



**ORIGINAL RESEARCH PAPER**

**Psychology**

**WORK-LIFE BALANCE , JOB SATISFACTION AND BURNOUT AMONG MARRIED WORKING WOMEN**

**KEY WORDS:**

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**ABSTRACT**

This study was conducted to study a relationship between job -satisfaction, work-life balance and burnout in married working women , the sample size of 48 women was taken and based on the responses given by subjects based on the responses given by the subjects it was concluded that there exist a negative correlation between physical burnout and job satisfaction , also there exist a negative correlation between personal needs and physical burnout, a negative correlation between personal needs and cognitive burnout, a negative correlation between personal needs and emotional burnout , between job satisfaction and physical burnout , between personal needs and physical burnout, between personal needs and cognitive burnout , and also between personal needs and emotional burnout, there exist a significant correlation between job satisfaction and social needs at 0.05 level.

**Chapter 1- Introduction**

**Job satisfaction-**

Greenberg and Baron (2008), for instance, viewed job satisfaction as a feeling that can produce a positive or negative effect toward one's roles and responsibilities at work and added that it is important to understand the concept of job satisfaction as there is no single way to satisfy all workers in the workplace. Greenberg and Baron (2008) saw it as a positive feeling toward a person's job.

Job satisfaction depend on factors like worker psychology, work lifestyle stability , compensation situation, respect and recognition, job security , challenges and career growth.

Causes of job satisfaction are situational , personal and person and situation .

**Burnout-**

C. Maslach (2001) defined burnout as a prolonged response to chronic emotional and interpersonal stressors on the job. It is defined by the three dimensions of exhaustion, cynicism, and inefficacy. The experience can impair both personal and social functioning, and thus contributes to a decline in the quality of work and interpersonal relationships. The main reason behind job burnout are personality type , need for perfection, spending personal off time at workplace at the cost of health and socialisation , the desire to do everything alone rather than with team, loss of emotional support ,etc.

**Symptoms of burnout include-**

Demotivation and detachment from work, low energy levels, low energy level, detachment from personal relationship, avoiding work, low resilience to illness, pessimistic outlook towards things, avoiding work, physical fatigue, emotional exhaustion and cognitive weariness.

In this study burnout is measured in terms of physical fatigue, emotional exhaustion and cognitive weariness. The five stages of burnout are honeymoon phase , onset of stress, chronic stress, burnout and habitual burnout .

**Work life balance-**

Work-life balance refers to the level of prioritisation between personal and professional activities in an individual's life and the level to which activities related to their job are present in the home. It becomes necessary to achieve a work life balance in order to live a stress free life, in this study we measured work life balance in terms of social needs and personal needs.

**Causes of work**-life imbalance are gender, time spent at work, and family characteristics.

**Chapter 2 -Review of literature-**

**Burnout-**

Kenneth M. Nowack & Annette M. Pentkowski (1994) conducted a study on Lifestyle habits, substance use and predictors of job burnout in professional working women , a sample of 879 professional working women employed in dental health offices were taken into account , the research was done in a cross-sectional design. Job burnout was measured mistreatment the Maslach Burnout Inventory (MBI) and self-reported substance use and fashion habits were assessed mistreatment the strain Assessment Profile. Self-reported drinking, smolung and drug use were only modestly correlated with each other in this sample.

Employed girls with higher levels of drinking rumored considerably lower quality overall fashion practices, eating/nunition habits, and more frequent use of avoidant coping strategies in the face of work and life hassles compared to non-drinkers.

Women who smoke-dried additionally rumored considerably lower overall fashion practices and eating/nutrition habits. Those who rumored mistreatment medicine for recreational functions rumored considerably bigger hassles, poorer fashion habits, a less hardy outlook on life, and more frequent use of dysfunctional coping strategies.

Although girls who rumored mistreatment medicine old considerably higher social burnout (depersonalization) compared to non-drug users, in general, self-reported substance use was not significantly related to job burnout.

After dominant for age and psychological distress, perceived stress, type A behaviour, cognitive hardiness and lifestyle habits significantly contributed to predictions of job burnout in multiple regression analyses.

Despite method limitations, the prevalence of substance use found during this study supports previous analysis findings.

Professional working women who practise poor lifestyle and health habits appear to be at risk of experiencing job burnout. Ray, E. B., & Miller, K. I. (1994) conducted a study considered the nature of home/work stress and investigated the role of social support from both intra- and extraorganizational sources in reducing that stress and buffering its impact on burnout. Specifically, demographic factors affecting perceptions of home/work stress and the impact of various sources of social support were examined. Data were collected from nursing-home nurses and analyzed using regression techniques. Results suggested that participants with children and those cohabiting with their partners were particularly vulnerable to home/work stress. Results also indicated that different sources of social support worked in unique ways to relieve the strain of home/work

stress. Implications of this research for theory on social support are considered, along with the pragmatic suggestions for using study results in dealing with home/work stress.

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### Chapter 3 - Methodology

#### 3.1 Problem statement-

There exist a relationship between job satisfaction , burnout , coping and work-life balance in married working women , this study was conducted to find that relation.

#### 3.2 Objectives-

To find the relationship between work-life balance, job satisfaction , and burnout in married working women.

#### 3.3 Hypothesis-

##### Alternative Hypothesis-

There exist a significant relationship between work-life balance and burnout .

- There exist a significant relationship between work-life balance and job satisfaction .
- There exist a significant relationship between job satisfaction and burnout.
- There exist a significant relationship between job satisfaction and work - life balance.
- There exist a significant relationship between burnout and job satisfaction
- There exist a significant relationship between burnout and work-life balance.

#### 3.4 Operational definition-

##### Job satisfaction-

Greenberg and Baron (2008), for instance, viewed job satisfaction as a feeling that can produce a positive or negative effect toward one's roles and responsibilities at work and added that it is important to understand the concept of job satisfaction as there is no single way to satisfy all workers in the workplace. Greenberg and Baron (2008) saw it as a positive feeling toward a person's job.

##### Work -life balance-

Work-life balance refers to the level of prioritisation between personal and professional activities in an individual's life and the level to which activities related to their job are present in the home. It becomes necessary to achieve a work life balance in order to live a stress free life, in this study we measured work life balance in terms of social needs and personal needs.

There are six subscales of work - life balance scale that are social needs, personal needs , time management , team work , compensation and benefits , and work. However for this study only personal needs and social needs are taken into consideration.

#### Burnout-

C. Maslach (2001) defined burnout as a prolonged response to chronic emotional and interpersonal stressors on the job. It is defined by the three dimensions of exhaustion, cynicism, and inefficacy. The experience can impair both personal and social functioning, and thus contributes to a decline in the quality of work and interpersonal relationships

#### 3.5 Locale of the study-

The locale of this study was india and the sample was collected from married working women in public and private sectors of india.

#### 3.6 Research design and selection of sample-

This research was conduct to measure the relationship between burnout, job satisfaction, and work life balance in married working women , with the permission of authorities , questionnaires were designed measuring burnout, work-life balance and job satisfaction of married working women , a sample size of 48 married working women was taken the sample of the research were married working women from private and public, and their responses were recorded the responses filled by unmarried working women and married non-working women were discarded.

#### 3.7 Tools for data collection-

##### Shirom- Melamed Burnout Measure (SMBM) scale-

This is a 14 item scale measuring burnout of an individual , three subscales it measures are physical fatigue; emotional exhaustion; and cognitive weariness.

Instructions given to the subject are- Below are a number of statements that describe different feelings that you may feel at work. Please indicate how often, in the past 30 workdays, you have felt each of the following feelings:

The scoring is done on adding all questions individually on each sub scale.

From a review of literature, a table of specifications was developed for a 30-item Teacher Burnout Scale. Three dimensions were identified and 85 items were prepared for pilot testing. Two-hundred fifty-seven (n = 257) elementary and secondary school teachers from four public and three private schools in the Metro Manila area responded to the 85-item Likert-type questionnaire. Reliability was estimated using Cronbach's Coefficient Alpha. Factor Analysis was applied to validate the three components. Results revealed the 30 best items for the scale. The final 30 items were subjected to a second round of analyses to establish the reliability and validity of the instrument. The applications and utility of the instrument for school administrators are expounded.

##### Job Satisfaction Survey Scale-

This test was designed by Paul E. Spector in the year 1994 to measure job satisfaction in an individual , the test consist of 36 questions Samples consisted of 301 L subjects including 239 (81.8%) women and 53 (18.2%) men. The explanatory Factor analysis showed 7 factors with 62% total variance and 0.82 Kaiser-Meyer-Olkin Index. The results were also confirmed with confirmatory factor analysis (relative Chi-square=1.18, RMSEA=0.04, GFI=0.93, AGFI=0.91). The reliability of the questionnaire was reported 0.86 using the Cronbach's Alpha method.

The scoring is done by adding items on each sub scale. The subscales of this scale are pay, promotion, supervision , fringe benefits, contingent rewards, operating procedures, coworkers , nature of work, and communication . However for this study the total job satisfaction score is taken into consideration.

##### Work Life balance scale-

This scale was developed by Abha Joshi to measure the levels

and areas of work life balance, in an organisation as perceived by its employees. It should be responded by employees at various levels in departmental sections. All studies indicated that the Work-Life Balance Scale was valid and reliable for a Turkish employee sample. The scale measures personal needs and social needs of an individual, scoring is done by calculating the needs separately and then multiplying by 4.17.

**3.8 Procedure for data collection-**

Firstly a sample of 48 married working women was selected from different public and private sectors then the google

forms of questionnaires measuring burnout, job satisfaction , work - life balance and coping were created and they were circulated finally the responses were recorded and scoring was done with the help of manual.

The statistical analysis was done by taking out correlation by Pearson coefficient method.

**3.9 STATISTICAL ANALYSIS**

The scores were calculated using Pearson r and correlations between job satisfaction, work-life balance and burnout were measured.

**Chapter 4- Results and discussion-  
\*\*. Correlation is significant at the 0.01**

Table 1							
Descriptive Statistics							
	N	Mean	Std. Deviation				
Physical	47	23.8936	5.82436				
Cognitive	47	19.766	5.95714				
Emotional	47	11.5319	3.41894				
Job satisfaction	47	126.9362	13.23106				
Social needs	47	48.434	11.64352				
Personal needs	47	39.3002	13.52113				
Valid N (listwise)	45						
Correlations							
		Physical	Cognitive	Emotional	Job satisfaction	Social needs	Personal needs
Physical	Pearson Correlation	1	.774**	.557**	-0.139	0.217	-0.011
Cognitive	Pearson Correlation	.774**	1	.673**	0.042	0.123	-0.08
Emotional	Pearson Correlation	.557**	.673**	1	0.126	0.172	-0.017
Job satisfaction	Pearson Correlation	-0.139	0.042	0.126	1	.357*	0.091
Social needs	Pearson Correlation	0.217	0.123	0.172	.357*	1	.312*
Personal needs	Pearson Correlation	-0.011	-0.08	-0.017	0.091	.312*	1

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

The aim of the current chapter is to discuss the outcome of the present study , it was found that there exist a correlation between work -life balance, job satisfaction, burnout, based on the responses given by the subjects it can be concluded that there exist a negative correlation between physical burnout and job satisfaction , also there exist a negative correlation between personal needs and physical burnout, a negative correlation between personal needs and cognitive burnout, a negative correlation between personal needs and emotional burnout , between job satisfaction and physical burnout , between personal needs and physical burnout, between personal needs and cognitive burnout , and also between personal needs and emotional burnout, there exist a significant correlation between job satisfaction and social needs at 0.05 level.

Negative correlation between physical burnout and job satisfaction means that with decline in one variable , the other variable increases, this finding is similar to the findings by Yilmaz A. (2018) entitled Burnout, job satisfaction, and anxiety-depression among family physicians: A cross-sectional study. The study showed that Work satisfaction of family physicians who are on call lower compared to doctors who are not on call among family physicians who have joined to study (P < 0.005). It is determined that there is negative correlation between work satisfaction level of family physicians and emotional burnout, desensitisation, anxiety and depression point (P = 0.001, r = -0.23, P = 0.015, r = -0.16, P = 0.06, r = -0.124, P = 0.0001, r = -0.23), there is positive correlation between emotional burnout levels and anxiety, depression average points (P = 0.001, r = 0.34, P = 0.0001, r = 0.41), there is positive correlation between anxiety and depression points (P = 0.0001, r = 0.57).

The negative correlation between burnout whether physical , cognitive or emotional and social needs or with personal needs( work-life balance) are in accordance with findings by Kanwar, Y. & Singh, A. & Kodwani, Amitabh. (2009) whose findings which show that job satisfaction was higher among the male respondents in comparison to the female respondents. Interestingly, the IT group had lower work-life balance and job satisfaction, while it had higher meaninglessness, de-motivation and exhaustion compared to the ITES group.

A significant correlation between job satisfaction and social needs is similar to findings by Unanue, W., Gómez, M. E., Cortez, D., Oyanedel, J. C., & Mendiburo-Seguel, A. (2017) in which higher job satisfaction predicted higher life satisfaction role of satisfaction of basic psychological needs (as stated by self-determination theory) in the job-life satisfaction link.

**Summary and conclusion-**

Major objective of this study was to study a relationship between job satisfaction, work-life balance burnout, in married working women. For this purpose a sample of 48 married working women was taken and responses were recorded on Shirom-Melamed Burnout Measure (SMBM) scale, work-life balance scale by abha joshi and job satisfaction scale by Paul E. Spector.

Based on the responses give by the subject , it can be concluded that there exist a negative correlation between physical burnout and job satisfaction , also there exist a negative correlation between personal needs and physical

burnout, a negative correlation between personal needs and cognitive burnout, a negative correlation between personal needs and emotional burnout, between job satisfaction and physical burnout, between personal needs and physical burnout, between personal needs and cognitive burnout, and also between personal needs and emotional burnout, there exist a significant correlation between job satisfaction and social needs at 0.05 level.

**Suggestions-**

- A larger sample can be taken into consideration.
- Sampling frame can be increased to validate the research.
- A comparative study with unmarried women can also be undertaken.
- A similar study taking culture into consideration can also be performed.

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