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# WORK –LIFE BALANCE OF HEALTHCARE HOUSEKEEPING STAFFS DURING THE OUTBREAK OF COVID-19

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## ABSTRACT

*Discussing about the health care industries we are much concentrating on doctors and nursing staffs. This study highlights the astonishing contribution of housekeeping staffs in the same industries. Equal to the lifesaving doctors, same amount of responsibility, risk and contribution is contributed by the housekeeping staffs. Nonetheless their family is also want to be considered, because the life is same for all. The opportunity of the killing virus treats all of equally. The study explores to contemplate the work-life balances of such housekeeping workers in the healthcare industry. The study reveals the soundness of their suffering during the pandemic time and how the institutions / Organizations support them to balance their work-life in the smooth manner. The factors which affect the imbalances are ranked in this study to identify which is the most influencing factor for the imbalances of their professional and personal life. According to which some fruitful suggestions are suggested to the organizations to protect the employees during this pandemic. The article articulate that the entire society responsibility cannot be under one shoulder, therefore all individuals are having the same quantum of responsibility to overcome from this scenario. We all are helping hand in some way or other to contribute towards the quick relief from the pandemic situation to happily reach the new normal.*

**Key words:** Factors of WLB, House-keeping Staffs, Hospital Industries, Work-life balance.

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## 1. INTRODUCTION

The entire exclamatory become question for the whole human fraternity with no exemption. Extra-terrestrial ruled the entire globe and teaches a lot to the society and helps to question about the life perpetuity (Gopinath, 2020a). Individuals, companies, industries, economy so on and so forth are motionless. At this time the only some industries are active and their contribution towards their duty is remarkable. One such industry which we always want to remember to the entire life is healthcare industry. In our tradition we have a culture to see the god in humans, but all will not encounter the circumstance to experience. Parallel to which we could understand the risk of their life and their beloved family ones (Gopinath & Chitra, 2020a). Discussing about the health care industries we are much concentrating on doctors and nursing staffs. This study highlights the astonishing contribution of housekeeping staffs in the same industries. Equal to the lifesaving doctors, same amount of responsibility, risk and contribution is contributed by the housekeeping staffs. Nonetheless their family is also want to be considered, because the life is same for all (Gopinath, 2020b). The opportunity of the killing virus treats all of equally.

The study explores to contemplate the work-life balances of such housekeeping workers in the healthcare industry. The intention to select the housekeeping employees particularly having many reasons on which their standard of living, spending patterns, commitment to fulfill their responsibility, indebtedness, children and their dependents responsibility and the list goes on and on. One peculiar factor for the entire housekeeping staffs are the risk will parallelly travel with their profession. In addition to this the extra burden lies on the shoulders of particular people and pressurize more on their life (Gopinath & Chitra, 2020b). The travel of this study helps us to understand how they led their life and especially to balance their professional life and personal life in the balanced manner. This will also attempts to identify to what extend their intuitions act as a backbone to them and family.

## 2. REVIEWS OF EARLIER STUDIES

**Maureen Snow Andrade, Doug Miller and Jonathan H. Westover (2020).** The study was conducted at world-wide. 37 countries are considered in the study to analyze factors influencing job satisfaction of the housekeeping workers. The study reveals the fact that the job satisfaction of the hospitality industry particularly housekeeping staffs is lower compared to the other industries. This article come to the conclusion that the intrinsic and extrinsic compensations are comparatively less with other industries, because of which the employees are not satisfied in their job.

**Kirti Shivakumar & Veena Pujar (2017).** The study reveals the impact and relationship of employees in their personal and professional life. The researcher analyzed in different dimensions of the employees. Specifically it focuses on the breadwinner of the family and the employees are having dual incomes are more specifically concentrated. The relationship with the employees and the human resources department are also examined. The impact of work life is analyzed with the three different variables which are psychological, physical and behavioral aspects. While analyzing the factors the lack of societal support plays an important role. From that we come to know that the people particularly having the sufficient sources to fulfill their needs, they are not socially recognized.

**Dr. Kalyani Mohanty & Sasmita Mohanty (2014).** The article was discussing the work-life balance of housing keeping staffs in hotel industries. The study helps us to determine the factors affecting the work-life balance of housing keeping staffs. The study aims to identify the factors affecting the WLB and establish the relationship between WLB and the employee satisfaction. The study results are evident that the people in the hospitality industry are struggling to attain the work-life balance compare to the other industries. The compensations

of the employees are not sufficient enough to meet the basic requirements suppose if the employee is the breadwinner for the family. Due to which the more indebtedness is become the part of their lifestyle. It also suggest various ways to balance the work and the life.

### **3. RESEARCH DESIGN**

#### **3.1. Statement of the problem**

This is the high time to balance the work and life in the efficient manner. Nonetheless it is not a normal situation to tackle. Therefore the extra care and efficiency are required in this time period for all of us. Particularly there are much more care should be taken for the employees who are working in healthcare industry.

#### **3.2. Objective of the Study**

- To study the perception of employees towards Factors affecting Work-life balance
- To analyze Work-life Balance dimensions.

#### **3.3. Scope of the Study**

The study is useful as it highlights the factors that affect the work life balance and the four major dimensions of work life balance and will help to sort out the place where the respondents lack and ways to overcome in work/life.

#### **3.4. Sample Design**

The present study was carried out at Multispecialty hospitals in Trichy by December 2020. A sample of 100 employees was selected for gathering primary data. The respondents are working as housekeeping employees in various multispecialty hospitals.in Trichy. To carry out the study in a more accurate and easier way, convenience sampling method was adopted.

#### **3.5. Data Collection**

- Both primary and secondary data have been used to draw appropriate conclusions.
- The primary data was collected through structured questionnaire.

#### **3.6. Statistical tool used**

The collected data had been analyzed by using

- Percentage analysis
- Simple Ranking Analysis

#### **3.7. Limitations of the study**

- The study has the geographical limitations
- The study is confined to the time limits
- The statistical tools used in this study has its own limitations

## 4. DISCUSSIONS AND RESULTS

**Table 1** General Profile of Respondents

Factors	Classification	Number	Percentage
Age	20-25	23	23
	26-30	54	54
	31-35	13	13
	Above 35	10	10
Marital Status	Single	45	45
	Married	50	50
	Separated	05	5
Experience	Below 2 yrs	18	18
	3-5 yrs	14	14
	6-8yrs	12	12
	Above 9 yrs	56	56

(Source: Primary Data)

From the table no 1, it following information's are concluded and these were inline with the study of Gopinath (2019).

- 54% of the respondents are coming under the age group of 26-30 yrs
- 50% of the respondents are married and 5% come under the category of separated.
- 56% of the respondents are having above 9 years of work experience.

**Table 2** Frequency of Respondents facing difficulty in balancing personal life and work life.

Response	Frequency	Percentage
Yes	72	72
No	28	28

(Source: Primary Data)

The table no.2 shows that 72% of the respondents face difficulty in balancing personal life and work life.

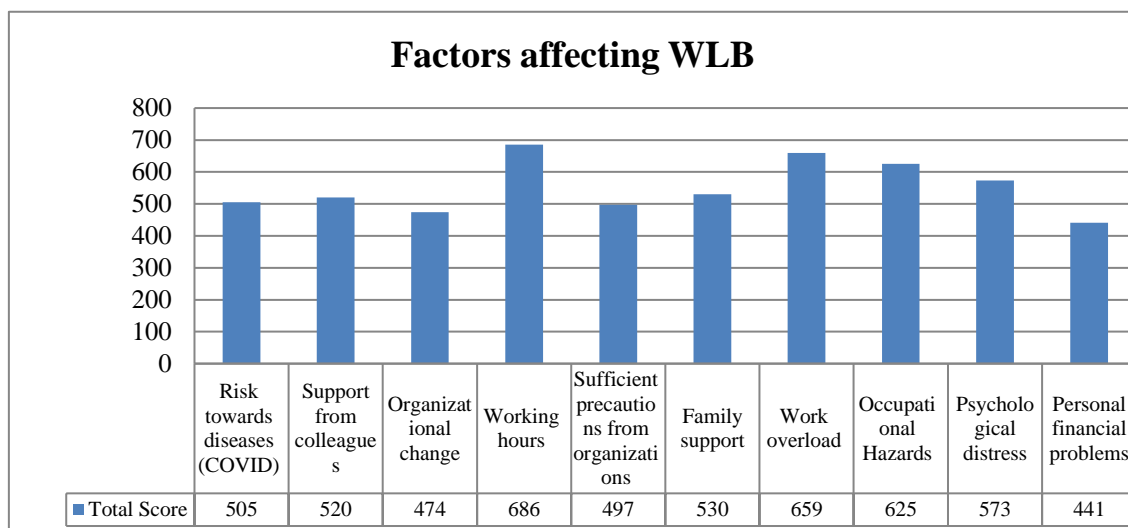
**Table 3** Simple Ranking Analysis: Perceived Factors that affect Work Life Balance

S.No	Factors	I	II	III	IV	V	VI	VII	VIII	IX	X	T.S	order
1	Risk towards diseases (COVID)	7	10	6	12	9	7	14	10	13	12	505	VII
2	Support from colleagues	12	6	8	7	11	10	9	16	12	9	520	VI
3	Organizational change	12	5	7	6	7	11	8	12	14	18	474	IX
4	Working hours	19	18	11	12	12	8	6	4	4	6	686	I
5	Sufficient precautions from organizations	4	9	8	10	13	11	10	11	12	12	497	VIII
6	Family support	5	13	11	10	8	11	9	12	9	12	530	V
7	Work overload	10	12	18	16	11	12	7	5	7	2	659	II
8	Occupational Hazards	12	9	16	13	13	11	8	9	4	5	625	III
9	Psychological distress	14	14	6	10	9	3	16	10	8	10	573	IV
10	Personal financial problems	5	4	9	4	7	16	13	11	17	14	441	X

(Source: Primary data)

From Table No.3, it can be inferred that the factor working time is perceived by most and having the greatest impact on Work-Life Balance with score of 686. Work overload stands the next most influencing factor on Work-Life Balance with score of 659, followed by the ‘Occupational Hazards’ having a score of 625. Psychological distress and Family support are the other consecutive factors that are considered to be strongly affecting work-life balance (Gopinath, 2020c).

The diagram represents the perceived factors and its total score for easy understanding.



## 5. SUGGESTION

Though the study is the evident enough to prove the housekeeping workers are also having the equal life and risk compare with all levels of health care people. It is mandatory for the institution to take care of them. The institutions can provide the insurance for the employees to protect them from the danger (Gopinath, 2020d). To provide the safe stay places to ensure their safety. Though it belong to the healthcare industry they can give the proper medication at a free of cost to the housekeeping employees and their families as well. A good training session for them to teach them to safeguard themselves and their families. The preventive measures like gloves, sanitizers, and other immune booster should provide to them.

## 6. CONCLUSION

The situation where we are experiencing now teaches a lot to the entire human fertility. We use to live in the ignorance that the human life is endless, because of which we forget to show our love and gratitude to our immediate neighbors (Gopinath, 2020e). Till the COVID-19 arrival many of us thinks that money can be solution for all the problems. There was a ruination happened in the minds of humans and that too because of losing our loved ones because of COVID-19. All are affected in some way or other to experience this current scenario. What is there in our hands to do this is the next question arising in our minds. One thing great is there with us is helping others. For this Governments, individuals, organizations, corporates NGO’s, philanthropist are having major role to show our strength and unity to safeguard our society since we are been the society (Gopinath et al.,2020).

Union and state governments are having the additional responsibility to safeguard their citizens of their countries. During this pandemic time the government should come forward to support the people, organizations, industries, individuals by tax holidays, reduction of taxes, so on and so forth. Then it will also help the entire economy to have a smooth flow of money, by the same way it will also help to recover fast from this deadly virus.

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