

# Work Life Conflict vs Work life Balance: Impact on Qwl of Physicians

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## Abstract

With advent of globalization entire societal system has witnessed a radical change and health care sector is no exception. Health tourism is now a popular terminology with intense impact in economy particularly relevant in developing world, where newer opportunities are explored on regular basis which also resulted in high level of competition amongst players of this segment. both in personal and organizational level. Health care providers, doctors in particular, being the key player. are the worst victim of the development. With expanded horizon in work field and intense pressure to keep themselves professionally updated, on the other hand, to look after family needs creates a critical situation and raises conflict as work life and family space overlaps each other alarmingly. Such double-edged complex status, Work- Family and Family- Work Conflict appear extremely detrimental for health care workers, especially doctors to maintain work life balance and find satisfaction at both arena, workplace and family life. Present study, therefore, is needed to explore the extent of this multi-dimensional issue which hinders physicians to achieve a harmonious QWL and satisfaction both ways.

**Keywords:** doctor; conflict; work life balance; QWL

## Introduction

QWL is appreciated as a dynamic and comprehensive process that incorporates several technical as well as psychosocial elements to run an organization and its employees with fullest satisfaction and compliance. It can better be described as a moderator rather than an indicator of institutional work culture and employee experience of wellbeing and work satisfaction not only perceived at organizational but at customer level too as a skillful and knowledgeable employee can exert best customer friendly service, equally applicable in health care sector. With globalization every sector was exposed to a new horizon where opportunities seemed to be extreme along with increased level of competitiveness. Organizational excellence and customer satisfaction became norm of any concern including that of health care and employees had to update their skill and excel their performance level on a regular basis to survive in a new organizational work culture. Balance between work and family life got completely disrupted particularly in the era of nuclear family and in case where both the parents are working personnel, and they face the challenge of performing role of a competent worker and dedicated family person at a time which causes imbalance and stress as a consequence and ultimately leads to conflict. Scholarly articles

suggest factors like organizational environment and work culture, working hours and work content, reward system and adequate compensation, employee retention and organizational outcome etc. play as key instruments behind employee satisfaction and QWL (Havlovic, 1991; Scobel, 1975). Disbalance between work and family space therefore to be evaluated diversely, work to family conflict and family to work conflict to assess the level of employee satisfaction with inevitable effect on QWL and work life balance (Hammonds, 1997; Netemeyer et al. (1996); which contribute to better organizational performance (Azril et al., 2010; Deb, 2006).

## Methodology

This study investigated the relationship between work life conflict and its effect on QWL and work satisfaction of physicians. To conduct the study and to collect primary data set, researchers conducted a cross sectional study amongst 40 doctors with questionnaire in Google form and also printed one. Collected data was analyzed using statistical tool, SPSS version 25. Descriptive and inferential statistical measures like mean, SD, regression analysis, EFA, CFA, Crohnbach's alpha etc used in the study.

Analysis proved validity of the scales and positive and significant correlation between variables and led to a conclusion that work life

conflict has significant impact on job satisfaction and QWL of doctors.

## **Results**

Study reveals mean score of QWL doctors are at its low with more than 60% doctors are very much dissatisfied and have compromised level of work life balance due to level of conflicts between their work and family life. Most significant factors defining compromised QWL of doctor's population are job stress, inadequate compensation package, non-participation in framing policies, lack of authoritative support, compromised life space etc. Other significant contributors of this multivariate analysis emerged are age, gender, education status, workplace culture etc.

Study indicates status of QWL for doctors are overall gloomy due mainly to conflicts arising out of compromised life space where key factors identified are inadequate pay package, overwhelming job stress, imbalanced work life, apathetic managerial attitude, unhealthy work culture etc. and all these have negative implication on organizational outcome i.e., quality patient support and care. Targeted intervention is highly solicited from higher authorities and policy makers to improve the situation allowing participatory management policy to probe deep into the actual scenario and find out prompt and urgent solution to it which would have profound effect on entire health care support system.

## **Conclusion**

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