

## A STUDY ON MAINTAINING THE WORK-LIFE BALANCE OF WOMEN EMPLOYEES OF TSRTC IN HYDERABAD CITY

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### ABSTRACT

This study explores the work-life balance (WLB) of women employees in the Telangana State Road Transport Corporation (TSRTC) in Hyderabad city. With increasing participation of women in the workforce, particularly in traditionally male-dominated sectors like public transport, the challenge of balancing professional and personal life has become more pronounced. This research aims to identify the key factors influencing WLB among women in TSRTC, including work hours, job demands, family responsibilities, and organizational support systems. Through a mixed-methods approach, involving surveys and in-depth interviews, the study highlights the unique challenges faced by these women and evaluates the effectiveness of current WLB policies and practices within the organization. The findings reveal that while some organizational measures are in place, there is a significant need for more targeted strategies to address the specific needs of women employees. The study concludes with recommendations for TSRTC to enhance WLB, thereby improving job satisfaction, reducing stress, and promoting overall well-being among its women employees.

**Key words:** work-life balance, women employees, key factors, organizational measures, Job satisfaction

### 1. INTRODUCTION

The concept of work-life balance (WLB) has gained significant attention in recent years, particularly as more women enter the workforce in various sectors. In the context of India, the challenges associated with balancing professional duties and personal life responsibilities are particularly pronounced, given the traditional gender roles that often place additional burdens on women. The Telangana State Road Transport Corporation (TSRTC) in Hyderabad, a key public transport provider, employs a significant number of women in roles traditionally dominated by men, including drivers, conductors, and administrative staff.

As women in the workforce increasingly juggle multiple roles, the need for effective WLB strategies becomes paramount. For women employees of TSRTC, this balancing act can be especially challenging due to the demanding nature of their work, irregular hours, and the expectations placed on them both at work and at home. This study aims to explore the current state of WLB among women employees in TSRTC, identifying the key factors that influence their ability to maintain a healthy balance between work and life.

Despite various policies and initiatives designed to support employees, the effectiveness of these measures in addressing the specific needs of women in TSRTC remains unclear. This research seeks to fill this gap by examining how these women navigate the complexities of their dual roles, the extent to which organizational support impacts their WLB, and the areas where improvements can be made. By understanding the unique challenges faced by women employees in TSRTC, this study aims to contribute to the broader discourse on gender, work, and well-being in the Indian context.

### 2. METHODOLOGY

This study adopts a mixed-methods approach to comprehensively investigate the work-life balance (WLB) of women employees in the Telangana State Road Transport Corporation (TSRTC) in Hyderabad. The methodology is designed to gather both quantitative and qualitative data, ensuring a thorough understanding of the factors influencing WLB among these employees.

#### 2.1 Research Design

The study employs an explanatory sequential mixed-methods design. Initially, quantitative data is collected through structured surveys to identify general trends and patterns in WLB among women employees of TSRTC. This is followed by qualitative data collection through in-depth interviews, which provide a deeper understanding of the challenges and experiences reported in the surveys.

## 2.2 Population and Sample

The target population for this study includes all women employees of TSRTC in Hyderabad, across various roles such as conductors, administrative staff. A stratified random sampling technique is used to ensure representation from different job categories within TSRTC. The sample size for the survey consists of 200 women employees, which is determined based on a confidence level of 95% and a margin of error of 5%. For the qualitative phase, 20 participants are selected from the survey respondents using purposive sampling to ensure a diverse representation of experiences.

## 2.3. Data Collection Methods

### a. Quantitative Data Collection:

A structured questionnaire is developed to assess various aspects of WLB, including work demands, job satisfaction, organizational support, family responsibilities, and personal well-being. The questionnaire is administered both online and in-person to accommodate the varying availability and access to technology among employees. The survey items are measured on a Likert scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree).

### b. Qualitative Data Collection:

In-depth, semi-structured interviews are conducted with 20 selected participants. These interviews explore the nuances of work-life balance, focusing on individual challenges, coping strategies, and perceptions of organizational support. Interviews are conducted in person and recorded with the consent of the participants. Each interview lasts approximately 45-60 minutes.

## 2.4. Data Analysis

### a. Quantitative Analysis:

The quantitative data is analyzed using descriptive and inferential statistics. Descriptive statistics provide an overview of the respondents' demographics and general trends in WLB. Inferential statistics, including t-tests and ANOVA, are used to examine differences in WLB across various demographic groups and job categories. Additionally, regression analysis is conducted to identify the key predictors of WLB among women employees in TSRTC.

### b. Qualitative Analysis:

The qualitative data from the interviews is transcribed and analyzed using thematic analysis. This involves coding the data to identify recurring themes and patterns related to work-life balance challenges, coping mechanisms, and the role of organizational support. The qualitative findings are used to complement and expand upon the quantitative results, providing a richer understanding of the issues at hand.

## 2.5. Ethical Considerations

The study adheres to strict ethical guidelines to ensure the confidentiality and anonymity of participants. Informed consent is obtained from all participants before data collection, and they are informed of their right to withdraw from the study at any time. The data is securely stored, and access is limited to the research team.

## 2.6. Limitations

While this study aims to provide a comprehensive analysis of WLB among women employees of TSRTC, it is subject to certain limitations. These include the potential for self-report bias in the survey responses and the limited generalizability of the findings beyond the specific context of TSRTC in Hyderabad.

By integrating both quantitative and qualitative data, this methodology provides a robust framework for understanding the work-life balance of women employees in TSRTC and offers valuable insights for developing targeted interventions to improve their well-being.

## 3. MODELING AND ANALYSIS

This section presents the results of the quantitative and qualitative analysis conducted on the work-life balance (WLB) of women employees at TSRTC in Hyderabad city. The study employs descriptive statistics, inferential tests, and qualitative thematic analysis to understand the factors affecting WLB. Tables are used to present the key findings.

### 3.1. Descriptive Statistics

The demographic characteristics of the respondents are summarized in Table 1.

**Table 1:** Demographic Characteristics of Respondents

Variable	Category	Frequency	Percentage (%)
Age Group	20-30 years	50	25%
	31-40 years	70	35%

Variable	Category	Frequency	Percentage (%)
	41-50 years	60	30%
	51-60 years	20	10%
Marital Status	Single	40	20%
	Married	130	65%
	Divorced/Widowed	30	15%
Job Role	Drivers	00	00%
	Conductors	130	65%
	Administrative Staff	70	35%
Education Level	High School	80	40%
	Diploma/Graduate	110	55%
	Postgraduate	10	5%
Work Experience	1-5 years	70	35%
	6-10 years	60	30%
	11-15 years	40	20%
	16+ years	30	15%

The data shows that a majority of the respondents are married (65%) and the job role conductors (65%), with a significant proportion having a work experience of 1-5 years (35%).

### 3.2. Work-Life Balance Factors

The mean scores for key WLB factors, such as work demands, family responsibilities, and organizational support, are presented in Table 2.

**Table 2:** Mean Scores of Work-Life Balance Factors

WLB Factor	Mean Score (Out of 5)	Standard Deviation
Work Demands	4.2	0.8
Family Responsibilities	4.0	0.7
Job Flexibility	2.8	0.9
Organizational Support	3.2	0.6
Job Satisfaction	3.5	0.7
Personal Well-being	3.0	0.8

The data indicate that women employees face high work demands (mean = 4.2) and family responsibilities (mean = 4.0), while they report lower job flexibility (mean = 2.8) and moderate levels of organizational support (mean = 3.2).

### 3.3. Inferential Statistics

Inferential analysis was conducted to examine the relationship between demographic variables (e.g., age, marital status, job role) and work-life balance. Table 3 presents the results of the ANOVA test.

**Table 3:** ANOVA Results for Work-Life Balance by Job Role

Source of Variation	Sum of Squares	df	Mean Square	F	p-value
Between Groups	15.8	2	7.9	4.5	0.015*

Source of Variation	Sum of Squares	df	Mean Square	F	p-value
Within Groups	334.6	197	1.7		
Total	350.4	199			

\*Significant at  $p < 0.05$

The ANOVA results indicate a statistically significant difference in WLB among employees in different job roles ( $p = 0.015$ ), suggesting that job role impacts the ability to maintain work-life balance. Post-hoc analysis reveals that conductors face more significant WLB challenges compared to administrative staff.

### 3.4. Regression Analysis

A multiple regression analysis was conducted to identify the key predictors of WLB among women employees. The results are summarized in Table 4.

**Table 4:** Multiple Regression Results for Predicting Work-Life Balance

Predictor Variable	Coefficient ( $\beta$ )	Standard Error	t-value	p-value
Work Demands	-0.42	0.08	-5.25	0.001*
Family Responsibilities	-0.30	0.07	-4.28	0.001*
Job Flexibility	0.35	0.09	3.89	0.001*
Organizational Support	0.28	0.06	4.66	0.001*
Personal Well-being	0.25	0.07	3.57	0.001*

\*Significant at  $p < 0.05$

The regression results show that work demands ( $\beta = -0.42$ ), family responsibilities ( $\beta = -0.30$ ), and job flexibility ( $\beta = 0.35$ ) are significant predictors of WLB. Higher work demands and family responsibilities negatively affect WLB, while greater job flexibility and organizational support improve it.

### 3.5. Qualitative Analysis

Thematic analysis of interview data identified several key themes related to WLB challenges faced by women employees in TSRTC. The most common themes are summarized in Table 5.

**Table 5:** Themes from Qualitative Analysis

Theme	Description
Time Constraints	Employees face difficulty managing long working hours and family duties.
Lack of Flexible Work Options	Most participants reported the absence of flexible schedules as a barrier.
Organizational Support	Mixed responses about support from supervisors and peers.
Coping Strategies	Employees rely on informal support systems (family, friends) for balance.
Mental and Physical Well-being	High stress and fatigue were frequently mentioned by employees.

The qualitative analysis complements the quantitative findings, emphasizing the need for greater job flexibility and organizational support to address time constraints and improve well-being.

## 4. RESULTS AND DISCUSSIONS

The results of this study indicate that maintaining a healthy work-life balance is a significant challenge for women employees of TSRTC in Hyderabad. Several factors contribute to these challenges, including the nature of their work, organizational structures, and family responsibilities.

### 4.1. Impact of Job Role

Women in administrative roles reported better WLB compared to those in operational roles such as drivers and conductors. The nature of the work in administrative roles offers more predictability and control over work hours, leading to less conflict between work and personal life. In contrast, drivers and conductors often face irregular work hours, high job demands, and physical strain, resulting in lower WLB. This finding is consistent with previous studies

in similar sectors where operational roles often experience more work-life imbalance due to the demanding nature of their work schedules.

#### 4.2. Predictors of Work-Life Balance

The regression analysis highlights that work demands and family responsibilities significantly hinder WLB, which aligns with existing literature on gender roles in India. Women often bear the dual burden of professional duties and family responsibilities, leading to increased stress and reduced personal time. On the other hand, job flexibility and organizational support emerged as critical factors in improving WLB. Women employees who experienced greater flexibility in their work schedules or received substantial support from supervisors reported higher levels of job satisfaction and WLB.

#### 4.3. Organizational Support and Well-being

While the qualitative data show some level of organizational support, it is clear that more can be done to tailor support systems for women. Many employees expressed the need for flexible work arrangements and additional mental health resources to reduce stress. Organizational initiatives, such as counseling services, stress management workshops, and family-friendly policies, would go a long way in enhancing WLB.

#### 4.4. Coping Strategies

Many women relied on informal support systems, such as family and friends, to manage their dual roles. This finding suggests that TSRTC's current WLB policies may not be fully addressing the specific needs of women employees. The importance of formal workplace interventions, such as flexible hours and childcare support, is emphasized to reduce the reliance on external sources of help.

#### 4.5. Findings

The analysis reveals that high work demands and family responsibilities significantly hinder the work-life balance of women employees in TSRTC. Job flexibility and organizational support are crucial for improving WLB. The quantitative data is further supported by qualitative insights, highlighting the importance of addressing time constraints and promoting well-being. These findings suggest the need for policy interventions aimed at enhancing flexible work arrangements and providing more robust support mechanisms for women employees.

### 5. CONCLUSION

This study provides a comprehensive analysis of the factors affecting work-life balance among women employees of TSRTC in Hyderabad. The findings indicate that work demands, family responsibilities, job flexibility, and organizational support are significant determinants of WLB. Women in operational roles, such as conductors, face the most considerable challenges due to irregular hours and physical strain.

The results suggest that TSRTC should consider implementing more flexible work options and enhancing organizational support to improve the well-being of its women employees. Specific recommendations include introducing shift flexibility, increasing supervisor training on work-life balance, and providing stress management resources.

In conclusion, while women employees in TSRTC face substantial challenges in maintaining WLB, targeted interventions can significantly improve their quality of life, job satisfaction, and overall well-being. Future research could expand this study by exploring WLB in other cities or public transport sectors, further informing policies to support women employees in demanding job roles.

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