WORKLIFE BALANCE AMONG FEMALE NURSES IN PRIVATE SECTORS

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WORK-LIFE BALANCE AMONG FEMALE NURSES IN PRIVATE SECTORS

NUR ATIQAH NABILAH BINTI AZHAR

This project is submitted
in partial fulfilment of the requirements for a
Bachelor of Science with Honours
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The project entitled 'Work-life Balance Among Female Nurses in Private Sectors' was prepared by Nur Atiqah Nabilah Binti Azhar and submitted to the Faculty of Cognitive Sciences and Human Development in partial fulfillment of the requirements for a Bachelor of Science with Honours Human Resource Development.

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ABSTRAK

KESEIMBANGAN HIDUP BEKERJA DI KALANGAN JURURAWAT WANITA DI HOSPITAL SWASTA

Nur Atiqah Nabilah Binti Azhar

Keseimbangan hidup bekerja seringkali menjadi isu terhadap wanita yang berkerjaya seperti jururawat, sekaligus memikul tanggungjawab sebagai seorang ibu. Kajia ini mengkaji tentang keseimbangan hidup bekerja dalam kalangan jururawat wanita di hospital swasta. Kajian ini dijalankan bertujuan untuk mengenalpasti tentang keseimbangan hidup bekerja di kalangan jururawat wanita dan juga memahami faktor-faktor yang menyumbang kepada keseimbangan kehidupan kerja di kalangan jururawat wanita di Hospital Sektor Swasta. Kajian ini dijalankan di hospital swasta, dengan kaedah menemubual (5) orang jururawat sebagai informan. Informan tersebut juga dipilih melalui kaedah pensampelan mudah. Data yang diperoleh melalui temubual tersebut akan di analisis melalui transkripsi data analisis. Penemuan kajian ini telah terbukti bahawa jururawat di hospital swasta dapat menyeimbang hidup bekerja dalam hidup mereka. Akan tetapi mereka menghadapi masalah kekurangan kakitangan di hospital. Kajian ini juga mempamerkan faktor-faktor yang membantu mereka untuk mencapai keseimbangan hidup bekerja. Implikasi dan cadangan bagi menambahbaik keseimbangan hidup bekerja para jururawat juga ditekankan dalam kajian ini.

ABSTRACT

WORK LIFE BALANCE AMONG FEMALE NURSES IN PRIVATE HOSPITALS

Nur Atiqah Nabilah Binti Azhar

Work-life balance is often an issue for working women such as nurses, as well as shouldering responsibilities as a mother. This study examines the work life balance among female nurses in private hospitals. This study was conducted to identify the balance of working life among female nurses and also understand the factors that contribute to the balance of working life among female nurses in Private Sector Hospitals. The study was conducted in a private hospital, with the method of interviewing (5) nurses as informants. The informant was also selected through a convenience sampling method. The data obtained through the interview will be analyzed through the transcription of the analysis data. The findings of this study have proven that nurses in private hospitals are able to balance working life in their lives. But they are facing a shortage of staff at the hospital. This study also showcases the factors that help them to achieve a working life balance. Implications and suggestions for improving the working life balance of nurses are also emphasized in this study.

CHAPTER 1

1.0 INTRODUCTION

This chapter consists of 8 sections. First section, is a background of study. While, second section is regarding the problem statement that related to this research. Next, section is research objectives and followed by specific objectives. Then fifth is research questions. Besides, for the section six and seven will be discussing about significant of study and definition of terms that used in this research. This study is to understand the work life balance among female nurses in the Private Sector Hospital.

Malaysia is heading towards vision 2020 and is additionally expanding health care services to the general public including those that opted for Health tourism in Malaysia. Hence, there's a desire to own sufficient nurses to produce excellent quality service to those seeking medical service in Malaysia. Ministry of Health require 174,000 nurses by the year of 2020 and World Health Organization recommend the ratio of 1 nurse to 200 population in Malaysia. There's a necessity to seek out ways to retain existing staff and attract more new nurses to hitch nursing profession (Tang & Ghani, 2012).

The work-family struggle has been conceptualized by Greenhaus and Beutell (1985) as the premise of conflict. As of late, there has been an expanding enthusiasm for the conflict among work and family living spaces and the conflict experienced by people between their jobs in the family and at work which is called work-family strife. According to the Department of statistic (2017), the female work power investment rate is generally lower than the male cooperation rate in Malaysia. Somewhere in the range of 1970 and 1980, the female work power investment rate expanded fundamentally from 37.2% to 44.5%. In any case, the rate

demonstrated an unassuming change from 40% to 49% from 1982 to 2012. In 2013, the female work power investment rate outperformed and it hit an unsurpassed high in 2016 at 54.3% (Fui & Lim, 2018).

When people start to work, they face issues of juggling work and family. Balancing work and family is a challenge in an adult's life. The positive result of combining work and family is improving. Nonetheless, on the off chance that they neglect to oversee both, it brings about a clash. Between job, strife is a type of job struggle wherein the arrangements of contradicting pressures emerge from investment in various jobs. Kahn (1964) has characterized job strife as the "simultaneous occurrence of two (or more) sets of pressures such that compliance with the other".

Another investigation was done explicitly among female medical caretakers and their spouses discovered that female nurses experienced fluctuating degrees of contention in attempting to fulfill the needs of work and family jobs (Aminah, 1999). Various levels and kinds of occupations do have their very own contentions; along these lines, female's nurses need to offset their work with their numerous jobs. In this specific circumstance, attendants are additionally associated with strife. The prosperity of the medical attendant will decide the general capacity of the medicinal services conveyance framework. The nursing job task is one of the professions that requires a high level of passionate work where medical caretakers are relied upon to show the feelings of the mind, understanding, compassion towards patients and their friends and family (Nik Safiah, 2010). Nursing includes human aptitudes that suggesting the requirement for both creativity and competence. From the organizational point of view, the work environment among medical caretakers incorporates changing in work patterns, length of shifts, workload and included extra overtime. These viewpoints combined with the expanded keenness

of patients and unpredictability of care set up for exhaustion in medical attendants add to the expansion of the conflict in work-family strife and worry in their work.

Work Life Balance refers to the happiness of an employee with their working life and the balance of time spent between work and private life in several studies (Makabe et al. 2015; Mullen 2015). Many studies have indicated that nurses often experience a lack of work-life balance outside of work or private life (He et al. 2012; Mullen 2015). Many studies have shown that nurses often experience a lack of work-life balance outside of work or private life (He et al. 2012; Mullen 2015). In order for nurses to be happy and healthy, time spent on work and their private lives should be balanced. This can be confirmed by the research that Makabe et al. (2015) conducted in Japan, which found job satisfaction and Quality of Life to be unsatisfied for nurses who spent more time working than in their private lives. Such findings are comparable to other studies found to have an effect on the Quality of Life of hospital nurses (Abraham & D'Silva 2013; Milosevic et al. 2011). Maintaining the nurses ' WLB is therefore a crucial issue as it is the basis for healthcare worker well-being and job satisfaction (Milosevic et al. 2011; Mullen 2015).

An epidemiological study reported a correlation between long hours of work and obesity. Nurses who work under pressure and long hours of work tend to compensate for their stressful work-life, sleepiness and fatigue by eating more food and alcoholic beverages (Antunes et al., 2010). By that point, nurses with such habits would be obese and have chronic diseases such as diabetic mellitus and hypertension (Spiegel et al., 2009). A few studies have investigated long working hours and obesity and concluded that there is a significant correlation between obesity and long working hours (Bannai & Tamakoshi, 2014; Solovieva et al., 2013; Luckhaupt et al., 2014).

Therefore this study aim to study work-life balance among the female nurses and studying how they manage their work-family balance.

1.1 BACKGROUND OF STUDY

The word "Work-Life Balance (WLB)" was invented or adopted in 1986, but it was only used for a number of years in everyday language. Ironically, as early as the 1930s, work-life systems existed. An organization's policies and procedures aimed at allowing workers to do their work effectively and, at the same time, provide flexibility in dealing with personal problems or issues within the employee family. There should be a work-life balance when there is good working at work and at home with minimum overlap of roles. Ultimately, the incompatibility between work-related and non-work-related demands leads to conflict and ultimately, people experience a lack of WLB. (Ms. S. Pattu Meenakshi and others, 2013, pp31-35).

Work-life balance is not only characterized by the division of time between work-life and non-work-life. It must be done by reducing the tension between these two realms by managing the various roles and responsibilities (Kumarasamy, Pangil, & Isa, 2015). In other words, a person who experiences lower work-family conflict can be concluded as work-life balance.

Workforce adjustments are always followed by a shifts in principles, creating a new perspective on the work-life-family balance (Hall, 1986). Work-life balance takes on great importance for women as they are essentially in two full-time jobs, one at home and the other at the workplace. Working mothers are often called into question the expectations and prejudices that develop as a working woman becomes a working mother. When a woman seeks influence in an organization, she has to consider the toll on other aspects of her life, including her own interests, personal relationships, and family. Most of the occupations, especially nursing, require considerable time and effort, which a working mother may not be able to devote because of

family obligations. So, it may be almost unlikely for a working mother to be her child's primary caregiver in a top management role. Women often find it more difficult to maintain balance on account of the competing pressures of work and demands at home. Working women need to handle their personal balance carefully and mix their roles skillfully in order to optimize their potential in all life quadrants.

This study focus on the work-life balance among the female nurse's employees. This study is focus of only female nurses in order to find out their challenges, types of support they get either from family or workplace, and also how they balance their work family life. Work life family balance among nurses is not in a good state, as nurses have long working hours, they have to be prepared every time in case there are emergencies and they need all the hand or help although it is not their shift or working time at the moment, and nurses have less work life balance as they always put others first instead of themselves (Wood, 2011). The work life balance of nurses is affected by the success and efficiency of hospitals as they become fully involved in their jobs. They seem to think its normal for them to be fully committed to their job because they need to remain alert to every contribution they need to make. This may be detrimental to their health, relationships, and family life as well.

1.2 PROBLEM STATEMENT

Based on previous study, they conduct a study on work-life balance for both male and female workers. Most of the previous studies focus solely on work stress and nurses' job satisfaction with work-life balance problems (Sasirekha, 2015). The study on work life balance among female nurses also mostly done in a quantitative research where they distributed questionnaires to find the variables that influences the work life balance among female nurses (Addagabottu & Battu, 2015).

Nurses, now is a major group in the health care system, they are reflected as a severe group and suffering from poor work-life balance quality from the observation. Healthcare experts have indicated that nurse practitioner can help mitigate the adverse effects of primary healthcare (Buerhaus et al., 2015). As a result, Malaysian nurses tend to migrate to developed countries, which offer greater working environment, better career pathway, and better lifestyles (Timilsina Bhandari et al., 2015; Hinami et al., 2012; Buerhaus at al., 2015; Barnett et al., 2010). Providing a work-life balance among female nurses is important to concentrate more on giving the nurses a chance to serve the organizations and create a meaningful beneficence towards the organizations and the community (Brooks & Anderson, 2004). The amount of dedication of nurses to their profession and the physical and emotional demands of working with patients who are sick and dying, that put nurses at risk of not remembering their own physical and emotional needs. Nurses can identify signs of stress when doing the most basic patient evaluation. In order to reduce tension, they can also provide evidence-based guidelines for changes in lifestyle. While nurses are well-educated about when and how to act to meet others ' needs, many are discounting their own needs (Mullen et al., 2013).

Among other issues, being a nurse is also one of the hectic careers. Due to their working hours and environments, stress factors due to patients and other situational factors, nursing is considered one of the most stressful jobs (Greenwood, 2018). Stress is a product of a disparity between work and life (O'Keefe, Brown, & Christian, 2014). Physically and emotionally, stress is felt (e.g., musculoskeletal disorders, pain, anxiety, and sleep disorders; Koh et al., 2014).

Lack of work-life balance in health care such as nursing may lead to wariness and pumping out due to the massive amount of work they bring, and this will affect their time for family and non-work issues (Adisa, et al., 2014). Some research found that strong segmentation

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preferences with high border control can help individuals achieve work-life balance (Mellner, Aronsson, & Kecklund, 2014). Meanwhile, a study by Paustian-Underdahl, Halbesleben, Carlson, and Kacmar (2013) revealed that by combining the realm of work and family, the positive effects of family participation in enriching family work will be increased.

Nurses' professionalization through education and advancement has proved to be the subject of one of the most critical and ongoing debates in nursing history. Worldwide, as seen by the development of nursing protocols and guidelines, nurses have grown into practitioners with a great deal of expertise (Hoeve, Jansen, & Roodbol 2014). Through precedent, nursing was seen by Florence Nightingale as a distinct profession that was not subordinate but equal to the medical profession (Nightingale 1969), and for a long time nursing was perceived to be inseparable from the medical profession.

In spite of that, rotating shift work is that the main sources of disturbances and will adversely affect many aspect of health and well-being of nurses. However, nursing services must be available on the 24-hour basis making shift work is critical for nurses. In their line of labor, nurses frequently have little control over the shift schedule and this work pattern is thought to need them to adapt physically, emotionally and socially. Consequently, nurses might experience various varieties of health problems (Chan, 2009). One of the priority issues is nurses are vulnerable to occupational stress because of their crucial contribution in health care industry (Lua and Imilia, 2011).

Furthermore, shift work is identified together of the duty stressor that produces nurses prone to stress. Shift work typically attracts pay enhancement but can have a big effect on personal and social life. Nurses who have prolonged shift work especially night shift faced a better stress level thanks to the irregular working schedules compared to the day working nurses

(Sharifah Zainiyah et al., 2011). The effect of prolonged stress can have a negative impact on nurses' personal or career like their bodies are more vulnerable to physical and psychological state problems (Lan et al., 2014).

There will be a shortage of around 800,000 nurses by 2020, according to the U.S. Department of Labor's Bureau of Labor Statistics. The world's population lives a lot longer and needs more medical care. Hospitals and hospitals are always calling for nurses. Some places of work for the most experienced nurses will pay $10,000 sign on bonuses and more. Registered nurses ' employment is expected to grow 12 percent between 2018 and 2028, far faster than the average for all occupations. Growth will occur for a number of reasons, including increased emphasis on preventive care; increased rates of chronic conditions, such as diabetes and obesity; and baby-boom demographic demand for health services, as they live longer and more active lives. (Occupational Outlook Manual, Registered Nurses, 2019).

Another advantage of Nursing Career is the socio-economic status that includes job security, photos, expectations and monetary reward, and another is parental and peer motivation that includes perceptions and support for parents and peers. (Op. cited p. 2.). It boils down to job security, recognizing that it's easy to get a job after training and you can't go without a career as a healthcare professional. (Gutierrez , Maranon, Poch & Prat 2010, 236-42.)

1.3 RESEARCH OBJECTIVES

Due to this, this study is vital to get the view of nurses in Sarawak. Thus, this research objective is to understand the factors that contribute on the work life balance among female nurses in the Private Sector Hospital.

1.4 SPECIFIC OBJECTIVES

1. To study what types of support systems do they perceive to be helpful in achieving balance in work and family.

2. To study what kind of strategies did they rely on in order to balance their work life family balance.

3. To explore the issue of work life balance that affects the female nurses the most.

4. To study the ideas that could be taken by government and organization in helping female nurses in work life balance.

1.5 RESEARCH QUESTIONS

This study examines the following research questions:

1. What types of support systems do they perceive to be helpful to them in achieving balance in work and family life?

2. What strategies do they rely on in order to balance work and family life?

3. How did the working female nurses merge their roles of work, family and self-individual

4. What types of issues that affect female nurses the most?

5. What are ideas that can be taken by government and organization in helping female nurses in work-life balance?

1.6 SIGNIFICANCE OF STUDY

The following are the significance of this study:

1. The importance of this study to seek the understanding of female nurses of work life balances issues.

2. To ensure that female nurses able to experience a work life balance in organization and life.

3. This study will illustrate how female nurses manage their work and family in order to have a balanced work life.

4. The outcome of this study is done in hope that it will bring the effects of having a work life balance on the responsibilities towards the job and responsibilities towards the family of the female nurses.

1.7 DEFINITION OF TERMS

1.7.1 Work-Life Balance

Work-life balance is not characterized simply by time split between work-life and non-working-life. It must be done by reducing the tension between these two realms by juggling the multiple roles and activities. (Kumarasamy, Pangil, & Isa, 2015). In general, the work-life balance is the degree to which a person is equally involved and satisfied with their work and family role (Cascio, 2000). Similarly, Kelly et al., (2008), classified the work-life balance into the balance of time, commitment and happiness, referring to a particular balance of both work and family roles. Thus, all previous discussions revolve around a person's subjective view that both work and family make real demands that cannot be effectively met with the resources available (Moen et al., 2011)..

1.7.2 OPERATIONAL RESEARCH

Operations Research is that the application of scientific methods, techniques and tools to problems involving the operation of a system so on provide those in controls of the system with optimum solution to the problem". C.W. Churchman. Randy Robinson stresses that research is that the application of scientific methods to enhance the effectiveness of operations, decisions and management. By means like analyzing data, creating mathematical models and proposing innovative approaches, research professionals develop scientifically based information that offers insight and guides higher cognitive process. They also develop related software, systems, services and products. Morse and Kimball have stressed O.R. may be a quantitative approach and described it as "a methodology of providing executive departments with a quantitative basis for decisions regarding the operations under their control". Saaty considers O.R. as tool of improving quality of answers. He says, "O.R. is that the art of giving bad answers to problems which otherwise have worse answers".

1.7.3 CONCEPTUAL RESEARCH

A conceptual framework may be a structure that the researcher believes can best explain the natural progression of the phenomenon to be studied (Camp, 2001). It's linked with the concepts, empirical research, and important theories employed in promoting and systemizing the knowledge espoused by the researcher (Peshkin, 1993). It's the researcher's explanation of how the research problem would be explored. The conceptual framework presents an integrated way of staring at an issue under study (Liehr & Smith, 1999). From a statistical perspective, the conceptual framework describes the connection

between the most concepts of a study. It's arranged during a logical structure to help provide an image or visual display of how ideas in an exceedingly study relate to 1 another (Grant & Osanloo, 2014). Interestingly, it shows the series of actions the researcher intends to hold enter a hunt study (Dixon, Gulliver & Gibbon, 2001). The framework makes it easier for the researcher to simply specify and define the concepts within the matter of the study (Luse, Mennecke &Townsend, 2012). Miles and Huberman (1994, p.18) opine that conceptual frameworks may be 'graphical or during a narrative form showing the key variables or constructs to be studied and also the presumed relationships between them.

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

This chapter consists of important concepts in this study, theories, and models related and includes past findings from other researchers on work life balance.

2.1 Concepts

2.1.1 Job-Related: Job Type, Work Time, Role Overload

Evidence has identified a connection between the type of work and the degree of conflict. Managerial and qualified employees report higher rates of family intervention (WIF) than non-managerial and non-professional employees (Duxbury & Higgins, 2003). While researchers disagree with the fact that working hours are actually increasing in most accounts (Jacob & Gerson, 1998; Robinson & Godbey, 1997), people report feeling more hasty today than they did 30 years ago (Hochschild, 1997; Jacobs & Gerson, 1998; Robinson & Godbey, 1997) and more than 60% of American workers report wanting to work less hours (Bond, Galinsky & Swanberg, 1998).

Another explanation is that long hours can have negative effects on families and staff struggling to balance work and family responsibilities demands (Hochchild, 1997). Work-family researchers have assumed that working time contributes to the conflict between the job and non-work roles of employees (Duxbury et al., 1994; Gutek, Searle & Klepa, 1991). Another study line explored job engagement as a backdrop to tension between family and work. Employment means a measure of the psychological response or attitude of a person to his or her work (Dunham, 1984). It has been accepted that