendran, 2017).

1.4.14 Benefits of work-family balance

Organizations nowadays use a variety of techniques to promote their employees' work-family balance as well as their degree of engagement and dedication to the company (Zulcha et al. 2012; Richman et al. 2008; Shankar & Bhatnagar, 2010; Eldridge & Nisar, 2011). Work-family balance techniques are beneficial not only to the company, but also to the employees, society, and family. Work-life balance strategies result in greater productivity, lower absenteeism, enhanced staff retention, increased employee engagement, lower worker turnover, and a better company image (Lazar et. al., 2010; Galvez et al. 2012; Blazovich et al. 2014). The benefits of work-family balance strategies to the organization are depicted in the figure below

Work-family balance policies, on the other hand, result in improved mental and physical health, job stability, good quality of life, reduced stress, increased job satisfaction, and improved control over work and life environments at the employee level (Priyadarshani & Bhagat, 2014). Pregnancy, childcare policies, flexible working time, and leaves are all important in enhancing the work-family balance of Indian IT employees, according to the majority of workers. Flexi-time, work-from-home, career leave, childcare leave, maternity leave, job sharing, and meditation should all be encouraged in Indian workplaces so that employees can maintain a healthy work-family and social life balance (Parmar,2012).

Figure 2 Benefits of work-family balance practices to organization.



Source: (Lazar et al. 2010)

1.4.15 Work and Family Association

Work and family are considered important domains in life. It may be regarded as due to an increase in dual-earner families. This may be also due to the recent increase in dual-earner families. Work-family balance often suggests spending less time on work and spending more quality time with family. Moreover, an individual must have a balanced life in his or her best interest. Time conflicts arise when there is a dual-role demand at the same time. The time allotted for the work makes the person unable to be responsible for the work at home. Moreover, when an individual is preoccupied with one role (family), the performance of the other role (work) is affected even if the person is physically engaged. Conflict can be classified as work-family conflict and family-work conflict. Firstly, work-family conflict occurs when there is interference between work and family life while family-work conflict occurs when there is demand interference between family and professional obligations. Although work-family conflict and family-work conflict are significantly correlated, the research study shows that both have their specific determinants and effects separately (St-Onge et. al. 2002).

Ultimately, many shared conceptions about work-life as well as the *work-family balance between genders* (Beeny et al. 2005). However, according to past research, women who encounter work-life imbalance are less satisfied than men and

tend to resign from their posts or designations (Blackhurst, 2000). They also reported a feeling of imbalance in their personal life and work as compared to their male counterparts. At the same time, there is a greater expectation to do well in their domains (work and family) which ultimately leads to stress, depression, etc.

In an employment environment where men are being supportive of work-life and work-family balance, it is reported that they perceive more satisfaction and well-being in their diverse areas of life (Burke, 2010). There are some universities and colleges which offer gender-neutral parental policies, previous research in this area suggested that men are likely to enjoy the benefits (Lindquist et al. 2012). It was also reported that whether men utilize their leave benefits depends on the preference of their spouse (Lindquist et al. 2012).

1.5 Concept of Quality of Life

Quality of life is a significant measure of happiness which is subjective and also an essential component of many decisions. There are several individual opinions and perceptions on factors contributing to the quality of life. Some of them are job security, job satisfaction, health, family life, and safety. In general terms, quality of life includes holistic health, level of comfortability, and the happiness experience at an individual as well as group level. Adejunmobi and Odumosu (1998) stated that the basic concepts of quality are values since they play a pivotal role in promoting a qualitative life. They represent the needs, aspirations, and goals that are assumed as important elements to individuals that they seek to fulfill.

On the other hand, Quality of life (QOL) is a term or a concept that aims at capturing the well-being of a population or individual concerning both positive and negative elements within the entirety of their existence at a specific point in time. For instance, some of the facets or dimensions of QOL include personal health such as physical, mental, emotional, and spiritual. Other factors such as relationships, educational qualification and quality, work environment, social status, wealth, security and safety, freedom and liberty, autonomy in decision-making, social belongingness, and an individual's physical surroundings.

The standard of living that a nation or state provides for its citizens is directly linked with its social, political, and economic development. The best investments a nation can make are in the welfare, holistic health, and living conditions of its people. There will be enormous financial returns on this investment in the future. A population that is well-educated, in good health, and content with their living

circumstances produces skilled laborers who will spur economic growth. An individual or population experience a happy life and they are more effective at work when they lead high-quality lives. Furthermore, individual satisfaction, happiness, and a good standard of living not only contribute to a nation's economic growth but also its political and social development.

Quality of life is a concept that is systematically circulated in post-war social sciences. It essentially expresses three aspects of human life:

- a) Degree of satisfaction of the basic and derived needs (economic aspect);
- b) Degree of adaptation to the social environment and the relations between people (social relationship aspect)
- c) How a man conceives life, its meaning, but also the way he perceives the concrete situations of his life and those of his close ones (spiritual aspects).

U.S. News and World Report released its ranking of the best countries in the world based on quality of life for 2023. In these rankings, 87 countries are assessed by the U.S. News, World Report, and Wharton School of the University of Pennsylvania and they have surveyed more than 17,000 people worldwide.

The best countries for quality of life were evaluated based on the following scoring metrics:

- a) Affordable
- b) A Good Job Market
- c) Economically Stable
- d) Family Friendly
- e) Income Equality
- f) Politically Stable
- g) Safe
- h) Well-developed Public Health System
- i) Well-developed Public Education System

As of the 2023 global index, Sweden is assessed as the best nation on earth in terms of cost, security, and other factors. Sweden has an average cost of living that is 20.9% cheaper than that of the United States, while renting is 57.5% less expensive, according to Numbeo. According to U.S. News and World Report, Sweden is well known for providing free healthcare and college education. The CIA World Factbook states that with an average age of 82.8 years, Swedish have one of the longest life

expectancies. The nation has an excellent parental leave program such as the delivery of a baby or adoption of a child; parents are eligible for 480 days of paid leave. If there are two parents, then each parent gets 240 days.

According to rankings, Norway has the second-best quality of life of any nation in the world. As per the CIA World Factbook, the nation is leading the way in promoting gender equality. Parental leave in the nation allows parents to alternate caring for their child at home for a maximum of 49 weeks while earning their full pay or 59 weeks while earning 80% of their wage. To help with some of the expenses associated with raising children, Norway additionally provides families with a monthly allowance starting the month after the child is born and continuing until the child is 18. Norway has an 82.75-year life expectancy at birth and has been listed in the World Happiness Report's top 10 happiest countries since 2013.

In terms of Quality of Life (QOL) Canada completes the top three. The nation is renowned for its accessibility to healthcare, education, and affordability. With a life expectancy of 83.99 years, it is 3.24 years longer than that of the United States. The OECD's Better Life Index shows that Canada performs better than average in terms of income, employment, education, health, environmental quality, social ties, and life happiness. Everyone in the nation is covered by health insurance. It provides residents with a free healthcare system that is primarily financed by tax revenue. Prescription medicine costs vary but remain at a reasonable and affordable price and there is no cost-sharing for either inpatient or outpatient treatment according to Columbia University.

1.6 Organized Sector

The employment sector is that is organized are having terms or duration and the employment is fixed and regular. Hence, employees have assured work and they are given monthly salary regularly. In this sector, several acts apply to enterprises, schools, hospitals, etc. This sector is governed by various acts such as the Factories Act, Bonus Act, Employees Provident Fund Act, Minimum Wages Act, etc. Employees in the organized sector have benefits such as job security, allowances, and perquisites. Whereas, an economic system run by individuals or companies apart from organizations run by the government is known as the private sector. These sectors are mostly run to make profits. The sector is diverse and also they occupy a vast area in the country's economic system. It is formed with partnerships, small or medium to

large businesses or enterprises, corporations, and professionals as well as trade unions.

Some of the jobs that fall under the private sectors are viz, manufacturing companies, financial sectors, and hospitality management as well as other non-governmental sectors. The public sector and private sector have their advantages. For instance, workers in the private sector are offered more pay, an increase in opportunity, greater chance of promotions while they experience job insecurity and lesser beneficial plans.

In addition, the economic sector under the decentralization of government is called the public sector. Private sectors are profitable and they largely occupied the country's economy in the first world countries where governments passed few restrictions such as the United States. In a country like China where the control of the government restricts a large part of the economy, public sectors take place more than the private sectors. Employment in the public sector takes place through the federal, state, or local government. Public sector jobs such as typical civil services will include widespread variety all over the country such as teaching, health and emergency care services, armed forces, and administrative organizations.

In this chapter, the significance of work-family balance, the concept of gender in general, the concept of work-life and work-family balance, the factors and the components of work-family balance, the background and evolution of work-family balance and the essential overview, the definition and criteria of quality of life are presented to introduce and familiarize the present topic of research work. In the next chapter, the overview of the literature and previous research findings of other scholars are provided.

LITERATURE REVIEW

CHAPTER – II

OVERVIEW OF LITERATURE

2. Overview of Literature

The overview of the literature helped the researcher to understand the theoretical and empirical dimensions of the research problem. It also helped identify the substantive, theoretical, methodological, conceptual, and operational gaps in the literature. Keeping in mind the objective of the study, the overview of the literature on work-family balance and quality of life, examined studies about challenges faced, coping mechanisms, family support, and quality of life of the respondents in the organized sector. The literature review is divided into seven sections such as demographic characteristics, work-family balance and psychosocial challenges, work-family balance, and coping mechanisms, work-family balance and family support, work-family balance and gender differences, quality of life of employees in the organized sector and work-family balance and employees' quality of life in the organized sector.

2.1 Demographic Characteristics

The demographic profile of the respondents on work-family balance and quality of life has been studied varied by Gragnano et al. (2000); Greenhaus et al. (2003); Higgins et al. (2010); Bonaksen (2012); Prithi and Vashumathi (2018); Hemalatha & Shumugasundaram (2018); Santha (2019); Barnett et al. (2019); SShetty, et al. (2023); Sanfilippo, et al. (2023) focus the family perspective on work-care challenges and solutions.

Gragnano et al. (2000) conducted a study on “Work-Life Balance: Weighing the Importance of Work-Family and Work Health Balance” among 318 by adopting an online questionnaire including entrepreneurs as well as self-employed. According to this study, the labor market demands on women's labor participation is increasing, governments and employers across the globe are stepping forward to find a way to support work-family balance at key family transition points viz., childbirth, having infant and young children, or dual-earners who look after the sick and elderly kin. The long working hours put workers' health and relationships at risk especially for those without kin help because of their essential daily care of dependents and domestic responsibilities. The study found immense differences in work-family balance

between single and two-parent families and also between childless and children-rearing parents. It also reveals that workers on a shift basis are at risk of work-life imbalance.

Greenhaus et al. (2003) conducted a study on “The relation between work-family balance and quality of life” using a survey method among 1000 participants who were employed in public accounting and mentioned the three components of work-family balance such as time balance, involvement balance, and satisfaction balance were assessed and found that those individuals who spend more time with their family than work experience a greater quality of life. The study examines the impacts of social, demographic, and work-related agents on work-family balance for active age ethnic. The study considered health as an important issue in terms of mental and physical aspects. Age, gender, and parental status are an important indicator impacting the work-family balance on job satisfaction. The profound demographic changes are taking place in family life as family units have become more diversified and the life course less predictable. In many countries across the world, family trends towards smaller households will necessitate more support for families as extended kin may not be available to care for young and old. A new tension in many contemporary societies is how employed parents manage to accommodate full-time infant care within a globalized working environment.

Higgins et al. (2010) conducted a study on “Coping with Overload and Stress: Men and Women in Dual-Earner Families” on Canadian organizations in the private, public, and non-profit sectors. The sample size of the study consisted of 1,404 men and 1,623 women among dual-earner families. Results indicated that women in dual-earner families reported a higher level of stress and work overload as compared with their male counterparts. Respondents in this study relied on two main coping strategies such as scaling back (e.g., leaving things undone at home) and restructuring family roles (e.g., covering family responsibilities for each other). The other two coping strategies, coping by restructuring work roles (e.g., modifying work schedule) and coping by seeking support (e.g., hiring outside help) were less applied which means when there is a demand of work overload, each couple regardless of their gender has to cope with their issue by sacrificing their own needs (i.e., scaling back) and expecting their families to accommodate their work demands (i.e., restructuring family roles).

Bonaksen (2012) conducted a cross-sectional study "Exploring gender differences in quality of life" between eighteen patients, which includes 12 men and 6 women with severe mental illness. The tools administered in this study were the International Physical Activity Questionnaire, the Hospital Anxiety and Depression Scale, and the WHO Quality of Life-Bref. The study examined the physical activities, psychiatric symptoms, and the quality of life of genders and also examined the association between the variables. According to the findings of the study, women have a lower quality of life than the men patients and also they are prone to depression as well whereas are prone to global psychiatric symptoms. Pursuing higher education is one of the keys to a higher quality of life. Low education has a higher chance of causing depression and also has a higher chance of leading the mental illness to schizophrenia. With good knowledge, one can make a fruitful and better decision which a person enriches in his developmental stages through achieving a higher education.

Prithi and Vashumathi (2018) in their study "The influence of demographic profile on the work-life balance of women employees in tannery industry – An empirical study" adopted a descriptive research design among 500 respondents and found that workers considered health as an important issue in terms of mental and physical aspects. Age, gender, and parental status are an important indicator impacting the work-family balance on job satisfaction. The dual-earners in the contemporary world encounter divorce and suicidal behavior or may get killed due to the high load of responsibilities. In addition, there are chances that the dual earners could end up having physical issues caused by mental health-related stress such as hypertension, obesity, and gynecological problems.

Hemalatha & Shumugasundaram (2018) conducted "A study on the work-life balance of employees in Government Hospital with Special Reference to Coimbatore District". In this study, the Coimbatore district of Tamil Nadu has been purposively selected for the present study by adopting a convenience sampling technique. The sample size of the study is 300 employees in several government hospitals. The purpose was to examine which work factors have more influence on the reflection of the work-life balance for employees. The study found that work-life balance has much impact on employee job satisfaction. The factors that are negatively related to work-life balance are employee intention to leave a job, workload or work pressure, and working hours. Meanwhile, work-life balance programs and flexible working

conditions have a positive relation with the employees' job satisfaction. The study concluded that to have a work-life balance, an employee should have a positive environment in the workplace for better quality time with their family. An employee with a happy working condition and a happy home environment will be productive, energetic, and fruitful in both environments.

Santha (2019) conducted "A study on work-life balance of women professors working in selected colleges in Chennai city" with the respondents covering all the lecturers, assistant professors, associate professors, and professors from arts, science, and engineering institutions using questionnaires as a tool. The study reflected that some of the developed nations have implemented basic provisions like maternity and paternity leave as well as primary education and care. However, some of the developing and underdeveloped countries have taken minimal steps with initiatives on work-family balance or family-friendly initiatives. Even though the global economy has undergone a major financial and economic crisis, with another weakening in GDP growth since late 2010, work-family balance remains a central issue for employed parents and employers alike (World of Work Report 2011). The presence of increasing pressure in the competitive work environment creates considerable stress for employees who have to maintain their work with family responsibilities.

Barnett et al. (2019) conducted a cross-sectional study on "Satisfaction With Work-Family Balance Mediates the Relationship Between Workplace Social Support and Depression Among Hospice Nurses". The sample of the study consisted of 90 respondents through an online survey using a DASS-21 (Depression, Anxiety, and Stress Scale) and investigated the interrelationship between social support (including personal and workplace) and the underlying psychological distress and also the factors contributed to the satisfaction of work-family balance. The findings reveal that workplace support alone and personal support alone have a positive or lower impact on psychological distress. Among hospice nurses, the significance of workplace support is higher than personal support to maintain their mental health. One of the main reasons for the significance of workplace support over personal support is a lack of empathy in dealing with work stress such as encountering death and dying. Hence, the study concludes that social support such as support from colleagues and supervisors has a higher significance than personal support due to the closer proximity of stressors. However, this might vary with other professions.

SSshetty, et al. (2023) conducted a study on, “An Industry Analysis of Hospitals, Specifically Regarding Nurses' Work-Life Balance - An Overview” and examined an in-depth study on about 4 different hospitals based on their services to nurses. During the pandemic outbreak, nurses have to stay for lengthy working hours away from their family and they have long hours of shifts. The study found that there is a connection between performance and work-life balance. Further, the development of emotive commitment comes from employees' experiences with work-life harmony, and emotive commitment improves in-role performance.

Sanfilippo, et al. (2023) conducted a study on, “Promoting Work-Life Balance” and made some suggestions that promoting and achieving a successful work-life balance is an important leadership responsibility that can profoundly impact the personal satisfaction, well-being, and productivity of your faculty, staff, trainees, and students. One of the most crucial steps to enhance their work-life balance is by communicating its importance and benefits and other initiatives such as providing examples of how to improve the efficiency and effectiveness of their time at work and also emphasizing the need to spend appropriate time for personal activities and social interactions with family and friends apart from being a good role model.

2.2 Work-Family Balance and Psychosocial Challenges

The study conducted by Lakshmi et al. (2012); Lee (2016); Joy (2017); and AlAzzam et al. (2017); Arqam, Linta & Yunus et al. (2022); Alblihed, Mohammed & Alzghaibi, et al. (2022); Charzyńska, Edyta & Soola, et al. (2023); Zabin, Loai & Abu Zaitoun, et al. (2023); Zhao, Lipei & Wu, et al. (2023) on the psychosocial issues and challenges faced by work-family balance in the organized sector found that men had more traditional gender role attitude and higher work-family balance perception levels than women.

Lakshmi et al. (2012) conducted a study on "Analysis of Work-Life Balance of Female Nurses in Hospitals - Comparative Study between Government and Private Hospital in Chennai, TN., India" adopting a descriptive research design following a survey method using a questionnaire as a tool. The data was collected among female nurses in government and private hospitals. The study found that female employees who are chasing their careers face multiple challenges between work and family commitment in government and private hospitals. Maximum numbers of female employees are working on a full-time basis throughout the week and the majority of

women as many as 53% are struggling to strive to maintain a work-life balance. The study reported that the main issue that female employees encountered was shouldering dual responsibilities at the workplace and home.

Lee (2016) conducted a study "Married Employees' Work-Family Balance Perception and Psychological Well-being" in G City among 300 married employees using a questionnaire as a tool for data collection. The study attempted to find out the general trends concerning work-family balance, and psychological well-being and explore the relationship and differences between variables. The study found that both men and women employees depression scores while their life satisfaction is significantly higher. However, the perception of work-family balance is different among both genders. The male employees' psychological well-being differs depending on the workplace while women employees' psychological well-being differs highly depending on the time involved in household chores. Despite the work-family balance issues among women employees, there is depression associated with marriage in this regard. Depression among male employees was highly influenced by self-esteem, social care service, and work-family conflict while among female counterparts, depression was mainly influenced by health state, self-esteem, gender role attitude, family-work conflict, and work-family conflict as well. Male employees give importance to health, economic status, and self-esteem to achieve life satisfaction while among women employees, weekly working hours, self-esteem, and absence of work-family conflict are important indicators of work-family balance.

Joy (2017) conducted a study on "Relationship of Work-Family Conflict, Family Work-Conflict, and Psychological Distress among Female Bank Employees in Port Harcourt, Metropolis, Rivers State, Nigeria." The study focuses on the relationship of work-family conflict, family-work conflict, and psychological distress among 329 female married employees from eight banks. The study adopted an instrument for data collection titled: Family-Work Conflict and Psychological Distress Questionnaire (FWCPDQ) to elicit information on the variables and the collected data was analyzed with multiple regression coefficients, ANOVA associated with multiple regression, beta values of multiple regression, and t-test. The findings of the study indicate that both work-family conflict and family-work conflict are correlated jointly and independently with psychological distress among female bankers. The correlation of family-work conflict with psychological distress is higher than the work-family conflict. In addition, the experiences of both the variables i.e.,

family-work conflict and work-family conflict have implications on the female bankers

AlAzzam et al. (2017) conducted a study on “The Relationship between Work-Family Conflict and Job Satisfaction among Hospital Nurses” using a self-administered questionnaire. The data was collected among 333 Jordanian nurses by following a convenience sampling technique which is descriptive and cross-sectional design in nature. The study reveals that reveal that nurses were exposed to both work-family and family-work conflict, but they experienced the work-to-family conflict more than the family-to-work conflict. Both subtypes of work and family conflict were correlated negatively with age and positively with the number of children. Female respondents with the absence of children have positive effects on the occurrence of work-to-family conflict. However, child-rearing employees have faced several work-family conflict issues.

Arqam, Linta & Yunus et al. (2022) conducted a study on "Assessing the Conflict between Family and Work Demand: A Cross-Sectional Study of Challenges Faced by Professional Nurses" and assessed the nurse's views of the conflict in family and work demands among various hospitals of Sargodha districts including three government and three private hospitals. The study reported that work-family conflict is more evident among nurses aged 25-35 and married employees having 1 to 3 children. Besides, as compared to family demands, work demands are significantly associated with work-family conflict.

Alblihed, Mohammed & Alzghaibi, et al. (2022) conducted a study on "The Impact of Job Stress, Role Ambiguity, and Work–Life Imbalance on Turnover Intention during COVID-19: A Case Study of Frontline Health Workers in Saudi Arabia" and examined the impact of job stress, role ambiguity, work–life imbalance and burnout on employee turnover intention. The findings of the study show that job burnout is related to turnover intentions and is also positively affected by both role stress and role ambiguity. Moreover, the study indicated that role ambiguity and role stress due to COVID-19 may create burnout among employees, which has the potential of turnover intention among healthcare workers. The study suggested that healthcare administrators need to pay close attention to front-line workers.

Charzyńska, Edyta & Soola, et al. (2023) conducted a study on “Patterns of work-related stress and their predictors among emergency department nurses and emergency medical services staff in a time of crisis: a latent profile analysis.” And

identified the profile of healthcare workers and work-related stressors during the pandemic outbreak and examined the predictors among 297 emergency department (ED) nurses and 219 emergency medical services (EMS) staff members across 10 hospitals in Ardabil province of Iran. The study found that the stress and stressors among the workers are at a moderate level. Age, marital status, service location, workplace as well as working hours has an indicative relationship with stress. The study suggested adopting a person-centered approach and the identification of socio-demographic profiles for reducing work-related predictors.

Zabin, Loai & Abu Zaitoun, et al. (2023) conducted a study on “The relationship between job stress and patient safety culture among nurses: a systematic review” and examined the relationship, the factors that impacted job stress and its influence on patient safety culture through secondary sources. The study suggested that nursing managers and administrators should minimize nursing job stress to the minimum levels and improve their work environment to provide the best possible patient care. Moreover, supervisors and managers must train their nurses in resiliency and how to work in trauma-informed care.

Offer & Schneider (2008); Schueller-Weidekamm & Kautzky-Willer (2012); Saravi et al. (2012); Rehman & Roomi (2012); Nepali (2018); Hong, Yu & Zhang et al. (2022); Al-jobour, Feras. (2022) concentrated on the work-family balance and psychosocial challenges faced by women.

Offer & Schneider (2008) conducted a study titled “The Emotional Dimensions of Family Time and Their Implications for Work-Family Balance” and stated that spending time with family is a valuable tradition where intimate relations develop between family members. Generally, being together is already an important source of support for working parents. The study describes the challenges of integrating work and family lives among dual-earner families because they have to adapt or orchestrate multiple roles, both at work and at home. The study found that work-family enrichment has a positive spill-over effect which will result in positive energy and assist in balancing work and family as well as work-life relationships. For each individual and dual breadwinner, resources such as time, monetary assistance, right decision-making, and physical as well as emotional and social resources are important to maintain the individual work-life balance. Besides, mentoring programs such as counseling, coaching, social networking, and physical and emotional support

from the partner or family members help to strengthen their profession, improve soft skills, and achievement in work-family balance.

Schueller-Weidekamm & Kautzky-Willer (2012) conducted a study on “Challenges of Work-Life Balance for Women Physicians/Mothers Working in Leadership Positions” among all women holding a leadership position in Vienna, Austria who are rearing at least one child. The study was examined using an interview schedule and SWOT (Strengths, Weaknesses, Opportunities, and Threats) was applied to address the issue. According to the study, the factors influencing the work-life balance were sporadic focus on career advancement, time-consuming child care, responsibility for family life, and a woman's tendency toward understatement and these are the barriers to career development. If there is enrichment in the work and family relationship, there is a positive spillover effect that spreads positive energy and helps to balance the work-life relationship. For every respondent or individual, resources such as time, money, scope of decision-making, physical, emotional, and social resources, etc. were an essential element in maintaining the individual work-life balance. In conclusion, mentoring programs, coaching, networking, and support of the partner or other people help to strengthen female "soft" skills and achieve a work-life balance.

Saravi et al. (2012) conducted a study on "Health-related quality of life of employed women and housewives: a cross-sectional study from southeast Iran" among 110 housewives and 110 employed women selected randomly from 10 healthcare centers following a cross-sectional study. Health-related quality of life was assessed using the SF-36. Analysis of covariance (ANCOVA) was used to compare the quality of life in housewives and employed women while controlling for age, education, and income. The study found that all the measurements on work-family balance were significantly higher for employed women than housewives except for physical functioning. No significant differences are found in age, education, and family income of the respondents between the employed women and housewives. However, contrary to the expected outcomes, employed women scored higher and reported better health status in all the domains including role emotional, vitality, and health as compared to the housewives

Rehman & Roomi (2012) conducted a study on “Gender and work-life balance: a phenomenological study of women entrepreneurs in Pakistan” through

qualitative phenomenology by adopting a purposive sampling technique. The sample consisted of 20 married women entrepreneurs who own and manage their businesses with family responsibilities. A semi-structured interview schedule was adopted and the interpretative phenomenological analysis (IPA) approach (Smith, 2004) was used to analyze the data. The study found that the "work-life balance" meaning has varied depending upon demographic factors such as family setup, nature of business and number of years in the business, marital status, as well as child and elder dependent care. Women who have engaged in their work for years are comfortable handling dual responsibilities and can cope with their issues. Maximum of the women reported that family as well as spouse support is most significant in achieving the work and family balance. Some women entrepreneurs left the corporate ladder and started entrepreneurship careers to have a work-family balance. Hence, they could manage their time effectively.

Nepali (2018) conducted a study on "Balancing Work Life and Family Life: Problems and Remedies" among 240 women workers by following a cross-sectional study in 100 establishments situated within the Territory of Kathmandu city. A pre-tested questionnaire was used as a tool for data collection which is combined with an interview method. The exploration of how women in working conditions maintain their roles between work and family-assigned tasks shows that women face multiple problems concerning their home tasks like cooking, preparing children for school, etc. and most of them face issues with their husbands and in-laws either regularly or sometimes. The study reported that they have a feeling of being sexually harassed at their workplace.

Hong, Yu & Zhang et al. (2022) conducted a study on "The Influence of Long Working Hours, Occupational Stress, and Well-Being on Depression Among Couriers in Zhejiang, China" and examined the association between long working hours, occupational stress, depression, and well-being, and to explore the intermediary effect of occupational stress and well-being between working hours and depression among couriers in Zhejiang, China. The study confirmed that long working hours are quite common among couriers in Zhejiang, China, and working hours had a direct positive effect on depression while working hours had a negative effect on well-being. However, well-being had no significant direct effect on depression. Working hours had an indirect effect on depression through the mediating effect of occupational stress while the mediating effect of well-being was not found. Hence,

long working hours are associated with occupational stress, well-being, and depression. Therefore, working hours, occupational stress, and well-being were strong predictors of depression. The study suggested that decreasing work hours and reducing occupational stress can be effective in preventing depression.

Al-jobour, Feras. (2022) conducted a study on, "Work-family Conflict and Psychological Stress among Nurses in Irbid Hospitals" among 730 nurses and investigated the relationship between work-family conflict and psychological stress among nurses working in Irbid hospitals, Jordan. The study reported the existing level of significant work-family conflict and psychological stress. In addition, there is a significant positive relationship between work-family conflict and psychological stress among participants. Further, the result also shows the significant differences in the level of work-family conflict aroused from several independent variables such as marital status, number of family members, and the department where an employee is working. There is also evident of significant differences in the level of psychological stress due to the independent variables such as marital status and the working department. The study recommended an improvement in terms of financial and psychological support to enable them to cope with the issues of work-family conflict. The study further suggested that family and vocational counseling programs for nurses can them cope with psychological stress caused by work-family conflict.

Burke (1993); Ekici, Dilek & Aycan, et al. (2008); Buddhapriya (2009); Adisa et al. (2014); Zhao, Lipei & Wu, et al. (2023) conducted their study related to the psychosocial challenges of work-family balance in professional settings.

Burke (1993) conducted "Work-Family Stress, Conflict, Coping and Burnout in Police Officers". The study examined work satisfaction, and emotional and physical well-being among police officers. The sample size of the study was 828 men and women police personnel and data was collected using questionnaires as a tool. The five groups of variables such as individual demographic and situational variables, work stressors, work-family conflict, coping responses, and psychological burnout components. Work stressors and psychological burnout were fairly consistently and significantly related to levels of self-reported work attitudes and emotional and physical well-being. Somewhat surprisingly, work-family conflict and individual coping responses were generally unrelated to measures of work attitudes and self-reported emotional and physical well-being. The findings revealed that police officers indulging in alcohol and drugs also are reporting the presence of

psychosomatic symptoms, smoking more cigarettes, and consuming more alcohol. Being isolating themselves resulted in more psychosomatic symptoms and negative feeling states. However, police officers who interact more with others experience fewer negative feelings or vibes and who spend their time in physical exercise smoke less. Further, police officers coping with anger catharsis reported more negative feeling states and lack of personal accomplishment was significantly related to three dependent variables: less job satisfaction, greater coffee consumption, and greater alcohol consumption.

Ekici, Dilek & Aycan, et al. (2008) conducted a study on “Nurses' work demands and work-family conflict: A questionnaire survey” and examined social support both as a moderator and a main effect in the relationship among work demands, work-to-family conflict, and satisfaction with job and life on 243 participants of academic and clinical nurses in Turkey. The study reported that work overload and irregular work schedules were significant predictors of work-to-family conflict. Besides, work-to-family conflict is associated with lower job and life satisfaction. It is also confirmed that social support from supervisors did not moderate the relationships among work demands, work-to-family conflict, and satisfaction with work-life. The exploratory part of the study suggested that social support is highly influencing work-to-family conflict and job satisfaction. The study suggested that psychological well-being and organizational attitudes can be enhanced by rearranging work conditions to reduce excessive workloads and irregular work schedules. In addition, leadership development programs have to be implemented to increase the instrumental and emotional support of the supervisors.

Buddhapriya (2009) conducted a study on “Work-Family Challenges and Their Impact on Career Decisions: A Study of Indian Women Professionals” among 121 women professionals through a purposive random sample method. The respondents include government servants, public sector employees, private sector employees, and non-governmental organization employees. A structured questionnaire was developed for collecting the data which is segregated into 3 parts. The findings of the study state that women who have a family support system do not face an obstacle to their promotion. However, maximum of the female employees are expected to work on their household responsibilities. Women employees require flexibility in working hours and family support, especially from their spouses. Family responsibility considerably affects the career decisions of women professionals.

Women professionals agree that children's responsibility hinders their ability to advance. The main issue is the societal expectation of doing household responsibilities which rejects putting career ahead of family.

Adisa et al. (2014) conducted a study on “The Implications of Work-Family Balance among Dual-Earner Couples: The Case of Medical Practitioners in Nigeria” using a qualitative approach and the sample size comprised of 48 married medical doctors of both genders from both private and government hospitals in four big cities in Nigeria: Lagos, Ibadan, Kano, and Abuja in Nigeria. The study followed an interview schedule for the collection of the primary data. The respondents' working hours varied between 60-84 hours a week. Sixteen hospitals (government and private) were selected for the study. Emails, existing personal contacts, referrals, and snowballing techniques were applied for the collection of more data. The study highlighted that the respondents in this study are happy to be dual earners since their children could afford better schools also it increase their status and self-esteem. All the female respondents stated that they have a feeling of confidence that comes along with the dual-earner status. However, dual-earners state they could not spend an efficient time with their children as well as other family members. In addition, they also face challenges in spending adequate leisure time and involvement in other social activities. However, working mothers often use some coping strategies to achieve work-family balance such as hiring housekeepers, keeping household chores and children with relatives and elderly parents (i.e. grandparents), and the use of nannies and neighbors. There are myriad coping mechanisms available to British working mothers to which an individual can subscribe. The British Government and British employers recognize the importance of work-family balance and offer their employees different work-family programs which allow them to cope with their work demands and familial responsibilities. The different coping strategies that are used by British working mothers include involvement in part-time employment, using registered childcare centers that are provided by employers or other providers, extended maternity leave, emergency childcare leave, and family medical leave. There is also the possibility of flexible working hours, reduced working hours, or working from home. Other coping strategies include emergency childcare, backup adult and elderly care, school holiday cover, webinars for parents and carers, nanny share, childcare searches, adult and elderly-care searches, child-minders, au pairs, and the standard statutory maternity leave.

Yu, Jiaoyang & Leka, et al. (2022) conducted a study on “The Effect of Worktime Control on Overtime Employees’ Mental Health and Work-Family Conflict: The Mediating Role of Voluntary Overtime” and examined the effect of worktime control (WTC) on mental health and work-family conflict (WFC) among overtime employees, and whether voluntary overtime mediated the relationships. The study further examined two separate dimensions of WTC (control over time-off and control over daily hours). The study found that control over time-off is related to decreased depression, anxiety, stress and WFC, while control over daily hours was related to decreased stress and WFC. In general, time-off control is beneficial to females, and mediation results showed that voluntary overtime was a complete mediator of relationships between WTC and depression and anxiety and a partial mediator of the relationship between WTC and stress.

Zhao, Lippei & Wu, et al. (2023) conducted a cross-sectional study on “Work–family conflict and anxiety among nurses of the maternal and child health institutions: the mediating role of job satisfaction” and determined the correlation between work–family conflict (WFC) and anxiety and the linkage between job satisfaction and anxiety among nurses in Henan province, China. The findings of the study stated that work-family conflict was shown to be significantly correlated to job satisfaction. Besides, there is a significant negative correlation between job satisfaction and anxiety. The study suggested the importance of enhancing working conditions, minimizing work-family conflict as well as promoting job satisfaction as it will mitigate the negative effects of work–family conflict on anxiety.

2.3 Work-family Balance and Coping Mechanisms

The coping mechanisms on work-family balance in the organized sector studied by Somech and Drach-Zahavy (2007); Xiao & Cooke (2012) and Zheng et al. (2016); Wu, Yafei & Zhou, et al. (2021); Bashir, Kishwar & Bashir., et al. (2022); Min, Deulle, (2022) indicate that individuals with positive attitudes and life coping strategies were more capable of achieving overall well-being.

The study according to Somech and Drach-Zahavy (2007) on the coping mechanisms of work-family balance among dual earners revealed that achieving work-family balance as well as work-life is extremely difficult for working mothers regardless of their geographical location. Somech and Drach-Zahavy (2007) conducted a study on” Strategies for Coping With Work–Family Conflict: The

Distinctive Relationships of Gender Role Ideology" as a part of a broader international research effort known as Project 3535 (Aycan et al. 2004a, 2004b) through quantitative study following interview technique. The study identified and tested the validity of 8 coping strategies viz., super at home (y (e.g., "I have to be perfect in all things at home. So I get up at four in the morning to bake bread"), good enough at home ("I cannot do everything at home, so I maintain a reasonable level of housekeeping, cooking and laundry"), delegation at home ("If I want to be with my children by four in the afternoon, I can do only the 'must' duties at work"), priorities at home ("To balance my work and my family, I prefer to do only the important things at work, and ignore the less important"), super at work ("It is important to me to be perfect at work, I insist on completing all my assignments by myself"), good enough at work ("If I want to be with my children by four in the afternoon, I can do only the 'must' duties at work"), delegation at work ("I don't think that I have to do everything on my own at work. I learn how and when to delegate some of my tasks to others"), and priorities at work ("To balance my work and my family, I prefer to do only the important things at work, and ignore the less important"). The sampling population was parents who were married employees working in different departments across. The study investigated the manoeuvre skills of working parents between work and family roles and the adoption of coping strategies for work-family conflict. The results highlight the importance of matching the person (attitudes, values) with the preferred coping strategy. Among the coping strategies mentioned above, good enough at work ("I cannot do everything at home, so I maintain a reasonable level of housekeeping, cooking, and laundry") was the most frequently used coping strategy applicable strategy across sex and gender role ideology.

Xiao & Cooke (2012) conducted a study on "Work-life balance in China? Social Policy, Employer Strategy, and Individual Coping Mechanisms" by following a qualitative approach and adopting a semi-structured questionnaire collection of the data. In-depth semi-structured interviews were conducted with 122 informants including 13 CEOs, 28 senior managers, 46 mid-ranking managers, and 35 professional employees. Among the informants interviewed, only 26 reported that there was no work-life conflict issue in their organization. Extra working hours and days without proper rest tend to be the main cause of work-life conflict for Chinese workers. Government organizations work harder and they are the worst offenders of work-life balance. Government officials should be alert for office calls at times. Some

employees reported that they work overtime due to their workload and many of them were left without choice. Some single women employees lose confidence in finding their partner and start a family due to their rigid tasks. In contrast with the issue, some managerial and professional workers accept work-life conflict as a natural phenomenon even when seniors are less sympathetic to them and they have adopted their coping strategies such as joining sports clubs, socializing, and so on. However, many of the HR initiatives were adopted by the organizations to help their employees enhance their work–life balance which is collective, providing bonding opportunities among employees and between employees and their families.

Zheng et al. (2016) conducted a study on the "Impact of individual coping strategies and organizational work–life balance programs on Australian employee well-being". The study was carried out with telephonic interviews and data were generated from the annual Australian Social Survey conducted by the Population Research Laboratory (PRL) within the Centre for Social Science Research. The targeted population was an employee above 18 years and above who are dwelling in Queensland. The CATI (computer-assisted telephone interviewing) system was applied as a tool for collecting the primary data and the data consisted of 700 employees. The study found that both the monetary and non-monetary-based organizations programs had no direct association with employee well-being, but had indirect effects as well as individual coping strategies to help employees achieve better well-being. Employees' well-being was found to have a stronger association with individual effort than organizational deliberation in providing work-life balance programs. However, there was a direct effect of organizational work-life balance policies/programs on improving individual coping abilities, and an indirect effect of organizational work-life balance in enhancing employee well-being.

Wu, Yafei & Zhou, et al. (2021) conducted a cross-sectional study on "Work-Family Conflict of Emergency Nurses and Its Related Factors: A National Cross-Sectional Survey in China" among emergency nurses in China. The study found that the work-family conflict is an issue and there has to be an implementation of flexible work timings and flexible shift adjustment among the workers.

Bashir, Kishwar & Bashir., et al. (2022) conducted a study on "Conflict Management Strategies of Nurses Distributed according to the Age and Length of Time in Position: Conflict Management Among Nurses" and examined the conflict management strategies by adopting a descriptive cross-sectional study. The study

found that employees between 21-35 years used compromising, avoiding, accommodating, collaborating, and competing as strategies. In terms of giving importance, the most common strategy is compromising which is followed by avoiding, accommodating, collaborating, and competing. However, the strategy of avoiding was the most frequently utilized behavior in all of the experienced workers except for those who fell under one year of experience.

Min, Deulle, (2022) conducted a cross-sectional study on, "Effects of resilience, burnout, and work-related physical pain on the work-life balance of registered nurses in South Korean nursing homes: A cross-sectional study" on 155 RNs working in 37 nursing homes across 10 South Korean cities. The work-related physical pain is reported by 70.3% of participants. Meanwhile, the resiliency of the employees had a positive correlation with work-life balance whereas burnout had a negative correlation with work-life balance. Moreover, work-related physical pain, resilience, and burnout affected participants' work-life balance. The study suggested increasing the resiliency to reduce burnout and a healthy work-life balance should improve and boost the safety and quality of life of residents.

2.4 Work-Family Balance and Family Support

The family and organizational support on work-family balance in the organized sector studied by Allen (2001); Lapierre & Allen (2006); Beham & Drobnic (2010); Kossek et al. (2011); Greenhaus et al. (2012); Fiksenbaum (2014); Ronda et al. (2016); Goni-Legaz & Ollo-Lopez (2016); Stankevičienė, Asta & Tamaševičius et al. (2021); Farghaly, Sally & Mokhtar, et al. (2024) proved that employees experience heightened work-family balance due to support from partners and co-workers and this support and balance has a positive impact on the satisfaction in both the work and family domains.

Allen (2001) conducted a cross-sectional study on "Family-Supportive Work Environments: The Role of Organizational Perceptions" among 522 participants of individual employees. Of those, the sampling unit consisted of 382 females and 138 males with an average age of 39.88. Some of the variables assessed in the study are work-family conflict, supervisor support, benefit availability and use, job satisfaction, organizational commitment, and turnover intent. The study found that family support contributed a significant amount to promoting work-family conflict, job satisfaction, organizational commitment, and fewer turnover intentions. The

results indicated employees who perceived that the organization was less family-supportive experienced more work–family conflict, less job satisfaction, less organizational commitment, and greater turnover intentions than the employees who perceived that the organization was more family-supportive. The results further indicated that family-supportive benefit availability is indirectly related to work–family conflict and job attitudes through family-supportive organization perceptions. The positive effect of family's supportive benefits appears to be attributable to an enhancement of employee perceptions that the organization as a whole is family-supportive. The family-supportive supervisors having work–family conflict is also completely transmitted through family-supportive organization perceptions. On the other hand, family-supportive organization perceptions only partially mediated the relationship between supervisor support and job satisfaction, organizational commitment, and turnover intentions. Family-supportive supervisors had both direct and indirect effects on employee job attitudes. Supervisors play a meaningful part in determining how employees perceive and experience the environment of the organization. It is also indicated that those who perceived less family support from the work environment were less likely to utilize family-friendly benefit options. Both perceived supervisor support and family-supportive organization perceptions were positively related to overall benefit use.

Lapierre & Allen (2006) conducted a study on “Work-Supportive Family, Family-Supportive Supervision, Use of Organizational Benefits, and Problem-Focused Coping: Implications for Work–Family Conflict and Employee Well-Being” among 230 employees from multiple organizations and industries. The study assessed how to work–family conflict avoidance methods stemming from the family domain, (For instance, emotional sustenance and instrumental assistance from the family), the work domain (family supportive supervision, use of telework and flex time), and the individual (use of problem-focused coping) independently relate to different dimensions of work–family conflict and to employees' affective and physical well-being. The finding of the study reveals that support from one's family and one's supervisor and the use of problem-focused coping seem most promising in terms of avoiding work–family conflict and decreased well-being. The use of flex time does not have much benefit and has minimal correlation with work-family conflict and well-being.

Beham & Drobic (2010) conducted a study on "Satisfaction with work-family balance among German office workers". The data were obtained from two sectors of financial services using an online survey. Out of the 2,273 questionnaires, 880 participants participated in answering the email online survey. Among the participants in the study, a maximum of 57.4 percent were male, and 42.6 percent were female. On average, respondents worked 40.2 hours in a week. The study revealed that the level of psychological job demands aroused from the work environment was negatively related to employees' satisfaction with work-family balance. The experience of continuous overload on work, tight deadlines, and conflicting demands at work create stress and strain among the employees which in turn has negative effects and reduces their ability to take care of their work and responsibilities. This is accompanied by a feeling of dissatisfaction with work-family balance. The ability to control one's working time and speed of task accomplishment enables the employees to resolve their multiple responsibilities and they were positively associated with work-family balance. Consistent with the findings, perceived job insecurity was negatively related to work-family balance satisfaction. The findings state the importance of secured employment conditions for employee well-being and life satisfaction. Further, the ability to control one's job and social support in terms of family and supervisors at work increases the life satisfaction and work-family balance of the employee. Therefore, social support from colleagues and supervisors is an important component of an organization's work-family culture. In line with the findings, employees who experience high levels of work-to-home conflict tend to be less satisfied with their work-family balance. The study suggested that personal initiatives aiming to reduce work-to-home conflict and a supportive organizational environment are necessary for achieving life satisfaction and work-family balance among employees.

Kossek et al. (2011) conducted a study on "Work Place Social Support and Work-Family Conflict: A Meta-analysis Clarifying the Influence of General and Work-Family-Specific Supervisor and Organizational Support" with specific objectives such as (a) measured workplace social support, (b) measured work-to-family conflict, and (c) reported sufficient information to compute an effect size. The process of the study yielded 115 samples from 85 studies comprising 72,507 employees. The findings of the study show that work-family organizational support and work-family supervisor support are related to the work-to-family conflict. It also

revealed that work-family-specific support is more strongly related to work-to-family conflict than general support. In addition, both general and work-family-specific supervisor support relate to work-family conflict via perceptions of work-family organizational support.

Greenhaus et al. (2012) conducted a correlated study on the importance of family support and work-family balance in the professional setting. Greenhaus et al. 2012 in their study "When family-supportive supervision matters: Relations between multiple sources of support and work-family balance" examine the correlations between family-supportive supervision and work-family balance. Among the respondents of 170 business professionals, it was confirmed that work-family balance was mediated by family interference with work and work interference with family at the same time and stated that such issues can be reduced by having a supportive supervisor who would supervise the breadwinner. It was also reported that family-supportive supervision and work-family balance were better in an organized family setting and environment than in the unorganized family and it is highly dependent on the supportive spouses.

Fiksenbaum (2014) conducted a study on "Supportive work-family environments: implications for work-family conflict and well-being". The study adopted convenience sampling and data was collected from 112 employees working in different departments such as customer service, accounting and finance, administration, information technology, marketing, underwriting, sales, and claims. The average age of participants was 39.28 years (SD $\frac{1}{4}$ 9.13) with ages ranging from 22 to 63 years. Maximum of the employees were female including married and unmarried. The study examined the relationships among the availability of family-friendly work arrangements, work-family culture, work interfering with family (WIF), family interfering with work (FIW), life satisfaction, and work engagement. The results of the study supported the notion that a supportive work-family culture effectively reduced perceptions of work-family conflict (both WIF and FIW), which in turn reduced some of the negative effects of work-family conflict on employees' well-being. Yet, an individual tends to have a better quality of life and perceive life satisfaction in the absence of work. The study confirmed that a family-supportive work environment can potentially strengthen life satisfaction by reducing work-family incompatibilities that lessen satisfaction at work and home. This signifies those employees' perceptions of their work environments may play a vital role in their

overall level of life and job satisfaction. In reverse, if an employee with a supportive family work in the organization, the work would be fruitful which in turn would increase employees' well-being. The study suggested implementing family-friendly programs such as on-site daycare or flexible working hours (e.g. compressed work weeks, part-time work, and flex time). In addition, providing family-friendly programs is an important benefit that makes an organization competitive in attracting and retaining engaged and productive employees. Supervisors should also take the time to listen to employees' family-related problems, and may even offer advice to employees on how to more effectively balance work and family responsibilities. They should also encourage all employees in their team or department to show support for each other's family obligations. Not only would these efforts show sympathy for employees' needs as working parents, but the entire group and organization would benefit in the long run. Employers, managers, and supervisors should be trained in supportive behaviors through a combination of training on general sensitivity to work–family employee issues.

Ronda et al. (2016) conducted a study on “Family-friendly practices, high-performance work practices, and work–family balance: How do job satisfaction and working hours affect this relationship?” The sample consisted of 17,000 employees of dual-earner couples from European countries. The interviews hosted were 1,000 in all of the countries except Germany and Turkey (in which it was 2,000), Italy, Poland and the UK (1,500), Belgium (4,000), France (3,000) and Slovenia (1,400). The total number of interviews was 43,816. Interviews were hosted with a face-to-face interaction in the respondent's residence. The finding of the study shows that, family-friendly practices and high-performance work practices have a positive effect on work–family balance as well as on job satisfaction. In this case, work–family balance is not seen as an individual problem, but as that of a couple. Therefore, spousal support or family member support is crucial for the job as well as the life satisfaction of the employee.

Goni-Legaz & Ollo-Lopez (2016) conducted a study on “The Impact of Family-Friendly Practices on Work–Family Balance in Spain” The theoretical sample size was estimated to be 9,240 Spanish individuals by following a multi-stratified sampling design and 8,061 individuals participated on the survey. The questionnaire of the study was structured in 3 sections viz., 1) Socio-demographic data about the worker, such as education and gender. 2) Employee's working life. 3) Employee's

quality of life at work such as information on work attitudes, work organization, and work–family balance. The study reported that men have greater work–family balance as compared to women. Women do not have much leisure time and their satisfaction with their work is negatively correlated with work-family balance also it was highlighted that they work fewer hours than others. Concerning family support, women are better at flexible arrangement practices and they are more satisfied than men with their working days, holidays, and leaves. In addition, women have better parental leave practices, than men and for requesting shorter working days. It is also stated that family support practices increase work–family balance more for men than for women.

Stankevičienė, Asta & Tamaševičius et al. (2021) conducted a study on “The mediating effect of work-life balance on the relationship between work culture and employee well-being” and explored the knowledge gap in understanding work-life balance (WLB) and employee well-being relationship and whether play a mediating role between work culture and well-being in Lithuania. The study revealed that all the components of work culture were important factors in defining employee well-being. It also has a significant direct impact on well-being and affected WLB. Further, the direct effect of work culture on well-being is much stronger than the one moderated by an indirect effect of WLB. The findings of the study also suggest that a family-friendly culture can help employees reach a better WLB and in turn, assist employees in achieving a higher satisfaction with general well-being at work.

Farghaly, Sally & Mokhtar, et al. (2024) conducted a study on “The influence of supportive work environment on work-related stress and conflict management style among emergency care nurses: A descriptive correlational study” and assessed the influence of supportive work environments on work-related stress and conflict management style among emergency care nurses by adopting a descriptive study among 221 staff nurses Alexandria, Egypt. The study confirmed that there is a significant correlation between supportive work environments and work-related stress and also a significant correlation between supportive work environments and conflict management style. In addition, work-related stress had a significant relationship with nurses' conflict management style. The study suggested the necessity to cultivate a supportive work culture for nurses for the enrichment of conflict management styles to reduce work-related stress.

2.5 Work-Family Balance and Gender Differences

The gender differences in the work-family balance according to Weigel et al. (1995); Keene & Quadagno (2004); Noh et al. (2015); De Sio et al. (2017) shows the existence of work-related stress among the respondents.

Weigel et al. (1995) conducted a study on "Work-Family Conflict and the Quality of Family Life: Specifying Linking Mechanisms" among 328 female and 187 male working parents. The pattern of data collection was distributing a questionnaire through e-mail. Concentrating on the gender differences, mothers significantly experience less job quality, lower job status, and household chores which leads to role overload, social stigma, stress, and less family satisfaction as compared to men. Social stigma was one of the main predictors of stress and anxiety. As the feelings of what others would say about us rose, so did the stress and anxiety that tense more women. The job type and family characteristics a great predictors of work-family conflict and also work-family balance.

Keene & Quadagno (2004) conducted a study on "Predictors of perceived work-family balance: Gender difference or gender similarity?" and examined the relationship between work characteristics, family characteristics as well as the gender difference versus similarity models with 1996 General Social Survey (GSS) and 1992 National Study of the Changing Workforce (NSCW). The sample of the study consisted of 444 married employed respondents under the age of 65 with 243 men and 201 women. The GSS supports the gender similarity model and highlights that working overtime and spillover of work on the family are the main factors causing the work-family imbalance. The NSCW supports the gender differences model and states that when job autonomy is highly associated with perceived balance. In other words, when there is control over work, there is better satisfaction in personal lives. The primary domain differs between men and women. While men put work as their primary domain, women put family as their primary domain. The analysis shows the gender differences in that men work more hours while women put more time on household chores and child care. Surprisingly, men encounter work-life imbalance while women do not.

Noh et al. (2015) conducted a study on "Gender difference in the relationship between health-related quality of life and work status". The study examined the association of employment conditions with the health-related quality of life as well as the difference in genders. The quality of life was reported better among the male

working population than the non-working adults. The gender difference and its impact on quality of life is more significant in the age group of 41-60 than in the 18-40 age group and 60 & above. The study reported that work plays an important role in improving the quality of life for men than women. Subsequently, it is found to be more crucial to have a job at a later stage in life than the early stage, both for men and women. Hence, this study highlighted the importance of being employed to meet a quality of life across all age groups.

De Sio et al. (2017) conducted a study on "Quality of Life in Workers and Stress: Gender Differences in Exposure to Psychosocial Risks and Perceived Well-Being" 144 workers of both genders by administering an HSE-IT and WHO-5 questionnaire. The study reported the presence of work-related stress among the office workers. There is a critical perception on both genders while it was higher on women. The critical perceptions on two domains 'Demand' and 'Support from Managers' were only found among the female office workers. A female office worker has a lower well-being perception than a male. Work-family conflict arises when family responsibilities and work are incompatible at some point. This is one the main reasons highlighted as an obstacle to women as they shoulder the homecare and nurturing of children which turns into conflicts with the 'demands' that the organization imposes on her.

The issues on work-family balance faced by both genders in professional settings studied by Doble and Supriya (2010); Marie & Maiya (2015); Situmorang & Wijayanti (2018) and found that both men and women do not spend quality time with their families due to work pressure and also the responsibilities at home affected women home life more than men.

Doble and Supriya (2010) conducted a study on "Gender Differences in the Perception of Work-Life Balance" using convenience sampling among the IT sectors by administering a questionnaire as a tool of data collection. The study found that both men and women reported experiencing work-family imbalance. It is an important aspect that organizational support or a supportive work environment could enhance the work-life balance. A large maximum of the respondents from both genders reported that they received support from their colleagues as well as from their boss. Besides, both men and women agreed to the fact that flexible working hours will enhance their work-family balance. The spillover or working overtime as well as work pressure has an impact on the family quality time.

Marie & Maiya (2015) conducted a descriptive study "A Study on Work-Life Balance of Female Nurses concerning Multispecialty Hospitals, Mysore City" among 105 female Nurses in various departments such as medical, surgery, ICU, CCU, etc. The study reported that many of the nurses are enjoying their work, yet, they are facing stress-related health issues. In addition, they are facing issues in striking between work and family balance. The female nurses highlighted that if there is a proper schedule and timely support, they will be able to enjoy the balance between work and family to some extent.

Situmorang & Wijayanti (2018) conducted a qualitative study on "The Effects of Self-Efficacy and Gender on the Work-Family Balance of Employees in Yogyakarta" among 76 employees between 30 to 50 age groups of both genders in the public and private sectors. The study administered a work-family balance scale, gratitude scale, and self-efficacy scale. The study reported that there is a correlation between self-efficacy and work-family balance among female employees while self-efficacy has no effect on work-family balance levels among male employees.

2.6. Quality of Life of Employees in the Organized Sector

Ranjeet Kaur et al. (2013); Laurijssen & Glorieux (2013); Farjana Hani Assistant Professor et al. (2017) have taken up their study on the quality of life of women.

Ranjeet Kaur (2013) conducted a study on "An Assessment of Quality of Life of Working Women in Ludhiana District of Punjab. Punjab Agricultural University, Ludhiana" and found that there is no difference in the psychological quality of life of working women and housewives. However, as compared to housewives, working women have a better quality of life in terms of physical and economic. The implications of socio-economic factors and their implications on quality of life show that the general caste experiences a significant quality of life as compared to the scheduled and backward castes. Working women from nuclear families reported a significantly higher quality of life than working women in joint families. Educated respondents with graduation and above qualifications also had a better quality of life than those who dropped out of school levels. The overall quality of life of working women was better as compared to housewives.

Laurijssen & Glorieux (2013) conducted a study on "Career Trajectories for Women after Childbirth: Job Quality and Work-Family Balance". The study

examined how women spend their time adjusting their career and family responsibilities after their first childbirth. The study administered a Flemish SONAR-data which aims at mapping the respondents from their first job to the latest with extensive questions. The study shows that women at the age of 29 make an effort on the job and have achieved autonomy as compared to their first job. It is clear that the higher the education women pursued in their careers, the better it resulted in efforts and autonomy. It was revealed that when women give their first childbirth, their autonomy and effort in their work automatically diminish. However, young women differ in their starting position. Women who are parenting at early ages tend to have a better mental effort than those who started lately but are likely to be equal in autonomy. The study suggested that a part-time job is compromising with the working mother since a full-time job decreases the mental effort and autonomy of mothers.

The study on the quality of life of employees in the private sector of 5 banks selectively by Farjana Hani Assistant Professor et al. (2017) on "Assessing Working Mother's Quality of Life: An Empirical Study" among 50 working mothers using a semi-structured questionnaire revealed that working mothers' life is hampered by work overload which in turn affects the work-family balance and they are worried about their work. They are having stress on health due to fewer hours of sleep and multiple roles at a given time. Further, multiple obligations create dilemmas and working mothers have to decide the priority of the work. The study suggested that any form of assistance from family members is crucial for maintaining their quality of health.

2.7 Work-Family Balance and Employees' Quality of Life in the Organized Sector

Ansari et al. (2015); Prasetya (2016); Maher (2016); Ruževičius et al. (2017); S & R (2017) conducted a study on the public and private sectors on the quality of life and quality of work-life balance.

Ansari et al. (2015) found that individuals who can maintain time and involvement balance experience a better quality of life. However, there is no support for the relationship between satisfaction balance and quality of life. There is no interaction between time balance and total time devoted to work and family roles, involvement balance and total involvement in work and family as well as satisfaction

balance and total satisfaction in work and family. The study accepted that job satisfaction, job involvement, and job security have a significant relationship with quality of work life. The finding further explored the importance of trait mindfulness and results indicate that those with greater mindfulness report greater work–family balance, better sleep quality, and greater vitality. The relationship between mindfulness and work–family balance was mediated by sleep quality and vitality. The study reveals the fact that if the work-life balance is connected appropriately, it would impact the employees' performance. A happy employee will be self-driven to work compared to an unhappy employee who is striving to get the right balance between work, family, and self.

Prasetya (2016) conducted a study on the correlation between work-family balance and quality of life and found a significant positive correlation between work-family balance and quality of life and the association between work-family balance and quality of life is not moderated by gender. In contrast, Francis McGinnity et al. (2008) reported that there is an extra task that is considerably a burden to women, and hence, as compared to men, they have little leisure time. Women are paid less than their male counterparts and above all else, the result shows that women and men who are in the employment sector have much lower stress-related issues than the unemployed. Most of the participants devoted more time to work other than their personal life. Employees' perception toward work-family balance was proved to be associated with quality of life in all of the domains. However, there was no significant difference in terms of age, working shift, and work experience.

Maher (2016) conducted a study on the "Work-life balance of women in public and private banks in Punjab". The study concentrated on the employees' perceptions and challenges toward work-life balance in both the public and private sectors and examined the impact of work-life balance on the performance of employees. The study included 'State Bank of India' as a public sector bank and 'ICICI' bank as a private sector bank and data was collected randomly from the 410 employees in these banks. The findings state that female private sector employees experience more strained, pressurized, and more stress due to their job demands as compared to women in the public sector banks. Unexpectedly, job autonomy was perceived better among female private sector employees than female public sector employees. Job timing has become an issue for both the public and private sector employees and job security is one of the predictors to their quality of work-life.

Women in the public sector banks experience better job security, which means they have a better quality of work-life. Although both the public and private sector employees experience job stress, it is higher among the private sector banks. Household demand causes an extra load of stress and this is found to be equal in both sectors. However, parental support is equal in both sectors.

Ruževičius et al. (2017) conducted a study on "Quality of life and quality of work-life balance: A case study of the public and private sector in Lithuania". The study attempted to explore the quality of life and quality of work-life balance among the public and private sector employees of Lithuania. The study was carried out among 307 employees with 251 female and 56 male middle-income employees. The study shows that respondents are satisfied with their quality of life and there is no significant and statistical difference among the two sectors in quality of life and quality of work-life. There is a significant relationship between the quality of life and quality of work-life among public and private sector employees. Surprisingly, there is no significant difference in quality of life among public and private sector employees. The study mentioned that a high value of quality of work-life resulted in a higher quality of life.

S & R (2017) conducted a study "Comparative Study of Work-Life Balance among Private and Public Sector Banking Employees in Perambalur District". The objectives of the study are to find out the issues and challenges faced by employees in the banking sector and give suggestions for improving their work-life balance. The sample of the study consisted of 120 respondents with 60 from the private and another 60 from the public sector. The study highlighted that most of the respondents are not satisfied with the sectors they are working at but is almost equal with the satisfied respondents. Regarding the facilities such as time-off for engaging with family, more than a half of them are dissatisfied and also they are complaining about the challenges they face with the higher authorities.

The study on work-family balance and quality of life in the organized sectors according to Valk & Srinivasan (2011); Beham et al. 2012; Santhi (2012); Sedoughi et al. (2016); Sutha (2019); Sulistiowati, et al. (2023); Rosnani, et al. (2023); L, Liswandi & Muhammad, et al. (2023); Diani, Rinny & Suparno, et al. (2024) are reviewed briefly and comprehensively.

Valk & Srinivasan (2011) found that there is a dilemma between the expectations of society, individual ambitions, and workplace environment challenge.

It affects their management in dealing with their profession and they have to concentrate on their household responsibilities. They have to perform the dual roles of dependent care and homemaker to meet societal expectations. This requires negotiation of the dual tasks to finish on a stipulated time. According to studies, the pressures of the workload or personal life can lead to stress. It has been observed that such a situation affects a person's health both physiologically and psychologically. Therefore, employees need to maintain a healthy balance between work and their private lives.

Beham et al. 2012 examine differences in satisfaction with work-family balance among professional and non-professional part-time service sector employees in five Western European countries. Part-time employees were found to be more satisfied with work-family balance than full-time employees even after taking varying demands and resources into account. Employees in marginal part-time employment with considerably reduced working hours were the most satisfied. Professionals were found to profit less from reduced working hours and experienced lower levels of work-family balance than non-professionals. No significant differences in the satisfaction of work-family balance were found between male and female part-time workers.

Santhi (2012) also found that the problems women employees face are health conditions, pregnancy discrimination, sexual harassment, no equal pay, etc. The study reported that the factors that affect the work-life balance of women employees are working hours, job satisfaction, working conditions, etc. Meanwhile, Askari et al. 2019 found that most of the participants devoted more time to work as compared to their life responsibilities. Employees' perception of work-family balance was associated with the quality of life in all of the domains.

Sedoughi et al. (2016) state that nurses spend more time on their work than their family and in reverse; they gain more satisfaction from their family than their work. This highlighted the imbalance between the two dimensions of time balance and satisfaction balance in nurses. This imbalance has resulted in a decrease in the quality of life of the studied nurses. Nurses experiencing less work-family conflict and more stress in their lives experience higher levels of quality of life. Nurses are exposed to the negative outcomes of work-family and work-life imbalance more than other groups of employees. Therefore, paying attention to managing work and family demands, to improve nurses' quality of life is of great importance. Sutha (2019) found

that professors in the selected university can manage their personal & professional lives well. The respondents have a moderate level of agreement towards the overall level of work-life balance among working women faculties.

Sulistiowati, et al. (2023) conducted a study on “Relation Work–Family Conflict, Family-Work Conflict and Work-Life Balance at the Government Bank, Indonesia” to test the effects of the relationship between work–family conflict and family–work conflict on work–life balance as well as the correlation of work–family conflict and family–work competition including work–life balance on the demographic of the respondents among the 112 employees of government banks in Indonesia. The study confirmed that there is no work–family conflict and family–work conflict and the work-life balance is significant. Work-life balance is strongly associated with temporal conflict. There are no differences between work-family conflict and family–work conflict in terms of gender comparison but there is a significant difference in terms of age group comparisons. The work and family conflict has the potential to impact educational attainment and length of employment.

Rosnani, et al. (2023) conducted a study on, “Determinants and Consequences of Work-Life Balance” and examined the influence of working hours and job burnout on employee well-being with the work-life balance as a mediating variable among 100 active employees from the Local Government-Owned Water Utility of Pontianak City. The study confirmed that job burnout has a significant effect on both the work-life balance as well as employee well-being. However, the working hours do not have a significant effect on both the work-life balance and employee well-being. Further, the work-life balance has a significant effect on the well-being of the employees. The study concluded that work-life balance can mediate the effect of job burnout on the employee's well-being but not the effect of working hours on the employee's well-being.

L, Liswandi & Muhammad, et al. (2023) conducted a study on “The Association Between Work-life Balance and Employee Mental Health: A systemic review” and assessed the relationship between work-life balance and mental health among employees in different countries across Malaysia, South Korea, India, Indonesia, Pakistan, Spanish, Nigeria, Ghana, Australia, New Zealand Maori, China, UK, Chinese, New Zealand European, French, Italian, Brazil, Canada, Taiwan, Egyptian, Saudi, Switzerland, and America among priests, public servants, lecturers, campus administrative staff, bankers, high school teachers, academics, media

workers, midwives, and professors. The study found that positive mental health variations that have a positive relationship with work-life balance are psychological well-being, resilience, life satisfaction, well-being, positive mental health, higher job satisfaction, lower turnover intention, psychological well-being, well-being, job performance, and work involvement. Further, the study found that issues such as depression, anxiety, mental burden, work-related stress, the severity of insomnia, burnout, turnover intention, and technostress are all variations of mental health problems that have a positive relationship with work-life balance.

Diani, Rinny & Suparno, et al. (2024) conducted a study on "The Effect Of Flexibility Work Arrangement through Life Balance on Life Satisfaction" and determined the effect of Work-Life Balance, Flexible Time Arrangement and Life Satisfaction of Indonesian Ombudsman employees among 102 employees. The study reported that flexibility in work arrangement has a positive effect on the life satisfaction of the respondents which stated that that the higher flexibility resulted in work arrangement and the higher life satisfaction. It is also confirmed that flexible work arrangement has a positive effect on work-life balance. In addition, the life satisfaction of the employees is influenced by flexible work arrangements and work-life balance. Furthermore, the variable work-life balance shows.

2.8 Research Gap:

From the above overview of the literature, it shows that:

- The concept of work-family balance and quality of life has been addressed commencing in the 20th Century and still, it is a contemporary issue. However, research findings differ according to the dimensions, sectors, and contemporariness.
- There are limited research studies on the integration of the concept of the work-family balance and quality of life while there are few studies available on either work-life balance and or quality of life. Thus, the researchers give priority to focus on individual life and work issues. However, there is limited study on work-family balance.

- There is a dearth of studies on work-family balance and quality of life in the northeastern region of India.

- In terms of gender-related studies on work-family balance and quality of life, employed women face more challenges and issues as compared to their male counterparts due to the customs and gender roles assigned to them such as cooking, washing, preparing children for children, looking after husband and family. However, despite the striking balance of work and family, the quality of life of employed women is significant as compared to those of housewives.

- There is a very limited study on work-family balance and quality of life addressing the phenomenon of the organized and unorganized sector which shows the importance of research in this area.

2.9 Statement of the Problem

Since the 1990s, there is a revolutionary globalization and rising competition in the workplace. As a result, India also experienced rapid and certain changes in the workforce demographics such as an increase in working women (Census of India, 2001) which has led to the increase in dual-earner and nuclear families across the nation (Bharat 2003; Buddhapriya, 2009). Thus, adjustment is difficult for the family and work-life among the working population.

The modern lifestyle and work environment of employees have created importance to work-life balance. The employees in the contemporary world are performing multiple tasks and they are also working beyond standard hours and some are dual earners. Work-Life Balance (WLB) is simply defined as "balancing an individual's work and his life outside work" (Dhar, 2008). In simple terms, it can be defined as maintaining adequate work without any effect on family tasks and responsibilities.

Therefore, work-family balance is a global issue and few past studies have examined and explored the facets with different components and dimensions. There is no nationwide study on work-family balance with limited research studies at the national and regional level. Many of the geographical areas are not yet researched and there are selective dimensions of study within the research area. For upgrading the quality of work and family, the need for analyzing and understanding the challenges faced by individual married employees of public and private organized sectors are

necessary. Therefore, the present study explored the demographics of the employee's work-family balance, the underlying psychosocial issues and challenges, the available support and coping mechanisms, the gender difference in work-family balance and quality of life, and the overall relationship between gender, work-family balance and quality of life among employees in the organized sector, Mizoram.

2.10 Objectives

1. To study the demographic profiles of the employees working in an organized sector in Mizoram.
2. To explore the psychosocial challenges faced and adopted coping mechanisms, available family support for the work-family balance of the respondents.
3. To assess the gender differences in the work-family balance of employees of the organized sector in Mizoram.
4. To assess the quality of life of employees of the organized sector in Mizoram. (*WHOQOL-Bref scale*).
5. To find out the relationship between work-family balance and the quality of life of the employees of the organized sector in Mizoram.

2.11 Hypotheses:

1. There is a gender difference in work-family balance among the employees working in the organized sector in Mizoram.
2. There is a gender difference in quality of life among the employees working in the organized sector, in Mizoram.
3. There is a relationship between the work-family balance and quality of life. (*Drawn from Jeffrey H. Greenhaus et al. 2003*).

In this chapter, the overview of the literature of previous research findings of various scholars in the international, national, regional, and local contexts is provided. It includes certain domains and facets and is broadly categorized into demographic characteristics, work-family balance and psychosocial challenges, work-family balance, and coping mechanisms, work-family balance and family support, work-family balance and gender differences, quality of life of employees in the organized sector and work-family balance and employees' quality of life in the organized sector. It describes the statement of the problem, objectives of the study, hypotheses, and

research gaps. In the light of these literature reviews, the methodology of the entire study is framed. The next chapter includes the research design, sampling design, sampling technique, sources of data collection, tools of data collection, data processing and analysis, scoring of data, operational definition, limitations, and characterization of the study.

METHODOLOGY

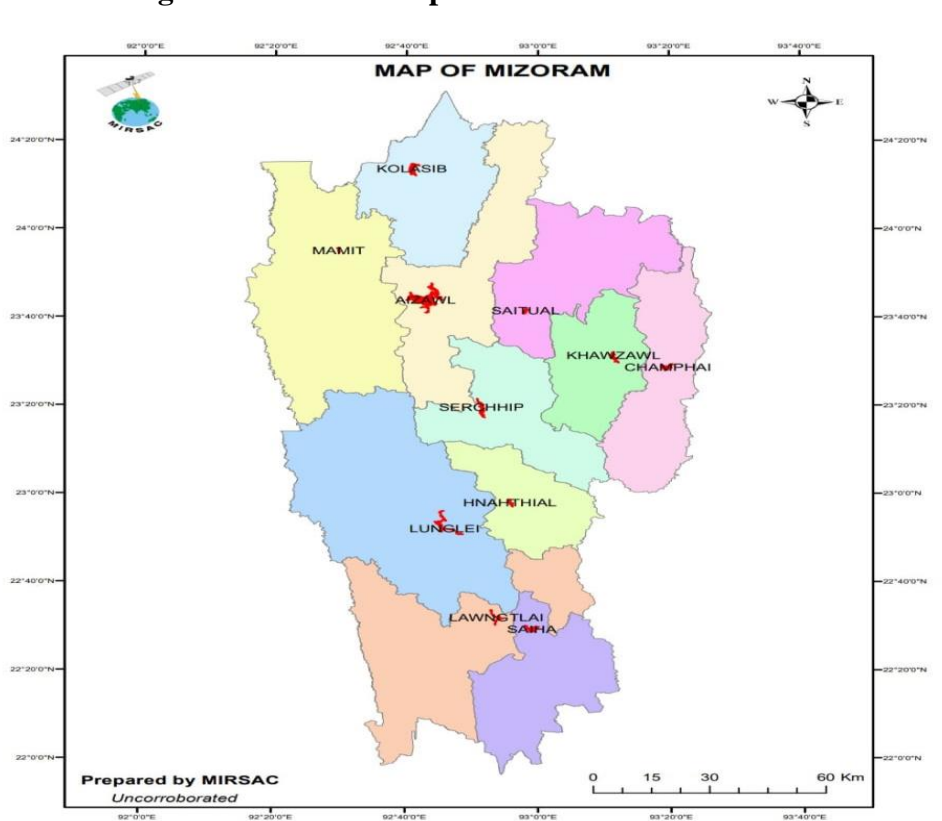
CHAPTER – III

METHODOLOGY

Research methodology is a way of explaining and carrying out research. It is a blueprint of the research. It has to be logical and have a systematic plan to resolve a research problem. A methodology details a researcher's approach to the research to ensure reliable, valid results that address their aims and objectives. It encompasses where, when, what, and whom the data is to be collected along with and analyzed. The present chapter gives a comprehensive ideology on the types, patterns, and techniques adopted for the study such as research design, sample size, sampling method or technique of the study, method of data collection, tools used for collection of data, method of data processing, analysis, and interpretation, exclusion criteria, limitations of the study and characterization of the thesis.

3.1 Profile of the study field:

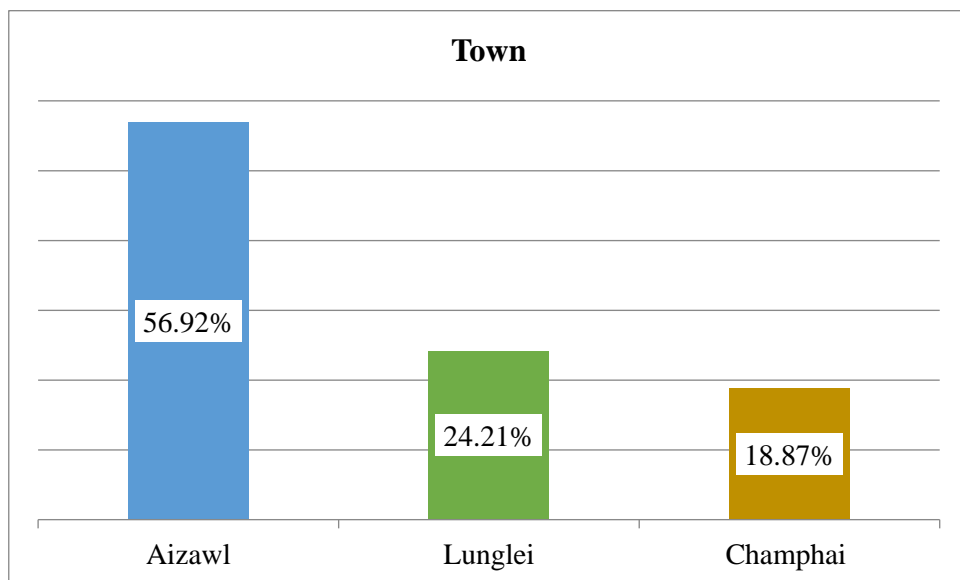
Figure 3 Mizoram map with districts and town location



Source: Internet

According to the detailed analysis of the 2011 population census released by the government of India for the state of Mizoram, the state population has grown by 23.48% in the last decade between 2001 and 2011 and between the previous ten years, between 1991 and 2001. Presently, Mizoram has a density of 135 people per square mile. The census of 2021 was not held due to the pandemic outbreak worldwide. According to the record of the 2011 census, the three selected districts have the highest population. Aizawl district has a population of 400,309 followed by Lunglei with 461,328 and Champhai with 125,745. However, the report of the available data has been more than a decade and there is no reliable source of the present report.

Chart 1 Town-wise distribution of Sample



Source: Computed

Chart 1 shows the town distribution of the study. Among the towns where the researcher collected the quantitative data, a maximum of more than half (56.92%) of the respondents belonged to Aizawl town. This is followed by the respondents in Lunglei town with nearly one-fourth (24.21%) and Champhai town with the respondents of nearly one-fifth (18.87%). The sample target in Aizawl town is higher i.e., 200 respondents as compared to the other two districts i.e., 135 respondents each.

3.2 Research Design:

The present study “Gender, Work-Family Balance and Quality of Life among Employees in Organized Sector, Mizoram” assessed and examined the conditions of work-family balance and quality of life in the organized settings of Mizoram context by selecting 3 districts namely Aizawl district, Lunglei district and Champhai district across three sectors such as hospital settings, educational institutions and banking sectors. The work-family balance is assessed with a semi-structured 5-point Likert Scale concerning all the facets comprehensively by 10 components such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). On the other hand, the quality of life of the respondents is assessed by the WHO-Bref Scale which contains 26 item scales and is categorized into four domains such as physical domains, psychological domains, social relationships, and environment. The study also explored the underlying psychosocial issues and the coping mechanisms adopted to overcome the issues related to work-family balance.

The study adopted both qualitative and quantitative methods. The descriptive research design aims at understanding and testing the variable and the hypotheses and also it aims at extending the research area as the descriptive research design aims to understand the population, situation, and social phenomena systematically.

3.3 Sampling Design:

The unit of the study is an individual married employee living with children between the age group of 26-45 years. It is the early adulthood stage in life when one gets married has a family, and experiences multiple roles within and outside the home besides bread earning. Therefore, the sample will be selected at the district and individual levels. Three urban districts are purposively chosen viz., Aizawl district (*Northern Mizoram state*), Lunglei district (*Southern Mizoram state*), and Champhai (*Eastern Mizoram State*) because these the three listed districts have the largest population. As work-family balance is an urban phenomenon, these districts are dense in population as compared to other districts and there is availability of sufficient working population. An adequate sample is selected according to the plan and time matrix of the study. The three sectors such as hospital settings, educational

institutions, and banking sector are selected for the study. On each sector, 5 sectors or institutions are randomly selected in each district to represent the population. However, the collection of data is not confined to the pre-planned schedule. There is flexibility in the case of the unavailability of the required respondents. The following table shows the distribution of data collection in different districts across different sectors.

Table 7 Distribution of Sample

Sector	Aizawl	200	Lunglei	135	Champhai	135
Hospital	Civil Hospital	70	Civil Hospital	45	Civil Hospital	45
	Synod		Serkawn Hospital		Med-Aim	
	Ebenezer		John William		DM Hospital	
	Trinity		Faith Hospital			
	LRM		Hope Hospital			
Bank	SBI	70	SBI	45	SBI	45
	MRB		MRB		MRB	
	PNB		HDFC		Apex	
	ICICI		Axis		IDBI	
	UBI		Syndicate		NE small finance bank	
Edn. Instn	St. Pauls	70	BHSS	45	Govt. Champhai H/S	45
	St. Joseph		HATIM		Champhai South HSS	
	Greenland		D & D Higher Secondary School		Einstein	
	HMS		Bethesda		Holy cross	
	PUC		Govt.College		Govt. Champhai college	

Source: Computed

3.4 Sampling technique:

A pilot study was held in Aizawl City among 20 respondents who are working

in the organized sector. The data is analyzed to understand the accuracy and reliability of the study. Consequently, the collection of data is commenced by following the sequence of Lunglei, Aizawl, and Champhai. The researcher adopted stratified random sampling for the quantitative data collection while the purposive sampling technique was adopted for eliciting the qualitative part of the study. The targeted sample for the study is 480 respondents. However, missing data as well as unreturned questionnaires were excluded to represent the population of the study. Thus, out of the 318 completed returned data, the sample consisted of 61.32% female respondents and 38.68% male respondents.

3.5 Sources of Data Collection:

Both the primary data and secondary data were collected. Primary data was collected through the raw data by distributing questionnaires and through interviewing techniques in all three districts across the three sectors while the secondary data was collected from sources such as various literatures, reports, journals, book chapters, books, etc.

3.6 Tools of Data Collection:

The quantitative data is collected through the administration of single-choice questions, multiple-choice questionnaires, semi-structured scales as well as structured scales which are classified into the 5 sections such as demographic characteristics, psychosocial challenges, coping mechanisms, work-family balance, and quality of life. The demographic characteristic of the study is designed with single-choice questions while the psychosocial issues and the coping mechanisms are designed with multiple-choice questions.

The 10 components of Work-Family Balance (WFB) such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) is designed with a semi-structured scale. Family Support and Work Support are elicited from House and Wells (1978), Work-to-family Enrichment (WFE) and Family-to-work Enrichment (FWE) from Carlson et al. (2006), Family Satisfaction from Brayfield & Rothe (1951), Work satisfaction from Hackman & Oldham (1975), Work-to-family

Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS) from Netemeyer et al. (1996), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) from Cinamon (2006). Some of the sentences are organized and re-constructed as applicable to the local vernacular context. Consequently, some of the scales are also converted into a 5-point Likert Scale from a 7-point Likert scale for better comprehension and analysis.

The quality of life is assessed with a WHO-Bref structured scale having 26 questions and categorized into 4 domains such as physical, psychological, social relationship, and environmental domain. The qualitative information is elicited through interviewing techniques such as Focus Group Discussions (FGDs) with the workers and Key Informant Interviews (KIIs) with the employers or executives. The Focus Group Discussions (FGDs) are conducted with the workers comprising at least 8 participants in the three districts across the three sectors such as educational institutions, banking sector, and hospital settings while Key Informant Interviews (KIIs) are conducted with the employers or executives on the three sectors in those districts.

3.7 Data Processing and Analysis:

The quantitative data collected through a semi-structured questionnaire is processed and analyzed with the help of SPSS software. Cross tabulation, simple frequency, and percentage ratios, average mean and standard deviation score, Karl Pearson's Product Moment Correlation Coefficients, *t*-test, and ANOVA comparison test are used to generate and analyze the data. However, the qualitative information collected through semi-structured interview schedules such as Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs) is analyzed manually.

3.8 Scoring of data:

There is a separate scoring and calculation on the various aspects of the study. The psychosocial dimension of the study is designed as a 4-point Likert scale with options such as 'always, sometimes, rarely, and never'. The coping mechanism is designed in a multiple-choice pattern where the respondents can choose more than one item. The components of the work-family balance are assessed with a 5-point Likert Scale such as 1) 'rarely, occasionally, often, usually and always' 2) 'strongly disagree, disagree, neutral, agree and strongly agree', and 3) 'no confidence to full

confidence'. Furthermore, the quality of life of the respondents is also assessed with a 5-point Likert Scale such as 1) 'very poor, poor, average, good and very good' 2) 'not at all, a little, average, very much and an extreme amount' 3) 'very dissatisfied, dissatisfied, average, satisfied and very satisfied' and 4) 'never, seldom, quite often, very often and always'.

3.9 Operational Definition:

1. Work-family balance: There is a balance between work and family matters with support so that individual employees have sufficient time to focus on family and professional development.

2. Quality of Life: It is a holistic approach to the standard of life of an individual employee where there is fulfillment in the work and family life in terms of conditions such as physical, psychological, social relationships, and environment.

3. Organized Sector: The organized sector includes only public and private sectors. In an organized sector, the employment terms are fixed, regular, and assured, and also there is job security.

4. Individual married employee: Any individual married employee in an organized sector with at least one child.

5. Gender: Despite the number of genders prevailing in the present scenario, only the binary i.e., male and female are considered for this study.

3.10 Reliability Test:

The Cronbach's alpha reliability test is conducted through SPSS software to test the internal consistency or reliability of the scale adopted for the study. The reliability of Cronbach's alpha reliability coefficient normally ranges between 0 and 1. The level of reliability states that less than 0.6 is considered questionable or poor while a score above 0.7 but less than .8 is considerably satisfying or good. In addition, more than 0.8 is considered excellent, and above the score of 0.9 is extremely excellent. According to the test, the work-family balance scale has a score of 0.770 and WHOQOL Bref Scale 0.890. Hence, the Cronbach's alpha test confirmed that both the test of the variables is at the good and excellent level

3.11 Limitations of the Study:

The study is limited to the three districts of Mizoram such as Aizawl, Lunglei, and Champhai. Therefore, the result of the study might have been different if the other eight districts such as Siahla, Lawngtlai, Mamit, Serchhip, Kolasib, Khawzawl, Hnahthial, and Saitual were included in the study. Some workers are complaining about the lengthy questionnaire and failing to answer some important questions which resulted in data missing and their questionnaire being rejected. The qualitative data collection especially the Focus Group Discussion (FGDs) is challenging in the banking and medical settings as they are hard to mobilize due to their hectic and tedious work culture. Moreover, the pandemic outbreak has delayed the process of the research in many aspects, especially the data collection. Unless the data collection is completed, the study cannot be processed further to the other chapters such as analysis and interpretation as well as suggesting measures.

3.12 Characterization of the study:

The thesis is categorized into five chapters such as introduction, review of literature, methodology of the study, results & discussion, and conclusion and suggestions. The sequence of the chapter is as follows:

Chapter I – Introduction: The introduction covers the significance of work-family balance, the concept of gender in general, the concept of work-life and work-family balance, the factors and the components of work-family balance, the background and evolution of work-family balance and the essential overview, the definition and criteria of quality of life, the employment sector included for the study, theoretical framework of the present study and other necessary related concepts which are necessary to understand to introduce and familiarize the present topic of research work.

Chapter II – Overview of Literature: Review of Literature highlights the pertinent literature and the various abstracts of the previous research findings of other scholars which have provided the basis for this research work. It is broadly categorized into demographic characteristics, work-family balance and psychosocial challenges, work-family balance, and coping mechanisms, work-family balance and family support, work-family balance and gender differences, quality of life of employees in

the organized sector, and work-family balance and employees' quality of life in the organized sector.

Chapter III – Methodology: Research Methodology defines the procedures for the entire study. It is a research blueprint that includes the profile of the study field, research design, sampling design, sampling technique, sources of data collection, tools of data collection, data processing, and analysis, scoring of data, operational definition, reliability test, limitations and characterization of the study and reliability test.

Chapter IV – Result and Discussion: This section describes the analysis and interpretation of the quantitative and qualitative parts of the study by displaying them in charts, tables, and figures. The quantitative part of the study includes the interpretation of the demographic characteristics, economic profile, psychosocial dimension, coping mechanisms, work-family balance, and quality of life in general. It also includes the correlation between the variables, components of the work-family balance and quality of life domains as well as the correlation between demographic characteristics and components of the work-family balance and quality of life domains. In addition, there are gender-wise, sector-wise, and family-type comparisons of psychosocial dimensions, coping mechanisms, work-family balance and its components, and quality of life and its domains by administering the test. The ANOVA comparison was utilized to compare the town-wise, age group-wise, educational qualification-wise, profession-wise, experience-wise, and annual family income-wise comparison of the psychosocial dimension, coping mechanisms, work-family balance, and quality of life. Furthermore, the qualitative part of the study includes the information and findings of the FGDs (Focus Group Discussions) and KIIs (Key Informant Interviews) collected among the three sectors such as educational institutions, hospital settings, and banking sectors in Aizawl, Lunglei and Champhai towns.

Chapter V – Conclusion and Suggestions: This is the last chapter that provides a comprehensive summary of the entire thesis, the major or key findings, discussion, suggested measures, and recommendations for action based on the study's findings and conclusions.

In this chapter, the research methodology is presented comprehensively. It includes the profile of the study field, research design, sampling design, sampling

technique, sources of data collection, tools of data collection, data processing, and analysis, scoring of data, operational definition, limitations, and characterization of the study. The next chapter deals with the results and discussion of the quantitative and qualitative study.

RESULTS & DISCUSSION

CHAPTER – IV

RESULTS AND DISCUSSION

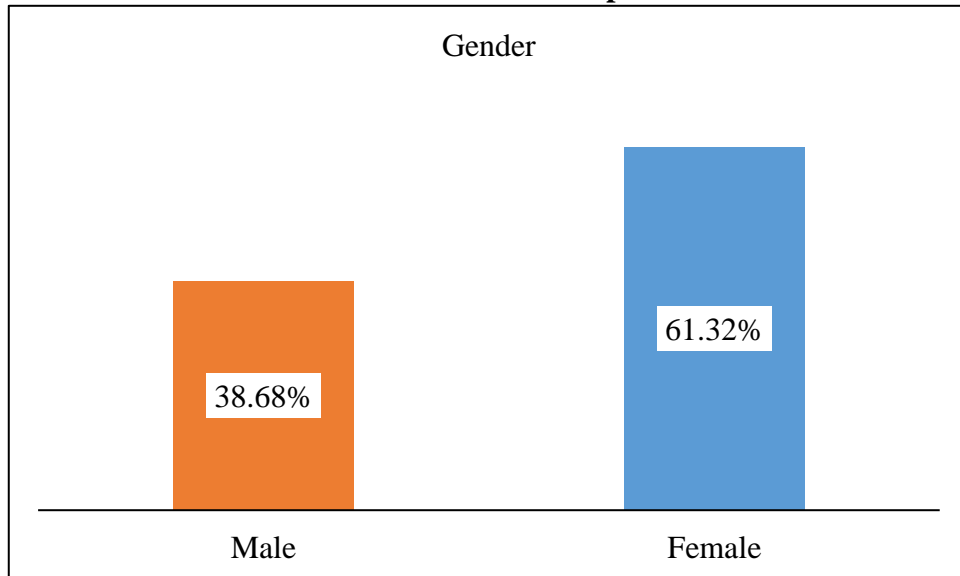
4.1 Demographic Characteristics of the Respondents

4.1.1 Demographic characteristic: The term demographics is used to analyze any kind of dynamic living population, i.e., one that changes over time and space. It encompasses the study or analysis of various categories such as size, age, religion, ethnicity, education, etc. The demographic details of the respondents are characterized into ten (10) categories such as gender, age of the respondents, educational qualification of the respondents, profession, work sector, workplace, experience, monthly income of the respondents, occupation of a spouse, family type, number of children, and family annual income. Of these classifications, the economic characteristics such as the monthly income of the respondents, occupation of the spouse, and annual family income are analyzed separately to have a comprehensive insight into the economic conditions of the respondents.

4.1.1 Gender of the Respondents

Gender is socially constructed roles, behavior, expression, and identities and it is diverse. Mostly, it is defined as male and female. However, in the contemporary world, many individuals have rejected their ascribed gender and opted for peculiar gender as listed in the LGBTQ (Lesbian, Gay, Bisexual, Transgender, Questioning, or Queer) community. The type of gender plays an important role in various aspects of the socio-cultural norms. It is an ascribed status in a large majority of society and also a crucial deciding factor in defining the individual future achievement and the status in the society that a person belongs to.

Chart 2 Gender of the Respondents



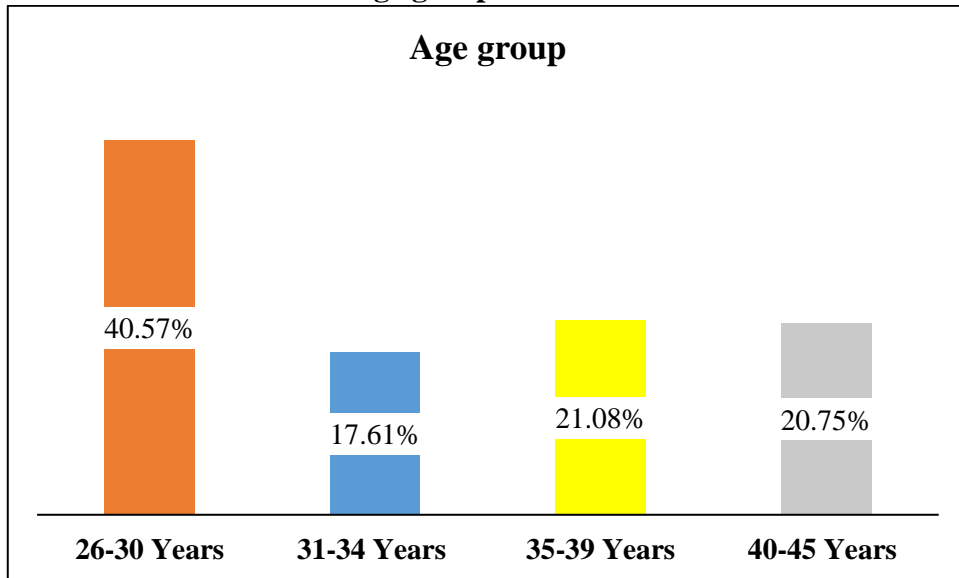
Source: Computed

Chart 2 shows the gender of the respondents i.e., male and female. Out of the frequency of 318 respondents, a maximum of more than half (61.32%) of the respondents belong to the female category while the male respondents contributed more than one-third (38.68%). There is an unequal distribution of genders in this study due to the random distribution of questionnaires in the banking, hospital, and school sectors. Therefore, it has resulted in such findings.

4.1.2 Age group-wise distribution

An age group is a segment of the population that is approximately of the same age or group or within a specific range of ages. Age is an important demographic factor that defines the status and conditions of the phenomena. In this study, it is an independent variable that has a potential impact on the related dependent variable such as the conditions of the work-family balance and quality of life.

Chart 3 Age group-wise Distribution



Source: Computed

Chart 3 shows the age group distribution of the respondents. The age group is categorized into four categories viz., 26-30 years, 31-34 years, 35-39, and 40-45 years. Thus, all the respondents are between the age group of 26 and 45 years. The data shows that a little more than two-fifths (40.57%) of the respondents belong to the age group of 26 and 30 years which is followed by slightly more than one-fifth (21.07%) of the respondents belonging to the age group of 35 and 39 years, a little more than one-fifth (20.75%) belonging to the age group of 40 and 45 years and a little less than one-fifth (17.61%) of the respondents belonging to the age group of 31 and 34. Thus, the majority of the respondents according to the data belong to young adults while there is almost an equal distribution of respondents within the middle and late adulthood stage.

4.1.3 Educational Qualification of the Respondents

Education and its definition could vary on many grounds and aspects. In this particular section, education or educational qualification depicts the academic milestones and achievements of the respondents. It is a factor that defines the eligibility of a person to fit in a certain job. An individual has to possess a certain degree to work on their desired job and the quality of work-life also significantly depends on the type and nature of work which is accessible through the academic educational accomplishments.

Table 8 Educational Qualifications of the Respondents

Sl. No	Category	Frequency (N=60)	Percentage (%)
1	Graduate	150	47.17
2	Post Graduate	93	29.24
3	Higher Secondary	40	12.58
4	High School	21	6.60
5	Others	14	4.40
Total		318	100

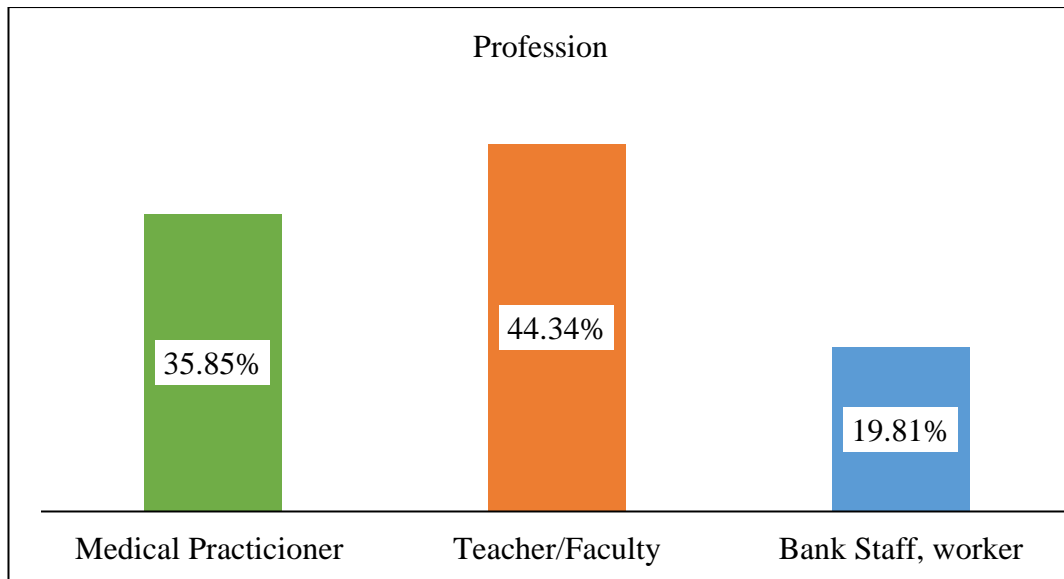
Source: Computed

Table 8 shows the educational qualifications of the respondents. The educational qualification of the respondents is categorized into five groups such as high school, higher secondary, graduate, postgraduate, and others who have had degrees on diploma and technical courses. The chart shows that graduates contributed nearly half (47.17%) of the respondents which is followed by postgraduate with nearly one-third (29.25%), higher secondary with a little more than one-tenth (12.58%), high school with less than one-tenth (6.60%) and a minimum of other degrees with 4.40%. This shows the graduate and post-graduate respondents are the largest contributors to the findings of this study.

4.1.4 Profession of the Respondents

The profession is a paid occupation that requires formal education and skills with prolonged training for particular tasks. The nature or type of profession has its own work culture in various sectors, fields, and departments across districts, states, nations, and countries. The work culture varies from district to district, state to state, and nation to nation. This shows that the work-family balance could differ among the same profession. Therefore, the type and nature of work, workplace, work environment, and nature of town settings could have an impact on the work-family balance of the respondents.

Chart 4 Professions of the Respondents



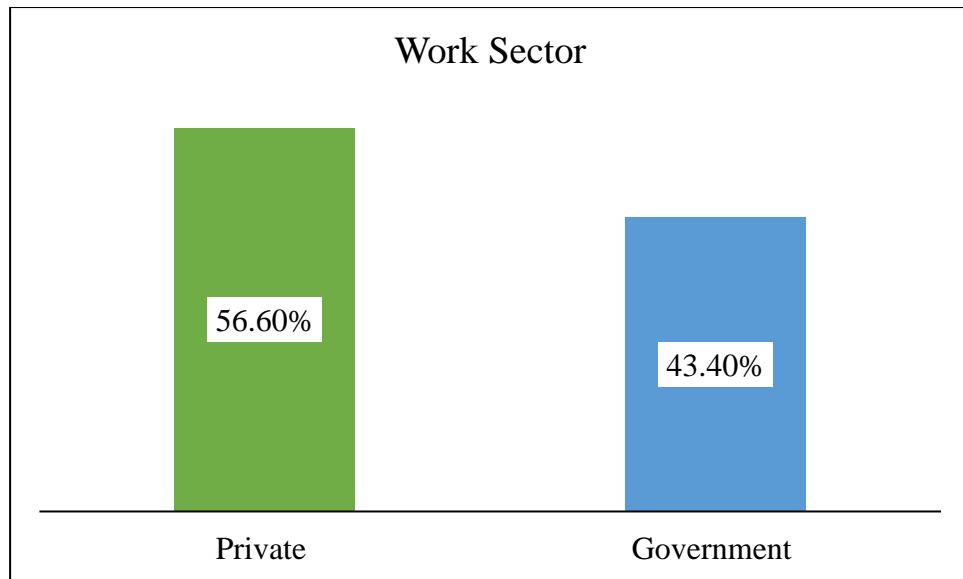
Source: Computed

Chart 4 shows the profession of the respondents. The profession of the respondents is classified into three categories such as medical profession, teaching profession, and banking profession. The respondents in the teaching profession have contributed the highest number of data with more than two-fifths (44.34%). This is followed by respondents working in the medical field with more than one-third (35.85%) and respondents working in the banking sector with a little less than two-fifths (19.81%). The data was collected in five different institutions across the three sectors in each district by adopting questionnaires as a tool. The missing data and questionnaire have resulted in an unequal distribution of data.

4.1.5 Work Sector of the Respondents

The work sector is divided into two sectors i.e., public and private sectors. The public sector is the portion of the economy comprised of all the government and non-government enterprises while the private sector is owned, managed, and controlled by individuals, groups, or private organizations. In general, public sector-run organizations and other enterprises are assumed to be more efficient in terms of salary, increment, medical allowances, dearness allowances, maternity benefits, pension schemes, etc. while private sector enterprises are assumed to fall behind the public sector as in the current scenario. Therefore, sector-wise comparison of the work-family balance and quality of life among the respondents is essential to enlighten the general assumptions or so-called 'hypotheses'.

Chart 5 Work sectors of the Respondents



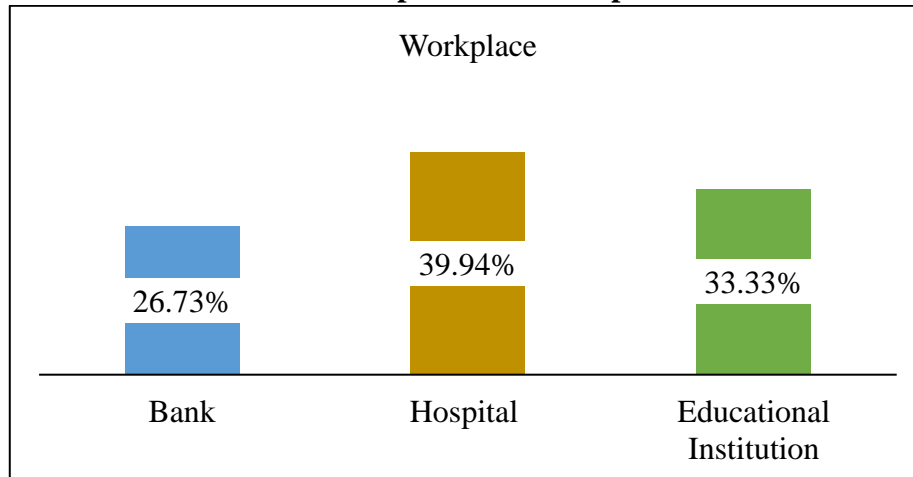
Source: Computed

Chart 5 shows the sector in which the respondents are working and it is classified into two categories i.e., private organized sector and government organized sector. The data shows that more than half (56.60%) of the respondents in the organized settings are working in the government sector while more than two-fifths (43.40%) of the respondents are working in the private sector. This indicated that there are a large number of private sectors but then organized at the same time on the three different sectors such as hospital, banking, and educational institutions.

4.1.6 Workplace of the Respondents

The workplace of an individual is another important indicator of work-life and work-family balance. Various professions require working outside their concern fields. For instance, medical practitioners work in educational institutions, bank workers work in educational institutions, educators work in hospital settings, etc. Thus, the job of individual and their working sector could vary depending on the requirements of the organizations or agencies.

Chart 6 Workplace of the Respondents



Source: Computed

Chart 6 shows the workplace of the respondents and it is categorized into three groups viz., banking sector, educational institution, and hospital settings. Among the three sectors, respondents working in hospital settings contributed nearly two-fifths (39.94%) of the total respondents. This is followed by the respondents working in hospital settings with one-third (33.33%) and the banking sector with a little more than one-fourth (26.73%). Despite the profession type, the respondents who are working in the hospital settings as medical practitioners such as doctors, nurses, paramedics, dieticians, teachers or lecturers, technicians, etc. have contributed the highest among the three sectors. There is an unequal distribution of data on the three listed groups due to the unequal presence of workers in different sectors and the difference in the distribution of data among the three groups is observed to be significant.

4.1.7 Experience of the Respondents (in years)

Experience is the state of having been affected through direct observation or participation. It helps in understanding the practical concept of one's profession that an individual is working on. An individual who has been working in their professional field for a longer period has possessed and acquired more theoretical and practical knowledge. In line with this, the efficiency of their work will be significantly influenced by their experiences. In other words, competency is the result of experience. Hence, experience is an important factor contributing to achieving work-family balance.

Table 9 Experience of the Respondents (in years)

Sl. No	Category	Frequency (N=60)	Percentage (%)
1	3-6 years	152	47.80
2	7-10 years	53	16.67
3	19 years and above	47	14.78
4	11-14 years	39	12.26
5	15-18 years	27	8.49
Total		318	100

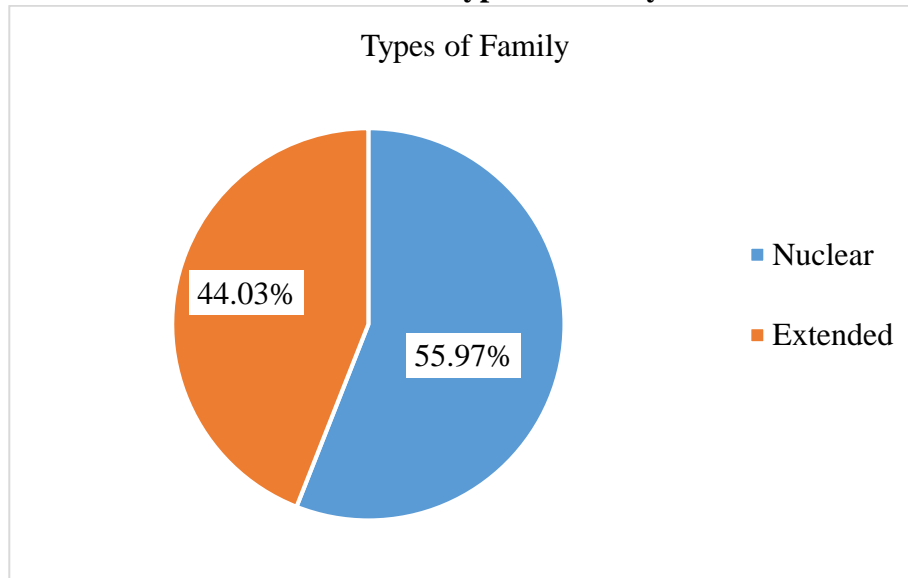
Source: Computed

Table 9 shows the experience of the respondents (in years) and the data was categorized into 5 groups viz., 3-6 years, 7-10 years, 11-14 years, 15-18 years, 19 years, and above. The age group with the highest number of experience in the organized sector is respondents between the age group of 3 and 6 years with nearly half (47.80%) followed by 7 and 10 years with a little less than two-fifths (16.67%), respondents of 19 years and the above with more than one-tenth (14.78%), respondents between the age of 11 and 14 years with a little more than one-tenth (12.26%) and respondents between the age of 15 and 18 years contributed to a little less than one-tenth (8.49%). The data indicated that nearly half of the respondents are fresh in the organized sector while there is almost an average and equal distribution among the other age groups of the respondents.

4.1.8 Types of Family

Family is of different types and sizes such as nuclear family, extended family, joint family, single parent family, stepfamily, grandparent family, etc. However, this particular study is classified into two parts nuclear and extended as the two are comprehensive and clear-cut for further analysis. Family plays an important role in shaping the behavior and mindset of an individual because it is the first institution and the resiliency of a person significantly depends on it. The type of family is an independent and influencing factor which is a crucial contributing factor towards encountering the complications related to work-family balance and quality of life as family support is significant in attaining an individual's work-family balance.

Chart 7 Types of Family



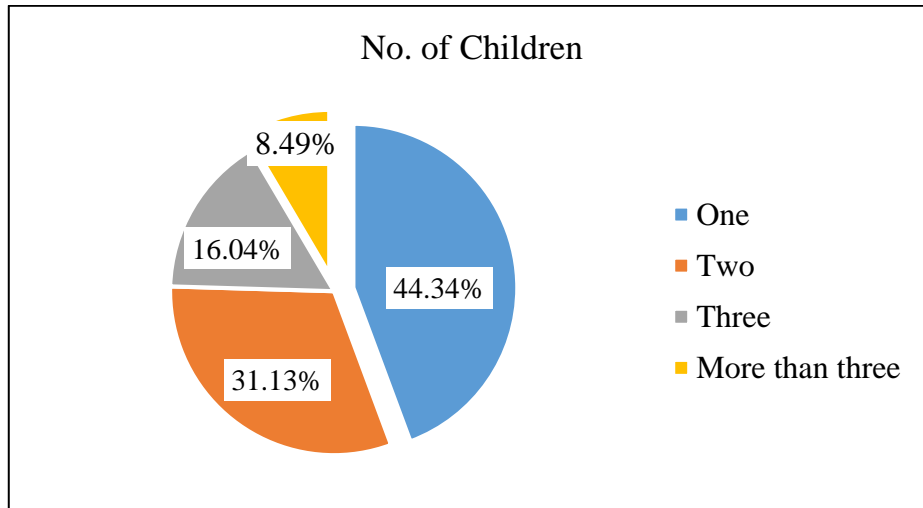
Source: Computed

Chart 7 shows the types of the family of the respondents and it is classified into two categories such as the nuclear family and the extended family. A maximum of more than half (55.97%) of the respondents are living in a nuclear family while more than two-fifths (44.03%) are living in an extended family. This indicated that most of the respondents are living away with their partner & children while many respondents are living with their parents and other relatives in the same house. Family type plays an important role in attaining the work-family balance and quality of life.

4.1.9 No of Children

The number of children in a family is another important deciding factor in work-family balance and quality of life. As children add up the responsibilities of the caregivers, there are chances that the higher number of children might affect the work-life of their parents. However, it also depends on the frequency of the children's ages. Hence, the number of children is an important factor that has the potential to influence the individual's work-family balance and quality of life.

Chart 8 No of Children



Source: Computed

Chart 8 shows the classification of the group according to the respondents having the number of children. The respondents with one child contributed the highest with more than two-fifths (44.34%) which is followed by nearly one-third (31.13%) of the respondents having two children, respondents having three children contributed to more than one-tenth (16.04%) and respondents having more than three children contributed to a little less than one-tenth (8.49%) of the population. The number of children and the frequency of their age play a pivotal role in determining the work-family balance and quality of life. Therefore, to understand the status of work-family balance, considering the number of children as the deciding factor is necessary.

4.2 Economic Characteristics of the Respondents

The economic characteristic determines the quality of the living standard of the respondents. The economic characteristics and the details of the respondents are categorized into three categories as monthly income of the respondents, the occupation of the spouse, and the annual family income.

4.2.1 Monthly Income of the Respondents

The monthly income of the respondents is the income generated by the respondents alone including through their profession and other sources. It is one of the key factors influencing the quality of life of the respondents. The higher income of the respondents resulted in a higher quality of education for their children, lifestyle, housing, assets, etc. In other words, it improves the standard of living. Therefore, it is a crucial factor in attaining work-family balance and quality of life.

Table 10 Monthly Income of the Respondents

Sl. No	Category	Frequency (N=60)	Percentage (%)
1	10,0001-20,000	90	28.30
2	50,001 and above	89	27.99
3	20,001-30,000	47	14.78
4	30,0001-40,000	39	12.26
5	Below 10,000	35	11.01
6	40,001-50,000	18	5.66
Total		318	100

Source: Computed

Table 10 shows the monthly income of the respondents. The monthly income of the respondents is categorized into 6 groups such as the respondents earning an average of below 10,000, 10,001 and 20,000, 20,001 and 30,000, 30,001 and 40,000, 40,001 and 50,000, and 50,000 and above. The respondents having an income of 10,001 and 20,000 contributed to more than one-fourth (28.30%) followed by 50,001 and above with more than one-fourth (27.99%), 20,001 and 30,000 with more than one-tenth (14.78%), respondents earning 30,001 and 40,000 as well as below 10,000 with a little more than one-tenth of (12.26%) and (11.01%) respectively while respondents with the lowest score on the monthly income group fall between the monthly income of 40,001 and 50,000. There is an equal distribution of respondents among the 10,001 and 20,000 as well as 50,001 and above monthly income groups. Besides, there is also an equal distribution of respondents among the 20,001 and 30,000, 30,001 and 40,000 as well as below 10,000 monthly earning groups. The monthly income of the respondents plays a crucial role in determining the well-being and quality of life of an individual.

4.2.2 Occupation of Spouse

Having an occupation or source of income is not a negative sign of work-family balance and quality of life but in the case of dual-earner families, the challenges could have emerged as family support could be lowered due to the collision of roles both the parent has to fulfill. Therefore, the occupation of the spouse is a contributing factor to work-family balance depending on the type and nature, flexibility, and duration of the work.

Table 11 Occupation of Spouse

Sl. No	Category	Frequency (N=60)	Percentage (%)
1	Homemaker	98	30.82
2	Group B	39	12.26
3	Business	35	11.01
4	Medical practitioner	34	10.69
5	Group C	24	7.55
6	Self-entrepreneur	24	7.55
7	Group A	19	5.97
8	Bank staff	12	3.77
9	Labourer	7	2.20
10	Hotel Employee	4	1.26
11	Others	22	6.92
Total		318	100

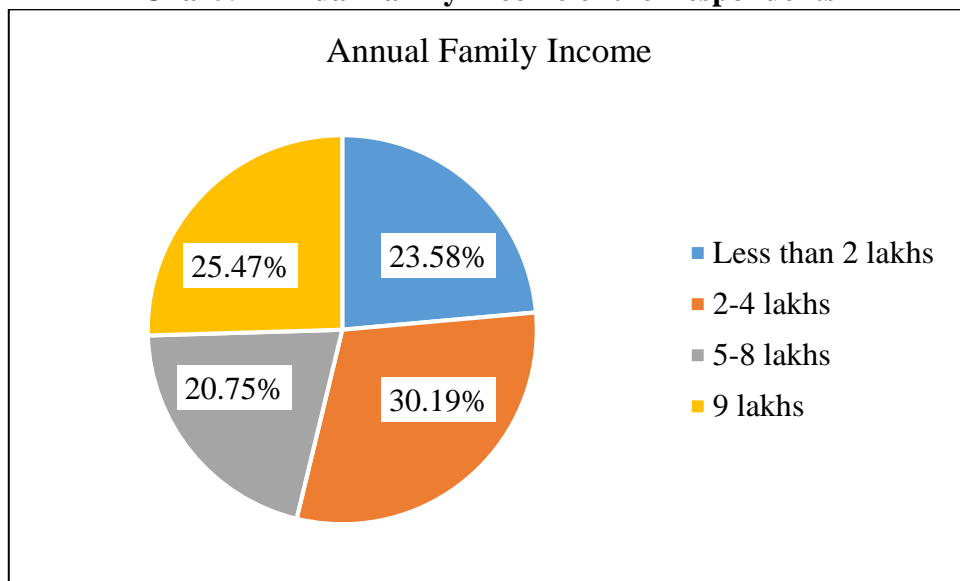
Source: Computed

Table 11 shows the occupation of the respondent's spouse. The occupation of respondents' spouses is classified into 11 groups such as homemaker, laborer, Group A, Group B, Group C, self-entrepreneur, business, medical professional, bank staff, hotel employee, and other occupations. Among the occupations, homemakers among the respondents' spouses contributed the highest with more than one-fourth (30.82%) of the respondents. This trend is followed by Group B with more than one-tenth (12.26%), business with a little more than one-tenth (11.01%), medical practitioners with one-tenth (10.69%), Group C & self-entrepreneurs an exactly equal distribution less than one-tenth (7.55%), respondents' spouse having other occupation with less than one-tenth (6.92%) and Group A with a minimum of (5.97%). The rest of the groups such as bank staff, laborers, and hotel employees have contributed a minimum of less than five (5) percent. The occupation of the respondents' spouse plays a vital role as the deciding factor in attaining work-family balance in terms of family support, work support, and family satisfaction.

4.2.3 Annual Family Income of the Respondents

The annual family income of the respondents is another key factor in work-family balance and quality of life. The annual family income is the combination of all sources of income in a year. It is an important aspect in attaining the living standard of an individual which is aligned with the quality of life prospects. In line with this, the higher the annual family income, the higher the standard of living.

Chart 9 Annual Family Income of the Respondents



Source: Computed

Chart 9 shows the annual family income of the respondents. The annual family income of the respondents is categorized into four groups such as respondents earning less than 2 lakhs, 2 and 4 lakhs, 5 and 8 lakhs, and 9 lakhs and above. The four annual family income groups have almost an equal distribution of data with respondents having an annual income between 2 and 4 lakhs attaining the highest percentage of more than one-fourth (30.19%). This is followed by the respondents having an annual income of 9 lakhs and above with one-fourth (25.47%), below 2 lakhs with a little less than one-fourth (23.58%) and respondents having an annual income of 5 and 8 lakhs have attained one-fifth (20.75%) of the total respondents. The annual family income is one of the most important contributing factors in managing the issues related to work-family balance and quality of life.

4.3 Psychosocial Dimensions of the Respondents

Tables 12, 13, 14 and 15 on the psychosocial dimension show the psychosocial aspects that are categorized into social (relating) aspects, mental (thinking) aspects, spiritual (being) aspects, and emotional (feeling) aspects using a four-point scale as always, sometimes, rarely and never. Among the listed psychosocial dimensions of the respondents, social (relating) aspects scored the highest mean average of 3.08 in association with the work-family balance complications and the emotional (feeling) aspects attained the lowest mean score among them. This is followed by the mental (thinking) aspects with a mean average of 3.08 and the spiritual (being) aspects of the respondents with a mean average of 2.89.

4.3.1 Social (Relating) Aspects

Table 12 Social (Relating) Aspects

Sl. No	Challenges	Minimum	Maximum	Mean	S.D.
1	Social drinking	1	4	3.36	.850
2	Loafing-idle	1	4	3.18	.822
3	Absenteeism from work	1	4	3.13	.816
4	Absence of belongingness	1	4	3.11	.838
5	Social isolation-disconnection	1	4	3.05	.881
6	Escapism	1	4	3.03	.862
7	Social withdrawal-avoiding people and activities	1	4	2.74	.929
<i>Mean Average</i>				3.08	

Source: Computed

4.3.2 Mental (Thinking) Aspects

Table 13 Mental (Thinking) Aspects

Sl. No	Challenges	Minimum	Maximum	Mean	S.D.
1	Suicidal ideation or self-harm	1	4	3.70	.628
2	Illusion	1	4	3.38	.805
3	Addiction to substance	1	4	3.35	.855
4	Anxiety disorders	1	4	3.14	.870
5	Overconfident	1	4	3.14	.851
6	Eating disorders	1	4	3.06	.898
7	Denial of reality	1	4	3.04	.832
8	Depressive mood	1	4	2.86	.836
9	Lethargy	1	4	2.69	.814
10	Negativity	1	4	2.62	.800
11	Stress	1	4	2.36	.717
<i>Mean Average</i>				3.03	

Source: Computed

4.3.3 Spiritual (Being) Aspects

Table 14 Spiritual (Being) Aspects

Sl. No	Challenges	Minimum	Maximum	Mean	S.D.
1	Neglect to pray	1	4	3.09	.885
2	Lose hope & faith	1	4	3.03	.861
3	Forget to acknowledge blessings	1	4	3.01	.870
4	Confuse on the purpose of life	1	4	2.98	.917
5	Lack of self-introspection	1	4	2.92	.852
6	Neglect of meditation	1	4	2.73	.937
7	Self-questioning	1	4	2.47	.793
<i>Mean Average</i>				2.89	

Source: Computed

4.3.4 Emotional (Feeling)

Table 15 Emotional (Feeling)

Sl. No	Challenges	Minimum	Maximum	Mean	S.D.
1	Impulsive behaviour	1	4	2.96	.789
2	Apathy	1	4	2.94	.804
3	Aggressiveness	1	4	2.94	.802
4	Crying	1	4	2.83	.831
5	Feeling insecure	1	4	2.81	.829
6	Over-reacting	1	4	2.80	.804
7	Anxiousness	1	4	2.64	.765
8	Boredom	1	4	2.57	.774
9	Irritability/Anger	1	4	2.50	.723
10	Overthinking	1	4	2.40	.790
<i>Mean Average</i>				2.73	

Source: Computed

In addition, several factors are again categorized into four aspects to identify and understand the type of factors that are prevalent among the respondents. Firstly, referring to the social (relating) factors, social drinking has the highest mean score of 3.36, followed by loafing-idle (3.18), absenteeism from work (3.13), absence of belongingness (3.11), social isolation-disconnection (3.05), escapism (3.03) and social withdrawal-avoiding people and activities (2.74).

Secondly, a decent mean score on mental (thinking) aspects also indicated the poor association of the factors employed by the respondents including suicidal ideation or self-harm with a mean score of 3.7, which is surprisingly significant and this is followed by illusion (3.38), substance addiction (3.35), both anxiety disorders & overconfident (3.14), eating disorders (3.14), denial of reality (3.04), depressive mood (2.86), lethargy (2.69), negativity (2.62) and stress (2.36).

Thirdly, the assessment on the spiritual (being) aspects shows that neglect to pray among the respondents with a mean score of (3.09), followed by losing hope and faith (3.03), forgetting to acknowledge blessings (3.01), confusion about the purpose of life and lack of self-introspection (2.92), neglect to meditation (2.73) and self-questioning (2.47).

As mentioned above, emotional (feeling) aspects have the minimum average mean score among the four assessed dimensions. Moreover, all the listed factors under the emotional (feeling) aspects do not attain a mean value of '3' as impulsive behavior among the respondents scored a mean value of 2.96, followed by both apathy & aggressiveness with a mean value of 2.94, crying (2.83), feeling of insecurity (2.81), over-reaction (2.80), anxiousness (2.64), boredom (2.54), irritability/anger (2.50) and overthinking (2.40). Therefore, emotional (feeling) aspects and the following factors are considered to be prevalent among the respondents. However, all the factors are considered to be reasonable as per the mean score value.

4.4 Coping Mechanisms of the Respondents

Table 16 shows the coping mechanisms adopted by the respondents along with frequency and percentages. The strategies listed are designed as a multiple-choice pattern where the respondents' are free to choose more than one item. The coping mechanisms employed by the respondents are classified into *five* aspects such as Spiritual (being) coping mechanisms, Social (relating) coping mechanisms, Mental (thinking) & emotional (feeling) coping mechanisms, Physical (body) coping mechanisms, and a Common coping mechanisms. According to this classification, the spiritual (being) coping mechanism is the highest adopted coping mechanism among the respondents with an average of 70.41%, followed by the social (relating) coping mechanisms with an average score of 64.04%. Despite the trends of psychosocial aspects in the work culture, the mental (thinking) & emotional (feeling) coping mechanisms of the respondents have an average of 52.37% and it is also transparent through the analysis that the physical (body) coping mechanisms have an average of 48.7%. Meanwhile, the other listed common coping mechanism also has an average score of 45%.

Table 16 Coping Mechanisms of the Respondents

Sl. No	Aspects	Adopted coping strategies	Frequency (N=318)	Percentage (%)
1	Spiritual (Being) coping mechanisms	Praying	298	93.7
		Seek a stronger connection/intimacy with God	266	83.6
		Develop a philosophy of life (Faith)	262	82.4
		Self-introspection	217	68.2
		Spiritual counseling	155	48.7
		Meditation	146	45.9
		<i>Average Percentage</i>		70.41
2	Social (Relating) coping mechanisms	Establish a healthy boundary	249	78.3
		Ventilating to close ones	229	72
		Engaging in community activities	198	62.3
		Exposed to entertainment	171	53.8
		Engagement in recreational activities	171	53.8
		<i>Average Percentage</i>		64.04
3	Mental (Thinking) and Emotional (Feeling) coping mechanisms	Self-motivation	285	89.6
		Read inspirational quotes	266	83.6
		Adjustment of activities	239	75.2
		Music therapy	197	61.9
		Confrontation	114	35.8
		Keep pet as emotional support	102	32.1
		Use some relaxation devices/apps	149	26.9
		Write down problems/feelings	79	24.8
		Professional counselling	68	21.4
		<i>Average Percentage</i>		52.37
4	Physical (Body) coping mechanisms	Consumption of healthy foods	280	88.1
		Proper sleeping routine	171	53.8
		Breathing exercise/Calming	153	48.1
		Physical exercises	152	47.8
		Practice Yoga	18	5.7
		<i>Average Percentage</i>		48.7

5	Common coping mechanisms	Outing/Trip	222	69.8
		Effective time management	220	69.2
		Arrange for flexible timing with colleagues	213	67
		Re-schedule personal space and routine	185	58.2
		Take a break with alternative arrangements	178	56
		Request for flexible working hours	172	54.1
		Create a to-do list	165	51.9
		Engaging in new hobby/skill	157	49.4
		Adopt stress management techniques	140	44
		Take maternity/paternity leave	108	34
		Request work-from-home facility	98	30.8
		Take carer's leave (Leave for parents)	85	26.7
		Take a childcare leave (Leave for children)	81	25.5
		Hire baby sitter/Nanny for child	74	23.3
		Hire a caregiver for elderly parents	48	15.1
	<i>Average Percentage</i>		45	

Source: Computed

As presented in Table 5, the strategies of coping mechanisms are categorized among the *five* different aspects to have a clear comprehension of the strategies adopted. Specifically, among the spiritual (being) coping aspects, praying is one of the most popular adopted coping strategies and a maximum of 93.7% of the respondents have regularly adopted praying to cope with work-family imbalance issues, which revealed that praying is highly associated as a method of coping their work-related issues. This is followed by seeking a stronger connection/intimacy with God and more than three-fourth (83.6%) of the total respondents reported that they seek a stronger relationship with God to find inner peace and harmony and develop a philosophy of life contributed to fourth-fifth (82.4%), self-introspection more than two-third (68.2%), spiritual counseling nearly half (48.7%) and meditation more than two-fifth (45.9%).

Among the social (relating) coping mechanisms, establishing a healthy boundary scored the highest percentage of more than three-fourths (78.3%), followed by ventilating to close ones with more than two-thirds (72%), engaging in community activities with nearly one-third (62.3%) and both exposed to entertainment & engagement in recreational activities with more than half (53.8%).

Another important coping aspect is mental (thinking) & emotional (feeling) coping mechanisms. Among the coping strategies adopted on this aspect, self-motivation with a maximum of 89.6% acquired the highest percentage score value,

followed by reading inspirational quotes of more than four-fifths (83.6%), adjustment of activities with one-fourth (75.2%), and music therapy with nearly two-third (61.9%), confrontation with more than one-third (35.8%), keep a pet as emotional support with nearly one-third (32.1%), use some relaxation device/apps with more than one-fourth (26.9%), write down problems/feelings nearly one-fourth (24.8%) and professional counseling with 21.4% more than one-fifth.

Concerning the physical (body) coping aspects, consumption of healthy foods is popularly practiced among the respondents with more than three-fourth (88.1%), followed by proper sleeping routine with more than half (53.8%), breathing exercise/calming with nearly half (48.1%), physical exercises with nearly two-fourth (47.8%) and a minimum of practice yoga with less than one-tenth (5.7%).

Among the listed aspects, common coping mechanisms have the lowest average score, nevertheless, more than one-third (69.2%) of the respondents practice outings/trips to cope with their hectic work life. This trend is followed by effective time management with more than one-third (69.2%), arranging for flexible timing with colleagues with more than one-third (67%), re-schedule personal space and routine with more than half (58.2%), take a break with alternative arrangements with more than half (56%), request of flexible working hours with more than half (54.1%), create a to-do list with more than half (51.9%), engaging in new hobby/skill with nearly half (49.4%), adopt a stress management techniques with more than two-fifth (44%), take maternity/paternity leave with more than one-third (34%), request work from-home facility with more than one-fourth (30.8%), take carer's leave with more than one-fourth (26.7%), take a childcare leave with more than one-fourth (25.5%), hire baby sitter/nanny for child with more than one-fifth (23.3%) and hire a caregiver for elder parents with more than one-tenth (15.1%).

4.5 Mean Score of Work-Family Balance and Quality of Life

The work-family balance and quality of life are measured using certain components and domains. The 10 components of work-family balance as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) are merged to understand the condition of work-family balance among the respondents. Meanwhile, the four domains of quality of life such as physical, psychological, social

relationship, and environment are merged to assess the quality of life among the respondents.

Table 17 Mean score of variables (Work-family Balance and Quality of Life)

Sl. No	Variables	Frequency	Minimum	Maximum	Mean	S.D
1.	Work-Family Balance	318	2.40	5.00	3.55	.451
2.	Quality of Life	318	2.12	4.81	3.42	.399

Source: Computed

Table 17 shows the mean score of the variables. i.e., work-family balance and quality of life. The two listed variables show the condition of work-family balance and quality of life of the respondents. The mean score of work-family balance among the respondents stood at 3.55 out of the maximum 5. This indicated that the condition of the work-family balance of the respondents is considered satisfactorily significant. Meanwhile, the mean score of the quality of life among the respondents stood at the mean score of 3.42 out of the maximum 5 which is slightly lower than work-family balance. However, the difference between the two variables could not be considered highly significant. Hence, it is true to confirm that the condition of the quality of life among the respondents is also acceptably significant.

4.6 Assessment of Work-Family Balance and Work-Family Components

4.6.1 Components of Work-Family Balance

It is important to understand the domains and facets of a variable from all angles. Therefore, work-family balance is categorized into 10 components viz., Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). The respondent's perceptions of the work-family balance are assessed using three types of 5-point Likert Scale such as: a) rarely, occasionally, often, usually & always b) strongly disagree, disagree, neutral, agree & strongly agree, and c) no confidence to complete confidence as this provides an in-depth analysis and comprehensions.

Table 18 Components of Work-Family Balance

Sl. No	Components	Minimum	Maximum	Mean	SD
1	Work-to-family Enrichment (WFE)	1.86	5.00	3.98	.623
2	Family-to-work Enrichment (FEW)	1.78	5.00	3.96	.580
3	Family Satisfaction	1.80	5.00	3.83	.640
4	Work Support	1.00	5.00	3.59	1.060
5	Family Support	1.00	5.00	3.57	1.103
6	Work Satisfaction	1.00	5.00	3.57	.801
7	Family Work Conflict Management (FWCM)	1.00	5.00	3.53	.700
8	Work-Family Conflict Management (WFCM)	1.00	5.00	3.49	.715
9	Family-to-work Conflict Scale (FWCS)	1.00	5.00	3.22	.767
10	Work-to-Family Conflict Scale (WFCS)	1.00	5.00	2.79	.743

Source: Computed

The mean score highlighted the significance level of work-family balance components. The components of work-family balance as given in Table 18 show that Work-to-family Enrichment (WFE) has the highest mean score of 3.98 which is followed by Family-to-work Enrichment (FEW) with 3.96, Family Satisfaction (3.83), Work Support (3.59), both equally between Family Support and Work Satisfaction (3.57), Family-work Conflict Management (FWCM) with 3.53, Work-family Conflict Management (WFCM) with 3.49, Family-to-work Conflict Scale (FWCS) with 3.22 and Work-to-family Conflict Scale (WFCS) with 2.79. The average mean score value of all the components is 3.55 out of the maximum (5). This shows the condition of work-family balance among the respondents and it is considered satisfactorily decent. Thus, all the 10 work-family balance components are significant to the respondents and more than half of the total respondents agreed upon it.

4.6.2 Inter-correlation between components of work-family balance

Table 19 shows the inter-correlation between the components of work-family balance. It is important to assess the correlation of the components of work-family balance with the others as it will give a pellucid perspective and an in-depth comprehension of the phenomena. As shown in the table, each component of work-family balance is analyzed along with the other 10 components to reveal their association. The components such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) are displayed along with the component's significance value.

Table 19 Inter-correlation between components of Work-Family Balance:

Pearson's r

Sl. No.	Components	Family Support	Work Support	WFE	FWE	Family Satisfaction	Work Satisfaction	WFCS	FWCS	WFCM	FWCM
1	Family Support	1	.578**	.359**	.430**	.401**	.215**	-.109	-.001	.186**	.232**
2	Work Support	.578**	1	.425**	.439**	.415**	.226**	-.083	-.053	.196**	.206**
3	WFE	.359**	.425**	1	.716**	.609**	.515**	.036	.170**	.372**	.385**
4	FEW	.430**	.439**	.716**	1	.675**	.420**	.043	.174**	.410**	.358**
5	Family Satisfaction	.401**	.415**	.609**	.675**	1	.516**	-.035	.109	.388**	.321**
6	Work Satisfaction	.215**	.226**	.515**	.420**	.516**	1	.089	.139*	.351**	.358**
7	WFCS	-.109	-.083	.036	.043	-.035	.089	1	.451**	.154**	-.023
8	FWCS	-.001	-.053	.170**	.174**	.109	.139*	.451*	1	.061	.103
9	WFCM	.186**	.196**	.372**	.410**	.388**	.351**	.154*	.061	1	.622**
10	FWCM	.232**	.206**	.385**	.358**	.321**	.358**	-.023	.103	.622**	1

Source: Computed

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

* . Correlation is significant at the 0.05 level (2-tailed).

The *first* component according to the serial of the table is Family Support. Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, and Family-work Conflict

Management (FWCM) are highly correlated with Family Support at a significant level of 0.01 while Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS) shows a negative association. *Secondly*, Work Support revealed the association with other components such as Family Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-family Conflict Management (WFCM), and Family-work Conflict Management (FWCM) at the significant level of 0.01 while it is negative on Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS).

Thirdly, Work-to-family Enrichment (WFE) has a significant correlation with Family Support, Work Support, Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) at 0.01 level except for Work-to-family Conflict Scale (WFCS). *Fourthly*, Family-to-work Enrichment (FWE) has a high significant relationship at 0.01 level with Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) whereas there is a low association with Work-to-family Conflict Scale (WFCS). *Fifthly*, Family Satisfaction also revealed a highly associated relationship with Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) at the significant level of 0.01 except for the components of Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS).

Sixthly, work satisfaction also shows a significant relationship with Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction Work-to-family Conflict Scale (WFCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) at the significant level of 0.01 and also with Family-to-work Conflict Scale (FWCS) at the significant level of 0.05. *Seventhly*, the Work-to-family Conflict Scale (WFCS) is highly associated with the Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) at a significant level of 0.01 while it shows a negative association with Family Support, Work Support, Family Satisfaction and

Family-work Conflict Management (FWCM). *Eighthly*, the Family-to-work Conflict Scale (FWCS) is strongly associated with Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE) and Work-to-family Conflict Scale (WFCS) at the significant value of 0.01 and with Work Satisfaction at the significant value of 0.05.

Ninthly, Work-family Conflict Management (WFCM) has a strong association with Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS) and Family-work Conflict Management (FWCM) at the significant level of 0.01 except for Family-to-work Conflict Scale (FWCS). The *tenth* component of work-family balance listed on the table is Family-work Conflict Management (FWCM). It has a strong relationship with Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction and Work-family Conflict Management (WFCM) at the significant level of 0.01 while Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS) do not have an association with it.

Therefore, the data shows that all of the components such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) are satisfactorily inter-correlated with the other components except for Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS) which is insignificantly low in most of the inter-correlation score. Work-to-family Conflict Scale (WFCS) is insignificant with Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS) and Family-work Conflict Management (FWCM) except with the components of Family-to-work Conflict Scale (FWCS) Work-family Conflict Management (WFCM). On the other hand, the Family-to-work Conflict Scale (FWCS) is insignificant with Family Support, Work Support, Family Satisfaction, Work-family Conflict Management (WFCM), and Family-work Conflict Management (FWCM) except with Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Work Satisfaction, Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS). However, the overall components of

work-family balance and its correlation with one another are observed to be satisfactorily decent.

4.6.3 Demographic Characteristics and Components of work-family balance

Table 20 shows the correlation between demographic characteristics and components of work-family balance. This correlation is significant to prove that demographic characteristics are important influencing factors in deciding the condition of work-family balance. The 12 demographic characteristics such as gender, age of the respondents, educational qualification of the respondents, profession, work sector, workplace, experience, monthly income of the respondents, occupation of the spouse, family type, number of children, and family annual income are tabulated with the 10 components of work-family balance viz., Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). The significance values of the components are shown in line with the demographic characteristics.

Table 20 Demographic characteristics and components of work-family

balance: Pearson's r correlation

Sl. No	Components	Family Support	Work Support	WFE	FWE	Family Satisfaction	Work Satisfaction	WFCS	FWCS	WFCM	FWCM
1	Gender	.187**	.183**	.048	.109	.068	.040	-.016	.089	.041	.046
2	Age	-.082	-.011	.219**	.180**	.218**	.339**	.103	.084	.090	.170**
3	Educational qualification	.006	-.032	.179**	.112*	.123*	.076	.039	.169**	.036	.139*
4	Profession	.091	.051	.159**	.206**	.168**	.148**	.078	.078	.152**	.170**
5	Work sector	-.168**	-.138*	-.010	-.075	.058	.165**	.110	.081	-.050	.020
6	Work place	-.136*	-.093	.052	-.024	.040	.148**	.185**	.091	.014	-.016
7	Experience	-.097	-.030	.128*	.080	.153**	.298**	.131*	.125*	.040	.050
8	Monthly income	.002	.042	.205**	.149**	.239**	.322**	.051	.158**	.125*	.210**
9	Spouse's occupation	-.005	-.024	-.069	.011	-.046	.016	.031	.039	-.031	-.062
10	Family type	-.134*	-.089	-.196**	-.142*	-.097	-.091	.009	-.112*	-.037	-.017
11	No. of children	-.067	-.034	.015	-.020	.052	.165**	.147**	.041	.020	.085
12	Annual income	.111*	.153**	.182**	.182**	.197**	.179**	.014	.150**	.002	.095

Source: Computed

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

*. Correlation is significant at the 0.05 level (2-tailed).

The demographic characteristics and their correlation with the components of work-family balance are interpreted in line with the sequence. *Firstly*, gender of the respondents has a strong association with Family Support and Work Support at the significant value of 0.01 while there is a poor association with Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). *Secondly*, the age of the respondents is highly associated with Work-to-family Enrichment (WFE), Family Satisfaction, and Family-work Conflict Management (FWCM) at a significant level of 0.01 and with Family-to-work Enrichment (FWE) at a significant level of 0.05 while the relationship with the other components is considered as poor.

Thirdly, the educational qualification of the respondents has a significant correlation with Work-to-family Enrichment (WFE) at 0.01 level and with Family-to-

work Enrichment (FWE), Family Satisfaction, Family-to-work Conflict Scale (FWCS), and Family-work Conflict Management (FWCM) at the significant level of 0.05 while it is poorly associated with Family Support, Work Support, Work Satisfaction, Work-to-family Conflict Scale (WFCS) and Work-family Conflict Management (WFCM). *Fourthly*, the profession of the respondents is highly correlated with Work-to-family Enrichment (WFE), Family Satisfaction, Work Satisfaction, Work-family Conflict Management (WFCM), and Family-work Conflict Management (FWCM) at the significant level of 0.01 and also with Family-to-work Enrichment (FWE) at 0.05 level whereas it is insignificant with Family Support, Work Support, Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS). *Fifthly*, the work sector is strongly correlated with Work Satisfaction at 0.01 level. However, it is negatively correlated with Family Support and Work Support at 0.01 and 0.05 levels respectively and the relationship with Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) is considered poor.

Sixthly, workplace is strongly correlated with Work Satisfaction and Work-to-family Conflict Scale (WFCS) at a significant level of 0.01 and with Family Support at 0.05 level whereas it is insignificant with Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). *Seventhly*, the experience of the respondents is highly associated with Family Satisfaction and work satisfaction at 0.01 significant value and with Work-to-family Enrichment (WFE), Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS) at 0.05 value but it is insignificant with Family Support, Work Support, Family-to-work Enrichment (FWE), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). *Eighthly*, the monthly income of the respondents has a significant relationship with Work-to-family Enrichment (WFE), Family Satisfaction, Work Satisfaction and Family-work Conflict Management (FWCM) at 0.01 level and Family-to-work Enrichment (FWE), Family-to-work Conflict Scale (FWCS) and Work-family Conflict Management (WFCM) at 0.05

level and the rest of the components such as Family Support, Work Support and Work-to-family Conflict Scale (WFCS) are considered insignificant.

Ninthly, the occupations of spouses do not have any significant relationship with the components of work-family balance. *Tenthly*, family types also show a negative correlation with Work-to-family Enrichment (WFE) at 0.01 level and with Family Support, Family-to-work Enrichment (FWE), and Family-to-work Conflict Scale (FWCS) at 0.05 level while the other components show insignificance. At *eleventh*, the number of children shows a significant relationship with Work Satisfaction and Work-to-family Conflict Scale (WFCS) at 0.01 level while the other components do not have any highly significant correlation. At *twelfth*, the family annual income shows a strong and significant correlation with Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction and Family-to-work Conflict Scale (FWCS) at 0.01 level and with Family Support at 0.05 level while it is insignificant with Work-to-family Conflict Scale (WFCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM).

In conclusion, the data shows that the profession type, monthly income of the respondents, and the annual income have a positive correlation with all the work-family balance components while the other demographic characteristics such as gender, age of the respondents, educational qualification of the respondents, work sector, workplace, experience, occupation of spouse, family type and number of children shows at least one or two negative correlation with the components of work-family balance.

However, this does not mean that the association with all of the components is weak. It is insignificant with only a few components while a maximum of the work-family balance component shows a significant correlation. Among the demographic characteristics of the respondents, the work sector, spouse's occupation, and the number of children have the highest insignificant score on the components of work-family balance. This shows that the working sector of the respondents, dual earners, and the increasing number of children could be a challenge to the respondents in terms of Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), and Family Satisfaction. On the other hand, the monthly income of the respondents as well as the family's annual income plays a vital role in meeting the pre-requisites and necessities concerning work-family balance. This

shows that monetary assistance in any form, on-time salary, and increments are the driving factors of the overall work-family balance and quality of life of the respondents.

4.7. Quality of Life and the Relationship between concerning Domains

4.7.1 Quality of Life domains mean score

Table 21 shows the domains of quality of life of the respondents. It is classified and measured in four domains namely physical, psychological, social relationship, and environment. The four listed domains are arranged according to their mean score in the table. The domains are measured with a QOL-Bref structured scale and it is administered by a 5-point Likert Scale.

Table 21 QOL Domains mean score

Sl. No.	Domains	Minimum	Maximum	Mean	S.D
1	Social relationship	1.67	5.00	3.62	.571
2	Psychological	1.67	5.00	3.42	.505
3	Physical	1.86	5.00	3.38	.461
4	Environment	2.25	5.00	3.36	.479
<i>Total mean score</i>				3.44	

Source: Computed

Among the four domains, social relationship is reported as the highest among the respondents as it secured a mean score of 3.62. This is followed by the psychological domain with a mean score of 3.42, the physical domain with 3.38, and the environment with 3.36. As the mean score shows an average of 3.44, the quality of life is considered to be satisfactorily significant among the respondents. Further, there is no significant difference among the domains as all the mean score gaps do not show a significant difference.

4.7.2 Inter-correlation between Quality of Life domains

Table 22 shows the inter-correlation between the quality of life such as physical domains, psychological domains, social relationships, and environmental domains. It expresses the relationship of each domain with the other. It is significant to understand that the dynamics of a single domain could influence the other as this can give us a transparent perspective of the association of the domains. The four domains of quality of life are the predictors of a person's dynamic and holistic quality

of life because it has comprehensively measured the physical, psychological, social, and environmental aspects. It indicates the well-being of an individual from the general perspective.

Table 22 Inter-correlation between Quality of Life Domains: Pearson's r

Sl.No	Domains	Physical domains	Psychological domains	Social relationship domains	Environment domains
1	Physical domains	1	.607**	.468**	.530**
2	Psychological domains	.607**	1	.461**	.622**
3	Social relationship domains	.468**	.461**	1	.517**
4	Environment domains	.530**	.622**	.517**	1

Source: Computed **. Correlation is significant at the 0.01 level (2-tailed).

Understanding the facets of quality of life, *firstly*, the physical domain has a highly significant correlation with the other domains such as psychological, social relationship, and environmental domains at the level of 0.01. *Secondly*, the psychological domain shows a significant association with physical, and social relationships and environment at the significant level of 0.01. *Thirdly*, the social relationship also has a significant correlation with all the other domains viz., physical, psychological, and environment at a significant level of 0.01. *Fourthly*, the environmental domain of the respondents also resulted in a significant relationship with the other domains such as physical, psychological, and social relationships at 0.01 level. Therefore, as per the correlation of the domains displayed in the table, the relationship among each domain is considered immensely satisfactory at the significant level of 0.01.

4.7.3 Demographic characteristics and QOL domains

Table 23 displays the correlation between demographic characteristics and the domains of quality of life. The bivariate correlation is essential to help us comprehend which demographic characteristics are significantly associated with the quality of life domains. The 12 demographic characters such as gender, age of the respondents, educational qualification of the respondents, profession, work sector, workplace, experience, monthly income of the respondents, occupation of a spouse, family type, number of children, and family annual income are cross-tabulated with the 4 domains of quality of life such as physical, psychological, social relationships and environment.

Table 23 Demographic characteristics and QOL Domains: Pearson's r correlation

Sl. No	Components	Physical	Psychological	Social relationships	Environment
1	Gender	-.041	-.034	.009	.060
2	Age	.089	.170**	-.005	.098
3	Educational Qualification	.127*	.038	.105	.095
4	Profession	.125*	.157**	.119*	.052
5	Work sector	.057	.060	-.075	.048
6	Workplace	.076	.078	.007	.035
7	Experience	.037	.071	-.075	-.006
8	Monthly income	.188**	.235**	.089	.214**
9	Spouse's occupation	-.054	-.042	.006	.013
10	Family type	.026	-.026	.077	-.004
11	No. of children	.028	-.001	.012	.021
12	Annual income	.162**	.197**	.114*	.226**

Source: Computed ** . Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

The relationship between the demographic characteristics and quality of life domains helps us understand the variance precisely. *Firstly*, the gender of the respondents does not have a significant relationship with all the listed domains. It is positively correlated to social relationships and environment while it is negatively correlated to the physical and psychological domains. *Secondly*, Age shows a significant relationship with the psychological domain at the significant level of 0.01 while it is insignificant in the other domains such as physical, social relationship, and environment.

Thirdly, the educational qualification of the respondents has a significant association with the physical domain at 0.05 level while it is correlated but insignificant on the other domains viz., psychological, social relationships, and environment. *Fourthly*, the profession of the respondents and psychological domain have a significant correlation at the significant level of 0.01 and with a physical and

social relationship with 0.05 while it is insignificant with the environment domain. *Fifthly*, the work sector is insignificantly correlated with all four domains and it is negatively correlated with social relationships.

Sixthly, the workplace also does not show any significant relationship with all the listed domains such as physical, psychological, social relationships, and environment. *Seventhly*, the experience of the respondents shows an insignificant relationship with all the domains. It is positively correlated with physical and psychological while it is negatively correlated with social relationships and environment. *Eighthly*, the monthly income of the respondents has a positive association with physical, psychological, and environment at the significant level of 0.01 while it is insignificant with social relationships.

Ninthly, the occupations of the respondents' spouses do not significantly align with the four domains. It is negative on the physical and psychological domains while it is positively correlated on social relationships and environment. *Tenthly*, the family type of the respondents is insignificant in all four domains. It is positively correlated with physical and social relationships while it is negative with psychological and environmental. At *eleventh*, the number of children also does not show any significant relationship with the four domains and it is negatively correlated with the psychological domain. In *twelfth*, as monthly income shows a positive significant correlation, the annual family income also has a significant association with physical, psychological, and environment at the significant level of 0.01 and with a social relationship at 0.05 level.

Further, it is intelligible through the table displayed that the demographic characteristics such as profession, monthly income of the respondents, and family annual income have a significant relationship with the domains of quality of life such as physical, psychological, social relationships and environment domains while it is insignificant or negatively correlated with the other demographic characteristics such as gender, age of the respondents, educational qualification of the respondents, work sector, workplace, experience, occupation of the spouse, family type and several children. Thus, the profession, monthly income of the respondents, and family annual income are significant contributing factors in attaining and fulfilling the domains of quality of life such as physical, psychological, social relationships, and environmental domains.

4.8 Gender-wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family Balance, Quality of Life, and Hypotheses Testing: *t*-test

4.8.1 Gender and Psychosocial Dimensions

Table 24 shows the gender-wise comparison of the psychosocial dimension among the male and female respondents. The psychosocial aspects such as mental (thinking), emotional (feeling), social (relating), and spiritual (being) are included in the criteria for understanding the underlying psychosocial issues. This will help us understand the actual condition of psychosocial issues between male and female respondents.

Table 24 Gender and Psychosocial Dimensions: *t*-test

Sl. No	Psychosocial Aspects	Gender				t
		Male		Female		
		Mean	SD	Mean	SD	
1	Mental (Thinking)	2.99	.428	3.05	.512	1.095
2	Emotional (Feeling)	2.79	.437	2.70	.565	1.440
3	Social (Relating)	3.03	.584	3.11	.634	1.159
4	Spiritual (Being)	2.88	.550	2.87	.669	.146
Psychosocial Dimension		2.92	.420	2.93	.516	.208

Source: Computed

** $P < 0.01$

* $P < 0.05$

The aspects of the psychosocial issues are arranged in order of sequence for easy comprehension. *Firstly*, the mental (thinking) aspect does not show any significant differences between the genders with trivial differences in male respondents having a mean score value of 2.99 while female respondents scored 3.05 out of the maximum 5. *Secondly*, the emotional (feeling) aspect of the respondents is slightly higher on male respondents yet, it is insignificant by male respondents having a mean score value of 2.79 while the female respondents scored 2.70. *Thirdly*, regarding the social (relating) aspect among the respondents, the male respondents have a mean score value of 3.03 while the female respondents have a 3.11 mean score value which also differed insignificantly. *Fourthly*, the spiritual (being) aspect almost has the same mean score value with male respondents scoring 2.88 while the female respondents with 2.87.

The overall psychosocial dimension after summing all the aspects of psychosocial dimensions does not show any significant gender differences as the male respondents have an overall mean score value of 2.92 while female respondents have a 2.93 mean score value. This shows that there is no such significant difference in the psychosocial dimensions among the male and female employees in the organized sector.

4.8.2 Gender and Coping Mechanisms

Table 25 displays the gender-wise comparison of the coping mechanisms among the male and female employees in the organized sector. The coping mechanisms are categorized into 5 broad aspects namely physical (body), mental (thinking) & emotional (feeling), social (relating), spiritual (being), and common coping strategies. The gender-wise comparison is assessed to find out the available gender differences in the coping mechanisms to understand which gender has more or less liberty in their work-family balance and its implications.

Table 25 Gender and Coping Mechanisms: t-test

Sl. No	Coping Aspects	Gender				t
		Male		Female		
		Mean	SD	Mean	SD	
1	Physical (Body)	1.49	.216	1.52	.243	.852
2	Mental(thinking) & Emotional (Feeling)	1.49	.207	1.46	.189	1.223
3	Social (Relating)	1.32	.270	1.38	.291	1.969
4	Spiritual (Being)	1.30	.230	1.29	.252	.459
5	Common strategies	1.57	.228	1.53	.242	1.220
Overall coping mechanisms		1.43	.163	1.44	.169	.137

Source: Computed

** $P < 0.01$

* $P < 0.05$

The gender-wise aspects of coping mechanisms and the overall score are displayed in the table with the mean and standard deviation score along with the *t*-test significant value. The maximum score of the respondents is 2 as the question pattern is set with a 'yes' or 'no' type of question. *Firstly*, the physical (body) coping aspect has a little difference for both of the male and female respondents with male respondents having a 1.49 mean score value while the female respondents have a mean score value of 1.52 *Secondly*, the mental (thinking) & emotional (feeling)

aspects of the respondents also have trivial differences with male respondents having a mean score value of 1.49 and female respondents having a mean score value of 1.46. *Thirdly*, the social (relating) coping mechanisms have the largest gap among the aspects yet, it is still insignificant by male respondents having a score value of 1.32 and female respondents having a mean score value of 1.38. *Fourthly*, the spiritual (being) aspects have trivial differences with male respondents having a mean score value of 1.30 and female respondents with a mean score value of 1.29. *Fifthly*, the common strategies among the respondents also do not show any gender-wise significant differences as the male respondents have a mean score of 1.57 and female respondents with 1.57 mean score value.

The overall coping mechanisms among the respondents do not show any significant differences as the male respondents have a mean score value of 1.43 and the female respondents have a mean score value of 1.44. Hence, there is no gender-wise significant difference among respondents on the aspects of coping mechanisms.

4.8.3 Gender, Work-Family Balance, and Components of Work-Family Balance

Table 26 compares the gender differences in work-family balance and its components among the respondents such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). This comparison is important to assess and understand the gender differences in work-family balance complications present among the respondents.

Table 26 Gender, Work-Family Balance and Components of Work-Family Balance: t-test

Sl. No	Components of Work-Family Balance	Gender				t
		Male		Female		
		Mean	SD	Mean	SD	
1	Family Support	3.31	1.032	3.73	1.116	3.390*
2	Work Support	3.35	1.028	3.75	1.053	3.313*
3	WFE	3.94	.612	4.00	.631	.858
4	FEW	3.88	.607	4.01	.558	1.948
5	Family Satisfaction	3.77	.628	3.86	.647	1.205
6	Work Satisfaction	3.53	.736	3.59	.840	.708
7	WFCS	2.81	.665	2.78	.790	.276
8	FWCS	3.13	.714	3.27	.795	1.597
9	WFCM	3.45	.750	3.51	.693	.729
10	FWCM	3.49	.729	3.56	.681	.822
Work-Family Balance		3.47	.444	3.61	.441	2.740*

Source: Computed

** $P < 0.01$

* $P < 0.05$

As shown in the table, the work-family balance with the 10 components is displayed along with their gender-based mean score. Among the components of work-family balance, Family Support and Work Support show a significant gender difference on the t value while the other components do not have any significant gender difference among the respondents. On the element of Family Support, male respondents had a mean score of 3.31 while females scored 3.73 which indicated that female Family Support is significantly higher as compared to their male counterparts. On the grounds of Work Support, female shows a higher significant level on the t value with a mean score of 3.75 as compared to that of male respondents with a 3.35 mean score value. The other listed components displayed in the table do not have a significant gender difference among the respondents. Despite the absence of significant gender differences, there are perceptible differences in the mean scores of the male and female respondents.

Work-to-family Enrichment (WFE) has a gender difference of 3.94 mean scores for males and 4 for females. Family-to-work Enrichment (FWE) also shows a gender difference of 3.88 on the male respondents and 4.01 on the female respondents. Consecutively, male respondents have a mean score value of 3.77 while the female

has a slightly higher mean score value of 3.86 on the component of Family Satisfaction. As the female mean score is higher on Family Satisfaction, the trends on Work Satisfaction are also higher among the female respondents with a 3.59 mean score value while male respondents have a mean score value of 3.53.

Work-to-family Conflict Scale (WFCS) assessed the conflict of the work influence on family and according to the mean score value, male respondents had a trivial difference in the mean score value with 2.81 for males and 2.78 for females. On the other hand, on the component of the Family-to-work Conflict Scale (FWCS), female respondents have a higher mean score value than the male respondents with 3.27 on the female respondents and 3.13 on the male respondents.

Work-family Conflict Management (WFCM) assesses the quality of time management as well as adjustment which has the potential to interfere with the work to family matters and vice versa on Family-work Conflict Management (FWCM). Concerning Work-family Conflict Management (WFCM), female respondents have a mean score of 3.51 while male respondents have a mean score value of 3.45 which is slightly lower yet, the gender difference is insignificant. On the matters of Family-work Conflict Management (FWCM), the gender difference in the mean score value is 3.56 on female respondents and 3.49 on male respondents with no significant gender differences.

The study hypothesized that there is a difference in work-family balance among the employees working in the organized sector in Mizoram. According to the gender-based mean score of work-family balance, there are significant gender differences among the male and female respondents. Regardless of the double workload and other responsibilities, the female respondents attained a higher mean score value of 3.61 as compared to that of the male respondents with a 3.47 mean score value. Nevertheless, Gender, Work-Family Balance, and Components of Work-Family Balance: *t*-test shows significant gender differences in work-family balance, the hypothesis is accepted.

4.8.4 Gender, QOL, and Domains of QOL

Table 27 shows the gender comparison of Quality of Life (QOL) and the domains classified by the World Health Organization (WHO) Bref-Scale such as physical, psychological, social relationship, and environmental domains. The quality of life domain is a comprehensive set of assessments that evaluate the dynamic and

holistic health of an individual World Health Organization (WHO) defines health as "a state of complete physical, mental and social well-being and not merely the absence of disease and infirmity". Thus, the quality of life is measured on various facets and it is essential to acknowledge the condition of the quality of life among the respondents and the existing gender differences.

Table 27 Gender, QOL and Domains of QOL: t-test

Sl. No	Quality of Life Domains	Gender				t
		Male		Female		
		Mean	SD	Mean	SD	
1	Physical	3.40	.446	3.36	.471	.723
2	Psychological	3.44	.477	3.40	.523	.601
3	Social relationship	3.61	.563	3.62	.577	.159
4	Environment	3.32	.468	3.38	.485	1.061
	Quality of Life	3.42	.375	3.43	.414	.090

Source: Computed

** $P < 0.01$

* $P < 0.05$

The gender-based mean score on the quality of life and its domains does not show any significant gender differences in the t-score value. However, there are trivial gender differences with insignificant differences. *Firstly*, the physical domain shows an insignificant higher mean score value for the male respondents with 3.40 as compared to that of female respondents with a 3.36 mean score value. *Secondly*, the psychological domain also has a slightly higher mean score value on the male respondents with 3.44 while the female respondents have a mean score value of 3.40. *Thirdly*, on the other hand, female respondents have attained a petty higher mean score value on the social relationship domain with 3.62 as compared to that of male respondents with a 3.61 mean score value. *Fourthly*, the environmental domain also revealed a slightly higher mean score value for females with 3.38 while male respondents had a mean score value of 3.32. As there are no significant gender differences in the domains, the quality of life is considered to be equally satisfactory for both genders with an insignificant mean score value of 3.42 on male respondents and 3.43 on female respondents. Hence, on the conditions of quality of life and gender, the hypothesis is rejected.

4.9 Inter-correlation of Work-Family Balance and Quality of Life: Pearson's r

The work-family balance is measured through the 10 components of work-family balance as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction,

Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). The quality of life is measured using the four domains of quality of life such as physical, psychological, social relationship, and environmental domain. The Inter correlation between work-family balance and quality of life has been tested through Pearson's r to understand whether the two dependent variables i.e., work-family balance and quality of life influence one another. It is assumed that there is a significant relationship between work-family balance and quality of life as the various spheres of the two variables are encompassed in many forms and angles.

Table 28 Inter correlation of Work-Family Balance and Quality of Life

Sl. No	Variables	Work-Family Balance	Quality of Life
1.	Work-Family Balance	1	.473**
2.	Quality of Life	.473**	1

Source: Computed **. Correlation is significant at the 0.01 level (2-tailed).

Table 28 illustrates the inter-correlation of work-family balance and quality of life among the respondents. As shown in the table, there is a significant inter-correlation between work-family balance and quality at 0.01 level. In the previous study (drawn from Jeffrey H. Greenhaus et al. 2003) on the matter of work-family balance and quality of life, the study found that there is a relationship between work-family balance and quality of life. Therefore, the test resulted in a highly significant relationship between work-family balance and quality of life. Hence, the hypothesis is accepted.

4.10 Sectoral-wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family Balance, and Quality of Life: t-test

4.10.1 Sector and Psychosocial Dimensions

Table 29 shows the sector-wise comparison of the psychosocial dimensions of the respondents. The psychosocial aspects such as mental (thinking), emotional (feeling), social (relating), and spiritual (being) are compared between the two sectors i.e., the private sector and public sector. The sector-wise comparison is necessary for insight into the inference of the sector on the underlying psychosocial issues.

Table 29 Sector and Psychosocial Dimensions: t-test

Sl. No	Psychosocial Aspects	Sector				t
		Public		Private		
		Mean	SD	Mean	SD	
1	Mental (Thinking)	3.03	.453	3.02	.503	.097
2	Emotional (Feeling)	2.76	.503	2.71	.533	.812
3	Social (Relating)	3.07	.616	3.08	.617	.209
4	Spiritual (Being)	2.91	.604	2.85	.641	.900
	Psychosocial Dimension	2.94	.480	2.92	.482	.469

Source: Computed

** $P < 0.01$

* $P < 0.05$

The underlying psychosocial aspects among the respondents are compared in sector-wise and the score value is displayed as a mean score value and standard deviation. *Firstly*, the mean score of the mental (thinking) aspects shows only trivial differences with private sector respondents having a mean score value of 3.02 and public sector respondents with a mean score value of 3.03 out of the maximum 5. *Secondly*, on the issues concerning the emotional (thinking) aspects, private sector respondents scored 2.71 mean values while the public sector respondents had a 2.76 mean score value. *Thirdly*, the social (relating) aspects also show the trivial gap between the private and public sectors as the private sector has a mean score value of 3.08 while the public sector has a 3.07 mean score value. *Fourthly*, there is little difference in the spiritual (being) aspects of the private and public sectors. However, the difference is not significant at all.

Therefore, the scores of the psychosocial aspects are summed up to understand the underlying psychosocial issues and challenges between the public and private sector organizations. The overall psychosocial dimension has a mean score of 2.94 and 2.92 respectively in the public and private sectors. The sector and psychosocial dimensions: The t-test has confirmed that there are no significant differences between the private sector and the public sector organization in terms of psychosocial dimensions among the respondents. Henceforth, the result shows an equal distribution of variance in psychosocial dimensions among the private and public sectors.

4.10.2 Sector and Coping Mechanisms

Table 30 shows the sector-wise comparison of coping mechanisms among the employees in the organized sector based on the 5 aspects such as physical (body), mental (thinking) & emotional (feeling), social (relating), spiritual (being), and common coping strategies. The sector-wise comparison of the coping mechanisms is

necessary to understand whether the pattern of coping strategies differs according to the sector of the employees.

Table 30 Sector and Coping Mechanisms: t-test

Sl. No	Coping Aspects	Sector				t
		Public		Private		
		Mean	SD	Mean	SD	
1	Physical (Body)	1.50	.226	1.52	.237	.593
2	Mental (thinking) and Emotional (Feeling)	1.49	.188	1.46	.202	1.569
3	Social (Relating)	1.33	.263	1.37	.299	1.370
4	Spiritual (Being)	1.26	.229	1.31	.253	1.764
5	Common strategies	1.54	.212	1.55	.254	.672
Overall coping mechanisms		1.42	.153	1.44	.177	.967

Source: Computed

** $P < 0.01$

* $P < 0.05$

The sector-wise mean score value and standard deviations along with t-test values are shown to understand the coping aspects of public and private sector organizations. *Firstly*, the physical (coping) aspects of the respondents show a mean score of 1.50 and 1.52 out of the maximum 2 for public and private sectors respectively. So, there is no significant difference between the two sectors. *Secondly*, the mental (thinking) & emotional (feeling) aspect shows an insignificant mean difference of 1.49 and 1.46 in the public and private sectors respectively. *Thirdly*, no evidence of significant differences on the issue relating to the social (relating) aspects is found between the public and private sectors as 1.33 and 1.37 mean score values. *Fourthly*, there is a sector-wise mean difference on the spiritual (being) aspect of 1.26 and 1.31 respectively showing greater sector-wise differences among the listed coping aspects. *Fifthly*, the common coping strategies show trivial differences of 1.54 and 1.55 mean score values of the public and private sectors respectively. Therefore, the sector-wise overall coping strategies show trivial differences of 1.42 and 1.44 mean score values by the respondents belonging to the public sector and private sector respectively. Thus, there is no significant difference found in the sector-wise comparison of the various coping aspects of the respondents.

4.10.3 Sector, Work-Family Balance, and Components of Work-Family

Balance: t-test

Table 31 shows the sector-wise comparison of the respondents on the work-family balance and its components such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) among the employees in the organized sector. This comparison helps us to understand the differences in work-family balance across the two sectors i.e., the public and private sector.

Table 31 Sector, Work-Family Balance and Components of Work-Family

Balance: t-test

Sl. No	Components of Work-Family Balance	Sector				t
		Public		Private		
		Mean	SD	Mean	SD	
1	Family Support	3.36	1.042	3.73	1.123	3.029* *
2	Work Support	3.43	1.031	3.72	1.066	2.478*
3	WFE	3.97	.652	3.98	.602	.172
4	FWE	3.91	.604	4.00	.559	1.341
5	Family Satisfaction	3.87	.608	3.80	.664	1.024
6	Work Satisfaction	3.72	.819	3.45	.770	2.977*
7	WFCS	2.88	.746	2.72	.735	1.962
8	FWCS	3.29	.780	3.17	.754	1.450
9	WFCM	3.45	.696	3.52	.729	.896
10	FWCM	3.55	.723	3.52	.684	.359
Work-Family Balance		3.54	.447	3.56	.455	.354

Source: Computed

** $P < 0.01$

* $P < 0.05$

The work-family balance and its components are compared with the tally of the mean score value and standard deviation as well as the *t*-score value to understand the difference between the two sectors. The Family Support has a mean score value of 3.36 and 3.73 among the respondents belonging to the public sector and private sector with a significant level of 0.01. Further, the Work Support shows a significant

difference between the public and private sectors with a mean score of 3.43 and 3.72 at 0.05 level respectively. However, the Work-to-family Enrichment (WFE) does not show any significant difference with a mean score value of 3.97 and 3.98 respectively. Meanwhile, the Family-to-work Enrichment (FWE) shows little or insignificant mean score values of 3.91 and 4.00 for the respondents of the public sector and private sector respectively. In addition, Family Satisfaction does not show any significant correlation between the respondents of the public and private sectors with a mean score value of 3.87 and 3.80 respectively. However, Work Satisfaction shows a significant mean score difference of 3.72 and 3.45 between the respondents of public and private respondents respectively. On the other hand, the components of the Work-to-family Conflict Scale (WFCS) have wide differences in the mean score value yet insignificant with 2.88 and 2.72 between the public sector and private sector respondents. Similarly, the Family-to-work Conflict Scale (FWCS) also shows a wide difference of 3.29 and 3.17 between the respondents of the public and private sectors. Moreover, the Work-family Conflict Management (WFCM) shows a slight difference between the private and public sector respondents having a mean score value of 3.52 and 3.45 respectively. At the same time, Family-work Conflict Management (FWCM) has shown trivial mean score differences of 3.55 and 3.52 between the respondents belonging to the public and private sectors.

The components of work-family are summed up to understand the condition of work-family balance among the respondents in the private and public sectors. According to the mean score value, there are no significant differences between the public and private sector respondents. Overall, the respondents belonging to the public sector have a mean score value of 3.54 to that of 3.56 for the respondents of the private sector. Therefore, the Sector, Work-Family Balance and Components of Work-Family Balance: *t*-test found that Family Support and Work Support are higher among the respondents belonging to the private sector while Work Satisfaction is found to be significantly higher among the respondents belonging to the public sector.

4.10.4 Sector, QOL, and Domains of QOL

Table 32 shows the sector-wise comparison of Quality of Life (QOL) and the domains classified by the World Health Organization (WHO) using the Bref-Scale such as physical, psychological, social relationship, and environmental domains. The quality of life of the respondents is measured through various domains with a comprehensive scale containing a variety of questions related to the dynamics of

quality of life and it is crucial to comprehend the condition of the quality of life of the respondents in the public and private sectors.

Table 32 Sector, QOL, and Domains of QOL: t-test

Sl. No	Quality of Life Domains	Sector				t
		Public		Private		
		Mean	SD	Mean	SD	
1	Physical	3.41	.360	3.36	.525	1.015
2	Psychological	3.45	.429	3.39	.556	1.074
3	Social relationship	3.57	.531	3.65	.598	1.344
4	Environment	3.39	.423	3.34	.517	.851
Quality of Life		3.45	.335	3.40	.441	1.041

Source: Computed

**** $P < 0.01$**

*** $P < 0.05$**

The Sector, QOL, and Domains of QOL: *t*-test shows no significant difference between the public and the private sectors. *Firstly*, the physical domain shows a slight difference in mean score value among the respondents belonging to the public and private sectors with the public sector having a mean score value of 3.41 and the private sector with 3.36. *Secondly*, the psychological domain also shows a slight difference in the mean score value with the public sector having a mean score value of 3.45 and the private sector with 3.39. *Thirdly*, the social relationship domain has a wide difference among the domains. However, it is insignificant as the public sector has a mean score value of 3.57 while the private sector has 3.65. *Fourthly*, the environment domain has a narrow difference as the respondents belonging to the public sector have a mean score value of 3.39, and the private sector has a mean score value of 3.39.

The quality of life has resulted through the domains and found no significant difference between the public and the private sector as the public sector has a mean score value of 3.45 and the private sector has 3.40. The quality of life among the respondents working in the public sector is slightly better than the respondents working in the private sector. Henceforth, it is concluded that there is no significant relationship between the respondents working in the public and the private sector in terms of quality of life.

4.11 Family type, Psychosocial Dimensions, Coping Mechanisms, Work-Family Balance and Quality of Life: t-test

4.11.1 Family Type and Psychosocial Dimensions

Table 33 shows the family-type comparison of psychosocial dimensions among the respondents. The dimensions of the psychosocial aspects such as mental (thinking), emotional (feeling), social (relating), and spiritual (being) are compared between the two variable groups such as nuclear and extended family. The family type comparison gives us a new perspective on how family type could influence the psychosocial dimension of the respondents.

Table 33 Family type and Psychosocial Dimensions: t-test

Sl. No	Psychosocial Aspects	Family type				t
		Nuclear		Extended		
		Mean	SD	Mean	SD	
1	Mental (Thinking)	3.04	.450	3.00	.519	.705
2	Emotional (Feeling)	2.73	.507	2.73	.538	.013
3	Social (Relating)	3.11	.581	3.04	.657	1.051
4	Spiritual (Being)	2.89	.619	2.86	.634	.400
Psychosocial Dimension		2.94	.443	2.91	.526	.639

Source: Computed

** $P < 0.01$

* $P < 0.05$

The family type and the psychosocial dimensions of the respondents are displayed in the form of mean value and standard deviation. According to the table, no significant difference is found between the family type and the psychosocial domains of the respondents. The mental (thinking) aspect shows trivial differences of 3.04 and 3.00 among the respondents belonging to nuclear family and extended family respectively. The emotional (feeling) aspect shows no mean difference in the mean score as both scored 2.73 each. The social (relating) aspect has a wide difference among the nuclear and extended families with 3.11 and 3.04 mean scores respectively. In contrast, the spiritual (being) aspect shows little or trivial differences between the nuclear family and extended family type with 2.89 and 2.86 mean score values.

The psychosocial dimension is assessed based on the score of the overall listed aspects and the Family type Psychosocial Dimensions: *t* test concluded that there is no significant difference between the nuclear and extended family types on the psychosocial dimension as the overall mean score value is 2.94 and 2.91 respectively.

4.11.2 Family Type and Coping Mechanisms

Table 34 shows the family-type comparison of coping mechanisms among the respondents. The criteria of the coping mechanisms are based on the 5 coping aspects such as physical (body), mental (thinking) & emotional (feeling), social (relating), spiritual (being), and common coping strategies. The family type comparison on coping mechanisms is crucial to understanding the family type resiliency in dealing with the issues and challenges that emerged out of the work-family balance and its implications.

Table 34 Family Type and Coping Mechanisms: t-test

Sl. No	Coping Aspects	Family type				t
		Nuclear		Extended		
		Mean	SD	Mean	SD	
1	Physical (Body)	1.51	.243	1.51	.220	.024
2	Mental (thinking) and Emotional (Feeling)	1.46	.189	1.49	.205	1.208
3	Social (Relating)	1.34	.270	1.37	.302	.807
4	Spiritual (Being)	1.27	.235	1.32	.253	1.601
5	Common strategies	1.53	.232	1.57	.242	1.410
Overall coping mechanisms		1.42	.159	1.45	.176	1.420

Source: Computed

** $P < 0.01$

* $P < 0.05$

The family type and coping mechanisms are designed as 'yes' and 'no' types of questions and the maximum score is 2. As per the table shown above, there are no significant differences in the family type on coping mechanisms. *Firstly*, the physical (body) coping mechanism has the same mean score value on both the nuclear and extended family types i.e., 1.51 which is insignificant. *Secondly*, the mental (thinking) and emotional (feeling) also show an insignificant value with slight differences of 1.46 and 1.49 on nuclear and extended family respectively. In line with the other aspects, the social (relating) aspect also shows trivial differences of 1.34 and 1.37 mean score values on nuclear and extended family. Further, the spiritual (being) aspect has the highest *t*-score value. The mean difference is observed in this particular aspect yet it is still insignificant. Besides, the common coping strategies also have wide differences as the nuclear family type has a mean score value of 1.53, and the extended family type has a mean score value of 1.57.

The coping mechanism is the result of summing all the psychosocial coping aspects. As shown in the table, the overall coping mechanism has a mean score value of 1.42 and 1.45 on nuclear and extended families respectively. Therefore, it is concluded that there are no significant differences in coping mechanisms among the respondents living in nuclear and extended families.

4.11.3 Family Type, Work-Family Balance, and Components of WFB

Table 35 shows the family type comparison of work-family balance and its components such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) among the employees in the organized sector. This comparison gives us an insight into the influence of family type on work-family balance.

Table 35 Family type, Work-Family Balance and Components of WFB: t-test

Sl. No	Components of Work-Family Balance	Family type				t
		Nuclear		Extended		
		Mean	SD	Mean	SD	
1	Family Support	3.67	1.064	3.44	1.13	1.923
2	Work Support	3.66	1.01	3.51	1.11	1.251
3	WFE	4.07	.587	3.86	.650	3.051**
4	FWE	4.03	.573	3.88	.579	2.270*
5	Family Satisfaction	3.87	.660	3.77	.612	1.460
6	Work Satisfaction	3.64	.775	3.47	.826	1.836
7	WFCS	2.79	.771	2.80	.709	.067
8	FWCS	3.30	.773	3.12	.751	1.987
9	WFCM	3.51	.723	3.46	.705	.694
10	FWCM	3.54	.676	3.52	.731	.257
Work-Family Balance		3.61	.447	3.48	.448	2.493*

Source: Computed

** $P < 0.01$

* $P < 0.05$

The conditions of work-family balance and its components are compared with the mean score value and standard deviation along with the t-test. The Family Support and Work Support do not show any significant differences in the mean score value. However, there is an observable difference in both of the components. The Family Support shows a wide difference of 3.67 and 3.44 on the nuclear and extended family types. The Work Support also shows an insignificant difference of 3.66 on the nuclear family type and 3.51 on the extended family type. There is a significant difference between Work-to-family Enrichment (WFE) at 0.01 level and Family-to-work Enrichment (FWE) at 0.05 level. The Work-to-family Enrichment (WFE) shows a mean score difference of 4.07 and 3.86 on the nuclear and extended family types. Similarly, the Family-to-work Enrichment (FWE) also shows a significant mean difference of 4.03 and 3.88 for nuclear and extended families respectively. Family

Satisfaction and Work Satisfaction show a wide difference. However, it is still insignificant. The nuclear and extended family types have a mean score value of 3.87 and 3.77 on Family Satisfaction while Work Satisfaction shows 3.64 and 3.47 on the nuclear and extended family types. The Work-to-family Conflict Scale (WFCS) has trivial or no difference as the nuclear family and extended family show 2.79 and 2.80 respectively. The Family-to-work Conflict Scale (FWCS) shows a wide difference between the nuclear and extended family types with 3.30 and 3.12 mean score values. Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) have trivial differences. The nuclear and extended family type on Work-family Conflict Management (WFCM) has a slight mean difference of 3.51 and 3.46 respectively. The Family-work Conflict Management (FWCM) also shows trivial or almost no difference between the nuclear and extended family types with 3.54 and 3.52 mean score values.

The family type comparison of the overall work-family balance shows a significant difference between the nuclear and extended family. The nuclear family type has a higher mean score value of 3.61 while the extended family type has a mean score value of 3.48 which indicates that the work-family balance is better for the respondents belonging to the nuclear family. *Further*, the components of work-family balance such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) are better on nuclear family except on Work-to-family Conflict Scale (WFCS). Hence, Family type, Work-Family Balance, and Components of the WFB: *t* test concluded that there is a significant difference between the nuclear and extended family types on work-family balance and its components.

4.11.4 Family type, QOL, and Domains of QOL: *t* test

Table 36 shows the family type comparison of Quality of Life (QOL) and its domains such as physical, psychological, social relationship, and environmental domain which is classified by the WHO-Bref scale. This comparison is important to understand the influence of family type on the quality of life of the respondents.

Table 36 Family type, QOL, and Domains of QOL: t-test

Sl. No	Quality of Life Domains	Family type				t
		Nuclear		Extended		
		Mean	SD	Mean	SD	
1	Physical	3.37	.433	3.39	.495	.300
2	Psychological	3.43	.521	3.40	.486	.457
3	Social relationship	3.57	.573	3.67	.566	1.581
4	Environment	3.35	.461	3.38	.501	.618
Quality of Life		3.42	.391	3.44	.409	.469

Source: Computed

** $P < 0.01$

* $P < 0.05$

The family type and quality of life are tallied and displayed in the form of mean value and standard deviation along with a t-test. *Firstly*, the physical domain shows a trivial difference in the nuclear and extended family types with 3.37 and 3.39 respectively. Similarly, the psychological domain does not show any significant difference with the nuclear family and extended family having a mean score value of 3.43 and 3.40 respectively. The social relationship domain shows a noticeable difference but it is still insignificant with 3.57 and 3.67. The social relationship also shows no significant difference as the nuclear family and extended family have a mean score value of 3.35 and 3.38 respectively.

The quality of life is measured by summing all the listed domains such as physical, psychological, social relationships, and environment. The quality of life has a mean score value of 3.42 and 3.44 on nuclear and extended family. Therefore, no such significant difference is observed. In terms of the domains particularly, the quality of life is better in the extended family type except for the psychological domain. However, the trivial differences are considered statistically equivalent. Hence, there is no significant difference between nuclear and extended family in the quality of life.

4.12 Town-wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family Balance and Quality of Life: ANOVA

4.12.1 Town & Psychosocial Dimensions

Table 37 shows the comparison of the psychosocial dimension among the respondents belonging to Aizawl, Lunglei, and Champhai. The ANOVA comparison helps us understand the status of the respondent's psychosocial dimension by having a town-wise comparison based on a statistical test.

Table 37 Town & Psychosocial Dimensions: ANOVA

Test of Homogeneity of Variances			ANOVA			
Town	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Champhai	3.00	.371	6.322	.002	1.091	.337
Aizawl	2.90	.526				
Lunglei	2.94	.441				
Town wise differences						
Town	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Aizawl – Champhai	.103	.260	.2533	.0458		
Lunglei - Champhai	.059	.776	.2276	.1086		
Aizawl – Lunglei	.044	.865	.1980	.1095		

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic is significant but the F test does not show any significant difference and is assumed to have an equal variation. To understand the town-wise difference of the respondent's psychosocial dimension, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical outcome, the psychosocial dimension has attained the highest mean score value among the respondents belonging to Champhai town with 3.00 out of the maximum 4, followed by the respondents belonging to Lunglei town with 2.94 and 2.90 for the respondents belonging to Aizawl town. The Dunnett's T3 test indicated that the mean difference between the respondents belonging to Aizawl and Champhai towns has a mean difference of .103, which is insignificant. This is followed by Lunglei and Champhai towns with a mean difference of .059 and .044 for the respondents belonging to Aizawl and Lunglei towns. The statistical test shows no sign of significant difference among the respondents of three selected towns. However, the difference between Aizawl & Champhai towns in terms of psychosocial dimension shows an observable difference yet it is insignificant. Therefore, it is concluded that there are no significant differences in the psychosocial dimension among the respondents belonging to Aizawl, Lunglei, and Champhai towns.

4.12.2 Town & Coping Mechanisms

Table 38 shows the comparison of coping mechanisms among the respondents belonging to the Aizawl, Lunglei, and Champhai towns. The ANOVA comparison gives us a clear perspective of the coping mechanisms among the respondents between the three towns through the comparison of mean score and standard deviation.

Table 38 Town & Coping Mechanisms: ANOVA

Test of Homogeneity of Variances			ANOVA			
Town	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Lunglei	1.46	.168	.142	.867	1.567	.210
Aizawl	1.43	.169				
Champhai	1.41	.155				
Town wise differences						
Town	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Lunglei - Champhai	.050	.199	.0167	.1178		
Aizawl – Lunglei	.026	.584	.0333	.0292		
Aizawl – Champhai	.024	.669	.0333	.0818		

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F is insignificant. Therefore, equal variance is assumed. To understand the town-wise difference of respondents' coping mechanisms, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical test, the psychosocial dimension has attained the highest mean score value among the respondents belonging to Lunglei town with 1.46 out of the maximum 2, followed by respondents belonging to Aizawl town with 1.43 and the respondents belonging to Champhai town with 1.41. The Dunnett's T3 test indicated that the mean difference between respondents belonging to Lunglei and Champhai towns has an insignificant difference of .50, followed by respondents belonging to Aizawl and Lunglei towns with .059 and respondents belonging to Aizawl and Champhai town with .024. Therefore, according to the outcome of several tests, there are no significant differences among the respondents on the nature of towns and coping mechanisms.

4.12.3 Town & Work-Family Balance

Table 39 shows the comparison of work-family balance among the respondents belonging to the Aizawl, Lunglei, and Champhai towns. The ANOVA compares the town-wise conditions of work-family balance and it gives us insight into which town has achieved the best work-family balance implications.

Table 39 Town & Work-Family Balance: ANOVA

Test of Homogeneity of Variances			ANOVA			
Town	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Champhai	3.63	.496	1.703	.184	1.600	.204
Lunglei	3.57	.437				
Aizawl	3.52	.440				
Town wise differences						
Town	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Aizawl – Champhai	.115	.297	.2904	.0593		
Lunglei - Champhai	.058	.855	.2544	.1384		
Aizawl – Lunglei	.057	.706	.2015	.0864		

*Source: Computed***** $P < 0.01$** *** $P < 0.05$**

The test on Levene's Statistic and F is insignificant which means equal variance is assumed. To comprehend the town-wise difference in respondents' work-family balance, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical test on the work-family balance between the three towns studied, the work-family has attained the highest mean score value among the respondents belonging to Champhai town with 3.63 out of the maximum 5, followed by respondents belonging to Lunglei town with 3.57 and respondents belonging to Aizawl town with 3.52. The Dunnett's T3 test shows that the mean difference between respondents belonging to Aizawl and Champhai town has attained the highest of .115 which is insignificant, followed by respondents belonging to Lunglei and Champhai town with .058 and respondents belonging to Aizawl & Lunglei town with .057. The One-Way ANOVA test does not show any significant differences in work-family balance among the respondents in different towns. However, the work-family balance is slightly better in Champhai town which is also insignificant in terms of the difference. Therefore, it is concluded that there are no significant differences in work-family balance among the respondents belonging to Aizawl, Lunglei, and Champhai.

4.12.4 Town & Quality of Life

Table 40 displays the town-wise comparison of quality of life among the respondents belonging to Aizawl, Lunglei, and Champhai. The ANOVA statistical tests with the comparisons of the three towns enlighten us on the town-wise quality of life.

Table 40 Town & Quality of Life: ANOVA

Test of Homogeneity of Variances			ANOVA			
Town	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Aizawl	3.44	.434	1.677	.189	.471	.625
Champhai	3.41	.359				
Lunglei	3.39	.339				
Town wise differences						
Town	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Aizawl – Lunglei	.050	.683	-.0711		.1719	
Aizawl – Champhai	.031	.924	-.1052		.1682	
Lunglei – Champhai	.018	.985	-.1651		.1272	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant which means there is no significant difference between the three listed towns. To understand the town-wise difference in respondents' quality of life, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical outcome, the quality of life has achieved the highest mean score among the respondents belonging to Aizawl town out of the maximum 5, followed by respondents belonging to Champhai town with 3.41 and respondents belonging to Lunglei town with 3.39. The Dunnett's T3 test indicated the mean difference between the towns. According to this test, respondents belonging to Aizawl and Lunglei towns have attained the highest mean difference of .050 insignificant differences which is followed by respondents belonging to Aizawl and Champhai towns with .031 and respondents belonging to Lunglei and Champhai towns with .018. The ANOVA statistical test found no sign of significant difference among the respondents belonging to the three towns in terms of quality of life. Since the work-family balance is linked with the result of quality of life and vice versa, the comparison proved to be precise on this test. Therefore, it is concluded that there are no significant differences between the respondents belonging to Aizawl, Lunglei, and Champhai towns in terms of the respondent's quality of life.

4.13 Age group-wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family Balance and Quality of Life: ANOVA

4.13.1 Age Group and Psychosocial Dimension

Table 41 shows the age group-wise comparison of the respondents belonging to different classification of age groups in Aizawl, Lunglei, and Champhai towns. The

ANOVA statistical comparison helps us find out the existing psychosocial dimension among the different age group classifications.

Table 41 Age Group and Psychosocial Dimension: ANOVA

Test of Homogeneity of Variances			ANOVA			
Age Group	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
40-45 years	3.06	.399	2.152	.094	2.745	.043
35-39 years	2.96	.400				
31-34 years	2.94	.496				
26-30 years	2.84	.534				
Age Group-wise differences						
Age Group	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
26-30 years & 40-45 years	.216*	.011	.3979		.0352	
26-30 years & 35-39 years	.123	.356	.3041		.0574	
31-34 years & 40-45 years	.111	.690	.3328		.1099	
26-30 years & 31-34 years	.105	.730	.3228		.1126	
35-39 years & 40-45 years	.093	.695	.2786		.0922	
31-34 years & 35-39 years	.018	1.000	.2391		.2027	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test does not show any significant difference. Thus, equal variance is assumed in all of the age group classifications. To find out the age group-wise difference in respondents' psychosocial dimension, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the analysis, the psychosocial dimension has attained the highest mean score among the respondents belonging to the age group of 40-45 years with 3.06 out of the maximum 4, which is followed by respondents belonging to 35-39 years with 2.96, respondents belonging to 31-34 years with 2.94 and respondents belonging to 26-30 years with 2.84. The Dunnett's T3 test indicated that the mean difference between the respondents belonging to 26-30 years and 40-45 years is significant at 0.11 level with .216 mean difference which is followed by respondents between 26-30 years and 35-39 years with .123, respondents between 31-34 years and 40-45 years with .111, respondents between 26-30 years and 31-34 years with .105, respondents between 35-39 years and 40-45 years with .093 and respondents between 31-34 years and 35-39 years with 0.18. The statistical test on psychosocial dimension and the respondent's age group classifications does not show any significant differences except for 26-30 years and 40-45 years. Therefore, it is concluded that the higher age group resulted in a lesser psychosocial dimension.

4.13.2 Age Group and Coping Mechanisms

Table 42 shows the age group-wise comparison of coping mechanisms among the respondents belonging to different classification of age groups in Aizawl, Lunglei, and Champhai towns. The ANOVA comparison of coping mechanisms and age group shows the adjustment and adaptability of the respondents on their work and life matters.

Table 42 Age Group and Coping Mechanisms: ANOVA

Test of Homogeneity of Variances			ANOVA			
Age Group	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
26-30 years	1.47	.185	2.152	.094	2.745	.043
35-39 years	1.42	.144				
31-34 years	1.41	.160				
40-45 years	1.41	.148				
Age Group-wise differences						
Age Group	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
26-30 years & 31-34 years	.059	.165	.0128		.1313	
26-30 years & 40-45 years	.056	.129	.0090		.1216	
26-30 years & 35-39 years	.046	.287	.0176		.1106	
31-34 years & 35-39 years	.012	.998	.0870		.0616	
35-39 years & 40-45 years	.009	.999	.0580		.0777	
31-34 years & 40-45 years	.002	1.000	.0782		.0724	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F is insignificant. Therefore, equal variance is assumed on the mean score value. To understand the age group difference in respondents' coping mechanisms, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the outcome of the statistical test, respondents belonging to the age group of 26-30 attained the highest mean score value of 1.47 out of the maximum 2, followed by respondents belonging to the age group of 35-39 years with 1.42 and respondents belonging to both 31-34 years and 40-45 years have scored 1.41 respectively. The Dunnett's T3 test indicated that the respondents between the age group of 26-30 years and 31-34 years have attained the highest mean difference with .059. This is followed by respondents between 26-30 years and 40-45 years with 0.56, respondents between 26-30 years and 35-39 years with .046, respondents between 31-34 years and 35-39 years with .012, respondents between 35-39 years and 40-45 years with .009, respondents between 31-34 years and 40-45 years with .002. The Age Group and Coping Mechanisms:

ANOVA test shows trivial differences which are not perceptible and therefore, it is concluded that there are no significant differences in the coping mechanisms among the different respondent's age group.

4.13.3 Age Group and Work-Family Balance

Table 43 shows the age group-wise comparison of work-family balance among the respondents belonging to different classifications of age groups in the Aizawl, Lunglei, and Champhai towns. The ANOVA statistical test shows the age group-wise attainment of work-family balance to understand whether age group is an indicator of achieving work-family balance implications.

Table 43 Age Group and Work-Family Balance: ANOVA

Test of Homogeneity of Variances			ANOVA			
Age Group	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
40-45 years	3.66	.408	.546	.651	4.451	.004
35-39 years	3.63	.454				
31-34 years	3.58	.480				
26-30 years	3.45	.440				
Age Group-wise differences						
Age Group	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
26-30 years & 40-45 years -	.213*	.006	.3834		.0446	
26-30 years & 35-39 years	.179	.053	.3604		.0013	
26-30 years & 31-34 years	.137	.347	.3389		.0636	
31-34 years & 40-45 years	.076	.923	.2948		.1421	
31-34 years & 35-39 years	.041	.997	.2690		.1852	
35-39 years & 40-45 years	.034	.998	.2345		.1657	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic is insignificant whereas the F test shows significant differences which means that equal variations cannot be assumed. To understand the age group-wise score of the respondent's work-family balance, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical test, the work-family balance has attained the highest mean score value among the respondents belonging to 40-45 years with 3.66 out of the maximum 5, followed by respondents belonging to 35-39 years with 3.63, respondents belonging to 31-34 years with 3.58 and respondents belonging to 26-30 years with 3.45. The Dunnett's T3 test shows that the mean difference between the respondents between the age group of 26-30 years and 40-45 years has attained the highest with .213 which is significant at .006 which is followed by respondents

between 26-30 years and 35-39 years with .179, respondents between 26-30 years and 31-34 years with a mean difference of .137, respondents between 31-34 years and 40-45 years with .076, respondents between 31-34 years and 35-39 years with .041, respondents between 35-39 years and 40-45 years with .034. There are no significant differences in work-family balance among the respondents belonging to different classifications of age groups except for 26-30 years and 40-45 years. Hence, the Age Group and Work-Family Balance: ANOVA test concluded that the higher age of the respondents resulted in a productive work-family balance.

4.13.4 Age Group and Quality of Life

Table 44 displays the age group-wise comparison of quality of life among the respondents belonging to different classifications of age groups in the Aizawl, Lunglei, and Champhai towns. The ANOVA statistical test helps us understand the dynamics of the respondent's quality of life based on the classification of different age groups.

Table 44 Age Group and Quality of Life: ANOVA

Test of Homogeneity of Variances			ANOVA			
Age Group	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
40-45 years	3.50	.315	1.446	.229	2.286	0.79
31-34 years	3.46	.398				
35-39 years	3.45	.400				
26-30 years	3.36	.429				
Age Group-wise differences						
Age Group	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
26-30 years & 40-45 years	.139	.063	.2837		.0047	
26-30 years & 31-34 years	.108	.460	.2836		.0661	
26-30 years & 35-39 years	.095	.541	.2607		.0690	
35-39 years & 40-45 years	.043	.981	.2104		.1231	
31-34 years & 40-45 years	.030	.998	.2074		.1458	
31-34 years & 35-39 years	.012	1.000	.1805		.2062	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant which means there is no significant difference in quality of life and classifications of age groups. To analyze the age group-wise difference in respondents' quality of life, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical findings, the quality of life has achieved the highest mean score among the respondents belonging to the age group of 40-45 years with 3.50 out of the maximum 5 which is

followed by respondents belonging to 31-34 years with 3.46, respondents belonging to 35-39 years with 3.45 and respondents belonging to 26-30 years with 3.36. The Dunnett's T3 test indicated that respondents between the age group of 26-30 years and 40-45 years has attained the highest mean difference with .139, followed by respondents between the age group of 26-30 years and 31-34 years with .108, respondents between the age group of 26-30 years and 35-39 years with .095, respondents between 35-39 years and 40-45 years with .043, respondents between 31-34 years and 40-45 years with .030 and respondents between 31-34 years & 35-39 years with .012. The Age Group and Quality of Life: ANOVA statistical test confirmed that there are no significant differences in the quality of life and the classification of age groups.

4.14 Educational qualification wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family and Balance and Quality of Life: ANOVA

4.14.1 Educational Qualification and Psychosocial Dimensions

Table 45 shows the comparison of the psychosocial dimension with the educational qualification of the respondents. The ANOVA comparison clarifies the impact of educational accomplishment on encountering psychosocial issues in the work culture.

Table 45 Educational Qualification and Psychosocial Dimensions: ANOVA

Test of Homogeneity of Variances			ANOVA			
Educational Qualification	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Higher Secondary	3.09	.572	1.754	.138	2.867	0.23
Others	3.09	.417				
Post Graduate	2.95	.429				
Graduate	2.89	.466				
High School	2.73	.565				
Educational Qualification differences						
Educational Qualification	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
High School – Higher Secondary	.366	.186	.8174		.0848	
High School – Others	.363	.293	.8605		.1343	

High School – Post Graduate	.223	.615	.6224	.1762
Higher Secondary – Graduate	.205	.332	.0806	.4912
Graduate – Others	.202	.611	.5790	.1747
High School – Graduate	.160	.895	.5562	.2342
Higher Secondary – Post Graduate	.143	.811	.1495	.4359
Post Graduate - Others	.139	.924	.5204	.2405
Graduate – Post Graduate	.062	.966	.2278	.1036
Higher Secondary - Others	.003	1.000	.4276	.4340

Source: Computed

**** $P < 0.01$**

*** $P < 0.05$**

The test on Levene's Statistic and F test does not show any significant difference and hence, equal variation is assumed. To understand the educational qualification-wise differences of the respondent's psychosocial dimensions, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical test, the psychosocial dimension has attained the highest mean score value among the respondents having an educational qualification up to Higher Secondary and respondents who have accomplished Other qualifications both equally at 3.09 respectively out of the maximum 4 which is followed by respondents who have accomplished Post Graduate with 2.95, respondents who have accomplished Graduate with 2.89 and respondents who have accomplished High School with 2.73. The Dunnett's T3 test indicated that the mean difference between the respondents belonging to High School and Higher Secondary has attained the highest mean difference with .366, followed by respondents belonging to High School and Others .363, respondents belonging to High School and Post Graduate with .223, respondents belonging to Higher Secondary and Graduate with .205, respondents belonging to Graduate and Others with .202, respondents belonging to High School and Graduate with .160, respondents belonging to Higher Secondary and Post Graduate with .143, respondents belonging to Post Graduate and Others with .139, respondents belonging to Graduate and Post Graduate with .062 and respondents belonging to Higher Secondary and Others with .003. Therefore, the Educational Qualification and Psychosocial Dimensions: ANOVA test concluded that there are no significant differences in psychosocial dimension among the different categorizations of educational qualifications.

4.14.2 Educational Qualification and Coping Mechanisms

Table 46 shows the comparison of coping mechanisms with the educational qualifications of the respondents. The ANOVA comparison gives us a clear perspective on the impact of educational qualification on the coping pattern of work-family balance matters.

Table 46 Educational Qualification and Coping Mechanisms: ANOVA

Test of Homogeneity of Variances			ANOVA			
Educational Qualification	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
High School	1.49	.229	1.745	.140	1.181	.319
Higher Secondary	1.46	.136				
Graduate	1.43	.163				
Others	1.42	.179				
Post Graduate	1.41	.166				
Educational Qualification differences						
Educational Qualification	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
High School – Post Graduate	.078	.762	.0825		.2401	
High School – Others	.070	.969	.1364		.2781	
High School – Graduate	.060	.926	.0985		.2195	
Higher Secondary – Post Graduate	.042	.738	.0368		.1213	
High School – Higher Secondary	.036	.999	.1280		.2012	
Higher Secondary - Others	.034	.999	.1309		.1994	
Higher Secondary – Graduate	.023	.984	.0491		.0969	
Graduate – Post Graduate	.018	.994	.0435		.0802	
Graduate – Others	.010	1.000	.1502		.1710	
Post Graduate - Others	.007	1.000	.1703		.1544	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant which means equal variation is assumed. To comprehend the different scores on coping mechanisms and educational qualification, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical outcome, respondents who have accomplished up to High School have attained the highest mean score value with 1.49 out of the maximum 2 which means they have the highest coping techniques. This is followed by respondents who have accomplished up to Higher Secondary with 1.46, respondents who have accomplished up to Graduate with 1.43, respondents who have accomplished Other professions with 1.42, and respondents who have

accomplished up to Graduate with *1.41*. The Dunnett's T3 test shows the mean difference among the educational qualifications and found that respondents between High School and Post Graduate have the highest mean difference with *.078*, followed by respondents between High School and Others *.070*, respondents between High School and Graduate with *.060*, respondents between Higher Secondary and Post Graduate with *.042*, respondents between High School and Higher Secondary with *.036*, respondents between Higher Secondary and Others with *.034*, respondents between Higher Secondary and Graduate with *.023*, respondents between Graduate and Post Graduate with *.018*, respondents between Graduate and Others with *.010* and respondents between Post Graduate and Others with *.007*. Thus, the Educational Qualification and Coping Mechanisms: ANOVA test concluded that there is no significant difference in coping mechanisms and the categorization of educational qualifications of the respondents.

4.14.3 Educational Qualification and Work-Family Balance

Table 47 shows the comparison of work-family balance with the educational qualification of the respondents. The ANOVA comparison gives us insights into which degree of educational qualification has a positive impact on the working population.

Table 47 Educational Qualification and Work-Family Balance: ANOVA

Test of Homogeneity of Variances			ANOVA			
Educational Qualification	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Post Graduate	3.64	.441	.446	.776	2.457	.046
Others	3.61	.417				
Higher Secondary	3.59	.380				
Graduate	3.51	.472				
High School	3.35	.418				

Educational Qualification wise differences				
Educational Qualification	Mean Difference	Sig.	95% Confidence Interval [LL-UL]	
High School – Post Graduate	.289	.075	.5955	.0172
High School – Others	.251	.581	.6869	.1835
High School – Higher Secondary	.238	.290	.5623	.0857
High School – Graduate	.155	.707	.4555	.1440
Graduate – Post Graduate	.133	.238	.3029	.0361
Graduate – Others	.095	.992	.4725	.2806
Higher Secondary – Graduate	.082	.071	.1234	.2885
Higher Secondary – Post Graduate	.050	.075	.2679	.1662
Post Graduate - Others	.037	.120	.3432	.4181
Higher Secondary - Others	.013	.126	.4058	.3790

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant which means there is an equal variation in all of the educational qualifications. To have a clear perspective on this matter, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical, respondents with Post Graduation have attained the highest mean score value with 3.64 out of the maximum 5, followed by respondents who opted for technical courses which is listed as Others have attained 3.61, respondents who have accomplished Higher Secondary with 3.59, respondents who have accomplished Graduate with 3.51 and respondents who have accomplished High School with 3.35. The Dunnett's T3 test shows that the mean difference between respondents who have accomplished High School and Post Graduate has a wide difference of .289 which is insignificant, followed by respondents between High School and Others with .251, respondents between High School and Higher Secondary with .238, respondents between High School and Graduate with .155, respondents between Graduate and Post Graduate with .133, respondents between Graduate and Others with .095, respondents between Higher Secondary and Graduate with .082, respondents between Higher Secondary and Post Graduate with .050, respondents between Post Graduate and Others with .037, respondents between Higher Secondary and Others with .013. Therefore, it is concluded that there is no significant difference in the educational qualifications and work-family balance of the respondents.

4.14.4 Educational Qualification and Quality of Life

Table 48 displays the comparison of quality of life with the educational qualification of the respondents. The ANOVA statistical test shows the impact of educational qualification in resulting on the quality of life of the respondents.

Table 48 Educational Qualification and Quality of Life: ANOVA

Test of Homogeneity of Variances			ANOVA			
Educational Qualification	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Post Graduate	3.51	.379	.414	.798	2.077	.084
Others	3.49	.325				
Higher Secondary	3.42	.319				
Graduate	3.37	.433				
High School	3.34	.360				
Educational Qualification wise differences						
Educational Qualification	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
High School – Post Graduate	.170	.447	.4343		.0939	
High School – Others	.146	.897	.4995		.2064	
Graduate – Post Graduate	.138	.090	.2883		.0109	
Graduate – Others	.115	.901	.4121		.1821	
Higher Secondary – Post Graduate	.088	.837	.2723		.0955	
High School – Higher Secondary	.081	.990	.3595		.1958	
Higher Secondary - Others	.064	.999	.3748		.2454	
Higher Secondary – Graduate	.050	.995	.1270		.2276	
High School – Graduate	.031	1.000	.2917		.2287	
Post Graduate - Others	.023	1.000	.2762		.3235	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant which means there is no significant difference among the educational qualifications of the respondents with implications to quality of life. To understand the difference, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical test, the quality of life has achieved the highest mean score value among the respondents who have accomplished Post Graduate degree with 3.51 out of the maximum 5, followed by respondents who have accomplished Other professional courses with 3.49, respondents who have accomplished Higher Secondary with 3.42, respondents who have accomplished Graduate with 3.37 and respondents who have

accomplished High School with 3.34. The Dunnett's T3 test shows that respondents between High School and Post Graduate have a wide mean difference with .170, followed by respondents between High School and Others with .146, respondents between Graduate and Post Graduate with .138, respondents between Graduate and Others with .115, respondents between Higher Secondary and Post Graduate with .088, respondents between High School and Higher Secondary with .081, respondents between Higher Secondary and Others with .064, respondents between Higher Secondary and Graduate with .050, respondents between High School and Graduate with .031 and respondents between Post Graduate and Others with .023. The Educational Qualification and Quality of Life: ANOVA statistical test found no significant difference in the respondents' quality of life and educational qualifications. Therefore, it is concluded that there are no significant differences in educational qualifications and quality of life.

4.15 Profession-wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family Balance and Quality of life: ANOVA

4.15.1 Profession & Psychosocial Dimensions

Table 49 shows the comparison of the psychosocial dimension with the profession of the respondents such as medical practitioners, teachers/faculty, and bank staff. The ANOVA comparison helps us understand the influence of the profession in dealing with psychosocial issues.

Table 49 Profession & Psychosocial Dimensions: ANOVA

Test of Homogeneity of Variances			ANOVA			
Profession	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Medical practitioner	2.99	.537	4.206	.016	1.828	.162
Teacher/Faculty	2.91	.421				
Bank Staffs	2.86	.492				
Profession wise differences						
Profession	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Medical practitioners & Bank Staff	.134	.258	.0588		.3272	
Medical Practitioner & Teacher/Faculty	.085	.421	.0628		.2336	
Teacher/Faculty & Bank Staffs	.048	.871	.1245		.2221	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and *F* test does not show any significant difference. Thus, there is an equal variation among the professions. To understand the profession-wise psychosocial dimension, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical findings, the psychosocial dimension has attained the highest mean score value among the respondents who are Medical practitioners with 2.99 out of the maximum 4 which is followed by the respondents who are Teacher/Faculty with 2.91 and respondents who are Bank Staffs with 2.86. The Dunnett's T3 test shows the mean difference between respondents who are Medical practitioners and Bank Staff has attained a wide mean difference of .134 which is insignificant. This is followed by respondents who are Medical practitioners and Teacher/Faculty with .085 and respondents who are Teacher/Faculty and Bank Staff with .048. Hence, the Profession & Psychosocial Dimensions: ANOVA test concluded that the psychosocial dimensions among the different professions such as medical practitioner, teacher/faculty, and bank staff are considerably equal.

4.15.2 Profession & Coping Mechanisms

Table 50 shows the comparison of coping mechanisms with the professions of the respondents such as medical practitioners, teachers/faculty, and bank staff. The ANOVA comparison helps us understand the respondent's profession-wise adaptability in coping with the issues related to work-family balance.

Table 50 Profession & Coping Mechanisms: ANOVA

Test of Homogeneity of Variances			ANOVA			
Profession	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Medical practitioner	1.45	.149	1.827	.163	1.340	.263
Bank Staffs	1.44	.185				
Teacher/Faculty	1.42	.172				
Profession wise differences						
Profession	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Medical Practitioner & Teacher/Faculty	.033	.267	.0818		.0150	
Teacher/Faculty & Bank Staffs	.024	.755	.0911		.0422	
Medical practitioners & Bank Staff	.008	.983	.0571		.0750	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and *F* test is insignificant which shows that equal variance is assumed on this matter. For better comprehension of the profession-wise coping mechanisms, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the analysis, the coping mechanism has attained the highest mean score value among the respondents who are Medical practitioners with 1.45 out of the maximum 2 which is followed by respondents who are Bank Staffs with 1.44 and respondents who are Teacher/Faculty with 1.42. The Dunnett's T3 test shows that respondents who are Medical practitioners and Teacher/Faculty have a wide mean difference with .033 which is still insignificant, followed by respondents who are Teacher/Faculty and Bank Staff with .024 and respondents who are Medical practitioners and Bank Staffs with .008. Hence, the findings of the Profession & Coping Mechanisms: ANOVA test confirmed that there is no significant difference in the professions and coping mechanisms of the respondents.

4.15.3 Profession & Work-Family Balance

Table 51 shows the comparison of work-family balance and professions of the respondents such as medical practitioners, teachers/faculty, and bank staff. The ANOVA statistical test finds out the influence of professions on work-family balance and its implications.

Table 51 Profession & Work-Family Balance: ANOVA

Test of Homogeneity of Variances			ANOVA			
Profession	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Bank Staffs	3.68	.457	1.728	.179	7.435	<.001
Teacher/Faculty	3.59	.471				
Medical practitioner	3.43	.395				
Profession wise differences						
Profession	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Medical practitioners & Bank Staff	.250**	.001	.4164		.0842	
Medical Practitioner & Teacher/Faculty	.158*	.012	.2885		.0276	
Teacher/Faculty & Bank Staffs	.092	.467	.2617			

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic may not show any significant differences but the *F* test shows significant differences at .001 and .12 levels. Hence, equal variation cannot be assumed. For a better understanding of the profession and work-family balance, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical test on professional and work-family balance, respondents who are Bank Staff have reported the highest mean score value of 3.68 followed by respondents who are Teachers/Faculty with 3.59 and respondents who are Medical practitioners with 3.43. The Dunnett's T3 test shows the mean difference in work-family balance among professions and found that respondents who are Medical practitioners and Bank Staff have attained a wide mean difference with .250 which is significant at the level of .001. This is followed by respondents who are Medical practitioners and Teacher/Faculty which has a mean difference of .158 which is still significant while respondents who are Teacher/Faculty and Bank Staff do not show any significant differences on this matter. Therefore, the study confirmed that respondents who are Bank Staffs are experiencing an unsurpassed and highest work-family balance among the professions which is followed by respondents who are Teacher/Faculty and Medical practitioners and respondents who are Teacher/Faculty and Bank Staffs. According to the Profession & Work-Family Balance: ANOVA test, the work-family balance is excellent in the banking sectors. Hence, the test concluded that there is a significant relationship between the professions and work-family balance.

4.15.4 Profession & Quality of Life

Table 52 displays the profession-wise comparison of quality of life among the respondents such as medical practitioners, teachers/faculty, and bank staff. The ANOVA statistical test shows the influence of the respondent's profession in achieving the quality of life.

Table 52 Profession & Quality of Life: ANOVA

Test of Homogeneity of Variances			ANOVA			
Profession	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Bank Staffs	3.49	.440	1.209	.300	3.639	0.27
Teacher/Faculty	3.46	.381				
Medical practitioner	3.35	.387				
Profession wise differences						
Profession	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Medical practitioners & Bank Staff	.142	.096	.3033		.0178	
Medical Practitioner & Teacher/Faculty	.114	.057	.2305		.0025	
Teacher/Faculty & Bank Staffs	.028	.958	.1841		.1266	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant which means there is no significant difference on the listed professions in terms of quality of life. To understand the respondent's profession-wise differences in the quality of life, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the analysis, the quality of life has achieved the highest mean score value among respondents who are Banking Staff with 3.49 out of the maximum 5, which is followed by respondents who are Teachers/Faculty with 3.46 and respondents who are Medical practitioners with 3.35. The Dunnett's T3 test indicated the mean difference between professions and according to this test, respondents who are Medical practitioners and Bank Staffs has a wide mean difference with .142, followed by respondents who are Medical practitioners and Teacher/Faculty with .114 and respondents who are Teacher/Faculty and Bank Staffs with .028. Therefore, the Profession & Quality of Life: ANOVA reported that there is no significant difference among the three professions on the quality of life.

4.16 Experience-wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family balance, and Quality of Life: ANOVA

4.16.1 Years of Experience and Psychosocial Dimensions

Table 53 shows the comparison of the psychosocial dimension with the respondents' years of experience. The ANOVA comparison gives us a clear perception of the influence of the respondent's years of experience on psychosocial dimensions.

Table 53 Years of Experience and Psychosocial Dimensions: ANOVA

Test of Homogeneity of Variances			ANOVA			
Experience	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
19 years and above	3.07	.446	3.479	.008	2.812	.026
15-18 years	3.04	.359				
7-10 years	2.98	.474				
11-14 years	2.95	.372				
3-6 years	2.84	.523				
Experience wise differences						
Experience	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
3-6 years & 19 years and above	.224	.047	.4479	.0018		
3-6 years & 15-18 years	.202	.144	.4399	.0347		
3-6 years & 7-10 years	.134	.583	.3574	.0877		
11-14 years & 19 years and above	.115	.877	.3689	.1382		
3-6 years & 11-14 years	.109	.761	.3197	.1007		
11-14 years & 15-18 years	.093	.971	.3582	.1720		
7-10 years & 19 years and above	.090	.980	.3538	.1738		
7-10 years & 15-18 years	.067	.998	.3424	.2069		
7-10 years & 11-14 years	.025	1.000	.2279	.2786		
15-18 years & 19 years and above	.022	1.000	.2972	.2527		

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant and therefore equal variance is considered assumed. To understand the experience-wise psychosocial dimension, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical analysis, the psychosocial dimension has attained the highest mean score value between the respondents' years of experience between 19 years and above with 3.07, which is followed by respondents' years of experience between 15 and 18 years with 3.04, respondents' years of experience

between 7 and 10 years with 2.98, respondents' years of experience between 11 and 14 years with 2.95 and respondents' years of experience between 3 and 6 years with 2.84. The Dunnett's T3 test shows the mean difference between the respondents' years of experience on psychosocial dimensions. According to Dunnett's T3 test, respondents' years of experience between 3 to 6 years and 19 years have reported a wide mean difference of .224 which is insignificant, followed by respondents' years of experience between 3 to 6 years and 15 to 18 years with .202, respondents' years of experience between of 3 to 6 years and 7 to 10 years with .134, respondents' years of experience between 11 to 14 years and 19 years and above with .115, respondents' years of experience between 3 to 6 years and 11 to 14 years with .109, respondents' years of experience between 11 to 14 years and 15 to 18 years with .093, respondents' years of experience between 7 to 10 years and 19 years and above with .090, respondents' years of experience between 7 to 10 years and 15 to 18 years with .067, respondents' years of experience between 7 to 10 years and 11 to 14 years with .025, respondents' years of experience between 15 to 18 years and 19 years and above with .022. Therefore, it is concluded that there are no significant differences among the respondents' years of experience on psychosocial dimensions.

4.16.2 Years of Experience and Coping Mechanisms

Table 54 shows the comparison of coping mechanisms with the respondents' years of experience. The ANOVA comparison helps us understand whether the respondents' years of experience influence the dynamics of their coping abilities.

Table 54 Years of Experience and Coping Mechanisms: ANOVA

Test of Homogeneity of Variances			ANOVA			
Experience	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
3-6 years	1.46	.183	3.164	.014	3.292	.012
7-10 years	1.45	.161				
15-18 years	1.43	.112				
19 years and above	1.41	.154				
11-14 years	1.36	.129				

Experience wise differences				
Experience	Mean Difference	Sig.	95% Confidence Interval [LL-UL]	
3-6 years & 11-14 years	.099*	.002	.0262	.1726
7-10 years & 11-14 years	.098*	.016	.0118	.1857
11-14 years & 15-18 years	.069	.983	.1561	.0177
11-14 years & 19 years and above	.054	.212	.1422	.0335
3-6 years & 19 years and above	.045	.636	.0325	.1226
3-6 years & 15-18 years	.030	.940	.0465	.1068
7-10 years & 19 years and above	.044	.823	.0461	.1351
7-10 years & 15-18 years	.029	.983	.0601	.1192
15-18 years & 19 years and above	.014	1.000	.0756	.1054
3-6 years & 7-10 years	.000	1.000	.0758	.0770

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is at an insignificant level. However, the mean difference shows a significant difference in the years of experience on coping mechanisms close to 0.05 level. Therefore, equal variance cannot be assumed on this test. To understand the mean score and difference between the years of experience, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical analysis, the coping mechanisms attained the highest mean score value among the respondents having an experience of 3 and 6 years with 1.46 out of the maximum 2, respondents' years of experience between 7 and 10 years with 1.45, respondents' years of experience between 15 and 18 years with 1.43, respondents' years of experience between 19 years and above with 1.41 and respondents' years of experience between 11 and 14 years with 1.36. The Dunnett's T3 test shows that the mean difference between respondents' years of experience between 3 to 6 years and 11 to 14 years has attained the highest mean difference with .099, followed by respondents' years of experience between 7 to 10 years and 11 to 14 years with .098, respondents' years of experience between 11 to 14 years and 15 to 18 years with .069, respondents' years of experience between 11 to 14 years and 19 years and above with .054, respondents' years of experience between 3 to 6 years and 19 years and above with .045, respondents' years of

experience between 3 to 6 years and 15 to 18 years with *0.30*, respondents' years of experience between 7 to 10 years and 19 years and above with *.044*, respondents' years of experience between 7 to 10 years and 15 to 18 years with *.029*, respondents' years of experience between 15 to 18 years and 19 years and above with *.014*, respondents' years of experience between 3 to 6 years and 7 to 10 years with *.000* mean difference. According to the Years of Experience and Coping Mechanisms: ANOVA test, there is a significant difference between the experience group categorization of 3 to 6 and 11 to 14 years while the other groups do not show any significant difference. Therefore, it is concluded that there is a significant difference in one of the respondent's years of experience with coping mechanisms.

4.16.3 Years of Experience and Work-Family Balance

Table 55 shows the comparison of respondents' years of experience and work-family balance. The ANOVA compares the impact of respondent's years of experience on work-family balance and its implications.

Table 55 Years of Experience and Work-Family Balance: ANOVA

Test of Homogeneity of Variances			ANOVA			
Experience	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
15-18 years	3.73	.464	.145	.965	2.864	.024
11-14 years	3.67	.471				
7-10 years	3.59	.435				
19 years and above	3.57	.414				
3-6 years	3.48	.449				
Experience wise differences						
Experience	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
3-6 years & 15-18 years	.251	.119	.5386		.0351	
3-6 years & 11-14 years	.189	.236	.4335		.0541	
15-18 years & 19 years and above	.162	.755	.1528		.4773	
7-10 years & 15-18 years	.142	.863	.4567		.1715	
3-6 years & 7-10 years	.109	.719	.3099		.0917	
11-14 years & 19 years and above	.100	.969	.1782		.3787	
3-6 years & 19 years and above	.089	.895	.2922		.1132	
7-10 years & 11-14 years	.080	.993	.3579		.1967	
11-14 years & 15-18 years	.062	1.000	.4020		.2780	

7-10 years & 19 years and above	.019	1.000	.2237	.2629
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Source: Computed

**** $P < 0.01$**

*** $P < 0.05$**

The test on Levene's Statistic and F test is insignificant which means equal variance is assumed. To understand the influence of respondents' years of experience on work-family balance, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical analysis, the work-family has attained the highest mean score value among the respondents' years of experience between 15 and 18 years with 3.73 which is followed by respondents' years of experience between 11 and 14 years with 3.67, respondents' years of experience between 7 and 10 years with 3.59, respondents' years of experience between 19 years and above with 3.57 and respondents' years of experience between 3 and 6 years with 3.48. The Dunnett's T3 test shows that the mean difference between respondents' years of experience between 3 to 6 years and 15 to 18 years has attained the highest with .251, followed by respondents' years of experience between 3 to 6 years and 11 to 14 years with .189, respondents' years of experience between 15 to 18 years and 19 years and above with .162, respondents' years of experience between 7 to 10 years and 15 to 18 years with .142, respondents' years of experience between 3 to 6 years and 7 to 10 years with .109, respondents' years of experience between 11 to 14 years and 19 years and above with .100, respondents' years of experience between 3 to 6 years and 19 years and above with .089, respondents' years of experience between 7 to 10 years and 11 to 14 years with .080, respondents' years of experience between 11 to 14 years and 15 to 18 years with .062, respondents' years of experience between 7 to 10 years and 19 years and above with .019. The One-Way ANOVA does not show any significant differences. However, it is clear from the analysis that the higher the respondent's years of experience has resulted in an observable better work-family balance. Despite the existing differences, it is concluded that there are no significant differences among the respondents' years of experience and work-family balance.

4.16.4 Years of Experience and Quality of Life

Table 56 displays the comparison of quality of life with the respondents' years of experience. The ANOVA statistical test compares whether or not the respondent's years of experience could be a contributing factor in determining the quality of life.

Table 56 Years of Experience and Quality of Life: ANOVA

Test of Homogeneity of Variances			ANOVA			
Experience	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
11-14 years	3.47	.380	.985	.416	.400	.809
19 years and above	3.46	.322				
7-10 years	3.43	.405				
3-6 years	3.41	.431				
15-18 years	3.37	.353				
Experience wise differences						
Experience	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
11-14 years & 15-18 years	.098	.959	.1663		.3636	
15-18 years & 19 years and above	.095	.937	.3369		.1459	
7-10 years & 15-18 years	.064	.998	.1906		.3193	
3-6 years & 11-14 years	.055	.996	.2586		.1477	
3-6 years & 19 years and above	.052	.990	.2199		.1153	
3-6 years & 15-18 years	.043	1.000	.1823		.2687	
7-10 years & 11-14 years	.034	1.000	.2710		.2025	
7-10 years & 19 years and above	.031	1.000	.2396		.1773	
3-6 years & 7-10 years	.021	1.000	.2093		.1670	
11-14 years & 19 years and above	.003	1.000	.2184		.2247	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant. Therefore, the variation is assumed to be equal on this test. To understand the respondents' experience and quality of life, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical outcome, the quality of life has achieved the highest mean score value among the respondents' years of experience between 11 and 14 years with 3.47, which is followed by respondents' years of experience between 19 years and above, respondents' years of experience between 7 and 10 years with 3.43, respondents' years of experience between 3 and 6 years with 3.41, respondents' years of experience between 15 and 18 years with 3.37. The Dunnett's T3 test analysed the mean difference between respondent's years of experiences and found that respondents' years of experience between 11 to 14 years and 15 to 18 years has the highest mean difference with .098 which is followed by

respondents' years of experience between 15 to 18 years and 19 years and above .095, respondents' years of experience between 7 to 10 years and 15 to 18 years with .064, respondents' years of experience between 3 to 6 years and 11 to 14 years with .055, respondents' years of experience between 3 to 6 years and 19 years and above with .052, respondents' years of experience between 3 to 6 years and 15 to 18 years with .043, respondents' years of experience between 7 to 10 years and 11 to 14 years with .034, respondents' years of experience between 7 to 10 years and 19 years and above with .031, respondents' years of experience between 3 to 6 years and 7 to 10 years with .021, respondents' years of experience between 11 to 14 years and 19 years and above with .003. The Years of Experience and Quality of Life: ANOVA test does not show any significant differences among the respondent's categorization of working experience groups.

4.17 Annual Family Income-wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family Balance and Quality of Life: ANOVA

4.17.1 Annual Family Income and Psychosocial Dimensions

Table 57 shows the comparison of psychosocial dimensions with the categorization of annual family income among the respondents. The ANOVA comparison enlightens the association between the annual family income and the psychosocial dimension of the respondents.

Table 57 Annual Family Income and Psychosocial Dimensions: ANOVA

Test of Homogeneity of Variances			ANOVA			
Annual Family Income	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
9 lakhs and above	3.00	.447	1.125	.339	2.554	.055
5-8 lakhs	2.97	.451				
Less than 2 lakhs	2.95	.527				
2-4 lakhs	2.82	.477				

Annual Family Income differences				
Annual Family Income	Mean Difference	Sig.	95% Confidence Interval [LL-UL]	
2-4 lakhs & 9 lakhs and above	.185	.050	.3706	.0001
2-4 lakhs & 5-8 lakhs	.146	.262	.3435	.0509
Less than 2 lakhs & 2-4 lakhs	.133	.426	.0745	.3415
Less than 2 lakhs – 9 lakhs and above	.051	.986	.2615	.1580
5-8 lakhs & 9 lakhs and above	.038	.996	.2380	.1601
Less than 2 lakhs & 5-8 lakhs	.012	1.000	.2329	.2072

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant which states that equal variation is assumed. To understand the association between annual family income and psychosocial dimension among the respondents, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical analysis, the psychosocial dimension has attained the highest mean score value among the respondents having an income of 9 lakhs and above with 3.00 out of the maximum 4, followed by respondents having an income of 5 and 8 lakhs with 2.97, respondents having an income of less than 2 lakhs with 2.95 and respondents having an income of 2 and 4 lakhs with 2.82 mean score value. The Dunnett's T3 test shows a wide difference between respondents having an income of 2 to 4 lakhs and 9 lakhs and above with .185, respondents having an income of 2 to 4 lakhs and 5 to 8 lakhs with .146, respondents having an income of less than 2 lakhs & 2 to 4 lakhs with .133, respondents having an income of less than 2 lakhs and 9 lakhs and above with .051, 5-8 lakhs & 9 lakhs and above with .038, Less than 2 lakhs and 5 to 8 lakhs with .012. According to the statistical analysis, there is no significant difference between the psychosocial dimension and the categorization of annual income groups. However, it is clear that the higher the annual family income resulted in a slightly better psychosocial dimension.

4.17.2 Annual Family Income and Coping Mechanisms

Table 58 shows the comparison of annual family income groups with coping mechanisms. The ANOVA comparison will help us understand the influence of annual family income on the coping mechanisms and abilities of the respondents.

Table 58 Annual Family Income and Coping Mechanisms: ANOVA

Test of Homogeneity of Variances			ANOVA			
Annual Family Income	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
Less than 2 lakhs	1.47	.169	.494	.687	1.337	.262
5-8 lakhs	1.43	.166				
2-4 lakhs	1.42	.174				
9 lakhs and above	1.42	.154				
Annual Family Income differences						
Annual Family Income	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Less than 2 lakhs & 2-4 lakhs	.047	.364	.0228		.1184	
Less than 2 lakhs – 9 lakhs and above	.043	.449	.0257		.1132	
Less than 2 lakhs & 5-8 lakhs	.031	.840	.0440		.1074	
2-4 lakhs & 5-8 lakhs	.016	.992	.0886		.0564	
5-8 lakhs & 9 lakhs and above	.012	.998	.0594		.0835	
2-4 lakhs & 9 lakhs and above	.004	1.000	.0700		.0618	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic and F test is insignificant which shows that there is an equal variation in the comparison of the annual family income and coping mechanisms of the respondents. To understand the variance, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical test, the coping mechanisms have attained the highest mean score value of 1.47 out of the maximum 2 among the respondents who have an annual family income of fewer than 2 lakhs, which is followed by 5-8 lakhs with 1.43, 2-4 lakhs and 9 lakhs and above with 1.42. The Dunnett's T3 test indicated that the mean difference between Less than 2 lakhs & 2-4 lakhs has the largest difference with .047, followed by Less than 2 lakhs – 9 lakhs and above with .043, Less than 2 lakhs & 5-8 lakhs with .031, 2-4 lakhs & 5-8 lakhs with .016, 5-8 lakhs & 9 lakhs and above with .012 and 2-4

lakhs & 9 lakhs and above with .004. According to the analysis, it is confirmed that the classification of annual family income groups does not have any impact on the coping mechanisms of the respondents. Hence, there is no significant difference among the respondents having a low and high family annual income.

4.17.3 Annual Family Income and Work-Family Balance

Table 59 shows the comparison of annual family income groups and their implications on work-family balance among the respondents. The ANOVA test will help us understand the impact of annual family income in determining the work-family balance of the respondents.

Table 59 Annual Family Income and Work-Family Balance: ANOVA

Test of Homogeneity of Variances			ANOVA			
Annual Family Income	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
9 lakhs and above	3.68	.497	.779	.507	5.413	.001
5-8 lakhs	3.63	.413				
2-4 lakhs	3.48	.434				
Less than 2 lakhs	3.44	.414				
Annual Family Income differences						
Annual Family Income	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Less than 2 lakhs – 9 lakhs and above	.237*	.008	.4322		.0430	
2-4 lakhs & 9 lakhs and above	.199*	.032	.3885		.0114	
Less than 2 lakhs & 5-8 lakhs	.192*	.039	.3790		.0065	
2-4 lakhs & 5-8 lakhs	.155	.129	.3350		.0248	
5-8 lakhs & 9 lakhs and above	.044	.991	.2451		.1552	
Less than 2 lakhs & 2-4 lakhs	.037	.993	.2112		.1360	

Source: Computed

** $P < 0.01$

* $P < 0.05$

The test on Levene's Statistic does not show any significant value but the *F* test is significant at the .001 level which indicates that equal variance is not assumed. To have a clear understanding of the relationship between annual family income and

work-family balance, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical analysis, respondents having an income of 9 lakhs and above have attained the highest mean score value with 3.68 out of the maximum 5, followed by 5-8 lakhs with 3.63, 2-4 lakhs with 3.48 and Less than 2 lakhs with 2.44. The Dunnett's T3 comparison shows that Less than 2 lakhs – 9 lakhs and above has the highest difference in mean value with .237, followed by 2-4 lakhs & 9 lakhs and above with .199, Less than 2 lakhs & 5-8 lakhs with .192, 2-4 lakhs & 5-8 lakhs with .155, 5-8 lakhs & 9 lakhs and above with .044 and Less than 2 lakhs & 2-4 lakhs with .037. The One-Way ANOVA test shows significant differences among the respondents having an income of 'Less than 2 lakhs – 9 lakhs & above', '2-4 lakhs & 9 lakhs and above' and 'Less than 2 lakhs & 5-8 lakhs'. Hence, this comparison verified that higher income resulted in a better work-family balance.

4.17.4 Annual Family Income and Quality of Life

Table 60 displays the comparison of annual family income group and quality of life among the respondents. The ANOVA statistical test will enlighten on whether the annual family income has any control over an individual's quality of life.

Table 60 Annual Family Income and Quality of Life: ANOVA

Test of Homogeneity of Variances			ANOVA			
Annual Family Income	Mean	Std. Deviation	Levene's Statistic	Sig.	F	Sig.
9 lakhs and above	3.57	.381	.231	.875	7.228	>.001
5-8 lakhs	3.48	.396				
2-4 lakhs	3.34	.364				
Less than 2 lakhs	3.33	.415				
Annual Family Income differences						
Annual Family Income	Mean Difference	Sig.	95% Confidence Interval [LL-UL]			
Less than 2 lakhs – 9 lakhs and above	.238*	.002	.4095		.0683	
2-4 lakhs & 9 lakhs and above	.226*	.001	.3767		.0766	
Less than 2 lakhs & 5-8 lakhs	.156	.132	.3391		.0258	
2-4 lakhs & 5-8 lakhs	.144	.113	.3080		.0192	

5-8 lakhs & 9 lakhs and above	.082	.743	.2547	.090 1
Less than 2 lakhs & 2-4 lakhs	.012	1.000	.1740	.149 5

Source: Computed

**** $P < 0.01$**

*** $P < 0.05$**

The F test is highly significant which means there is a highly significant difference between the different levels of annual family income groups. To understand the difference between the listed classifications of annual income groups, One-Way ANOVA: Post Hoc Multiple Comparisons is assessed using Dunnett's T3. According to the statistical analysis, respondents' income of more than 9 lakhs and above has attained the highest mean score value with 3.57 out of the maximum 5 which is followed by 5-8 lakhs with 3.48, 2-4 lakhs with 3.34, Less than 2 lakhs with 3.33. The Dunnett's T3 test shows that respondents had an income of fewer than 2 lakhs – 9 lakhs and above have the highest mean difference with .238, followed by 2-4 lakhs & 9 lakhs and above .226, Less than 2 lakhs & 5-8 lakhs with .156, 2-4 lakhs & 5-8 lakhs with .144, 5-8 lakhs & 9 lakhs and above with .082 and .012. The statistical analysis shows that there is a significant difference in either one or two of the classification of income groups such as 'Less than 2 lakhs – 9 lakhs and above' and '2-4 lakhs & 9 lakhs and above' at the significance level of .005 and .001 respectively. Therefore, it is intelligible that the higher annual family income resulted in an enhanced quality of life.

4.18. Qualitative Information

4.18.1 Key Informant Interviews

A key informant interview is a qualitative in-depth interview with people who are assumed to know the area of the study. The purpose of key informant interviews is to collect information from a wide range of people including community leaders, professionals, or residents who acquired first-hand knowledge on the area of the research. These key informants, with their particular knowledge and understanding, can provide insight into the nature of problems and give recommendations for solutions. The researcher conducted three Key Informant Interviews (KIIs) in each town such as Aizawl, Lunglei, and Champhai across three sectors such as hospital setting, educational institution, and banking sector.

Lunglei town

1. Interview with Mr. Sangzuala: The key informant Mr. Sangzuala is from Baptist Higher Secondary School, Lunglei Mizoram. The informant has working experience of 24 years in the school. Therefore, the researcher is interested in gathering information on work–life and work-family balance and related issues. The interaction begins with the work-life of the informant on the psychosocial issues of mental aspects (thinking) such as negativity, stress, depressive mood, and emotional aspects (feeling) such as boredom, anxiousness, and impulsive behavior. Thus, spiritual (being) aspects of self-questioning and lack of self-introspection are encountered by the informant in his work life. In such a situation, the informant commonly adopted the following coping mechanisms consumption of healthy foods and setting a proper sleeping routine that falls under physical (body) coping mechanisms. The coping mechanisms related to mental (thinking) and emotional (feeling) aspects are reading inspirational quotes, professional counseling, self-motivation, and adjustment of activities. Social (relating) aspects such as ventilating to close ones, establishing a healthy boundary, and engaging in community activities are commonly adopted. The informant mentioned the significance of spiritual (being) coping mechanisms such as praying, meditation, self-introspection, spiritual counseling, seeking a stronger connection/intimacy with God, and developing a philosophy of life (faith). In addition, these common coping mechanisms such as creating a to-do list, effective time management, arranging flexible timing with colleagues, flexible working hours, and engaging in new hobbies/skills were found effective by the informant.

Further, the informant has reported that there is no implementation of a specific program on work-family balance apart from the maternity benefit for 5 months for regular teachers and 3 months for contractual teachers while paternity leave is not instrumentalized. In addition, there is a grant for employing in-lieu teachers during maternity leave. Moreover, the institution has a provision for casual leaves, vacation leaves, and non-teaching earned leaves. As reported, the institution does not face any issues in complying with the rules and regulations that have been set forth by the Constitution of the Baptist Church of Mizoram. The informant added, that a family-friendly work policy is much appreciated however, it could only happen with the approval and direction of higher authorities in the Baptist Church of Mizoram

2. Interview with Mrs C. Lalnipuii: The key informant Mrs. C. Lalnipuii is from Christain Hospital Serkawn, Lunglei, Mizoram. The informant has working experience of more than 25 years in the field of hospital setting. Therefore, the researcher is interested and obtained prior consent to avail information on work–life and work-family balance. The interaction commenced with the concept of work-life & work-family and the underlying psychosocial issues of mental aspects (thinking) such as negativity, lethargy, stress, overconfident, depressive mood, and emotional aspects (feeling) as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger and impulsive behavior. The social (relating) aspects such as social withdrawal-avoiding people & activities and escapism were encountered. The spiritual (being) aspects of self-questioning and lack of self-introspection are significant in the work-life of the informant. The coping mechanisms adopted by the informant to acquire work-family balance are consumption of healthy foods and setting a proper sleeping routine which are regarded as physical (body) coping mechanisms. The coping mechanisms related to mental (thinking) and emotional (feeling) aspects include reading inspirational quotes, professional counseling, confrontation, self-motivation, adjustment of activities, and music therapy. Social (relating) aspects such as ventilating to close ones, establishing a healthy boundary, and engaging in community activities are the common mechanisms adopted to confront the issue of work-family balance. The informant reported that spiritual (being) coping mechanisms such as praying, meditation, self-introspection, spiritual counseling, seeking a stronger connection/intimacy with God, and developing a philosophy of life (faith) are significant for attaining quality of life. To enhance the work-life as well as work-family balance, common coping mechanisms such as creating a to-do list, effective time management and flexible working hours are significant to the informant.

Further, the informant states that the factors contributing to work-family balance are work duration, maternity benefits, sick leaves, casual leaves, and pension schemes. Besides, Christian Hospital Serkawn has a training center with an intake capacity of 20 trainees per batch and these trainees are scheduled to be on regular duty. However, the work duration is 6 hours except for regular, contractual, and daily workers. Unlike many hospitals, adjustment on duty shifts is not permitted among the employees. As the hospital falls under the constitution of the Baptist Church of Mizoram, the maternity benefits are the same for all institutions i.e. 5 months for

regular workers and 3 months for contractual workers. The workers can avail of sick leaves and casual leaves without any compensation or shift adjustment. The informant further reported that pension as security is a significant factor for the well-being of the workers and timely wages/salary is a great indicator of one's quality of life.

3. Interview with Mr. Christopher F. Lalthanliana: The key informant Mr. Christopher F. Lalthanliana is the manager of Axis Bank, Lunglei, and Mizoram. The informant has a working experience of 11 years in the banking sector. Therefore, the informant is fit enough to provide information on work–life, work-family balance, and its policies. The interaction begins by discussing the concept of work-life & work-family balance and the underlying psychosocial factors such as negativity, lethargy, stress, overconfident, eating disorders, and depressive mood which are categorized under the mental aspects (thinking) and emotional aspects (feeling) such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger and impulsive behavior. The spiritual (being) aspects of self-questioning and neglect to meditate are caused by the work culture of the informant. The work culture of a banking institution is hectic and tedious as compared to other professions. The coping mechanisms adopted such as the consumption of healthy foods and setting a proper sleeping routine are regarded as physical (body) coping mechanisms. The coping mechanisms adopted related to mental (thinking) and emotional (feeling) aspects include reading inspirational quotes, professional counseling, confrontation, self-motivation, adjustment of activities, and music therapy. Ventilating to close ones and establishing a healthy boundary are the coping mechanisms adopted related to social (relating) aspects. The informant further stated that spiritual (being) coping mechanisms such as praying, meditation, self-introspection and spiritual counseling are necessary for attaining peace of mind after hectic work. The other common coping mechanisms such as creating a to-do list, effective time management and flexible working hours, adopting a stress management technique, re-schedule personal space and routine, take a break with alternative arrangements play an important role in attaining work-family balance.

Moreover, The informant reported that the factors contributing to work-family balance are maternity benefits, sick leaves, casual leaves, and pension schemes. The bank culture does not allow any form of in lieu as the tasks are technical and it requires pre-requisite skills to complete the tasks. The timing is not flexible as they have a

proper routine and punctuality is a must. However, they can avail of casual & sick leaves and the manager is lenient in granting leaves for their appointments. They could take 6 months' leave as maternity benefits without any extension. As of now, there is no implementation of work-family balance programs according to the knowledge of the informant. The informant stated that the monthly salary is regular and it is a great indicator of the quality of life and well-being of the workers.

Aizawl town

1. Interview with Zirkungi Chhakchhuak: The key informant Zirkungi Chhakchhuak is presently working at Synod Higher Secondary School, Mission Veng, Aizawl. The informant has working experience of over 20 years as a teacher. Therefore, the researcher is interested in gathering information on the psychosocial issues related to work–life and work-family. The interaction is based on the psychosocial issues encountered by the informant in the aspects of mental (thinking) such as negativity, lethargy, stress, denial of reality, depressive mood, and emotional aspects (feeling) as boredom, overthinking, aggressiveness, anxiousness, irritability/anger and impulsive behavior. Accordingly, social (relating) aspects such as escapism and loafing-idle were encountered, and spiritual (being) aspects of self-questioning, lack of self-introspection, forgetting to acknowledge blessings, and confusion about the purpose of life are significant in the work-life of the informant. To cope with the listed psychosocial issues, the informant adopted the following coping mechanisms such as consumption of healthy foods, setting a proper sleeping routine, physical exercise, and breathing/calming which fall under the physical (body) coping mechanisms. The mental (thinking) and emotional (feeling) aspects are coped with strategies such as reading inspirational quotes, professional counseling, confrontation, self-motivation, adjustment of activities, and music therapy. Social (relating) aspects such as ventilating to close ones, establishing a healthy boundary, and engaging in community activities are commonly adopted. The informant relies on the significance of spiritual (being) coping mechanisms such as praying, meditation, self-introspection, spiritual counseling, seeking a stronger connection/intimacy with God, and developing a philosophy of life (faith). In addition to the listed coping mechanisms, common coping mechanisms such as creating a to-do list, effective time management, arranging flexible timing with colleagues, flexible working hours, and engaging in new hobbies/skills were found effective by the informant.

Further, the informant stated that they enjoy 6 months of maternity benefits as a part of work-family balance policies including vacation and causal leaves. In addition, there is a grant for employing in lieu teachers during their maternity leave. However, paternity leave is not yet instrumentalized. Moreover, there is a possibility of in-lieu during maternity and prolonged illness. The informant reported that timely remuneration, good progress results from students, and increments are significant factors that indicate the quality of life and well-being. The staff were complying with the rules and regulations and class timing was adjusted among themselves which is also a significant indicator of work-family balance.

2. Interview with DR. M. Sharma: The key informant Dr. M. Sharma the director of Trinity Hospital, Silaimual, and also the owner of Trinity Diagnostic Centre, Zarkawt. is from Christain Hospital Serkawn, Lunglei, Mizoram. The informant has a working experience of over 30 years as a radiologist in the field of radiography. Therefore, the informant is fit to contribute his perceptions and ideas on the issues related to the work-family balancer. Prior consent to avail information on work-life and work-family balance is obtained from the informant and the interaction commenced with the concept of work-life & work-family and the underlying psychosocial issues of mental aspects (thinking) such as negativity, lethargy, stress, denial of reality, addiction to a substance, overconfident, depressive mood and emotional aspects (feeling) such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior, and apathy. The social (relating) aspects such as social withdrawal-avoiding people & activities, escapism, social drinking, and loafing-idle were experienced. The spiritual (being) aspects of loss of hope & faith, self-questioning, neglect of meditation, neglect to pray, lack of self-introspection, forgetting to acknowledge blessings, and confusion about the purpose of life are highly significant and encountered in the work-life of the informant. The coping mechanisms adopted by the informant to attain work-family balance are consumption of healthy foods and setting a proper sleeping routine which are regarded as physical (body) coping mechanisms. The coping mechanisms related to mental (thinking) and emotional (feeling) aspects include confrontation, self-motivation, the use some relaxation apps, adjustment of activities, and music therapy. Social (relating) aspects such as ventilating to close ones, establishing a healthy boundary, and engaging in community activities are the common mechanisms

adopted to confront the issue of work-family balance. The informant utilizes spiritual (being) coping mechanisms such as praying, meditation and self-introspection are significant for attaining quality of life and well-being. To maintain a balanced work-life, common coping mechanisms such as creating a to-do list, outings/trips, effective time management, adopting a stress management technique, arranging for flexible timing with colleagues, and taking a break with alternative arrangements are significant to the informant.

Further, the informant mentioned contributing factors to work-family balance such as work duration, maternity leave for 6 months, sick leaves, casual leaves, and pension schemes under the Employees Provident Fund Organization (EPFO). Besides, shift adjustment among colleagues is granted and this is an important factor contributing to work-family balance. There is a timely increment in every financial year. On-time remuneration and increments are important indicators of well-being.

3. Interview with Mr. Lalnunsanga: The key informant Mr. Lalnunsanga is the manager of the State Bank of India, Mission Veng, Aizawl. The informant has a working experience of more than 20 years in the banking sector. Therefore, the informant is in a position to provide information on work-life, work-family balance, and its policies. The interaction started by discussing the concept of work-family balance and the underlying psychosocial issues such as negativity, lethargy, stress, overconfident, eating disorders, and depressive mood which is related to mental aspects (thinking) and emotional aspects (feeling) such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger impulsive behavior and apathy. The social (relating) aspects such as social withdrawal-avoiding people & activities, escapism, social isolation-disconnection, and loafing-idle were the result of the working environment, and the spiritual (being) aspects of self-questioning, lack of self-introspection, and forgetting to acknowledge blessings are encountered. The coping mechanisms adopted such as the consumption of healthy foods and setting a proper sleeping routine are regarded as physical (body) coping mechanisms. The coping mechanisms adopted related to mental (thinking) and emotional (feeling) aspects include reading confrontation, writing down problems/feelings, self-motivation, adjustment of activities, and music therapy. Ventilating to close ones and establishing a healthy boundary are the coping mechanisms adopted related to social (relating) aspects. Among the listed spiritual (being) coping mechanisms, the

informant experiences praying, meditation, self-introspection, spiritual counseling, and seeking a stronger connection/intimacy with God is necessary for attaining peace of mind after hectic work. The other common coping mechanisms such as creating a to-do list, effective time management, adopting stress management techniques, re-schedule personal space and routine, take a break with alternative arrangements play an important role in enhancing work-family balance and quality of life.

Further, the informant reported that the factors contributing to work-family balance are maternity benefits, sick leaves, casual leaves, and pension schemes. As a manager, in lieu is not applicable since the tasks are technical it require pre-requisite skills and knowledge. They can avail of casual & sick leaves for a certain limit. As of now, there is no implementation of work-family balance programs according to the knowledge of the informant. Like other institutions and sectors, remuneration is one of the indicators of quality of life and well-being.

Champhai town

1. Interview with C. Lallianzauva: The key informant C. Lallianzauva is presently working at Champhai Higher Secondary School, Champhai. The informant has reported that he has a working-related experience in the field of education for over 20 years and he is suited to give an idea on the concern related to the psychosocial issues of work–life and work-family. The informant free listed the psychosocial issues in the workforce such as negativity, lethargy, stress, denial of reality, illusion, eating disorders, anxiety disorders, and depressive mood on the mental (thinking) and emotional aspects, the informant encountered psychosocial issues such as (feeling) as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior and apathy. This is followed by social (relating) psychosocial aspects such as escapism and loafing-idle and on the matters of spiritual (being) aspects, the issues such as loss of hope and faith, self-questioning, neglect of meditation, lack-of self-introspection, forgetting to acknowledge blessings and confuse on the purpose of life are encountered and it is highly associated with the work-life of the informant. The informant used to cope with the listed psychosocial issues with various coping mechanisms such as consumption of healthy foods, setting a proper sleeping routine, physical exercise, and breathing/calming techniques which fall under the category of the physical (body) coping mechanisms. The mental (thinking) and emotional (feeling) psychosocial aspects are coped with the coping

strategies viz., reading inspirational quotes, professional counseling, confrontation, self-motivation, using some devices or apps, keeping a pet as emotional support, adjustment of activities and music therapy. The social (relating) psychosocial aspects are coped with ventilating to close ones, being exposed to entertainment, establishing a healthy boundary, engaging in community activities as well as engaging in recreational activities. The informant reported the significance of spiritual (being) aspects and the coping mechanisms such as praying, meditation, self-introspection, spiritual counseling, seeking a stronger connection/intimacy with God, and developing a philosophy of life (faith) are employed to handle the issue of work-family balance. The other general coping mechanisms such as create a to-do list, outings/trips, effective time management, arranging flexible timing with colleagues, flexible working hours, engaging in new hobbies/skills, re-schedule personal space and time, and taking a break with alternative arrangements were found significant by the informant.

Further, as the other employees in other districts have mentioned that they enjoy 6 months maternity benefits as a part of work-family balance policies including vacation and casual leaves. The trends on maternity leave are followed here. Moreover, there is a grant for employing instead of teachers during prolonged sickness and leaves. There is no implementation of paternity leave. The criteria for measuring a good quality of life and work-family balance depends on the family and colleagues' mutual understanding and relationship. Great mutual support from family and colleagues, timely remuneration, good progress results from students, and a calm and peaceful work environment are indicating factors of achieving a quality of life and work-life balance according to the informant.

2. Interview with Dr. Zatluanga: The key informant Dr. Zatluanga is from Champhai District Hospital, Champhai and he is the medical officer presently working with an experience of 20 years approximately. He has immense experience in work-life as well as work-family balance-related complications in this particular field. Therefore, he is in a position to share his ideas and experiences on the related matter. Consent is taken before the interview and the discussion starts with the concept of work-family balance concept and the underlying psychosocial issues of the mental (thinking) aspects such as negativity, lethargy, stress, denial of reality, suicidal ideation or self-harm, addiction to a substance, illusion, overconfident, eating disorders, anxiety disorders, and depressive mood and among the listed variables

under emotional aspects (feeling), the psychosocial issues such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior, and apathy were experienced. The social (relating) aspects such as social withdrawal-avoiding people & activities, escapism, and loafing-idle were encountered as a result of a hectic lifestyle. The spiritual (being) aspects of psychosocial issues such as loss of hope & faith, self-questioning, neglect of meditation, neglect to pray, lack of self-introspection, forgetting to acknowledge blessings, and confusion on the purpose have an association with the work-life of the informant. There are coping strategies applied by the informant to overcome the psychosocial issues such as consumption of healthy foods, setting a proper sleeping routine, and breathing exercises/calming which are classified as physical (body) coping mechanisms. Among the listed mental (thinking) and emotional (feeling) mechanisms, the informant applied reading inspirational quotes, confrontation, self-motivation, use of some relaxation apps, adjustment of activities, and music therapy. The social (relating) aspects of coping strategies such as ventilating to close ones, exposure to entertainment, establishing a healthy boundary, and engagement in community activities are vital to overcoming the complications of work-life. The spiritual (being) coping mechanisms such as praying, meditation, self-introspection, and seeking a stronger connection with God are essential to achieving work-family balance. There are common coping strategies applied by the informant to overcome the work-family balance issues such as creating a to-do list, outings/trips, effective time management, adopting a stress management technique, arranging for flexible timing with colleagues, requesting flexible timings, re-schedule personal space & routine and take a break with alternative arrangements.

Moreover, the informant shared the contributing factors to achieving work-family balance such as adjustment of the work duration, maternity leave for 6 months for female employees, sick leaves, casual leaves, and pension schemes. In addition, shifts are adjusted based on the employees' convenience yet, they have to stick with the routine. On-time remuneration and increments an important factors in work-family balance.

3. Interview with Mr. Lalbiakdika: The key informant Mr. Lalbiakdika is the manager of Apex Bank, Champhai. The informant has a working experience of 20 years working experience. Therefore, he is requested to share his knowledge and experience related to work-family balance and its policies. The interaction started by

discussing the concept of work-life as well as work-family balance and the underlying psychosocial issues such as negativity, lethargy, stress, denial of reality, overconfident, eating disorders as well as depressive mood which comes under the mental aspects (thinking) and secondly, the emotional aspects (feeling) such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger and impulsive behavior. The third aspect of social (relating) aspects such as social withdrawal-avoiding people & activities, escapism, social isolation-disconnection and loafing-idle were experienced. Fourthly, among the free listed spiritual (being) aspects, the informant reported that self-questioning, lack of self-introspection, and forgetting to acknowledge blessings are encountered. The coping mechanisms adopted such as consumption of healthy foods, set a proper sleeping routine, and physical exercise are applied as physical (body) coping mechanisms. The coping strategies adopted related to mental (thinking) & emotional (feeling) aspects include reading confrontation, writing down problems/feelings, self-motivation, adjustment of activities, and music therapy. Among the free listed social (relating) aspects, ventilating to close ones, exposure to entertainment, and establishing a healthy boundary are the coping mechanisms adopted related to social (relating) aspects. The spiritual (being) coping strategies such as praying, meditation, self-introspection, spiritual counseling, and seeking a stronger connection/intimacy with God are essential to enrich their spiritual life. The other common coping mechanisms such as creating a to-do list, effective time management, adopting stress management techniques, re-scheduling personal space and routine, take a break with alternative arrangements are essential in meeting work-family balance and quality of life.

The informant further extended his ideas and thoughts on contributing to work-family balance such as maternity benefits for women, sick leaves, casual leaves, and pension scheme implementation. As of now, there is no implementation of work-family balance programs in the banking sector. The other criteria for meeting the work-family balance are timely salary, excellent work environment understanding among colleagues, and family support.

4.18.2 Focus Group Discussion

A focus group discussion involves gathering people from similar backgrounds or experiences together to discuss a specific topic of interest. It is a form of qualitative research where questions are asked about their perceptions attitudes, beliefs, opinions, or ideas. In focus group discussion participants are free to talk with other group

members; unlike other research methods, it encourages discussions with other participants. It generally involves group interviewing in which a small group of usually 8 to 12 people and the duration should be 45 minutes approximately. It is led by a moderator (interviewer) in a loosely structured discussion of various topics of interest. The group's composition and the group discussion should be carefully planned to create a non-intimidating environment so that participants feel free to talk openly and give honest opinions. It is structured and directed, but also expressive, they can yield a lot of information in a relatively short time. Therefore, it is an effective method to gather in-depth information about a specific topic of the study. The course of the discussion is usually planned and moderators rely on the outline or guide to ensure that all topics of interest are covered. The researcher conducted three focus group discussions in each town such as Aizawl, Lunglei, and Champhai across three sectors viz., hospital setting, educational institution, and banking sector.

Lunglei town

1. Baptist Higher Secondary School (BHSS) Serkawn, Lunglei:

Title	Psychosocial issues related to work-family balance and quality of life
Area of FGD	Educational setting (BHSS Serkawn, Lunglei)
No of participants	8 participants (Rita-i, Tlantununga, Elisianmawia, Dinpuui, Sangzuala, Hlimpuui, Muantea, Marina)
Duration	45 minutes

The researcher interacted with the faculties of BHSS Serkawn, and Lunglei and gathered their general perception and issues related to work-family balance. It was convenient to conduct focus group discussions because it was an afternoon lunch break and most of the faculties were available for participation. Most of the married faculties who are bearing at least two or more children are encountering the mental aspects (thinking) of psychosocial issues such as negativity, lethargy, stress, overconfident, eating disorders, depressive mood, and emotional aspects (feelings) such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior and a feeling of insecurity. They also experienced a feeling of loafing-idle which is categorized as social (relating) issues. Among the spiritual (being) related issues, self-questioning and being neglected is significant. The coping mechanisms adopted to confront the issue of work-family balance are viz., consumption of healthy foods, setting a proper sleeping routine and

breathing exercise/calming as a part of physical (body) coping mechanisms and mental (thinking) & emotional (feeling) mechanisms such as reading inspirational quotes, professional counseling, confrontation, self-motivation, use some relaxation apps, some keep the pet as emotional support, adjustment of activities and music therapy. The participants state the significance of ventilating to close ones and establishing a healthy boundary as social (relating) coping mechanisms. The spiritual (being) coping mechanism viz., praying, meditation, self-introspection, and spiritual counseling, and common coping mechanisms viz., creating a to-do list, outings/trips, effective time management, and flexible working hours and maternity leave are significant among the participants.

The working culture of educational institutions requires punctuality and formality. Unlike other sectors, there is a possibility of hiring other lieu teachers during maternity leave by getting approval from higher authorities. This is a positive sign of work-family balance for the teachers. Further, the teachers are satisfied with their family support as well as their colleague support. Most of them are working in a sound environment both at home and at school. They encountered both work-family conflicts as well as family-work conflicts after having a child. The issue is severe among the female employees. These issues are dealt mainly with their family support and some hire babysitters or take-in lieu teachers to counter the situation. Comparing between the two components, family-work conflict is slightly significant. Despite the conflict, the teachers are experiencing overall family and work satisfaction. Enquiring the quality of life based on some of the scales, the staff are satisfied with the quality of life and well-being related to their work-family balance.

2. Christian Hospital Serkawn, Lunglei:

Title	Psychosocial issues related to work-family balance and quality of life
Area of FGD	Hospital setting (Christian Hospital Serkawn, Lunglei)
No of participants	11 participants (Hmangaihropuii, Lalchhuanmawii, Saihlupuia, Pc Lalchamliani, C Laltanpuia, Laltlankima, Darrokimi, Lalbiaksangi, Sister Vanlalkimi, Pc Lalliandingi, Vanlalmawii Rokhum)
Duration	45 minutes

The researcher conducted a focus group discussion with the employees of Christian Hospital Serkawn, Lunglei, and discussed the issues involved in dealing with work and family balance. The majority of the participants are nurses as other

employees are busy engaging in their work. The employees with at least one child are considered for the group discussion and they reveal the psychosocial issues they encountered such as negativity, lethargy, stress, overconfident, eating disorders, and depressive mood as mental aspects (thinking) and emotional aspects (feelings) such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior and a feeling of insecurity. They also experienced a feeling of social isolation-disconnection, escapism, and loafing-idle which are categorized as social (relating) issues. Among the spiritual (being) related issues, self-questioning, lack of self-introspection, and forgetting to acknowledge blessings are commonly encountered. The coping mechanisms to counter the issues related to work-family balance are viz., consumption of healthy foods setting a proper sleeping routine and breathing exercises/calming as their physical (body) coping mechanisms and reading inspirational quotes, professional counseling, confrontation, self-motivation, use some relaxation apps, some keep pet as emotional support, adjustment of activities and music therapy as mental (thinking) & emotional (feeling) coping mechanisms. The participants prefer ventilating to close ones and establish a healthy boundary as social (relating) coping mechanisms. The spiritual (being) coping mechanisms viz., praying, meditation, self-introspection, and spiritual counseling, and common coping mechanisms viz., creating a to-do list, effective time management, and flexible working hours frequently experience and are highly significant among the participants.

Further, unlike educational institutions, a grant of in lieu is not recommended. Instead, they can avail the leave benefits such as sick leave, casual leave, and maternity leave. Shift arrangement with colleagues and flexible timing is not authorized according to hospital protocols which is a negative sign of work-family balance. However, there is no negative sign of family support and work support as their working duration is based on hours. Employees have to engage at least 7 hours on duty while trainees are 6 hours. However, the employees are experiencing slight work-to-family conflict and family-to-work conflict as these are caused by the work culture. They admitted that their maternity leave is less and they hope that it could be extended with other benefits. Despite the underlying psychosocial issues, the overall family support and colleague support are positively significant. Based on the WHO-BREF scale, there is satisfaction with the overall quality of life.

3. Axis Bank Venglai, Lunglei:

Title	Psychosocial issues related to work-family balance and quality of life
Area of FGD	Bank sector (Axis Bank Venglai, Lunglei)
No of participants	8 participants (Lalhmingmuani, R. Lalramchhuani, K. Laldingngheti, Lalhmachhuani, P. Lalruatsangi, Laldinchhuahi, Pc. Lalrochami, David Lalrinsanga)
Duration	45 minutes

The researcher held a virtual group discussion with the staff of Axis Bank, Lunglei, and discussed the concepts of work-family balance. Through interaction, the researcher understands the mental (thinking) aspects of psychosocial issues such as negativity, lethargy, stress, overconfidence, and depressive mood. Other issues such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, and impulsive behavior are the emotional (feeling) aspects of the psychosocial issues while social withdrawal-avoiding people & activities and escapism are experienced as social (relating) aspects. A feeling of self-questioning is common among the participants. The coping mechanisms adopted in order to settle the issue of work-family related issues are the consumption of healthy foods and maintaining a proper sleeping routine as a form of physical (body) coping mechanisms and reading inspirational quotes, professional counseling, confrontation, self-motivation, adjustment of activities and music therapy as a form of mental (thinking) & emotional (feeling) coping mechanisms. These participants addressed the importance of ventilating issues to their close ones and establishing a healthy boundary as a form of social (relating) coping mechanism. The spiritual (being) coping mechanisms such as praying, meditation, self-introspection, spiritual counseling, seeking a stronger connection/intimacy with God, and developing a philosophy of life (faith) are adopted and among the common coping mechanisms, create a to-do list, effective time management and flexible working hours are significant among the participants.

The working culture of banks is hectic and tedious. There are certain rules and deadlines to accomplish the tasks assigned to them. In banking sectors, there is no grant of any in lieu, no shift arrangement among colleagues as the tasks are technical and there is no flexible timing which is regarded as a negative sign of work-family balance. However, there is no negative sign correlated to family support and work support. There is significant cooperation between the employees and the manager. They can avail of casual leave easily through the consent of the manager. The overall

support from family and colleagues as well as the manager is considered satisfying. Besides, the quality of life and well-being is also addressed positively. The participants further mentioned that salary is one of the contributing factors to well-being. Unlike other sectors, there are incentives in banking sectors if they achieve their target within the given period motivating the employees to work with effort.

Aizawl town

4. Synod Higher Secondary School, Mission veng, Aizawl:

Title	Psychosocial issues related to work-family balance and quality of life
Area of FGD	Educational setting (Synod Higher Secondary School, Mission veng)
No of participants	9 participants (Zirkungi Chhakchhuak, Lalzuimawii Tlau, Dr. Vanlalvanga Ralte, Dr. Biakthanpuii, Lalnunfela, Rebecca Rosangpuii, Elizabeth C. Lalrinfeli, C. Lalfakzuala, Ellen Lalthanzuali)
Duration	45 minutes

The researcher interacted with the faculties of Synod Higher Secondary School, Mission veng, and discussed the concept of work-life & work-family balance and the underlying issues which is associated with their quality of life. The researcher conducted a focus group discussion during school break and most of the faculties are available to participate and share their perception towards work-family balance. Most of the married faculties who are bearing at least two or more children stated that they encounter the mental aspects (thinking) of psychosocial issues such as negativity, lethargy, stress, denial of reality, addiction to substances, overconfidence, depressive mood, and emotional aspect (feelings) such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior, feeling of insecure and apathy. They also experienced a feeling of escapism and loafing-idle which is categorized as social (relating) issues. Among the listed spiritual (being) related issues, loss of hope and faith, self-questioning, neglect to meditate, lack of self-introspection, forgetting to acknowledge blessings, and confusion about the purpose of life are significant. The coping mechanisms adopted to overcome the issue of work-family balance are viz., consumption of healthy foods, setting a proper sleeping routine, physical exercises, practice yoga and breathing exercises/calming as a part of physical (body) coping mechanisms and mental (thinking) & emotional (feeling) mechanisms such as reading inspirational quotes, professional counseling,

confrontation, self-motivation, use some relaxation apps, keep the pet as emotional support, adjustment of activities and music therapy. In addition, the participants were experiencing the significance of ventilating to close ones, exposed to entertainment, establishing a healthy boundary, engaging in community activities, and engaging in recreational activities as social (relating) coping mechanisms. The spiritual (being) coping mechanisms adopted to overcome the issue of work-family balance are praying, meditation, self-introspection, spiritual counseling, seeking a stronger connection/intimacy with God, and developing a philosophy of life. Besides, there are common coping adopted which are significant among the participants such as creating a to-do list, outings/trips, effective time management, adopting a stress management technique, arrangement of flexible timing with colleagues, requesting flexible working hours, hiring babysitters, take childcare leave, take maternity leave and reschedule personal space and time.

The work culture in different educational institutions varies depending on the board and protocols set by the institution. The educational institution under Synod Mission Board complies with stringent rules and regulations in terms of academic curriculum and discipline. Hence, the working culture among the staff also requires punctuality and formality. However, there is a grant of hiring in lieu of teachers during maternity leave and other prolonged illnesses by obtaining approval from the principal or higher authorities. This is an overall positive sign of work-family balance for the teachers. The majority of the teachers are satisfied with their family and colleague support. They encountered both work-family conflict as well as family work-conflict after having children as these are universal and family and colleague support is reported as the central coping mechanism. The issue among the female employees is different as compared to their male counterparts due to their dual responsibilities and in some cases, they are assigned triple roles. To enjoy a better work-family environment, some teachers hire babysitters or take-in-lieu teachers to counter the situation, especially during maternity leave. The staff are satisfied with the overall quality of life and well-being related to their work and family matters.

5. Trinity Hospital Silaimual, Aizawl:

Title	Psychosocial issues related to work-family balance and quality of life
Area of FGD	Hospital setting (Trinity Hospital Silaimual, Aizawl)
No of participants	8 participants (Zothantluangi Sailo, Lalthawmmawii, Grace Zorinsangi, Lalsangkimi Khiante, Malsawmtluangi, Lalmalsawmi, Judy Lalsawmliani, TC Lalthafela)
Duration	45 minutes

The researcher conducted a focus group discussion with the employees of Trinity Hospital Silaimual, Aizawl, and discussed the issues related to work and family balance as well as the contributing factors. The majority of the participants are from radiology backgrounds and employees with at least one child are considered for the group discussion. The moderator started with the concept of work-life and work-family balance and discussed the psychosocial issues involved in their work culture such as negativity, lethargy, stress, denial of reality, suicidal ideation or self-harm, addiction to a substance, illusion, overconfident, eating disorders and depressive mood as mental aspects (thinking) and emotional aspect (feelings) such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior, a feeling of insecurity, crying and apathy. They also experience a feeling of social withdrawal-avoiding people and activities, social isolation-disconnection, escapism, social drinking, and loafing-idle which are categorized as social (relating) issues. Among the listed spiritual (being) related issues, loss of hope & faith, self-questioning, neglect to meditate, neglect to pray, lack of self-introspection, and forgetting to acknowledge blessings are commonly encountered. The coping mechanisms to overcome the underlying psychosocial issues related to work-family balance are viz., consumption of healthy foods, setting a proper sleeping routine, physical exercise, practice yoga and breathing exercise/calming as their physical (body) coping mechanisms and reading inspirational quotes, confrontation, self-motivation, use some relaxation apps, some keep the pet as emotional support, adjustment of activities and music therapy as mental (thinking) & emotional (feeling) coping mechanisms. The participants feel better when ventilating to close ones, exposed to entertainment, and engaging in recreational activities as a form of social (relating) coping mechanisms. The spiritual (being) coping mechanism viz., praying, meditation, self-introspection, and spiritual counseling, and common coping mechanisms viz., creating a to-do list, effective time management, adopting a stress management technique, arranging flexible working hours with colleagues, request of

flexible working hours, hire baby sitters, take childcare leave, take maternity leave and reschedule personal space and time are highly significant and utilize among the participants.

Further, as a part of promoting work-life balance among the employees, the working hour is fixed to ensure that every employee gets sufficient sound rest. In lieu is not recommended, however, they will secure their position by leave without pay. Like any other institution, they can avail the leave benefits such as sick leave, casual leave, and maternity leave for 6 months without extension. Employees are given the liberty to arrange their shift and make their routine under the guidance of the team leader which can be considered as a great effort in compromising with work-family balance and quality of life. However, the staffs are not contented with the remuneration they receive from the hospital but the hospital assures them a timely increment and it has become a driving factor to work sincerely. Regardless of all the strategies, employees are experiencing slight work-to-family conflict and family-to-work conflict as these are inevitable in the work culture. Most employees aspire to get at least one year of maternity leave which is not applicable at present. To sum up their work culture, employees reveal that they are happy with their work-family balance despite the underlying psychosocial-related issues.

6. State Bank of India (SBI) Mission vengthlang, Aizawl:

Title	Psychosocial issues related to work-family balance and quality of life
Area of FGD	Bank sector (SBI Mission Vengthlang, Aizawl)
No of participants	9 participants (Vanropuii Chawngthu, Thangkhenpau Guite, G. Manliana, K. Zoliansanga, Zothangliana, Zoreamsiama Khiangte, Rosy Hlimnapari, Catherine Saizampuii, Jane Chinglunman)
Duration	45 minutes

The moderator held a group discussion with the staff of SBI Aizawl and discussed the concepts of work-family balance and the underlying issues that dealt with work-family balance. The employees stated their underlying psychosocial issues on mental (thinking) aspects such as negativity, lethargy, stress, denial of reality, substance addiction, overconfidence, and depressive mood. Among the listed emotional (feeling) aspects, they encountered issues such as boredom, overreacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior, and apathy. Meanwhile, social withdrawal-avoiding people & activities, social isolation-

disconnection, and escapism are experienced as social (relating) aspects. A feeling of self-questioning, neglect of meditation, neglect to pray, lack of self-introspection, and forgetting to acknowledge blessings is common among the participants. The coping mechanisms adopted to overcome the issue of work-family related issues are consumption of healthy foods, setting a proper sleeping routine, physical exercise, and breathing exercise as a form of physical (body) coping mechanisms and reading inspirational quotes, confrontation, self-motivation, use of some relaxation device/apps, adjustment of activities and music therapy as a form of mental (thinking) & emotional (feeling) coping mechanisms. These participants further talked about the importance of ventilating issues to their close ones, being exposed to entertainment, establishing a healthy boundary, and engaging in recreational activities as a form of social (relating) coping mechanisms. The spiritual (being) coping mechanisms such as praying, meditation, self-introspection, spiritual counseling, seeking a stronger connection/intimacy with God and developing a philosophy of life (faith) are adopted and among the listed common coping mechanisms, create a to-do list, effective time management, adopt a stress management technique, arrange flexible working hours with colleagues, request of flexible working hours, hire baby sitters, take childcare leave, take maternity leave and reschedule personal space and time are the essential mechanisms to address the issues.

Preceding the interaction, the employees reported that there is no grant of any in lieu as the tasks are technical, no shift arrangement among colleagues, and no flexible timing. However, they enjoy sick leaves, casual leaves, and maternity leaves like other organized sectors and institutions. Work-family support is associated with their quality of life and remuneration is one of the indicators of well-being and work support. The overall work support and family support are considerably satisfying.

Champhai town

7. Government Higher Secondary School, Champhai:

Title	Psychosocial issues related to work-family balance and quality of life
Area of FGD	Government Higher Secondary School, Champhai
No of participants	8 participants (Lallianzauva, Lalrinkimi, Lalnunsiami, Vanlalhluna, Lalnunsiam, Rebek Vanlalzaui, Lalthazuali Ralte, Lalthuhmua)
Duration	45 minutes

The researcher interacted with the faculties of Champhai Government Higher Secondary School and discussed the underlying psychosocial issues that are associated with work-family balance. The researcher conducted the focus group discussion based on the faculty's convenience. Most of the married faculties who are bearing at least two or more children stated that they are experiencing the mental (thinking) aspects of psychosocial issues such as negativity, lethargy, stress, denial of reality, addiction to substances, illusion, overconfident, eating disorders, depressive mood and among the emotional aspect (feelings) variables, participants face issues such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior, feeling of insecure and apathy. They also experienced a feeling of escapism and loafing-idle which is categorized as social (relating) issues. Respondents also encounter spiritual (being) related issues such as loss of hope and faith, self-questioning, neglect of meditation, lack of self-introspection, forgetting to acknowledge blessings, and confusion about the purpose of life. The coping mechanisms adopted to overcome the issue of work-family balance are viz., consumption of healthy foods, setting a proper sleeping routine, physical exercises, practice yoga, and breathing exercise/calming as a part of physical (body) coping mechanisms. Among the free listed mental (thinking) & emotional (feeling) mechanisms aspects, the significant strategies are reading inspirational quotes, professional counseling, confrontation, self-motivation, using some relaxation apps, keeping the pet as emotional support, adjustment of activities, and music therapy. In addition, ventilating to close ones, exposure to entertainment, establishing a healthy boundary, engaging in community activities, and engaging in recreational activities are significant in the category of social (relating) coping mechanisms. The spiritual (being) coping mechanisms such as praying, meditation, self-introspection, spiritual counseling, seeking a stronger connection/intimacy with God, and developing a philosophy of life are popular among the participants. Moreover, the participants employed create a to-do list, outings/trips, effective time management, adopt a stress management technique, arrange flexible timing with colleagues, request flexible working hours, hire babysitters, take childcare leave, take maternity leave, and reschedule personal space and time as a part of common coping mechanisms.

Further, the participants reported that there is a grant of hiring in lieu of teachers during maternity leave and other prolonged illnesses which is a great initiative for achieving work-family balance. Through FGDs, it is clear that a large

majority of the teachers are satisfied with their family and colleague support despite the work-family conflict as well as family-work conflict. The female employees revealed their dual responsibilities and this has become a challenge as compared to their male counterparts. Some teachers hire babysitters or take in lieu of teachers to overcome their situation, especially during maternity leave. The staffs are satisfied with the overall work-family balance and quality of life.

8. District Hospital, Champhai:

Title	Psychosocial issues related to work-family balance and quality of life
Area of FGD	District Hospital, Champhai
No of participants	8 participants (Dr. Zatluanga, Zonunmawii, Lalnunhlui Hmar, Zosangkimi Lianhna, Lalnunhlimi Bawlte, Roneihpuii, Lalnunsiami, Joseph Lalmuanpuia)
Duration	45 minutes

A focus group discussion with the employees of District Hospital, Champhai was held during their convenient time, and discussed the issues and complications that are associated with work-family balance. The majority of the participants are from radiology backgrounds and employees with at least one child are considered for the group discussion. The moderator started with the concept of work-life and work-family balance and discussed the psychosocial issues involved in their work culture such as negativity, lethargy, stress, denial of reality, suicidal ideation or self-harm, addiction to substances, illusion, overconfident, eating disorders and depressive mood as mental aspects (thinking) and among the emotional (feelings) aspect, respondents experience issues such as boredom, over-reacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior, a feeling of insecurity, crying and apathy. They encountered psychosocial issues such as a feeling of social withdrawal-avoiding people and activities, social isolation-disconnection, escapism, social drinking, and loafing-idle which are categorized as social (relating) issues. Besides, other issues such as loss of hope & faith, self-questioning, neglect to meditate, neglect to pray, lack of self-introspection, and forgetting to acknowledge blessings are commonly encountered as a spiritual (being) aspect. The coping mechanisms to overcome the underlying psychosocial issues related to work-family balance are viz., consumption of healthy foods, setting a proper sleeping routine, physical exercise, practice yoga and breathing exercise/calming as their physical (body) coping mechanisms and reading inspirational quotes, confrontation, self-motivation, use some relaxation apps, some keep the pet as emotional support, adjustment of activities

and music therapy as mental (thinking) & emotional (feeling) coping mechanisms. The participants have admitted a feeling of relief after ventilating to close ones, being exposed to entertainment, and engaging in recreational activities as a form of social (relating) coping mechanisms. The spiritual (being) coping mechanisms such as praying, meditation, self-introspection, and spiritual counseling are adopted, and as common coping mechanisms such as creating a to-do list, effective time management, adopting a stress management technique, arranging flexible working hours with colleagues, request of flexible working hours, hire baby sitters, take childcare leave, take maternity leave and reschedule personal space and time are adopted by the participants.

Further, the schedule is fixed with a proper routine ensuring sufficient rest and recreation. There is a grant in lieu in case of prolonged sicknesses and they can avail of the leave benefits such as sick leave, casual leave, and maternity leave for women for 6 months. There is also a grant for the arrangement of shifts among the employees. In addition, most employees stated that 6 months of maternity leave is inadequate to nurture a child as they barely walk after they attain one year. Therefore, this could be a great initiative if the government implemented a better program in this regard such as work from home facility and grants in lieu during the maternity period.

9. Apex Bank, Champhai:

Title	Psychosocial issues related to work-family balance and quality of life
Area of FGD	Bank sector (Apex Bank, Champhai)
No of participants	6 participants (Lalbiakdika, Lalsiamthari, Vanlalhnehpuui, Zosangzela, Zirsangzeli, Lalhmunmawii)
Duration	45 minutes

The moderator gathered some of the staff of Apex Bank Champhai during their lunch break and held a focus group discussion with the staff on the issues related to work-family balance and quality of life. The employees of the apex bank encountered issues related to work-family balance such as negativity, lethargy, stress, denial of reality, substance addiction, overconfidence, eating disorders, anxiety disorders, and depressive mood which comes under the mental (thinking) aspects. Among the free-listed emotional (feeling) aspects, respondents experience issues such as boredom, overreacting, overthinking, aggressiveness, anxiousness, irritability/anger, impulsive behavior, and apathy. Besides, the other psychosocial

issues such as social withdrawal-avoiding people & activities, social isolation-disconnection, and escapism are experienced as social (relating) aspects. In the context of spiritual (being) aspects, respondents encountered issues such as feelings of self-questioning, neglect of meditation, neglect to pray, lack of self-introspection, and forgetting to acknowledge blessings is common among the participants. The coping mechanisms adopted to cope with the psychosocial issues concerning work-family balance are the consumption of healthy foods, setting a proper sleeping routine, physical exercise, and breathing exercise as a form of physical (body) coping mechanisms, and reading inspirational quotes, confrontation, self-motivation, use some relaxation device/apps, adjustment of activities and music therapy as a form of mental (thinking) & emotional (feeling) coping mechanisms. The coping strategies such as venturing issues to their close ones, being exposed to entertainment, establishing a healthy boundary, and engaging in recreational activities are adopted as a form of social (relating) coping mechanisms. The spiritual (being) coping mechanisms such as praying, meditation, self-introspection, spiritual counseling, seeking a stronger connection/intimacy with God, and developing a philosophy of life (faith) are adopted and among the free listed common coping mechanisms, the strategies such as create a to-do list, effective time management, adopt a stress management technique, arrange flexible working hours with colleagues, request of flexible working hours, hire baby sitters, take childcare leave, take maternity leave and reschedule personal space and time are included.

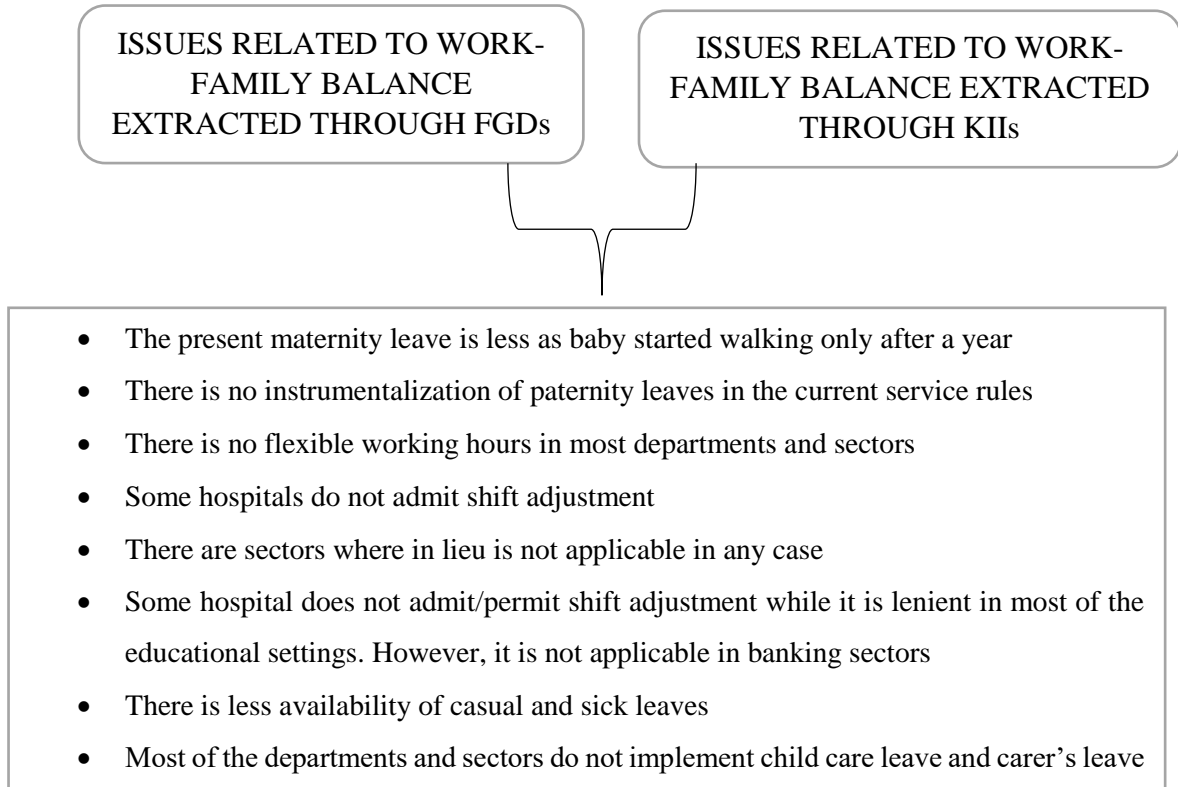
Further, the employees reported that due to the technical work requirements, hiring in lieu is not permissible on the technical jobs. There is no shift arrangement like other sectors. Respondents have to attend the office on time and fulfill their duties during working hours. Yet, they enjoy benefits such as sick leaves, casual leaves, and maternity leaves for women like other organized sectors and institutions. The overall work-family balance could have been improved in terms of flexibility of timings.

In this chapter, the quantitative and qualitative findings of the study are discussed part of the study in the form of charts, tables, and figures. It includes the interpretation of various independent and dependent variables and comparing means of variables using *t*-test and ANOVA. Further, the qualitative part such as KIIs (Key Informant Interviews) and FGDs (Focus Group Discussions) were also discussed. The next chapter is the last provides a comprehensive summary of the entire thesis, the

major or key findings, discussion, suggested measures, and recommendations for action based on the study's findings and conclusions.

4.19 Qualitative Findings (Integration of FGDs and KIIs)

Figure 4 ISSUES RELATED TO WORK-FAMILY BALANCE



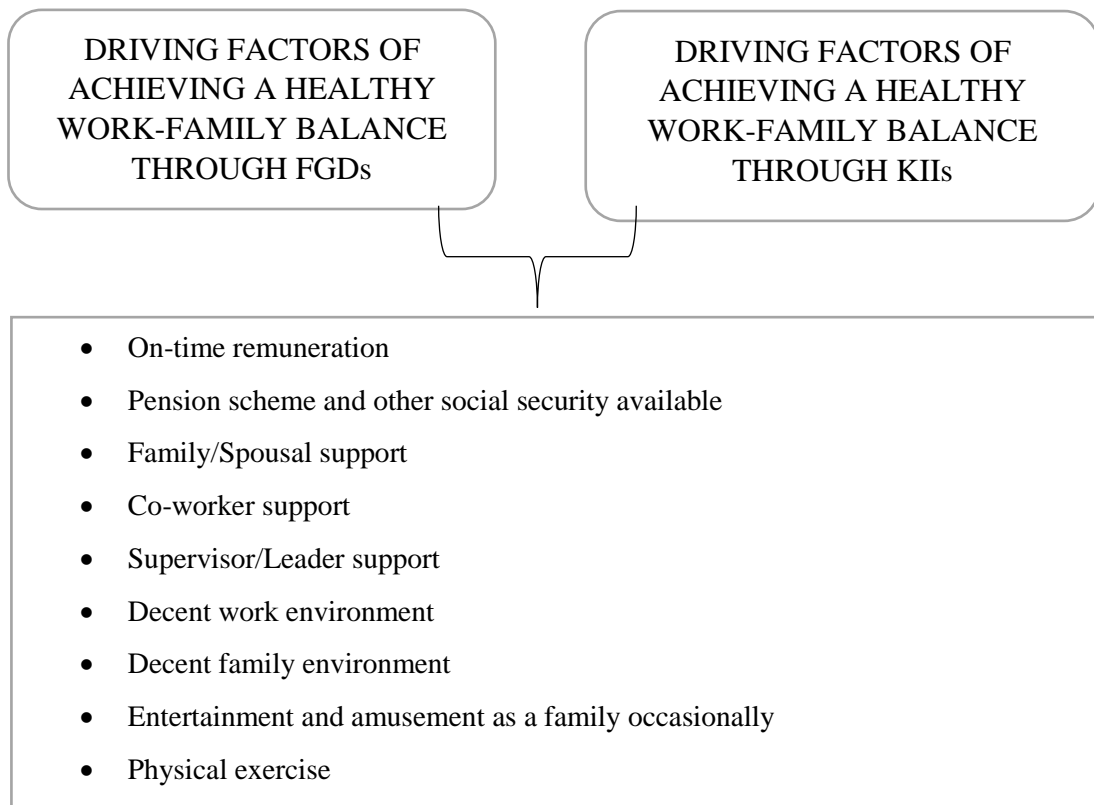
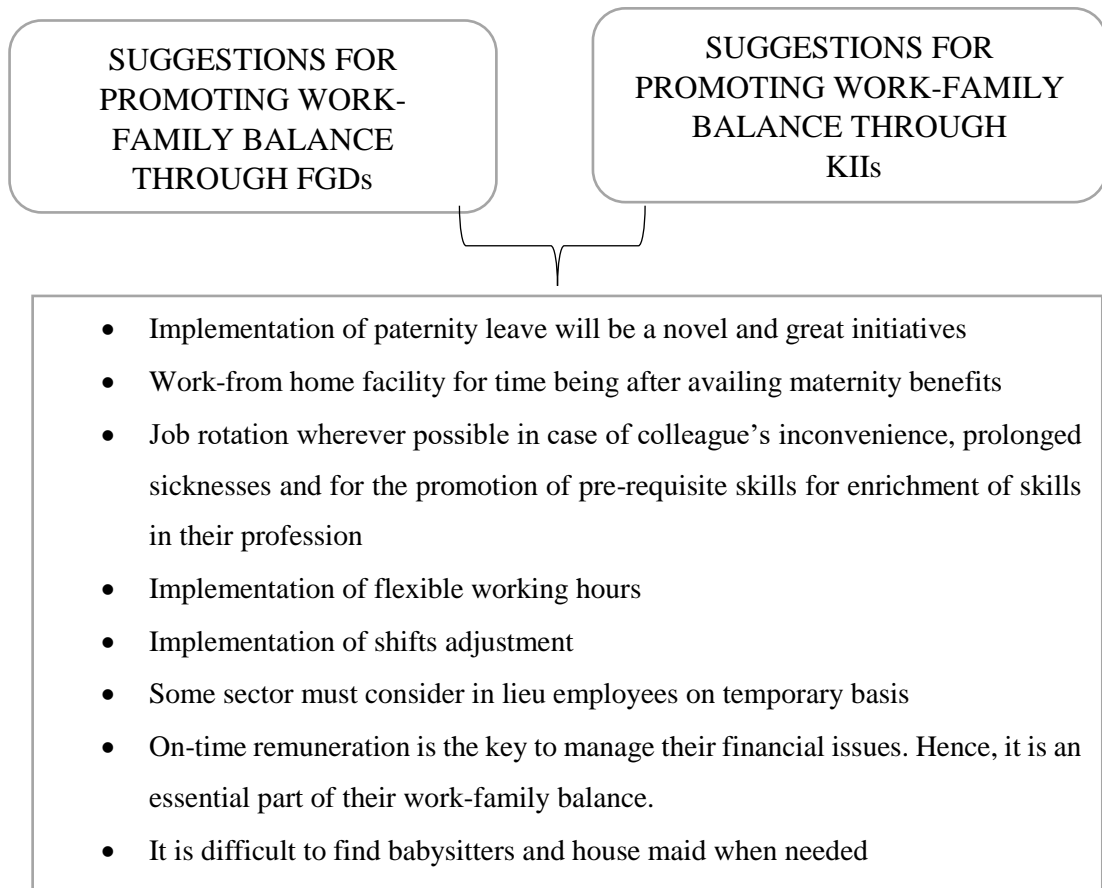


Figure 6 SUGGESTIVE MEASURE RECOMMENDED BY THE PARTICIPANTS AND INFORMANTS



CONCLUSION AND SUGGESTIONS

CHAPTER V

CONCLUSION & SUGGESTIONS

The present study explored the underlying psychosocial issues related to work-family balance, the adopted coping mechanisms and strategies, the components of work-family balance, the conditions of quality of life, the relationship between dependent and independent variables, the relationship between work-life balance and quality of life, the comparison of gender wise, sector-wise and family type on the psychosocial dimension, coping mechanisms, work-family balance and its components and quality of life and its domains by administering t-test. Further, the town-wise, age group-wise, educational qualification-wise, profession-wise, experience-wise, and annual family income-wise comparison of the psychosocial dimension, coping mechanisms, work-family balance, and quality of life are also explored among the three organized sectors such as educational institutions, hospital settings and banking sectors in Aizawl, Lunglei and Champhai towns.

The entire study is classified into 5 chapters an introduction, an overview of the literature, the methodology of the study, results and discussion as well as a conclusion and suggestions. The introduction of the study contains concepts, the evolution of the ideology, models as well as theories of prominent scholars. A vast and comprehensive study is reviewed in the literature review section including the international, national, and regional scenarios by following the broad theme of demographic characteristics, work-family balance and psychosocial challenges, work-family balance and coping mechanisms, work-family balance and family support, work-family balance and gender differences, quality of life of employees in the organized sector and work-family balance and employees' quality of life in the organized sector. The methodology part of the study is a comprehensive ideology of the study including the field of the study, the research design, the sampling design, the sampling technique, the population and sample size, the data processing technique, and the operational definition of the study. The findings of the study are discussed in the 'Results and Discussion' section. This section shows the findings of the study based on the qualitative and quantitative aspects such as the demographic characteristics, the economic structures, the underlying psychosocial issues, the coping mechanisms and strategies, the components of work-family balance, and the domains of quality of life, the relationship between variables and the difference of variables between genders,

sector and family type, etc. There is also a town-wise, age group-wise, educational qualification-wise, profession-wise, experience-wise, and annual family income-wise comparison of the psychosocial dimension, coping mechanisms, work-family balance, and quality of life including KIIs (Key Informant Interviews) and FGDs (Focus Group Discussions). The last section concluded with the major findings of the study and suggested general measures and social work methods intervention for further research.

5.1 Major Findings:

The major findings of the study on the quantitative part are classified into seven parts such as demographic characteristics, socio-economic characteristics, psychosocial dimensions, coping mechanisms, work-family balance and its components, quality of life and QOL domains, hypotheses testing, Inter correlation of work-family balance and quality of life: Pearson's r , Sectoral-wise comparison on dependent variables, Family type comparison on dependent variables, Age group-wise comparison on dependent, Town wise comparison on dependent variables, Educational qualification on dependent variables, Profession wise comparison on dependent variables and Experience wise on dependent variables. On the other hand, the qualitative findings of the study were interpreted manually as a result of Focus Group Discussions and Key Informant Interviews.

5.1.1 Demographic characteristics of the Respondents:

The demographic details of the respondents are characterized into twelve (12) categories such as gender, age of the respondents, educational qualification of the respondents, profession, work sector, workplace, experience, monthly income of the respondents, occupation of spouse, family type, number of children, and family annual income. The gender of the respondents i.e., male and female has a frequency of 318 respondents and a maximum of more than half (61.32%) of the respondents belongs to the female category while the male respondents contributed to more than one-third (38.68%). The age group is categorized into four categories viz., 26-30 years, 31-34 years, 35-39, and 40-45 years. Thus, all the respondents are between the age group of 26 and 45 years. The data shows that a little more than two-fifths (40.57%) of the respondents belong to the age group of 26 and 30 years and contributed the highest. The educational qualification of the respondents is categorized into five groups such as high school, higher secondary, graduate, postgraduate, and others who have had degrees on diploma and technical courses, and

among the category, graduates contributed nearly half (47.17%) of the respondents. The profession of the respondents is classified into three categories such as medical profession, teaching profession, and banking profession. The respondents in the teaching profession contributed the highest number of data with more than two-fifths (44.34%). The sector in which the respondents are working is classified into two categories i.e., private organized sector and government organized sector. The data shows that more than half (56.60%) of the respondents in the organized settings are working in the government sector while more than two-fifths (43.40%) of the respondents are working in the private sector. The workplace of the respondents is categorized into three groups viz., banking sector, educational institution, and hospital settings. Among the three sectors, respondents working in hospital settings contributed nearly two-fifths (39.94%) of the total respondents. This is followed by the respondents working in hospital settings with one-third (33.33%) and the banking sector with a little more than one-fourth (26.73%). Despite the profession type, the respondents who are working in the hospital settings as medical practitioners such as doctors, nurses, paramedics, dieticians, teachers or lecturers, technicians, etc. have contributed the highest among the three sectors. The age group with the highest number of experience in the organized sector is respondents between the age group of 3 and 6 years with nearly half (47.80%). The types of families of respondents are classified into three categories such as nuclear family, joint family, and extended family. A maximum of more than half (55.97%) of the respondents are living in a nuclear family and nearly two-fifths (38.36%) are living in a joint family. Among the respondents, workers with one child have contributed the highest with more than two-fifths (44.34%)

5.1.2 Socio-Economic Characteristics of the Respondents:

The economic characteristics play an important role in defining the well-being and the quality of lifestyle of the workers and among the respondents the monthly income is categorized into 6 groups such as the respondents earning an average of below 10,000, 10,001, and 20,000, 20,001, and 30,000, 30,001 and 40,000, 40,001 and 50,000, 50,000 and above. The respondents having an income of 10,001 and 20,000 contributed to more than one-fourth (28.30%) followed by 50,001 and above with more than one-fourth (27.99%) with almost an equal distribution. The occupation of the respondents' spouses plays an important role in attaining work-family balance as family support highly depends on their involvement. The occupations of

respondents' spouses are classified into 11 groups such as homemaker, laborer, Group A, Group B, Group C, self-entrepreneur, business, and medical profess while the other occupation has almost an equal distribution. In addition, the annual family income of the respondents is categorized into four groups such as respondents earning less than 2 lakhs, 2 and 4 lakhs, 5 and 8 lakhs, and 9 lakhs and above. The four annual family income groups have almost an equal distribution of data with respondents having an annual income between 2 and 4 lakhs having attained the highest percentage of more than one-fourth (30.19%).

5.1.3 Psychosocial Dimension of the Respondents:

The psychosocial aspects of the study are categorized into social (relating) aspects, mental (thinking) aspects, spiritual (being) aspects, and emotional (feeling) aspects. Among the psychosocial dimensions of the respondents, social (relating) aspects scored the highest mean average of 3.08 which means the social-related factors have the least association with the work-family balance complications and the emotional (feeling) aspects attained the lowest. This indicated that emotional (feeling) aspects are highly associated with the respondents. In addition, several factors are again categorized into four aspects to identify and understand the type of factors that are prevalent among the respondents. Firstly, referring to the social (relating) factors, social drinking has the highest mean score of 3.36, followed by loafing-idle (3.18), absenteeism from work (3.13), absence of belongingness (3.11), social isolation-disconnection (3.05), escapism (3.03) and social withdrawal-avoiding people and activities (2.74). Secondly, a decent mean score on mental (thinking) aspects also indicated the poor association of the factors employed by the respondents including suicidal ideation or self-harm with a mean score of 3.7, which is surprisingly significant and this is followed by illusion (3.38), substance addiction (3.35), both anxiety disorders & overconfident (3.14), eating disorders (3.14), denial of reality (3.04), depressive mood (2.86), lethargy (2.69), negativity (2.62) and stress (2.36). Thirdly, the assessment on the spiritual (being) aspects shows that neglect to pray among the respondents with a mean score (of 3.09), followed by losing hope and faith (3.03), forgetting to acknowledge blessings (3.01), confusion about the purpose of life and lack of self-introspection (2.92), neglect to meditation (2.73) and self-questioning (2.47). As mentioned above, emotional (feeling) aspects have the minimum average mean score among the four assessed dimensions. Moreover, all the listed factors under

the emotional (feeling) aspects do not attain a mean value of '3' as impulsive behavior among the respondents scored a mean value of 2.96, followed by both apathy & aggressiveness with a mean value of 2.94, crying (2.83), feeling of insecurity (2.81), over-reaction (2.80), anxiousness (2.64), boredom (2.54), irritability/anger (2.50) and overthinking (2.40). Therefore, emotional (feeling) aspects and the following factors are considered to be prevalent among the respondents. However, all the factors are considered to be reasonable as per the mean score value.

5.1.4 Coping Mechanisms of the Respondents:

The coping mechanisms adopted by the respondents are designed as a multiple-choice pattern where the respondents' are free to choose more than one item. The coping mechanisms employed by the respondents are classified into *five* aspects Spiritual (being) coping mechanisms, Social (relating) coping mechanisms, Mental (thinking) & emotional (feeling) coping mechanisms, Physical (body) coping mechanisms, and a Common coping mechanisms. According to this classification, the spiritual (being) coping mechanism is the highest adopted coping mechanism among the respondents with an average of 70.41%, followed by the social (relating) coping mechanisms with an average score of 64.04%. Despite the trends of psychosocial aspects in the work culture, the mental (thinking) & emotional (feeling) coping mechanisms of the respondents have an average of 52.37% and it is also transparent through the analysis that the physical (body) coping mechanisms have an average of 48.7%. Meanwhile, the other listed common coping mechanisms also have an average score of 45%. Thus, the overall percentage score on the adopted coping mechanisms is 42.10%.

5.1.5 Work-family Balance and Work-Family Components

It is important to understand the domains and facets of a variable from all angles. Therefore, work-family balance is categorized into 10 components viz., Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). The respondent's perceptions of the work-family balance are assessed using three types of 5-point Likert Scale such as: a) rarely, occasionally, often, usually & always b) strongly disagree, disagree, neutral, agree & strongly agree, and c) no confidence to

complete confidence as this provides in-depth analysis and comprehensions. The mean score highlighted the significance level of work-family balance components. The average mean score value of all the components is 3.55 out of the maximum (5). Thus, all the 10 work-family balance components are significant to the respondents and more than half of the total respondents agreed upon it.

The inter-correlation between the components of work-family balance is important to assess the correlation of the components of work-family balance with the others as it will give a pellucid perspective and an in-depth comprehension of the variables. The data shows that most of the components such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) are satisfactorily inter-correlated with the other components except for Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS) which is insignificantly low in most of the inter-correlation score. Work-to-family Conflict Scale (WFCS) is insignificant with Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS) and Family-work Conflict Management (FWCM) except with the components of Family-to-work Conflict Scale (FWCS) Work-family Conflict Management (WFCM). On the other hand, the Family-to-work Conflict Scale (FWCS) is insignificant with Family Support, Work Support, Family Satisfaction, Work-family Conflict Management (WFCM), and Family-work Conflict Management (FWCM) except with Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Work Satisfaction, Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS). However, the overall components of work-family balance and its correlation with one another are observed to be satisfactorily decent.

The correlation between demographic characteristics and components of work-family balance is analyzed and found that the profession type, monthly income of the respondents, and annual income have a positive correlation with all the work-family balance components while the other demographic characteristics such as gender, age of the respondents, educational qualification of the respondents, work sector, workplace, experience, occupation of a spouse, family type and several children show at least one or two negative correlation with the components of work-

family balance. However, this does not mean that the association with all of the components is weak. It is insignificant with only a few components while a maximum of the work-family balance component shows a significant correlation. Among the demographic characteristics of the respondents, the work sector, spouse's occupation, and the number of children have the highest insignificant score on the components of work-family balance. This shows that the working sector of the respondents, dual earners, and the increasing number of children could be a challenge to the respondents in terms of Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), and Family Satisfaction. On the other hand, the monthly income of the respondents as well as the family's annual income plays a vital role in meeting the pre-requisites and necessities concerning work-family balance. This shows that monetary assistance in any form, on-time salary, and increments are the driving factors of the overall work-family balance and quality of life of the respondents.

5.1.6 Quality of Life and QOL domains

The QOL domains are classified and measured in four domains namely physical, psychological, social relationship, and environment. Among the four domains, social relationship is reported as the highest among the respondents as it secured a mean score of 3.62. This is followed by the psychological domain with a mean score of 3.42, the physical domain with 3.38, and the environment with 3.36. As the mean score has an average of 3.44, the quality of life is considered to be satisfactorily significant among the respondents. Further, there is no significant difference among the domains as all the mean score gaps do not show a significant difference.

The inter-correlation between the quality of life such as physical domains, psychological domains, social relationships, and environmental domains is significant to understanding that the dynamics of a single domain could influence the other as this can give us a transparent perspective of the association of the domains. The study found the relationship among each domain is considered immensely satisfactory at the significant level of 0.01.

The correlation between demographic characteristics such as gender, age of the respondents, educational qualification of the respondents, profession, work sector, workplace, experience, monthly income of the respondents, occupation of spouse,

family type, number of children, and family annual income are cross-tabulated with the 4 domains of quality of life such as physical, psychological, social relationships and environment. It is concluded that the demographic characteristics such as profession, monthly income of the respondents, and family annual income have a significant relationship with the domains of quality of life such as physical, psychological, social relationships, and environment domains while it is insignificant or negatively correlated with the other demographic characteristics such as gender, age of the respondents, educational qualification of the respondents, work sector, workplace, experience, occupation of a spouse, family type and number of children. Thus, the profession, monthly income of the respondents, and family annual income are significant contributing factors in attaining and fulfilling the domains of quality of life such as physical, psychological, social relationships, and environmental domains.

5.1.7 Hypotheses testing

The hypotheses compare the gender differences in work-family balance and its components among the respondents such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). This comparison is important to assess and understand the gender differences in work-family balance complications present among the respondents. The study accepted that there is a difference in work-family balance among the employees working in the organized sector in Mizoram. According to the gender-based mean score value, there is a highly significant gender difference among the male and female respondents. Regardless of all the double workload and other responsibilities, the female respondents attained a higher mean score value of 3.61 as compared to that of the male respondents with a 3.47 mean score value. Nevertheless, as the study shows significant gender differences in work-family balance, the hypothesis is accepted.

The gender comparison of Quality of Life (QOL) and the domains classified by the World Health Organization (WHO) Bref-Scale such as physical domains, psychological domains, social relationships, and environmental domains. The gender-based mean score on the quality of life and its domains does not show any significant gender differences in the t-score value. However, there are trivial gender differences with insignificant differences. As there are no significant gender differences in the

domains of quality of life, the Quality of Life (QOL) is considered to be equally satisfactory for both genders.

5.1.8 Intercorrelation of Work-Family Balance and QOL: Pearson's r

The Inter correlation of work-family balance and quality of life is tested through Pearson's r correlation and is hypothesized that there is a significant relationship between work-family balance and quality of life. As hypothesized, the test resulted in a highly significant relationship between work-family balance and quality of life. Hence, the hypothesis is accepted.

5.1.9 Sectoral-wise comparison of dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

The comparison of sector and psychosocial dimensions and coping mechanisms: The t -test has confirmed that there are no significant differences in the public and private sector organizations in terms of psychosocial dimensions and coping mechanisms among the respondents. However, Sector, Work-Family Balance, and Components of Work-Family Balance: t -test found that Family Support and Work Support are higher among the respondents belonging to the private sector while Work Satisfaction is found to be significantly higher among the respondents belonging to the public sector. Further, the quality of life among the respondents working in the public sector is slightly better than the respondents working in the private sector. Henceforth, there is no significant relationship between the respondents working in the public and the private sector in terms of quality of life.

5.1.10 Family type comparison on dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

The test on Family type and Psychosocial Dimensions and Coping Mechanisms: The test concluded that there is no significant difference between the nuclear and extended family types on psychosocial dimensions and coping mechanisms. Besides, the Family type, Work-Family Balance, and Components of the WFB: t -test stated that there is a significant difference between the nuclear and extended family on work-family balance and its components. Further, the quality of life is better in the extended family type except for the psychological domain. However, the trivial differences are considered statistically equivalent. Therefore, it is concluded that there is no significant difference between nuclear and extended family in the quality of life.

5.1.11 Town-wise comparison of dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

The study found no significant differences in the psychosocial dimension and coping mechanisms among the respondents belonging to Aizawl, Lunglei, and Champhai towns. The work-family balance among the respondents is slightly better in Champhai town which is insignificant in terms of the difference. Therefore, it is concluded that there are no significant differences in work-family balance among the respondents belonging to Aizawl, Lunglei, and Champhai. It is also concluded that there is no sign of significant difference among the respondents in terms of quality of life.

5.1.12 Age group-wise comparison on dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family balance, and Quality of Life

The statistical test on psychosocial dimension and the respondent's age group classifications does not show any significant differences except for 26-30 years and 40-45 years. Therefore, it is concluded that the higher age group resulted in a lesser psychosocial dimension. The Age Group and Coping Mechanisms: ANOVA test shows trivial differences which are not perceptible and therefore, it is concluded that there are no significant differences in the coping mechanisms among the different respondent's age groups. Subsequently, the Age Group and Work-Family Balance: ANOVA test concluded that the higher age of the respondents resulted in a productive work-family balance, and the Group and Quality of Life: ANOVA statistical test confirmed that there are no significant differences in the quality of life and the classification of age groups.

5.1.13 Educational qualification on dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance and Quality of Life

The Educational Qualification and Psychosocial Dimensions, Coping Mechanisms, Work-family balance and Quality of Life: ANOVA test concluded that there are no significant differences on the psychosocial dimension, Coping Mechanisms, Work-family balance, and Quality of Life among the different categorizations of educational qualifications.

5.1.14 Profession-wise comparison of dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

The Profession & Psychosocial Dimensions and Coping Mechanisms: ANOVA test concluded that the psychosocial dimension and coping mechanisms among the different professions such as medical practitioner, teacher/faculty, and bank employees are considerably equal. However, the Profession & Work-Family Balance: ANOVA test stated that the work-family balance is excellent in the banking sectors. Hence, it is concluded that there is a significant relationship between the professions and work-family balance but there is no significant difference among the three professions on the quality of life.

5.1.15 Experience wise on dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

According to the Years of Experience and Psychosocial Dimension: ANOVA test, there is no significant difference among the respondents' years of experience on psychosocial dimensions. However, the Years of Experience and Coping Mechanisms: ANOVA test shows a significant difference between the experience group categorization of 3 to 6 and 11 to 14 years while the other groups do not show any significant difference. Therefore, it is concluded that there is a significant difference in one of the respondent's years of experience with coping mechanisms. It is also confirmed that the higher the respondent's years of experience has resulted in an observable better work-family balance but despite the existing differences, it is concluded that there are no significant differences among the respondents' years of experience and work-family balance. Further, the Years of Experience and Quality of Life: ANOVA test does not show any significant differences among the respondent's categorization of working experience groups.

5.1.16 Annual family income-wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family Balance and Quality of Life: t-test

According to the statistical analysis, there is no significant difference between the psychosocial dimension and the categorization of annual income groups. However, it is clear that the higher the annual family income resulted in a slightly better psychosocial dimension. It is also confirmed that the classification of annual family income groups does not have any impact on the coping mechanisms of the

respondents. It is also clear that the higher income resulted in a better work-family balance according to the analysis. Further, it is confirmed that the higher annual family income resulted in an enhanced quality of life.

5.1.17 Key Informant Interviews (KIIs)

The researcher conducted three Key Informant Interviews (KIIs) each in the three towns across three sectors such as hospital setting, educational institution, and banking sectors, and elicited that there is no implementation of a specific program on work-family balance apart from the maternity benefit and paternity leave is not instrumentalized in all the sectors. Most of the employees can take in lieu as a substitute depending on the sectors and institutions. Moreover, most of the sectors and institutions have provided and granted casual leaves, vacation leaves, and non-teaching earn leaves to educational institutions. A pension scheme is instrumentalized as this is a significant factor for the well-being of the workers and timely wages/salary is a great indicator of one's quality of life. In the case of educational institutions, good progress results from students and increments are significant factors that indicate the quality of life and well-being. The staff were complying with the rules and regulations and class timing was adjusted among themselves, which is also a significant indicator of work-family balance.

5.1.18 Focus Group Discussions (FGDs)

The researcher conducted three Focus Group Discussions (FGDs) in the three towns across three sectors such as hospital setting, educational institution, and banking sectors. According to the participants in the educational sectors, the working culture of educational institutions requires punctuality and formality. Unlike other sectors, there is a possibility of hiring other lieu teachers in most of the institutions during maternity leave by getting approval from higher authorities. This is a positive sign of work-family balance for the teachers. Further, the teachers are satisfied with their family support as well as their colleague support. Most of them are working in a sound environment both at home and at school. They encountered both work-family conflict as well as family-work conflict after having a child. These issues are dealt mainly with their family support and some hire babysitters or take-in-lieu teachers to counter the situation. Despite the work-family conflict, the teachers are experiencing overall family and work satisfaction. Enquiring the quality of life based on some of

the scales, the staff are satisfied with the quality of life and well-being related to their work-family balance.

On the other hand, unlike educational institutions, grant of in lieu is permitted in some hospital settings. However, they can avail the leave benefits such as sick leave, casual leave, and maternity leave. Shift arrangement with colleagues and flexible timing is authorized in most hospitals which is a positive sign of work-family balance. However, there is no negative sign of family support and work support as their working duration is based on hours. However, the employees are experiencing slight work-to-family conflict and family-to-work conflict as these are caused by the work culture. They admitted that their maternity leave is less and they hope that it could be extended up to 9 months. Despite the underlying psychosocial issues, overall family support and colleague support are positively significant.

The working culture of banks is hectic and tedious. There are certain rules and deadlines to accomplish the tasks assigned to them. In banking sectors, there is no grant of any in lieu in most of the institutions, no shift arrangement among colleagues as the tasks are technical and there is no flexible timing which is regarded as a negative sign of work-family balance. However, there is no negative sign as such concerning family support and work support. There is significant cooperation between the employees and the manager. They can avail of casual leave and other casual leaves. The overall support from family and colleagues as well as the manager is considered satisfying. The participants further mentioned that salary is one of the contributing factors to work-family balance.

5.2 Suggestions & Recommendations:

The suggestions and recommendations part of the study discussed the social work methods implications. The interventions of the methods of social work are divided into micro and macro levels of social work. The micro level of social work intervention suggested measures include the implications of Social Case Work, Social Group Work, and Community Organization whereas the macro level of social work intervention includes Social Welfare Administration, Social Action, and Social Work Research. Further, it also discussed the general recommendations at the individual, family, organizational, and government levels.

5.2.1 Social Work Intervention:

Professional social work interventions are crucial in intervening in the issues related to work-family balance and quality of life. There are six methods of professional social work practiced around the world which are classified as micro and macro. The micro social work practices are Social casework, Social Group Work, and Community Organization while the macro social work practices are as Social welfare administration and Social work research. Interventions based on these methods of social work in the study area are discussed as follows:

5.2.1.1 *Micro-level intervention*

i) Social Case Work:

It is one of the oldest methods of professional social work. It emerged in the 1900s and it was first coined by Mary Richmond in 1917 in her book 'Social Diagnosis'. It is an individual helping process to help the individual cope with their social issues. It also helps the client in dealing with future difficulties effectively and has positive strength. Social casework helps the client in dealing with and adjusting to the social environment and in developing personality through that adjustment.

Social casework encompasses counseling techniques. Therefore, professional counseling in terms of stress management, anger management, psychological support, dealing with anxiety and mental disorders, eating disorders and other related complications, relaxation techniques, etc. is necessary to cope with the issues related to work-family balance effectively. The sole aim is to provide psycho-social adjustments in the work culture between work and family implications and vice versa.

ii) Social Group Work:

It is a method of social work where constructive relationships are built between individuals through group activities. Group is a natural response of humans where interactions take place, individuals come together to achieve a common need that can be met through collective action. Group work refers to working in a group that helps in changing the behavior of the members or individuals and develops social interaction and mutual assistance amongst the group members through the professional social worker (Wu, 2017). Social group worker uses various models in forming the groups. Attention can be given to some models like Bruce W. Tuckman for group development. There are five stages of group development, these are forming, Storming, Norming, Performing, and Adjourning. The group formation and process must be aware by the social group workers and social workers can use group methods to deal with the challenges. The types of groups such as educational group work an important methods that apply to the respondents. This has to be accompanied by professionals such as counselors and case workers. The educational group must be tagged along with the non-formal education based on the knowledge felt needs of the respondents. Other important aspects of the group setting are counseling sessions, recreational group activities, emotional counseling groups, spiritual counseling groups, etc.

iii) Community Organization

Community organization is another method of social work that is concerned with meeting the needs of the community and the welfare of its people through inter-personal and intra-personal relationships. The community can be described in many forms in terms of the bonds, feelings, language, culture, profession, education, etc. where the workers share the 'we feeling' mindset. It is an important method in the social work practice where efforts are put in towards meeting the community needs through critically analyzing the issues concerned. Community organization aims to help the members in developing capacity by making it organized so that they can improve their quality of life and deal with their own needs.

The role of the community is indispensable in providing an inclusive organized environment. Community organizers help the workers deal with their psycho-social issues and influence them to form a forum where they can discuss their community-related issues. Rehabilitation programs in case of substance addiction can be adopted by the government to decrease the usage of tobacco products and other unhealthy lifestyle practices. For entertainment and other income-generating activities, vocational skills are also necessary for skills development and generating hobbies. Other initiatives such as sensitization and awareness building on new schemes, and existing policy amendments within the community members can be beneficial to the workers.

5.2.1.2 Macro level intervention

i) Social Welfare Administration

Social welfare administration is the fourth method of social work practice. This method applies the social schemes and policies administered by the government for the weaker, vulnerable sections of society through the social work process. It is concerned with transforming social mandates into effective policies and goals that can enhance the psycho-social and economic functioning of the disadvantaged section. In the present study, social workers can use this method at individual, group, and community levels. At the individual level, the social workers can help the individual beneficiaries in the administration of social welfare services. At the group and community level, the social worker can mobilize resources availing equal benefits in the case of gender and marginalized groups. The coordination and linkages of the beneficiaries with various departments at local, and regional levels can be done by the social worker for equal accessibility of available services.

There are various acts and amendments as well as programs that are implemented for the development of the workers and linking the availability comes under the responsibility of social welfare. The services in terms of salary and increments should be respectful, have equal accessibility to all, have no discriminatory practices, be participatory and inclusive, have freedom of expression of thought, and cater to individual needs (Shaghashvili, 2022). Effective implementation of social services and schemes in all sectors of health, education, infrastructure, services, etc. is an important approach and social workers can help build effective policies.

ii) Social Action

Social action is another method of social work practice where efforts are put in to solve social problems and social welfare objectives through various legislations, and social reform. Social action is advocated to solve the core values of the social work profession in terms of social justice and equality in society. Organized efforts are put through social action to improve institutions such as social, political, or economic through mobilizing the people. It is different from other methods of social work as it advocates for long-term changes in society through social institutions. Social action acts in the form of reform movements and it is a mass attack on the mass social issues. The type of social action such as rally, strike, peaceful assembly, etc., is necessary for developing social change in the society of the concerned community. It covers movements and reforms that range from political, and religious, human rights and social justice issues, freedom and civic liberty issues etc. It attempts to bring social justice for the oppressed and marginalized groups of the population and strive for equality and opportunities through networks and linkages with elite persons and in the absence of the elite. Social workers play a very important role in being a part of the social action where social problems are addressed through propaganda and legislation. The changes made by this method are not at an individual level but at a mass level

iii) Social Work Research

Research is a systematic investigation that is done to add to the existing knowledge in a form that is verifiable. Social research is a method in social work practice used by social researchers and social scientists to address problems faced by people in society and find solutions to the problems that cater to the needs of the people. It aims to build a knowledge base to solve practical problems in social work practice. Unlike scientific research, social research deals with objects that are conscious and active human beings. Thus, it can sum up that social research aims to find solutions to humanistic problems that social work as a profession aims towards.

Various types of social research can be applied by the social researcher in dealing the issues related to work-family balance and quality of life. Research methods such as survey methods, exploratory techniques, descriptive methods, case studies, program evaluation, needs assessment, etc. can be used by the social

researcher in the investigation of a problem. For policy change and effective intervention, social work research is an important method to be adopted. As researchers with knowledge and skills, social workers can probe into psycho-social issues and other related problems to find solutions.

5.3 Recommendations:

Employees benefit from work-family balance in a variety of ways, including improved quality of life, time with family and friends, job security, increased job satisfaction, and lower stress levels. Various initiative steps can be taken from the individual, family, and organizational levels to ease the lifestyle of the workers and attain a work-family balance at excellence. Some of the suggested measures to cope with the issues related to work-family balance are:

I) **At the individual level:** There are lots of initiatives that can be settled at the individual level to probe the issue of work-family balance. Some of the initiatives are:

a) **Time management:** Time management is one of the most important initiatives to be taken to meet the desired work and family balance. An employee must learn to adjust or reschedule their routine for a better and more productive work-family adjustment.

b) **Anger management:** Jobs especially which are hectic can cause stress and burnout. These stressors are caused by work and family complications. Lack of spousal or relative support as well as lack of co-worker support could lead to burnout and other mental disorders. Therefore, psychological support is an important decision and one must consult to achieve a better lifestyle.

c) **Adjustment:** Adjustment of routine, self-adjustment, and mental adjustment is an important strategy that could be done at an individual level. In most cases, it should be accompanied by family and co-workers' support for better adjustment.

d) **Physical exercises:** Physical health is an important domain as it influences the mental aspects and vice versa. For an individual to boost their physical and mental health, physical exercise is necessary. It will refresh and rejuvenate an individual in his future endeavors. This will boost not only the physical and mental health but also will influence positively in his/her work and family matters.

e) **Exposed to entertainment:** Entertainment could vary and might differ from one individual to another. For some employees, entertainment is limited to screen and some entertainment might include recreational activities. However, engaging in any kind of entertainment quite often could be a great decision as it will ventilate an individual and boost the emotional as well as mental aspects.

There are two models suggested to meet work-family balance at the individual level according to the previous researchers such as which are empirically tested. They are (1) the SOC Model (Selection, Optimization, and Compensation) and (2) the Time Management Model.

The SOC model was built on the principle that pursuing the three behavioral styles of selection, optimization, and compensation at the same time will support (a) the progressive development by increasing resources (b) dealing with ordinary work challenges (c) managing future resource loss (Baltes & Heydens-Gahir, 2003). The goal-setting process is part of the selection process.

The time management model is for dealing with work-family conflict (Macan et al. 1990). It has three dimensions such as goal setting and prioritizing, mechanics of time management such as to-do lists, and preference for organizational work by using a methodological and organized approach. Both of these models are the techniques that concentrate on minimizing work-family conflict. Goal-setting and prioritization of tasks are central to both frameworks. The SOC model identifies the significance of various time management strategies, whereas the time management model comprises a detailed way of goal creation, ranking, and associated activities (Baltes & Clark, 2009).

2) **At the family level:** Family plays an important role in attaining work-family balance. It is the first institution where an individual gets their formal education. The environment and perception of the work culture highly depend on the traits of the development of their respective family. At the same time, parenting style plays a crucial role in the development of the child's personality which results in the family and work culture.

Some of the initiative steps that can be taken at the family level are:

- a) Physical and emotional support from spouse as well as other family members in the case of nuclear and extended family.
- b) Distribution of house chores and other responsibilities between partners and other family members
- c) Minimize family issues and criticisms
- d) Create a good family environment
- e) Exposed to amusement kind of entertainment as a family

3) At the organizational level: Companies and organizations have implemented a variety of family-friendly policies and programs to assist employees in coping with the issues related to work-family conflict. It is the sole responsibility of the organization to come up with the frameworks concerning work-family balance, work-family conflict, and family work conflict. Work-family balance policies that are essential to cope with the issues of work-family balance are:

a) **Flexible working time:** Flexible timing should be instrumentalize in different sectors to start and stop working at any time they want within a stipulated time. This is applicable in most of the sectors, especially the corporal sector. This has to be based on the preferences of the workers. Flexible working hours could reduce the complications of work-family balance, boost employee loyalty, and minimize staff turnover.

b) **Shift adjustment:** The other important aspect in the work culture to adjust the issue of work-life balance is shift adjustment. It is an important initiative as this will enable the workers to be able to have a mutual understanding of their work culture and also it will bring a healthy relationship among the workers.

c) **Work-from-home facility:** The work-from-home facility is not a new concept after the pandemic outbreak. Many virtual applications could make communication and work done much easier in virtual mode. Therefore, working from home is possible in many sectors. Telework is characterized as performing work tasks from home or an off-site location for a period of some time depending on the situation and work culture. This is useful in terms of paternity and maternity leave. However, it is not applicable in some sectors such as hospital settings.

- d)* **Part-time work facility:** Part-time work is popular in the Western culture as well as metropolitan cities due to the availability of more industrial sectors whereas the north-eastern part of India is still backward in industrial development. This led to the minimum availability of part-time jobs in the present scenario. On the other hand, this service is advantageous to students who desire to continue their education while also working.
- e)* **Crèche for kids at the office and agency premise:** In most of the places in metropolitan cities in India, there is implementation of crèche for the employees, especially for single parents and dual earners. The provision of a crèche is also a form of corporate social responsibility. Due to the crèche facilities, management also benefits from minimal absenteeism, greater commitment, and higher daily productivity from female employees.
- f)* **Job-sharing policy:** It's a predefined that allows two workers to split up and share their responsibilities. Job sharing facilitates a healthy working environment, as well as team building and improved coordination among staff.
- g)* **Maternity leave:** This policy safeguards the health of both the mother and the newborn child. This leave can be utilized by female employees before and after childbirth. The Maternity Benefit Act of 1961 was the first initiative steps taken by the Indian government to preserve female employees' jobs during their maternity period. In 2017, the Indian government passed the Maternity Benefit (Amendment) Bill. The Maternity Benefit (Amendment) Act, 2017, amended the Act and increased the length of paid maternity leave.
- h)* **Paternity leave:** Only fathers are eligible for this leave. Fathers take this leave shortly after the birth of their child to care for the newborn and their partner.
- i)* **Childcare leave:** Both fathers and mothers are eligible for childcare leave. Parental leave and home care leave are two terms for the same thing. This policy ensures that both parents have an equal amount of time with their children.
- j)* **Carer's leave:** Carer's leave might be used for elderly parents, sick children, or family members. This leave makes it easier to look after ailing parents and family members.
- k)* **Healthcare services:** Medical benefits, insurance, and childbirth expenses are just few of the healthcare services that organizations provide to their employees. Employees, as well as parents, spouses, and children, can access these services.

l) **Career development program:** Organizations offer a variety of career development programs to help employees improve their skills and knowledge because all these factors contribute to employees' professional well-being and they indirectly support individuals in achieving a positive psychological state of mind. The following are the practices used by organizations for employee development, according to Gyansh and Guantai (2018):

- i. Workshops
- ii. Seminars
- iii. Job rotation
- iv. Job promotions and transfers
- v. Career Guidance Programme

m) **Compressed Week:** Employees in a compressed workweek program work for prolonged hours on the day they work, but for fewer than five days each week. They further claim that many businesses do not use it since employees are obligated to stay on the job during working hours to assist customers. Workweeks that are compressed have been shown to reduce work-family conflict and stress (Dunham et al. 1987).

4) **At the government level:** The government plays a vital role in various aspects of work-family balance. Some of them are:

i. **Formulation of new policy related to work-family balance:** The concerned ministry and government used to amend legislation when necessary. Government must review their existing constitutional laws and legislations from time to time. For instance, some European countries have implemented 4 4-day work policy and are given the liberty to not talk to their superior on off days and weekends. This kind of implementation could be a great initiative for work-family balance especially if they implement flexibility in many aspects.

ii. **Amendment of the existing laws such as Maternity benefits and pension schemes is another crucial strategy:** In the present scenario, as per the Maternity Benefits Act (Amendment) in 2017, maternity leave is permissible for up to 26 weeks with a full salary. This could be a little less as a baby only starts to learn to walk when they pass one year. This shows that children are still under lactation and their parents have to hire a babysitter or either her or her spouse has to sacrifice for babysitting

tasks. Meanwhile, paternity leave or benefits are not instrumentalized in India and implementation of the Paternity Benefits Act will be a new milestone for promoting work-family balance. Furthermore, for instance, Sweden has an excellent parental leave program. For in the case of delivery of a baby or adoption of a child, parents are eligible to 480 days of paid leave. Besides, dual parents can avail 240 days each. Therefore, increasing the duration of maternity leave and paternity benefits could be a new chapter. A pension scheme is another social security that most employees are seeking. It is one of the most crucial factors determining the quality of an individual's life. Therefore, the revision and implementation of pension schemes of the unorganized and semi-organized sectors to the organized sector is also one of the upgrades of work-life balance and work-family balance policies.

iii. **Conduct of awareness program and add up the concept in the educational curriculum:** Though the concept of work-family balance is not new in the area of social sciences research, it still lacks the recognition of its importance in many aspects of the educational curriculum. It is a contemporary urban issue and neglecting the importance could result in the quality of life of an individual as it is correlated significantly according to the findings of the present study. It must be added to the educational curriculum as a topic, syllabus, or chapter. This will enhance the importance and coping strategies will be enriched among the student at a very early age. This will improve and boost the resiliency of students at a very early age which in turn will have benefits when they enter the workforce. It will also enhance their innovation in the formulation and implementation of new schemes and policies for the promotion of work-family balance and quality of life. Further, it could be emphasized as a non-formal education in terms of awareness and sensitization programs among students, and scholars including newly recruited and ongoing service employees.

iv. **Conduct workshops and seminars on the complications, implications, and management of work-family balance:** As confirmed by most of the previous studies and this particular study, work-family balance and quality of life are significantly correlated. The promotion of work-family balance resulted in a better quality of life and vice versa. Therefore, workshops and seminars inside and outside the stream of social sciences are essential initiatives as work-family balance influences the workforce in general.

v. **Extend the leaves available such as sick leaves and casual leaves:** Grant of leaves is another important contributing factor for promoting work-family balance implications. There are different leaves available in the organized sectors while the unorganized sectors of the nation suffer in various paths. The concerned department of the union and state government must revise the leave policies of different sectors annually by granting a longer duration of leave. They must implement new policies for the unorganized sector employees in the fields where it is necessary.

vi. **Construct old age homes with contemporary health care facilities:** Old age home construction is an important initiative to be taken with sophisticated facilities. Most of the different tribes, castes, and cultural systems in India followed the extended or joint family system. It is considered as an obligation and as a sole responsibility of their children to take care of their aged parents which could become a challenging issue for the employees as the present carer's leave in some of the organized sector is still less. If there is a sensitization on the practicality of old age homes effectively, the work-family balance of an employee will become much better. An employee will pay for the care fees of their elderly parents during working days and take them home on weekends to have quality time. This could be implemented at the private and government level.

APPENDICES

Gender, Work-Family Balance and Quality of Life among Employees in Organized Sector, Mizoram

Research Scholar
John Lalmuanawma
Ph.D Scholar
Department of Social Work
Mizoram University
Aizawl-796004, Mizoram

Research Supervisor
Dr. H. Elizabeth
Associate Professor
Department of Social work
Mizoram University
Aizawl-796004, Mizoram

Questionnaire
(Confidential & Ph.D Research purpose only)

Schedule No:

Town:

I. Demographic profile of the Respondent

Sl. No	Personal Identification		
1	Name	:	
2	Gender	:	a) Male <input type="checkbox"/> b) Female <input type="checkbox"/>
3	Age	:	a) 26-30 years <input type="checkbox"/> , b). 31 - 34 years <input type="checkbox"/> , c). 35 - 39 years <input type="checkbox"/> , d). 40- 45 years <input type="checkbox"/>
4	Educational qualification of the respondents	:	a) High school <input type="checkbox"/> b) Higher Secondary <input type="checkbox"/> c) Graduate <input type="checkbox"/> d) Post graduate <input type="checkbox"/> e) Other _____
5	Profession	:	a) Medical practitioner <input type="checkbox"/> b) Teacher/Faculty <input type="checkbox"/> c) Bank staff/worker <input type="checkbox"/>
6	Work sector	:	a) Private <input type="checkbox"/> b) Government <input type="checkbox"/>
7	Work place	:	a) Bank <input type="checkbox"/> Hospital <input type="checkbox"/> Educational institution <input type="checkbox"/>
8	Years of Experience	:	a) 3-6 years <input type="checkbox"/> b) 7- 10 years <input type="checkbox"/> c) 11- 14 years <input type="checkbox"/> d) 15 – 18 <input type="checkbox"/> e) 19 years and above <input type="checkbox"/>
9	Present position	:	Specify _____
10	Monthly income of the respondent	:	a) < 10000 <input type="checkbox"/> b) 10001- 20000 <input type="checkbox"/> c) 20001 - 30000 <input type="checkbox"/> d) 30001 - 40000 <input type="checkbox"/> e) 40001- 50,000 <input type="checkbox"/> f) 50,001 and above <input type="checkbox"/>
11	Occupation of spouse	:	a) Home maker <input type="checkbox"/> , b) Labourer <input type="checkbox"/> , c) Group A <input type="checkbox"/> , d) Group B <input type="checkbox"/> e) Group C <input type="checkbox"/> , f) Self-entrepreneur <input type="checkbox"/> , g) Business <input type="checkbox"/> , h) Medical professional <input type="checkbox"/> , i) Bank staff <input type="checkbox"/> , j) Hotel employee <input type="checkbox"/> k) Others specify _____
12	Types of Family	:	a) Nuclear <input type="checkbox"/> b) Extended <input type="checkbox"/>
13	Number of children	:	a) One <input type="checkbox"/> , b) Two <input type="checkbox"/> , c) Three <input type="checkbox"/> , d) More than 3 <input type="checkbox"/>
14	If any other source of income. Specify	:	

15	Annual family Income	:	a) Less than 2 lakhs <input type="text"/> , b) 2-4 lakhs <input type="text"/> , c) 5-8 lakhs <input type="text"/> , d) 9 lakhs and above <input type="text"/>
16	Address	:	

II. (A) Psychosocial Dimensions of the Respondent

Sl. No	Aspects	Variables	Always	Sometimes	Rarely	Never
1	Mental (Thinking)	Negativity				
		Lethargy				
		stress				
		Denial of reality				
		Suicidal ideation or self-harm				
		Addiction to substance				
		Illusion				
		Overconfident				
		Eating disorders				
		Anxiety disorders				
		Depressive mood				
2	Emotional (Feeling)	Boredom				
		Over-reacting				
		Overthinking				
		Aggressiveness				
		Anxiousness				
		Irritability/Anger				
		Impulsive behaviour				
		Feeling insecure				
		Crying				
		Apathy				
3	Social (Relating)	Social withdrawal-avoiding people and activities				

		Absenteeism from work				
		Social isolation-disconnection				
		Absence of belongingness				
		Escapism				
		Social drinking				
		Loafting-idle				
4	Spiritual (Being)	Lose hope & faith				
		Self-questioning				
		Neglect of meditation				
		Neglect to pray				
		Lack of self-introspection				
		Forget to acknowledge blessings				
		Confuse on the purpose of life				

II. (B) Coping Strategies Used by the Respondent

Sl.No.	Aspects	Coping mechanisms	Yes	No
a)	Physical (Body) coping mechanisms	Consumption of healthy foods		
		Proper sleeping routine		
		Physical exercises		
		Practice Yoga		
		Breathing exercise/Calming		
b)	Mental (Thinking) and Emotional (Feeling) coping mechanisms	Read inspirational quotes		
		Professional counselling		
		Confrontation		
		Write down problems/feelings		
		Self-motivation		

		Use some relaxation device/apps		
		Keep pet as emotional support		
		Adjustment of activities		
		Music therapy		
c)	Social (Relating) coping mechanisms	Ventilating to close ones		
		Exposed to entertainment		
		Establish a healthy boundary		
		Engaging in community activities		
		Engagement in recreational activities		
d)	Spiritual (Being) coping mechanisms	Praying		
		Meditation		
		Self-introspection		
		Spiritual counselling		
		Seek a stronger connection/intimacy with God		
		Develop a philosophy of life (Faith)		
e)	Common coping mechanisms	Create a to-do list		
		Outing/Trip		
		Effective time management		
		Adopt a stress management techniques		
		Arrange for flexible timing with colleagues		
		Request of flexible working hours		
		Request work-from home facility		
		Hire baby sitter/Nanny for child		
		Hire a caregiver for elder parents		
		Take a childcare leave (Leave for children)		
		Take carer's leave (Leave for parents)		
		Take maternity/paternity leave		
		Engaging in new hobby/skill		
		Re-schedule personal space and routine		

		Take a break with alternative arrangements		
--	--	--	--	--

III. Components of Work-Family Balance

<i>Please rate from a scale of using 1-5 (1=Rarely, 2=Occasionally, 3=Often, 4=Usually and 5=Always)</i>							
Sl. No	Components		Rarely	Occasionally	Often	Usually	Always
1	Family Support	My family listen to my work-related problems					
		My family give me useful suggestions to overcome difficult times at work					
		My family recognize and celebrate my work-related successes					
		My family show concern about my job-related problems					
		My family give me assistance in dealing with my work-related stress					
<i>Please rate from a scale of using 1-5 (1=Rarely, 2=Occasionally, 3=Often, 4=Usually and 5=Always)</i>							
			Rarely	Occasionally	Often	Usually	Always

2	Work-Support	My colleagues listen to my work-related problems					
		My colleagues assist me in making work-related decisions					
		My colleagues give me sound advice on work related problems					
		My colleagues recognize and celebrate my work-related successes					
<i>Please rate from a scale of 1-5 (1 means strongly disagree and 5 means strongly agree)</i>							
			St. disagree	Disagree	Neutral	Agree	St. agree
			1	2	3	4	5
3	Work-to-Family Enrichment	My involvement in work helps me understand different viewpoints					
		My involvement in work helps me to gain knowledge					

		My involvement in work helps me feel personally fulfilled					
		My involvement in work helps me to acquire skills					
		My involvement in work makes me feel happy and satisfied					
		My involvement in work provides me with a sense of success					
		My involvement in work makes me cheerful					
<i>Please rate from a scale of 1-5 (1 means strongly disagree and 5 means strongly agree)</i>							
			St.disagree	Disagree	Neutral	Agree	St.agree
			1	2	3	4	5
4	Family-to-Work Enrichment	My involvement in family helps me gain knowledge					

		My involvement in family puts me in a good mood					
		My involvement in family helps me acquire skills					
		My involvement in family requires me to avoid wasting time at work					
		My involvement in family makes me feel happy					
		My involvement in family encourages me to use my work time in a focused manner					
		My involvement in family makes me cheerful					
		My involvement in family helps me expand my knowledge of new					

		things					
		My involvement in family causes me to be more focused at work					
<i>Please rate from a scale of 1-5 (1 means strongly disagree and 5 means strongly agree)</i>							
			<i>St.disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>St.agree</i>
			1	2	3	4	5
5	Family Satisfaction	Most days I am enthusiastic about my family life					
		I feel fairly well satisfied with my family life					
		I find real enjoyment in my family life					
		I like my family life better than the average person does					
		I never feel bored with my family life.					

<i>Please rate from a scale of 1-5 (1 means strongly disagree and 5 means strongly agree)</i>							
			St.disagree	Disagree	Neutral	Agree	St.agree
			1	2	3	4	5
6	Work Satisfaction	Generally speaking, I am very happy with my work					
		I never think of leaving this job					
		I am generally satisfied with the kind of work I do in my job					
<i>Please rate from a scale of 1-5 (1 means strongly disagree and 5 means strongly agree)</i>							
			St.disagree	Disagree	Neutral	Agree	St.agree
			1	2	3	4	5
7	Work-to-Family Conflict Scale	The demands of work interfere with my home and family life					
		The amount of time my job takes up makes it difficult to fulfill my family responsibilities					

		Things I want to do at home do not get done because of the demands my job puts on me					
		My job produces strain that makes it difficult to fulfill family duties					
		Due to work-related duties, I have to make changes to my plans for family activities					
<i>Please rate from a scale of 1-5 (1 means strongly disagree and 5 means strongly agree)</i>							
			St.disagree	Disagree	Neutral	Agree	St.agree
			1	2	3	4	5
8	Family-to-Work Conflict Scale	The demands on family or spouse/partner interfere with work-related activities					

		I have to put off doing things at work because of the demands on my time at home					
		Things I want to do at work don't get done because of the demands on family or spouse/partner					
		My home life interferes with my responsibilities at work					
		Family-related strain interferes with my ability to perform job-related duties					
<i>Please rate from a scale of 1-5 (1 means no confidence and 5 means complete confidence)</i>							
			1	2	3	4	5
9	Work-Family Conflict Management	I am able to attend family obligations without it affecting my ability					

		to complete pressing tasks at work.					
		I am able to fulfil family role effectively after a long and demanding day at work					
		Succeed in your family role although there are many difficulties at work					
		I am able to invest in family role even under heavy pressure due to work responsibilities					
<i>Please rate from a scale of 1-5 (1 means no confidence and 5 means complete confidence)</i>							
			1	2	3	4	5
10	Family-Work Conflict Management	I am able to fulfil all my responsibilities despite going through demanding period in my family life					
		I am able to invest in					

		my job even under heavy pressure due to family responsibilities					
		I am able to succeed in my role at work although there are many difficulties in your family life					
		I am able to focus and invest in my work tasks even though family issues are disruptive					

IV. Quality of Life of the Respondent (WHOQOL-BREF SCALE)

		Very poor	Poor	Average	Good	Very good
1	How would you rate your quality of life?					
2	How well are you able to get around?					
		Not at all	A little	Average	Very much	An extreme amount
3	To what extent do you feel that physical pain prevents you from doing what you need to do?					
4	How much do you need any medical treatment to function in your daily life?					
5	How much do you enjoy life?					
6	To what extent do you feel your life to be meaningful ?					
7	How well are you					

	able to concentrate ?					
8	How safe do you feel in your daily life?					
9	How healthy is your physical environment?					
10	Do you have energy for everyday life?					
11	Are you able to accept your bodily appearance?					
12	Do you have enough money to meet your needs?					
13	How available to you is the information that you need in your day-to-day life?					
14	To what extent do you have the opportunity for leisure activities					

		Very dissatisf ied	Dissatisf ied	Aver age	Satisfi ed	Very satisfi ed
15	How satisfied are you with your health?					
16	How satisfied are you with your sleep?					
17	How satisfied are you with your ability to perform your daily living activities?					
18	How satisfied are you with your capacity for work?					
19	How satisfied are you with yourself?					
20	How satisfied are you with your personal relationships?					
21	How satisfied are you with your sex life?					
22	How satisfied are you with the support					

	you get from your friends?					
23	How satisfied are you with the conditions of your living place?					
24	How satisfied are you with your access to health services?					
25	How satisfied are you with your transport?					
		Never	Seldom	Quite often	Very often	Always
26	How often do you have negative feelings such as blue mood, despair, anxiety, depression ?					

Focus Group Discussion

Gender, Work-Family Balance and Quality of Life among Employees in Organized Sector, Mizoram

I. Guidelines for Focus Group Discussion:

1. Participation in the FGDs is voluntary.
2. Prior consent shall be obtain.
3. The group may consist of 8 -15 members
4. The duration of FGD should be a minimum of 45 minutes
5. The FGDs procedure shall be documented

II. Inclusion criteria:

1. An individual married employees of Hospitals, Banks and educational institutions between the age group of 25-44 years.
2. Respondents should have a minimum of 2 children below middle school

III. Exclusion criteria:

1. An employees who are un-married /Single
2. An employee having less than 2 children and whose children has already completed middle school

Process:

1. The town and the nature of the group (Hosp./Bank/Educational institution) should be indicated
2. Demographic Information of the respondent participant (see appendix no. I)
3. Psychosocial issues of the participants based on the dimensions {(see appendix no. II (A)}
4. Coping mechanisms –Physical, Mental, Social, spiritual and general coping styles of the participants (See Appendix no. II (B)
5. Work Family Balance (See Appendix no. III)
6. Quality of Life (See Appendix no. IV)
7. Challenges faced by the participant in striking work family balance

Key Informant Interview

Gender, Work-Family Balance and Quality of Life among Employees in Organized Sector, Mizoram

Guidelines for Key Informant Interview:

1. Participation in the KIIs is voluntary.
2. Prior consent shall be obtained.
3. The duration of KII should be a minimum of 45 minutes
4. The KII shall be documented

Inclusion criteria:

1. Key informant only eg. Bank manager, School / College principle, Hospital human resource management
2. The informant should be in the position for at least 3 years

Exclusion criteria:

1. A newly appointed executive

Process:

1. The town and the nature of the group (Hosp./Bank/Educational institution) should be indicated
2. Demographic Information of the KII respondent (see appendix no. I)
3. Psychosocial issues of the KII respondent based on the dimensions (see appendix no.II (A))
4. Coping mechanisms –Physical, Mental, Social, Spiritual and General coping styles of the KII respondent (See Appendix no. II (B))
5. Factors responsible for an effective work-family balance
6. Any ongoing work-family balance programs
7. Any initiative for the implementation of work-family balance programs.
8. Challenges faced by the KII respondent in the context of work-family balance while managing the staff.

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Bio-Data

Name : John Lalmuanawma
Sex : Male
Date of Birth : 10th April 1994
Age : 29
Educational Qualification : Master of Philosophy
Marital Status : Single
Contact No. : +91 8730840834
Email ID : lalmuanawmajohn@gmail.com
Permanent Address : Tlabung Zodin, Lunglei District,
Mizoram – 796751
Current Address : Chawlhmun, Aizawl

Details of Educational Qualification:

Sl. No.	Class	Subject	Board/University	Percentage	Division
1	HSLC	-	MBSE	56.4%	Second
2	HSSLC	Arts	MBSE	53.4%	Second
3	Bachelor of Arts	Bachelor of Social Work	Martin Luther Christian University, Shillong	76.75%	First
4	Master of Social Work	Master of Social Work	St Aloysius College, Mangalore (Autonomous) under Mangalore University	69.91%	First
5	M.Phil.	Social Work	Mizoram University	70%	First

Paper Presentations in Seminars/Conferences

Sl. No.	Title of the Paper Presented	Seminar/Conference	Organizer	Date
1	Working Women and Quality of Life During Covid-19 Pandemic: An Insight	Realities of Marginalization and Marginality in Media	Dept. of Mass Communication, Mizoram University	21 st to 22 nd April, 2022
2	Social Perception on Work-Family Balance and Mental Health of Women	Recent Trends in Public Administration: G20 Perspectives	Dept. of Public Administration Mizoram University	23 rd and 24 th May, 2023

Paper Publication in Journals

Sl. No.	Title of the Paper	Name of the Journal	Month & Year
1	Psychosocial Issues of Working Women and Work Family Conflict: A Systematic Review	Madhya Bharti (Vo. 82., Issue No.7)	June, 2022
2	Implications of Work-Family Balance and Quality of Life: A Cross Sectional Study	Journal for ReAttach Therapy and Developmental Diversities (Vol. , Issue No. 1)	September, 2023

PARTICULARS OF THE CANDIDATE

NAME OF THE CANDIDATE : John Lalmuanawma
DEGREE : Ph.D
DEPARTMENT : Social Work
TITLE OF THESIS : Gender, Work-Family Balance and
Quality of Life Among Employees in
Organized Sector, Mizoram
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**APPROVAL OF RESEARCH
PROPOSAL**

1. BOS : 19th September, 2019
2. SCHOOL BOARD : 1st October, 2019
3. AC : 3rd December, 2019

MZU REGISTRATION NO: : 1800016
Ph.D REGISTRATION NO & DATE : MZU/Ph.D/1309 of 30.07.2019

(C. DEVENDIRAN)
Head
Department Of Social Work
Mizoram University
Aizawl-796004

ABSTRACT
GENDER, WORK-FAMILY BALANCE AND QUALITY OF LIFE
AMONG EMPLOYEES IN ORGANIZED SECTOR, MIZORAM

AN ABSTRACT SUBMITTED IN PARTIAL FULFILLMENT OF
THE REQUIREMENTS FOR THE DEGREE OF
DOCTOR OF PHILOSOPHY

JOHN LALMUANAWMA

MZU REGISTRATION NO: 1800016

Ph.D REGISTRATION NO: MZU/PHD/1309 of 30.07.2019



DEPARTMENT OF SOCIAL WORK
SCHOOL OF SOCIAL SCIENCES
FEBRUARY 2024

INTRODUCTION

Work-family balance

People's lives have been made better by the advancement of sophisticated technology in a variety of ways. Technological developments have made people's lifespans longer and they could enjoy healthier lives. The availability of pre-requisite materials for accomplishment of projects has become much easier for students and parents can view and communicate with their distant relatives thousands of miles away. Advances in communication, task completion, and information availability have made it possible for employees to be flexible in their profession. At the same time, it has also resulted in a blurring of the lines between family and work time. It's critical to distinguish between family life and work. Individuals who are devoted to their work most of the time experience stress and burnout. An individual's capacity to operate tasks at their best can decline when they do not have sufficient time for rest and rejuvenation. Therefore, it is crucial from a management perspective to support employees in taking time off rather than working lengthy hours. Making time in one's schedule for enjoyable hobbies will make one a better employee, friend, co-worker, and family member. Every individual must learn to put down their laptop and refuse to answer work-related calls on their cell phone after working hours have ended. Achieving this kind of balance is difficult since there will always be those who want to take up a person's time after working hours. It is time to learn that it is acceptable to refuse invitations and to accept offers of help only in cases when they are truly necessary. An individual cannot take time to appreciate the life they have worked so hard to build if they do not establish a work-life and work-family balance. It is also possible for an individual to generate bodily illnesses such as diabetes, alcoholism, hypertension, cardiovascular disease, etc., and other mental disorders such as anxiety and depression that result from ongoing stress.

Our families and workplaces have undergone tremendous change during the late 19th century, especially in the last 20 years. Unprecedented numbers of women have entered the workforce increasing their pay in comparison to men. Men have started to take on traditional family responsibilities traditionally as a breadwinner and both sexes have increased the amount of time they spend with their kids. However, even though males are spending more time with their children, the strain of juggling work and parental responsibilities is becoming greater. The society perception still

acts as though men's major role is to provide for their families and the women's primary role is to stay at home and take care of the elderly and children. Work-family balance policies that support employees' success in terms of achieving well-being and quality of life at work and home must be developed by businesses and other organizations for both males and females. It's not just a gross generalization that damages the image of otherwise dedicated hardworking women but it is also false that work-life and work-family balance is a women's issue. Men encounter greater work-family conflict than women according to a different study titled "The New Male Mystique," which was published by the Families and Work Institute. According to the findings, men are feeling the same pressure as women did when they first started working in unprecedented numbers: the need to "have it all" by doing everything. Work-life and work-family balance is therefore regarded as a significant issue that both men and women in today's hectic environment need to tackle. (Meenakshi Pattu et al. 2013)

There are many definitions and explanations of the concept of work-life and work-family balance. In short, the ability to fulfill responsibilities both at work and at home while still finding time for interests and hobbies on a personal level is known as work-life balance. Everybody has a distinct ideal work-to-home ratio. When the average worker put in a hundred (100) hours a week in the 1940s, the Fair Labour Standards Act (FLSA), 1938 had to be changed to 40 hours of work in a week. During the 1980s, the Women's Liberation Movement promoted flexible work schedules to allow women to work in offices and take care of the family during their "off-hours." Working fewer hours, and keeping work and home apart are the main pieces of advice given these days for striking a balance between work and personal life.

A productive and healthy work environment is largely dependent on work-life and work-family balance. When an individual successfully strikes this balance, they may devote the same amount of time to work-related duties and personal affairs without feeling stressed or overburdened. Acquiring knowledge about the significance of preserving equilibrium between your work and personal lives could aid an individual in overcoming unfavorable feelings and creating efficient time management plans. Likewise, an individual comprehends the significance of work-family balance by thinking about maintaining a clear separation between family and professional lives. A work-family balance is achieved when a good balance between job and family matters compromises with the amount of time spent on each. People

who maintain this equilibrium are more likely to be stress-free at work and to retain their mental wellness. It is one of the best approaches in fulfilling and accomplishing a quality of life as well. Some of the benefits of achieving a work-family balance include:

a) Achieving mental health: One of the most crucial achievements in attaining a work-family balance includes mental health. According to World Health Organization (WHO), "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity". Hence, mental health is one of the criteria for achieving holistic health. Individuals need to improve their mental health and keep in check to control their unpleasant feelings, ideas, or experiences. A healthy perception finds it easier to identify and eliminate the work-family issues that lead to stress or dissatisfaction when they process their emotions.

b) Attaining one's physical health: Attaining physical well-being generates adequate energy to finish both personal and professional chores quickly. Physical health is one of the crucial factors to attain work-family balance and it is facilitated by engaging in one's desired activities, frequent exercise, balanced diet, and having sound sleeping habits. Similarly, such activities boost your body and help you concentrate on your work for longer periods. It is crucial to give your mental and physical health equal priority as these two are interrelated. The physical aspects have the potential to influence the psychological matters and vice versa.

c) Reduction of work-related stress: Employees who have a sense of being overburdened with their workload and duties may experience work-related stress. One of the important aspects includes setting priorities for the tasks that are most crucial and having a tight deadline helps an individual in developing more effective workload management techniques. A different approach to task management is to think about your physical and mental health by considering more work or obligations to attend to before leaving the workplace. Those tasks that can wait until the next day can be procrastinated to acquire enough rest and sound sleep which will result in a feeling of rejuvenation on the next day.

d) Being more present at the moment: To be conscious of what an individual is doing at a given time is to be present in the moment. Being mindful of the tasks engaging in helps to stay focused on the task at hand which is one approach to strike a balance between family and professional lives. Being

physically away from work has to be followed by being mentally away too such as job-related distractions like emails and office chats in favor of concentrating on your hobbies. Appreciation of the present given time makes it able to concentrate on one's personal or business tasks which in turn resulted in the achievement of work-family balance.

- e) **Higher productivity and engagement at work:** The accomplishment of satisfaction in one's profession leads to maintaining a healthy work-family balance. Significant job satisfaction motivates employees to give their best efforts and it increases their commitment to their tasks and responsibilities. Having a positive sense of engagement at work can lead to a productive and effective outcome and an individual can concentrate on your matters after work.
- f) **Becoming a well-rounded employee:** Most of the employees have personal interests and hobbies but if an individual spends more time and energy at work than on personal matters, they risk losing them. Individual knowledge can acquire a great variety of talents by dedicating time to their interests and hobbies. Engaging in other activities outside the workplace might also give workers insider knowledge that they could impart to their organizations and co-workers.
- g) **Becoming more successful:** There's a common misperception that success necessitates an intense commitment to diligence. Finding a work-family balance can help a person prioritize success without compromising one's health. In addition, it is significant to note that the key to having engagement and productivity at work requires a balanced lifestyle. This fosters innovation and a minimal effort has the potential to lead to a fruitful outcome.

Concept of Gender

According to the World Health Organization (WHO), the socially constructed traits of males, women, girls, and boys are referred to as gender. This encompasses interactions between people as well as the standards, behaviors, and roles that come with being a woman, man, girl, or boy. Gender is a social construct that differs from society to society and is subject to change. Due to its hierarchical nature, gender creates disparities that converge with other social and economic issues. Other discriminatory criteria, including age, region, ethnicity, financial status, handicap,

gender identity, and sexual orientation, are intertwined with gender-based prejudice. The term for this is intersectionality. Sex refers to the various biological and physiological traits of females, males, and intersex individuals such as chromosomes, hormones, and reproductive organs that are related to but distinct from gender. Gender identity is distinct from gender and sex but they are inter-related. A person's profoundly felt internal and unique experience of gender is referred to as their gender identity. This experience may or may not match their physiology or assigned sex at birth.

Concept of Work-Family Balance

Work-family balance is a notion or concept that entails balancing work (career and ambition) with lifestyle (health, pleasure, leisure, family, and spiritual development/meditation). Work-family balance is complex because it encompasses three elements: work, family, and balance (Deery, 2008). Work-family balance is also multi-directional because work and family life have both good and negative effects on one another (Kirchmeyer 1992; Frone, 2003). Work-family conflict is a negative component of work-family life, whereas work-family facilitation is a positive aspect of work-family life.

Concept of Quality of Life

Quality of life is a significant measure of happiness which is subjective and also an essential component of many decisions. There are several individual opinions and perceptions on factors contributing to the quality of life. Some of them are job security, job satisfaction, health, family life, and safety. In general terms, quality of life includes holistic health, level of comfortability, and the happiness experience at an individual as well as group level. Adejunmobi and Odumosu (1998) stated that the basic concepts of quality are values since they play a pivotal role in promoting a qualitative life. They represent the needs, aspirations, and goals that are assumed as important elements to individuals that they seek to fulfill.

Organized Sector

The employment sector is that is organized are having terms or duration and the employment is fixed and regular. Hence, employees have assured work and they are given monthly salary regularly. In this sector, several acts apply to enterprises, schools, hospitals, etc. This sector is governed by various acts such as the Factories

Act, Bonus Act, Employees Provident Fund Act, Minimum Wages Act, etc. Employees in the organized sector have benefits such as job security, allowances, and perquisites. Whereas, an economic system run by individuals or companies apart from organizations run by the government is known as the private sector. These sectors are mostly run to make profits. The sector is diverse and also they occupy a vast area in the country's economic system. It is formed with partnerships, small or medium to large businesses or enterprises, corporations, and professionals as well as trade unions.

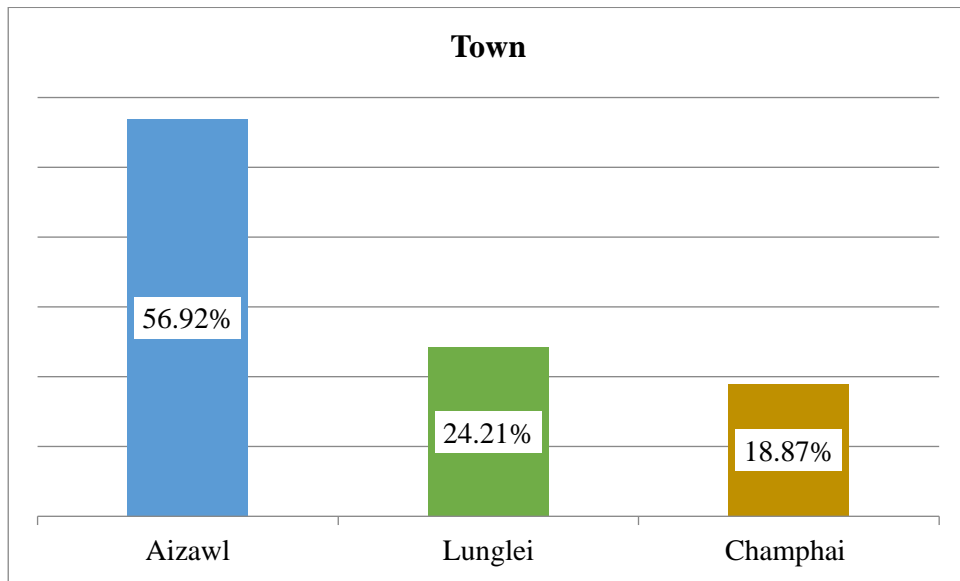
METHODOLOGY

Research methodology is a way of explaining and carrying out research. It is a blueprint of the research. It has to be logical and have a systematic plan to resolve a research problem. A methodology details a researcher's approach to the research to ensure reliable, valid results that address their aims and objectives. It encompasses where, when, what, and whom the data is to be collected along with and analyzed. The present chapter gives a comprehensive ideology on the types, patterns, and techniques adopted for the study such as research design, sample size, sampling method or technique of the study, method of data collection, tools used for collection of data, method of data processing, analysis, and interpretation, exclusion criteria, limitations of the study and characterization of the thesis.

Profile of the study field:

According to the detailed analysis of the 2011 population census released by the government of India for the state of Mizoram, the state population has grown by 23.48% in the last decade between 2001 and 2011 and between the previous ten years, between 1991 and 2001. Presently, Mizoram has a density of 135 people per square mile. The census of 2021 was not held due to the pandemic outbreak worldwide. According to the record of the 2011 census, the three selected districts have the highest population. Aizawl district has a population of 400,309 followed by Lunglei with 461,328 and Champhai with 125,745. However, the report of the available data has been more than a decade and there is no reliable source of the present report.

Town-wise distribution of Sample



Source: Computed

Chart 1 shows the town distribution of the study. Among the towns where the researcher collected the quantitative data, a maximum of more than half (56.92%) of the respondents belonged to Aizawl town. This is followed by the respondents in Lunglei town with nearly one-fourth (24.21%) and Champhai town with the respondents of nearly one-fifth (18.87%). The sample target in Aizawl town is higher i.e., 200 respondents as compared to the other two districts i.e., 135 respondents each.

Research Design:

The present study “Gender, Work-Family Balance and Quality of Life among Employees in Organized Sector, Mizoram” assessed and examined the conditions of work-family balance and quality of life in the organized settings of Mizoram context by selecting 3 districts namely Aizawl district, Lunglei district and Champhai district across three sectors such as hospital settings, educational institutions and banking sectors. The work-family balance is assessed with a semi-structured 5-point Likert Scale concerning all the facets comprehensively by 10 components such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). On the other hand, the quality of life of the respondents is assessed by the WHO-Bref Scale which contains 26 item scales and is categorized into four domains such as physical domains, psychological domains, social relationships, and environment. The study

also explored the underlying psychosocial issues and the coping mechanisms adopted to overcome the issues related to work-family balance.

The study adopted both qualitative and quantitative methods. The descriptive research design aims at understanding and testing the variable and the hypotheses and also it aims at extending the research area as the descriptive research design aims to understand the population, situation, and social phenomena systematically.

Sampling Design:

The unit of the study is an individual married employee living with children between the age group of 26-45 years. It is the early adulthood stage in life when one gets married has a family, and experiences multiple roles within and outside the home besides bread earning. Therefore, the sample will be selected at the district and individual levels. Three urban districts are purposively chosen viz., Aizawl district (*Northern Mizoram state*), Lunglei district (*Southern Mizoram state*), and Champhai (*Eastern Mizoram State*) because these the three listed districts have the largest population. As work-family balance is an urban phenomenon, these districts are dense in population as compared to other districts and there is availability of sufficient working population. An adequate sample is selected according to the plan and time matrix of the study. The three sectors such as hospital settings, educational institutions, and banking sector are selected for the study. On each sector, 5 sectors or institutions are randomly selected in each district to represent the population. However, the collection of data is not confined to the pre-planned schedule. There is flexibility in the case of the unavailability of the required respondents. The following table shows the distribution of data collection in different districts across different sectors.

Distribution of Sample

Sector	Aizawl	200	Lunglei	135	Champhai	135
Hospital	Civil Hospital	70	Civil Hospital	45	Civil Hospital	45
	Synod		Serkawn Hospital		Med-Aim	
	Ebenezer		John William		DM Hospital	
	Trinity		Faith Hospital			
	LRM		Hope Hospital			
Bank	SBI	70	SBI	45	SBI	45
	MRB		MRB		MRB	
	PNB		HDFC		Apex	
	ICICI		Axis		IDBI	

	UBI		Syndicate		NE small finance bank	
Edn. Instn	St. Pauls	70	BHSS	45	Govt. Champhai H/S	45
	St. Joseph		HATIM		Champhai South HSS	
	Greenland		D & D Higher Secondary School		Einstein	
	HMS		Bethesda		Holy cross	
	PUC		Govt.College		Govt. Champhai college	

Source: Computed

Sampling technique:

A pilot study was held in Aizawl City among 20 respondents who are working in the organized sector. The data is analyzed to understand the accuracy and reliability of the study. Consequently, the collection of data is commenced by following the sequence of Lunglei, Aizawl, and Champhai. The researcher adopted stratified random sampling for the quantitative data collection while the purposive sampling technique was adopted for eliciting the qualitative part of the study. The targeted sample for the study is 480 respondents. However, missing data as well as unreturned questionnaires were excluded to represent the population of the study. Thus, out of the 318 completed returned data, the sample consisted of 61.32% female respondents and 38.68% male respondents.

Sources of Data Collection:

Both the primary data and secondary data were collected. Primary data was collected through the raw data by distributing questionnaires and through interviewing techniques in all three districts across the three sectors while the secondary data was collected from sources such as various literatures, reports, journals, book chapters, books, etc.

Tools of Data Collection:

The quantitative data is collected through the administration of single-choice questions, multiple-choice questionnaires, semi-structured scales as well as structured scales which are classified into the 5 sections such as demographic characteristics, psychosocial challenges, coping mechanisms, work-family balance, and quality of life. The demographic characteristic of the study is designed with single-choice

questions while the psychosocial issues and the coping mechanisms are designed with multiple-choice questions.

The 10 components of Work-Family Balance (WFB) such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) is designed with a semi-structured scale. Family Support and Work Support are elicited from House and Wells (1978), Work-to-family Enrichment (WFE) and Family-to-work Enrichment (FWE) from Carlson et al. (2006), Family Satisfaction from Brayfield & Rothe (1951), Work satisfaction from Hackman & Oldham (1975), Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS) from Netemeyer et al. (1996), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) from Cinamon (2006). Some of the sentences are organized and re-constructed as applicable to the local vernacular context. Consequently, some of the scales are also converted into a 5-point Likert Scale from a 7-point Likert scale for better comprehension and analysis.

The quality of life is assessed with a WHO-Bref structured scale having 26 questions and categorized into 4 domains such as physical, psychological, social relationship, and environmental domain. The qualitative information is elicited through interviewing techniques such as Focus Group Discussions (FGDs) with the workers and Key Informant Interviews (KIIs) with the employers or executives. The Focus Group Discussions (FGDs) are conducted with the workers comprising at least 8 participants in the three districts across the three sectors such as educational institutions, banking sector, and hospital settings while Key Informant Interviews (KIIs) are conducted with the employers or executives on the three sectors in those districts.

Data Processing and Analysis:

The quantitative data collected through a semi-structured questionnaire is processed and analyzed with the help of SPSS software. Cross tabulation, simple frequency, and percentage ratios, average mean and standard deviation score, Karl Pearson's Product Moment Correlation Coefficients, *t*-test, and ANOVA comparison test are used to generate and analyze the data. However, the qualitative information

collected through semi-structured interview schedules such as Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs) is analyzed manually.

Scoring of data:

There is a separate scoring and calculation on the various aspects of the study. The psychosocial dimension of the study is designed as a 4-point Likert scale with options such as 'always, sometimes, rarely, and never'. The coping mechanism is designed in a multiple-choice pattern where the respondents can choose more than one item. The components of the work-family balance are assessed with a 5-point Likert Scale such as 1) 'rarely, occasionally, often, usually and always' 2) 'strongly disagree, disagree, neutral, agree and strongly agree', and 3) 'no confidence to full confidence'. Furthermore, the quality of life of the respondents is also assessed with a 5-point Liker Scale such as 1) 'very poor, poor, average, good and very good' 2) 'not at all, a little, average, very much and an extreme amount' 3) 'very dissatisfied, dissatisfied, average, satisfied and very satisfied' and 4) 'never, seldom, quite often, very often and always'.

Operational Definition:

6. Work-family balance: There is a balance between work and family matters with support so that individual employees have sufficient time to focus on family and professional development.

7. Quality of Life: It is a holistic approach to the standard of life of an individual employee where there is fulfillment in the work and family life in terms of conditions such as physical, psychological, social relationships, and environment.

8. Organized Sector: The organized sector includes only public and private sectors. In an organized sector, the employment terms are fixed, regular, and assured, and also there is job security.

9. Individual married employee: Any individual married employee in an organized sector with at least one child.

10. Gender: Despite the number of genders prevailing in the present scenario, only the binary i.e., male and female are considered for this study.

Reliability Test:

The Cronbach's alpha reliability test is conducted through SPSS software to test the internal consistency or reliability of the scale adopted for the study. The reliability of Cronbach's alpha reliability coefficient normally ranges between 0 and 1. The level of reliability states that less than 0.6 is considered questionable or poor while a score above 0.7 but less than .8 is considerably satisfying or good. In addition, more than 0.8 is considered excellent, and above the score of 0.9 is extremely excellent. According to the test, the work-family balance scale has a score of 0.770 and WHOQOL Bref Scale 0.890. Hence, the Cronbach's alpha test confirmed that both the test of the variables is at the good and excellent level

Limitations of the Study:

The study is limited to the three districts of Mizoram such as Aizawl, Lunglei, and Champhai. Therefore, the result of the study might have been different if the other eight districts such as Siahla, Lawngtlai, Mamit, Serchhip, Kolasib, Khawzawl, Hnahthial, and Saitual were included in the study. Some workers are complaining about the lengthy questionnaire and failing to answer some important questions which resulted in data missing and their questionnaire being rejected. The qualitative data collection especially the Focus Group Discussion (FGDs) is challenging in the banking and medical settings as they are hard to mobilize due to their hectic and tedious work culture. Moreover, the pandemic outbreak has delayed the process of the research in many aspects, especially the data collection. Unless the data collection is completed, the study cannot be processed further to the other chapters such as analysis and interpretation as well as suggesting measures.

Characterization of the study:

The thesis is categorized into five chapters such as introduction, review of literature, methodology of the study, results & discussion, and conclusion and suggestions. The sequence of the chapter is as follows:

Chapter I – Introduction: The introduction covers the significance of work-family balance, the concept of gender in general, the concept of work-life and work-family balance, the factors and the components of work-family balance, the background and evolution of work-family balance and the essential overview, the definition and criteria of quality of life, the employment sector included for the study, theoretical framework of the present study and other necessary related concepts which are

necessary to understand to introduce and familiarize the present topic of research work.

Chapter II – Overview of Literature: Review of Literature highlights the pertinent literature and the various abstracts of the previous research findings of other scholars which have provided the basis for this research work. It is broadly categorized into demographic characteristics, work-family balance and psychosocial challenges, work-family balance, and coping mechanisms, work-family balance and family support, work-family balance and gender differences, quality of life of employees in the organized sector, and work-family balance and employees' quality of life in the organized sector.

Chapter III – Methodology: Research Methodology defines the procedures for the entire study. It is a research blueprint that includes the profile of the study field, research design, sampling design, sampling technique, sources of data collection, tools of data collection, data processing, and analysis, scoring of data, operational definition, reliability test, limitations and characterization of the study and reliability test.

Chapter IV – Result and Discussion: This section describes the analysis and interpretation of the quantitative and qualitative parts of the study by displaying them in charts, tables, and figures. The quantitative part of the study includes the interpretation of the demographic characteristics, economic profile, psychosocial dimension, coping mechanisms, work-family balance, and quality of life in general. It also includes the correlation between the variables, components of the work-family balance and quality of life domains as well as the correlation between demographic characteristics and components of the work-family balance and quality of life domains. In addition, there are gender-wise, sector-wise, and family-type comparisons of psychosocial dimensions, coping mechanisms, work-family balance and its components, and quality of life and its domains by administering the test. The ANOVA comparison was utilized to compare the town-wise, age group-wise, educational qualification-wise, profession-wise, experience-wise, and annual family income-wise comparison of the psychosocial dimension, coping mechanisms, work-family balance, and quality of life. Furthermore, the qualitative part of the study includes the information and findings of the FGDs (Focus Group Discussions) and KIIs (Key Informant Interviews) collected among the three sectors such as educational

institutions, hospital settings, and banking sectors in Aizawl, Lunglei and Champhai towns.

Chapter V – Conclusion and Suggestions: This is the last chapter that provides a comprehensive summary of the entire thesis, the major or key findings, discussion, suggested measures, and recommendations for action based on the study's findings and conclusions.

CONCLUSION & SUGGESTIONS

The present study explored the underlying psychosocial issues related to work-family balance, the adopted coping mechanisms and strategies, the components of work-family balance, the conditions of quality of life, the relationship between dependent and independent variables, the relationship between work-life balance and quality of life, the comparison of gender wise, sector-wise and family type on the psychosocial dimension, coping mechanisms, work-family balance and its components and quality of life and its domains by administering t-test. Further, the town-wise, age group-wise, educational qualification-wise, profession-wise, experience-wise, and annual family income-wise comparison of the psychosocial dimension, coping mechanisms, work-family balance, and quality of life are also explored among the three organized sectors such as educational institutions, hospital settings and banking sectors in Aizawl, Lunglei and Champhai towns.

The entire study is classified into 5 chapters an introduction, an overview of the literature, the methodology of the study, results and discussion as well as a conclusion and suggestions. The introduction of the study contains concepts, the evolution of the ideology, models as well as theories of prominent scholars. A vast and comprehensive study is reviewed in the literature review section including the international, national, and regional scenarios by following the broad theme of demographic characteristics, work-family balance and psychosocial challenges, work-family balance and coping mechanisms, work-family balance and family support, work-family balance and gender differences, quality of life of employees in the organized sector and work-family balance and employees' quality of life in the organized sector. The methodology part of the study is a comprehensive ideology of the study including the field of the study, the research design, the sampling design, the sampling technique, the population and sample size, the data processing technique, and the operational definition of the study. The findings of the study are discussed in

the 'Results and Discussion' section. This section shows the findings of the study based on the qualitative and quantitative aspects such as the demographic characteristics, the economic structures, the underlying psychosocial issues, the coping mechanisms and strategies, the components of work-family balance, and the domains of quality of life, the relationship between variables and the difference of variables between genders, sector and family type, etc. There is also a town-wise, age group-wise, educational qualification-wise, profession-wise, experience-wise, and annual family income-wise comparison of the psychosocial dimension, coping mechanisms, work-family balance, and quality of life including KIIs (Key Informant Interviews) and FGDs (Focus Group Discussions). The last section concluded with the major findings of the study and suggested general measures and social work methods intervention for further research.

Major Findings:

The major findings of the study on the quantitative part are classified into seven parts such as demographic characteristics, socio-economic characteristics, psychosocial dimensions, coping mechanisms, work-family balance and its components, quality of life and QOL domains, hypotheses testing, Inter correlation of work-family balance and quality of life: Pearson's r , Sectoral-wise comparison on dependent variables, Family type comparison on dependent variables, Age group-wise comparison on dependent, Town wise comparison on dependent variables, Educational qualification on dependent variables, Profession wise comparison on dependent variables and Experience wise on dependent variables. On the other hand, the qualitative findings of the study were interpreted manually as a result of Focus Group Discussions and Key Informant Interviews.

Demographic characteristics of the Respondents:

The demographic details of the respondents are characterized into twelve (12) categories such as gender, age of the respondents, educational qualification of the respondents, profession, work sector, workplace, experience, monthly income of the respondents, occupation of spouse, family type, number of children, and family annual income. The gender of the respondents i.e., male and female has a frequency of 318 respondents and a maximum of more than half (61.32%) of the respondents belongs to the female category while the male respondents contributed to more than one-third (38.68%). The age group is categorized into four categories viz., 26-30 years, 31-34 years, 35-39, and 40-45 years. Thus, all the respondents are between the age group of

26 and 45 years. The data shows that a little more than two-fifths (40.57%) of the respondents belong to the age group of 26 and 30 years and contributed the highest. The educational qualification of the respondents is categorized into five groups such as high school, higher secondary, graduate, postgraduate, and others who have had degrees on diploma and technical courses, and among the category, graduates contributed nearly half (47.17%) of the respondents. The profession of the respondents is classified into three categories such as medical profession, teaching profession, and banking profession. The respondents in the teaching profession contributed the highest number of data with more than two-fifths (44.34%). The sector in which the respondents are working is classified into two categories i.e., private organized sector and government organized sector. The data shows that more than half (56.60%) of the respondents in the organized settings are working in the government sector while more than two-fifths (43.40%) of the respondents are working in the private sector. The workplace of the respondents is categorized into three groups viz., banking sector, educational institution, and hospital settings. Among the three sectors, respondents working in hospital settings contributed nearly two-fifths (39.94%) of the total respondents. This is followed by the respondents working in hospital settings with one-third (33.33%) and the banking sector with a little more than one-fourth (26.73%). Despite the profession type, the respondents who are working in the hospital settings as medical practitioners such as doctors, nurses, paramedics, dieticians, teachers or lecturers, technicians, etc. have contributed the highest among the three sectors. The age group with the highest number of experience in the organized sector is respondents between the age group of 3 and 6 years with nearly half (47.80%). The types of families of respondents are classified into three categories such as nuclear family, joint family, and extended family. A maximum of more than half (55.97%) of the respondents are living in a nuclear family and nearly two-fifths (38.36%) are living in a joint family. Among the respondents, workers with one child have contributed the highest with more than two-fifths (44.34%)

Socio-Economic Characteristics of the Respondents:

The economic characteristics play an important role in defining the well-being and the quality of lifestyle of the workers and among the respondents the monthly income is categorized into 6 groups such as the respondents earning an average of below 10,000, 10,001, and 20,000, 20,001, and 30,000, 30,001 and 40,000, 40,001 and 50,000, 50,000 and above. The respondents having an income of 10,001 and

20,000 contributed to more than one-fourth (28.30%) followed by 50,001 and above with more than one-fourth (27.99%) with almost an equal distribution. The occupation of the respondents' spouses plays an important role in attaining work-family balance as family support highly depends on their involvement. The occupations of respondents' spouses are classified into 11 groups such as homemaker, laborer, Group A, Group B, Group C, self-entrepreneur, business, and medical profess while the other occupation has almost an equal distribution. In addition, the annual family income of the respondents is categorized into four groups such as respondents earning less than 2 lakhs, 2 and 4 lakhs, 5 and 8 lakhs, and 9 lakhs and above. The four annual family income groups have almost an equal distribution of data with respondents having an annual income between 2 and 4 lakhs having attained the highest percentage of more than one-fourth (30.19%).

Psychosocial Dimension of the Respondents:

The psychosocial aspects of the study are categorized into social (relating) aspects, mental (thinking) aspects, spiritual (being) aspects, and emotional (feeling) aspects. Among the psychosocial dimensions of the respondents, social (relating) aspects scored the highest mean average of 3.08 which means the social-related factors have the least association with the work-family balance complications and the emotional (feeling) aspects attained the lowest. This indicated that emotional (feeling) aspects are highly associated with the respondents. In addition, several factors are again categorized into four aspects to identify and understand the type of factors that are prevalent among the respondents. Firstly, referring to the social (relating) factors, social drinking has the highest mean score of 3.36, followed by loafing-idle (3.18), absenteeism from work (3.13), absence of belongingness (3.11), social isolation-disconnection (3.05), escapism (3.03) and social withdrawal-avoiding people and activities (2.74). Secondly, a decent mean score on mental (thinking) aspects also indicated the poor association of the factors employed by the respondents including suicidal ideation or self-harm with a mean score of 3.7, which is surprisingly significant and this is followed by illusion (3.38), substance addiction (3.35), both anxiety disorders & overconfident (3.14), eating disorders (3.14), denial of reality (3.04), depressive mood (2.86), lethargy (2.69), negativity (2.62) and stress (2.36). Thirdly, the assessment on the spiritual (being) aspects shows that neglect to pray among the respondents with a mean score (of 3.09), followed by losing hope and faith (3.03), forgetting to acknowledge blessings (3.01), confusion about the purpose of life

and lack of self-introspection (2.92), neglect to meditation (2.73) and self-questioning (2.47). As mentioned above, emotional (feeling) aspects have the minimum average mean score among the four assessed dimensions. Moreover, all the listed factors under the emotional (feeling) aspects do not attain a mean value of '3' as impulsive behavior among the respondents scored a mean value of 2.96, followed by both apathy & aggressiveness with a mean value of 2.94, crying (2.83), feeling of insecurity (2.81), over-reaction (2.80), anxiousness (2.64), boredom (2.54), irritability/anger (2.50) and overthinking (2.40). Therefore, emotional (feeling) aspects and the following factors are considered to be prevalent among the respondents. However, all the factors are considered to be reasonable as per the mean score value.

Coping Mechanisms of the Respondents:

The coping mechanisms adopted by the respondents are designed as a multiple-choice pattern where the respondents' are free to choose more than one item. The coping mechanisms employed by the respondents are classified into *five* aspects Spiritual (being) coping mechanisms, Social (relating) coping mechanisms, Mental (thinking) & emotional (feeling) coping mechanisms, Physical (body) coping mechanisms, and a Common coping mechanisms. According to this classification, the spiritual (being) coping mechanism is the highest adopted coping mechanism among the respondents with an average of 70.41%, followed by the social (relating) coping mechanisms with an average score of 64.04%. Despite the trends of psychosocial aspects in the work culture, the mental (thinking) & emotional (feeling) coping mechanisms of the respondents have an average of 52.37% and it is also transparent through the analysis that the physical (body) coping mechanisms have an average of 48.7%. Meanwhile, the other listed common coping mechanisms also have an average score of 45%. Thus, the overall percentage score on the adopted coping mechanisms is 42.10%.

Work-family Balance and Work-Family Components

It is important to understand the domains and facets of a variable from all angles. Therefore, work-family balance is categorized into 10 components viz., Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). The respondent's perceptions of the work-family balance are assessed using three types of

5-point Likert Scale such as: a) rarely, occasionally, often, usually & always b) strongly disagree, disagree, neutral, agree & strongly agree, and c) no confidence to complete confidence as this provides in-depth analysis and comprehensions. The mean score highlighted the significance level of work-family balance components. The average mean score value of all the components is 3.55 out of the maximum (5). Thus, all the 10 work-family balance components are significant to the respondents and more than half of the total respondents agreed upon it.

The inter-correlation between the components of work-family balance is important to assess the correlation of the components of work-family balance with the others as it will give a pellucid perspective and an in-depth comprehension of the variables. The data shows that most of the components such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM) are satisfactorily inter-correlated with the other components except for Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS) which is insignificantly low in most of the inter-correlation score. Work-to-family Conflict Scale (WFCS) is insignificant with Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS) and Family-work Conflict Management (FWCM) except with the components of Family-to-work Conflict Scale (FWCS) Work-family Conflict Management (WFCM). On the other hand, the Family-to-work Conflict Scale (FWCS) is insignificant with Family Support, Work Support, Family Satisfaction, Work-family Conflict Management (WFCM), and Family-work Conflict Management (FWCM) except with Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Work Satisfaction, Work-to-family Conflict Scale (WFCS) and Family-to-work Conflict Scale (FWCS). However, the overall components of work-family balance and its correlation with one another are observed to be satisfactorily decent.

The correlation between demographic characteristics and components of work-family balance is analyzed and found that the profession type, monthly income of the respondents, and annual income have a positive correlation with all the work-family balance components while the other demographic characteristics such as gender, age of the respondents, educational qualification of the respondents, work

sector, workplace, experience, occupation of a spouse, family type and several children show at least one or two negative correlation with the components of work-family balance. However, this does not mean that the association with all of the components is weak. It is insignificant with only a few components while a maximum of the work-family balance component shows a significant correlation. Among the demographic characteristics of the respondents, the work sector, spouse's occupation, and the number of children have the highest insignificant score on the components of work-family balance. This shows that the working sector of the respondents, dual earners, and the increasing number of children could be a challenge to the respondents in terms of Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), and Family Satisfaction. On the other hand, the monthly income of the respondents as well as the family's annual income plays a vital role in meeting the pre-requisites and necessities concerning work-family balance. This shows that monetary assistance in any form, on-time salary, and increments are the driving factors of the overall work-family balance and quality of life of the respondents.

Quality of Life and QOL domains

The QOL domains are classified and measured in four domains namely physical, psychological, social relationship, and environment. Among the four domains, social relationship is reported as the highest among the respondents as it secured a mean score of 3.62. This is followed by the psychological domain with a mean score of 3.42, the physical domain with 3.38, and the environment with 3.36. As the mean score has an average of 3.44, the quality of life is considered to be satisfactorily significant among the respondents. Further, there is no significant difference among the domains as all the mean score gaps do not show a significant difference.

The inter-correlation between the quality of life such as physical domains, psychological domains, social relationships, and environmental domains is significant to understanding that the dynamics of a single domain could influence the other as this can give us a transparent perspective of the association of the domains. The study found the relationship among each domain is considered immensely satisfactory at the significant level of 0.01.

The correlation between demographic characteristics such as gender, age of the respondents, educational qualification of the respondents, profession, work sector,

workplace, experience, monthly income of the respondents, occupation of spouse, family type, number of children, and family annual income are cross-tabulated with the 4 domains of quality of life such as physical, psychological, social relationships and environment. It is concluded that the demographic characteristics such as profession, monthly income of the respondents, and family annual income have a significant relationship with the domains of quality of life such as physical, psychological, social relationships, and environment domains while it is insignificant or negatively correlated with the other demographic characteristics such as gender, age of the respondents, educational qualification of the respondents, work sector, workplace, experience, occupation of a spouse, family type and number of children. Thus, the profession, monthly income of the respondents, and family annual income are significant contributing factors in attaining and fulfilling the domains of quality of life such as physical, psychological, social relationships, and environmental domains.

Hypotheses testing

The hypotheses compare the gender differences in work-family balance and its components among the respondents such as Family Support, Work Support, Work-to-family Enrichment (WFE), Family-to-work Enrichment (FWE), Family Satisfaction, Work Satisfaction, Work-to-family Conflict Scale (WFCS), Family-to-work Conflict Scale (FWCS), Work-family Conflict Management (WFCM) and Family-work Conflict Management (FWCM). This comparison is important to assess and understand the gender differences in work-family balance complications present among the respondents. The study accepted that there is a difference in work-family balance among the employees working in the organized sector in Mizoram. According to the gender-based mean score value, there is a highly significant gender difference among the male and female respondents. Regardless of all the double workload and other responsibilities, the female respondents attained a higher mean score value of 3.61 as compared to that of the male respondents with a 3.47 mean score value. Nevertheless, as the study shows significant gender differences in work-family balance, the hypothesis is accepted.

The gender comparison of Quality of Life (QOL) and the domains classified by the World Health Organization (WHO) Bref-Scale such as physical domains, psychological domains, social relationships, and environmental domains. The gender-based mean score on the quality of life and its domains does not show any significant gender differences in the t-score value. However, there are trivial gender differences

with insignificant differences. As there are no significant gender differences in the domains of quality of life, the Quality of Life (QOL) is considered to be equally satisfactory for both genders.

Intercorrelation of Work-Family Balance and QOL: Pearson's r

The Inter correlation of work-family balance and quality of life is tested through Pearson's r correlation and is hypothesized that there is a significant relationship between work-family balance and quality of life. As hypothesized, the test resulted in a highly significant relationship between work-family balance and quality of life. Hence, the hypothesis is accepted.

Sectoral-wise comparison of dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

The comparison of sector and psychosocial dimensions and coping mechanisms: The t-test has confirmed that there are no significant differences in the public and private sector organizations in terms of psychosocial dimensions and coping mechanisms among the respondents. However, Sector, Work-Family Balance, and Components of Work-Family Balance: *t*-test found that Family Support and Work Support are higher among the respondents belonging to the private sector while Work Satisfaction is found to be significantly higher among the respondents belonging to the public sector. Further, the quality of life among the respondents working in the public sector is slightly better than the respondents working in the private sector. Henceforth, there is no significant relationship between the respondents working in the public and the private sector in terms of quality of life.

Family type comparison on dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

The test on Family type and Psychosocial Dimensions and Coping Mechanisms: The test concluded that there is no significant difference between the nuclear and extended family types on psychosocial dimensions and coping mechanisms. Besides, the Family type, Work-Family Balance, and Components of the WFB: *t*-test stated that there is a significant difference between the nuclear and extended family on work-family balance and its components. Further, the quality of life is better in the extended family type except for the psychological domain. However, the trivial differences are considered statistically equivalent. Therefore, it is concluded that there is no significant difference between nuclear and extended family in the quality of life.

Town-wise comparison of dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

The study found no significant differences in the psychosocial dimension and coping mechanisms among the respondents belonging to Aizawl, Lunglei, and Champhai towns. The work-family balance among the respondents is slightly better in Champhai town which is insignificant in terms of the difference. Therefore, it is concluded that there are no significant differences in work-family balance among the respondents belonging to Aizawl, Lunglei, and Champhai. It is also concluded that there is no sign of significant difference among the respondents in terms of quality of life.

Age group-wise comparison on dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family balance, and Quality of Life

The statistical test on psychosocial dimension and the respondent's age group classifications does not show any significant differences except for 26-30 years and 40-45 years. Therefore, it is concluded that the higher age group resulted in a lesser psychosocial dimension. The Age Group and Coping Mechanisms: ANOVA test shows trivial differences which are not perceptible and therefore, it is concluded that there are no significant differences in the coping mechanisms among the different respondent's age groups. Subsequently, the Age Group and Work-Family Balance: ANOVA test concluded that the higher age of the respondents resulted in a productive work-family balance, and the Group and Quality of Life: ANOVA statistical test confirmed that there are no significant differences in the quality of life and the classification of age groups.

Educational qualification on dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance and Quality of Life

The Educational Qualification and Psychosocial Dimensions, Coping Mechanisms, Work-family balance and Quality of Life: ANOVA test concluded that there are no significant differences on the psychosocial dimension, Coping Mechanisms, Work-family balance, and Quality of Life among the different categorizations of educational qualifications.

Profession-wise comparison of dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

The Profession & Psychosocial Dimensions and Coping Mechanisms: ANOVA test concluded that the psychosocial dimension and coping mechanisms among the different professions such as medical practitioner, teacher/faculty, and

bank employees are considerably equal. However, the Profession & Work-Family Balance: ANOVA test stated that the work-family balance is excellent in the banking sectors. Hence, it is concluded that there is a significant relationship between the professions and work-family balance but there is no significant difference among the three professions on the quality of life.

Experience wise on dependent variables such as Psychosocial Dimension, Coping Mechanisms, Work-family Balance, and Quality of Life

According to the Years of Experience and Psychosocial Dimension: ANOVA test, there is no significant difference among the respondents' years of experience on psychosocial dimensions. However, the Years of Experience and Coping Mechanisms: ANOVA test shows a significant difference between the experience group categorization of 3 to 6 and 11 to 14 years while the other groups do not show any significant difference. Therefore, it is concluded that there is a significant difference in one of the respondent's years of experience with coping mechanisms. It is also confirmed that the higher the respondent's years of experience has resulted in an observable better work-family balance but despite the existing differences, it is concluded that there are no significant differences among the respondents' years of experience and work-family balance. Further, the Years of Experience and Quality of Life: ANOVA test does not show any significant differences among the respondent's categorization of working experience groups.

Annual family income-wise comparison of Psychosocial Dimensions, Coping Mechanisms, Work-Family Balance and Quality of Life: t-test

According to the statistical analysis, there is no significant difference between the psychosocial dimension and the categorization of annual income groups. However, it is clear that the higher the annual family income resulted in a slightly better psychosocial dimension. It is also confirmed that the classification of annual family income groups does not have any impact on the coping mechanisms of the respondents. It is also clear that the higher income resulted in a better work-family balance according to the analysis. Further, it is confirmed that the higher annual family income resulted in an enhanced quality of life.

Key Informant Interviews (KIIs)

The researcher conducted three Key Informant Interviews (KIIs) each in the three towns across three sectors such as hospital setting, educational institution, and banking sectors, and elicited that there is no implementation of a specific program on work-family balance apart from the maternity benefit and paternity leave is not instrumentalized in all the sectors. Most of the employees can take in lieu as a substitute depending on the sectors and institutions. Moreover, most of the sectors and institutions have provided and granted casual leaves, vacation leaves, and non-teaching earn leaves to educational institutions. A pension scheme is instrumentalized as this is a significant factor for the well-being of the workers and timely wages/salary is a great indicator of one's quality of life. In the case of educational institutions, good progress results from students and increments are significant factors that indicate the quality of life and well-being. The staff were complying with the rules and regulations and class timing was adjusted among themselves, which is also a significant indicator of work-family balance.

Focus Group Discussions (FGDs)

The researcher conducted three Focus Group Discussions (FGDs) in the three towns across three sectors such as hospital setting, educational institution, and banking sectors. According to the participants in the educational sectors, the working culture of educational institutions requires punctuality and formality. Unlike other sectors, there is a possibility of hiring other lieu teachers in most of the institutions during maternity leave by getting approval from higher authorities. This is a positive sign of work-family balance for the teachers. Further, the teachers are satisfied with their family support as well as their colleague support. Most of them are working in a sound environment both at home and at school. They encountered both work-family conflict as well as family-work conflict after having a child. These issues are dealt mainly with their family support and some hire babysitters or take-in-lieu teachers to counter the situation. Despite the work-family conflict, the teachers are experiencing overall family and work satisfaction. Enquiring the quality of life based on some of the scales, the staff are satisfied with the quality of life and well-being related to their work-family balance.

On the other hand, unlike educational institutions, grant of in lieu is permitted in some hospital settings. However, they can avail the leave benefits such as sick leave, casual leave, and maternity leave. Shift arrangement with colleagues and

flexible timing is authorized in most hospitals which is a positive sign of work-family balance. However, there is no negative sign of family support and work support as their working duration is based on hours. However, the employees are experiencing slight work-to-family conflict and family-to-work conflict as these are caused by the work culture. They admitted that their maternity leave is less and they hope that it could be extended up to 9 months. Despite the underlying psychosocial issues, overall family support and colleague support are positively significant.

The working culture of banks is hectic and tedious. There are certain rules and deadlines to accomplish the tasks assigned to them. In banking sectors, there is no grant of any in lieu in most of the institutions, no shift arrangement among colleagues as the tasks are technical and there is no flexible timing which is regarded as a negative sign of work-family balance. However, there is no negative sign as such concerning family support and work support. There is significant cooperation between the employees and the manager. They can avail of casual leave and other casual leaves. The overall support from family and colleagues as well as the manager is considered satisfying. The participants further mentioned that salary is one of the contributing factors to work-family balance.

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