Chapter VI

Summary, Suggestions and Conclusion
CHAPTER VI
SUMMARY AND FINDINGS

The work life balance and life satisfaction is an issue that is important to the organizations, employees, their family and to society. This issue has come to the fore due to a multitude of changes in the work place, in employee demographics and in the family sphere. Further, women have joined the workforce in large numbers and are now performing a dual role i.e. of a breadwinner as well as a homemaker. This puts an extra pressure on them. The findings of this survey reinforce the perceived importance of balance between both work and personal aspects of one’s life to enable greater success to be achieved in every area of life. It is in this context that the notion of “work life balance and life satisfaction” has assumed great importance. Issues related to work life balance constitute an area of human resource management where the employer’s twin goals of a productive organization and a highly motivated staff and the government’s dual policy objectives for a high value added, high employment economy and a fair and just society, confront each other (Joshi 2007). The following are the important findings of the study “Worklife balance and life satisfaction of critical care nurses at Coimbatore district” based on the sample size of 581 nurses working in critical care units in various hospitals at Coimbatore district. The finding of the undertaken research adheres to the following 7 questions in tune with the objective and hypothesis of the study:

- Obtaining the natural history (personal) & job aspects of respondents under study.
- Does work family interference prevail among the critical care nurses which is revealed from the work-family interference, family-work interference and shift.
- What are the individual related outcomes (physical health, psychological health and sleep) of work family interference leading to life satisfaction/dissatisfaction.
- What are the family related outcomes (marital satisfaction and family satisfaction) of work family interference leading to life satisfaction/dissatisfaction.
- What are the organisation related outcomes (job satisfaction and career satisfaction) of work family interference leading to life satisfaction/dissatisfaction.
How would a critical care nurse cope (personal, organizational and interventions) with work family interference escorting to life satisfaction/dissatisfaction.

Does there exist life satisfaction of critical care nurse.

6.1. PERSONAL & JOB FACTORS

It is found that a majority of 85.9% of the respondents are temporary nurses.

Majority of the subjects are in the age group below 25 years however 46.5% of nurses are also between 25-50 years.

UG level that is B.Sc Nursing is the educational qualification a maximum of 40.1% of the respondents selected for the study, also 39.2% of the critical care nurses have studied diploma.

With reference to marital status a majority of 61.3% of the respondents selected for the study are single.

With regard to the monthly income a majority of 57.8% of the respondents selected for the study are getting 5,000 to 10,000 per month as their monthly salary.

Data on experience found that a maximum of 38.7% of the respondents are having 1-3 years of experience.

A majority of 84.7% of the respondents selected for the study work more than 8 hours in a day.

6.2. PREVALENCE OF WORK FAMILY INTERFERENCE

Does work family interference prevail among the critical care nurses which is revealed from the work-family interference, family-work interference and shift.

6.2.1. Work – Family Interference

Percentage analysis finds that there is work-family interference as majority of 56.8% of the respondents opined that most of the time “long working hours” is a work factor hindering in balancing work and life commitments (Appendix 3 table 3.1).

The average score analysis shows that the majority of the respondents have high level of hindrance towards “night Shift Work” as an important hindrance in balancing the work and family commitments.
Significant differences is found between the personal & job classification such as education level, experience (years) & hours of work /day in respect of the work factors level of hindrance in balancing work & family commitments.

6.2.2. Family- work Interference

Percentage analysis finds that there is family-work interference as it is found that out of the total respondents a maximum of 42% of the respondents opined that most of the time “maintaining cost of living” is a home factor hindrance in balancing the work and life commitments (Appendix 3 table 3.2).

Women devote more time than men do to housework and child care. The average score analysis also finds that the majority of the respondents have high level of hindrance towards “home duties” as an important hindrance in balancing the work and family commitments.

Significant differences is found between the personal & job classification such as nature of job, education level, experience (years) & hours of work /day in respect of the home factors level of hindrance in balancing work & family commitments.

6.2.3. Night Shift

Percentage analysis finds that shift work especially night shift also interferes bidirectionally with work family interference since a maximum of 29.6% of the respondents agree that their work load on night shift are heavier than on day shift, also maximum of 35.5% of the respondents agree that more energy is required during night shift work, critical care nurses of 34.6% of the respondent’s feel tired while working in night shifts and a maximum of 42.0% of the respondent’s feel 1 am to 3 am as the most critical time while working in night shift (Appendix 3 table 3.3).

Percentage analysis finds that out of total respondents a maximum of 38.2% of the respondents opined that “spending time with family” as one of the difficulty in balancing life (Appendix 3 table 3.4).

Chi-square analysis finds that the nature of job, age in years, education level, monthly income (₹), experience (years) & hours of work /day have significant influence on the activeness while working in night shift.
Chi-square analysis finds that the age in years, education level, monthly income (₹) & experience have significant influence on the more critical time period in night shift.

The average score analysis ascertain that critical care nurses were exposed to work which is physically or mentally demanding and the majority of the respondents agree towards “more energy required in night shift” as an important vim& vigour’s required during night shift., monotonous or that requires high vigilance can lead to fatigue which will be worsened by night work.

The average score analysis shows that majority of the respondents have high level of difficulty towards “taking care of family” as an important difficulty in balancing life because of shift work.

Significant differences is found between the personal & job classification such as age in years, education level, marital status, monthly income (₹),experience (years)& hours of work /day in respect of the level of agreeability towards the difficulty in balancing your life.

The eight factors relating to different factors in balancing life due to shift work can reduced to two components as Family unit (group-1) and Surface outlook (group-2).

6.3. WORK LIFE BALANCE AND INDIVIDUAL RELATED OUTCOMES

6.3.3. Individual Outcome: Physical Health

Critical care nurses work with highly physically/posturally demanding and tasks and also it is found that a maximum of 26.2% of the respondents presently have lifting, carrying, pushing, and pulling of light weight equipment or supplies problem. Which is a source for various other health hazards.

The maximum of 30.3% respondents feel they need at least “one hour” time to communicate with family/partner after coming from work to home (Appendix 3 table 3.5).

It is found from percentage analysis that out of the total respondents a maximum of 42% (23.8% + 18.2%)of the respondents opined that “musculoskeletal disorders” as the major symptom relating to health issues because of critical care nature of job. This is mainly because of the in awkward postures because of frequent bending, walking, and other body placement as required by the job (Appendix 3 table 3.6).

Chi-square analysis finds that the nature of job, age in years, education level, marital
status, monthly income (₹) & experience (years) have significant influence on the
time required on family communication after returning from work.

- The average score analysis ascertain that majority of the respondents have
  “headaches” as high level symptoms of health issues.

- Significant differences is found between personal & job classification such as age in
  years, education level, marital status, monthly income (₹)& experience (years) in
  respect of the level of frequency on the symptoms relating to health issues.

- The twenty three factors relating to level of frequency of symptoms of health issues
  while working as nurse in critical care units can reduced to six components Prop
  (group-1), Queasiness (group-2), Aversion (group-3) Sway (group-4) Melanoma
  (group 5) and Chaos (group 6).

6.3.4. Individual Outcome: Psychological Health

- Percentage analysis finds that out of total respondents a majority of 62.3%(high
  pressure- 49.4% & extreme pressure 12.9%) of the respondents opined that “shortage
  of staff” gives nurses the high work related pressure in handling critical care related
  works overwhelmingly,which is quite alarming which has to be seriously thought of
  (Appendix 3 table 3.7).

- Poor communication, collaboration and ineffective teamwork will affect work life
  interference can be traced from this study that a maximum of 31.8% of the
  respondents opined that “no cooperation between nurses” gives high interactions
  related pressure in handling critical care related works (Appendix 3 table 3.8).

- The care giving for dependent elderly generates emotional and physical distress for
  critical care nurses which is also evident that out of the total respondents a maximum
  of 36.8% of the respondents opined that “dependant relatives” pressurize the critical
  care nurses at home (Appendix 3 table 3.9).

- Critical care nurses are bodily exhausted and it also found that a maximum of 45.4% of the
  respondents opined almost always they have “tiredness” as their emotional symptoms
  because of restrained psycho-physiological processes (Appendix 3 table 3.10).

- Critical care nurses are increasingly recognizing that work is squeezing out personal
lives and they are not happy about it. Almost It is that a maximum of 27.4% of the respondents feel that working as a nurse as a severe pain, 20.1% feel as trouble breathing, 10.5% feel as nightmare, 18.1% feel as severe pain & anxiety and 23.9 feel that all the above from which we can say that majority of 71.4% feel working as a critical care nurse as burden (Appendix 3 table 3.11).

- People are worrying about personal problems at work and thinking about work problems at home. A majority of 59.4% of the respondents said sometimes they worry about work while travelling and almost 87.5% confirm with it. Also a majority of 55.4% of the respondents said that the main source of stress is at the work place (Appendix 3 table 3.11).

- Good management practices will reduce stress and also majority of 50.3% of the respondents said sometimes their hospitals help them cope up with the stress. Work is important, but sometimes it’s better to play thus 30% of the respondents use “entertainment” which gives pleasure and delight to manage stress arising from work (Appendix 3 table 3.12).

- Maximum of 23.6% of the respondents opined very frequently and 47.8% of the respondents opined frequently they are “feeling tensed” due to anxiety & depression in critical care related works (Appendix 3 table 3.13).

- Chi-square analysis finds that the age in years, education level, marital status, monthly income (₹) & experience (years) have significant influence on the feeling working as a nurse.

- Chi-square analysis finds that the nature of job, age in years, education level, marital status, monthly income (₹), experience (years) & hours of work /day have significant influence on the main source of stress.

- Chi-square analysis finds that the nature of job, age in years, education level, marital status, monthly income (₹), experience (years) & hours of work /day have significant influence on the ways to manage stress arising from your work.
The average score analysis ascertain that majority of the respondents have high level of pressure towards "not finishing work in time" as an important work stress.

The average score analysis ascertain that majority of the respondents have high level of pressure towards "no cooperation between nurses" as an important interaction pressure at work.

The average score analysis ascertain that majority of the respondents have high level of pressure towards "dependant relatives" who always require the attention which pressurize and create stress for critical care nurses.

The average score analysis ascertain that majority of the respondents have high level of pressure towards "tiredness" as an important emotional symptoms at home.

The average score analysis ascertain that majority of the respondents have high level of pressure towards "feeling tensed" as an important problem due to anxiety & depression in critical care related works.

Significant differences is found between personal & job classification such as age in years, education level, marital status, monthly income (₹), experience (years) and hours of work/day in respect of the level of work pressure in handling critical care related works.

Significant differences is found between personal & job classification such as nature of job, education level, marital status and hours of work/day in respect of the level of pressure at home (home stress factors).

Significant differences is found between personal & job classification such as nature of job, age in years, education level, marital status, monthly income (₹), experience (years) and hours of work/day in respect of the frequency of the problem (if any) due to anxiety & depression in critical care related works.

The fifteen factors relating to frequency of problem (if any) due to anxiety & depression while working as nurse in critical care units can be reduced to three components as Anguish (group-1), Murky (group-2), Detestation (group-3).
6.3.5. Individual Outcome - Sleep

- Sleep is a physical need for all humans but it is found that a maximum of 15.7% of the respondents opined that they have “trouble staying awake during the day” as the excessive daytime sleepiness (narcolepsy) syndrome, 10.7% of the respondents opined that “awaken with headaches in morning” is a difficult sleep apnea syndrome, 10.7% of the respondents opined that they have “muscle tension in legs even when relaxed” as the restless leg syndrome and a maximum of 29.6% of the respondents opined that “trouble awakening in the morning” as the insomnia syndrome working as critical care nurses (Appendix 3 table 3.14).

- It is found that 38.9% of the respondents hear music’s to get sleep during day time after shift work but majority of 50.4% of the respondents opined that their average sleeping hours is 3 to 5 per day after night shift and a majority of 56.1% of the respondents said that they need 11 to 30 minutes to fall asleep after shift work (Appendix 3 table 3.15).

- Chi-square analysis finds that the age in years, education level, marital status, monthly income (₹), experience (years) & hours of work /day have significant influence on the inducing factor to get sleep during day time.

- Chi-square analysis finds that the age in years, education level, monthly income (₹), experience (years) & hours of work /day have significant influence on average sleeping hours per day after night shift.

- Chi-square analysis finds that the nature of job, age in years, education level, marital status, monthly income (₹) & experience (years) have significant influence on the time taken to fall asleep.

- The average score analysis ascertain majority of the respondents have high level of pressure towards “feeling sleepy when inactive” as an important problem of excessive daytime sleepiness syndrome.

- The average score analysis ascertain that individual with sleep apnea is rarely aware of having difficulty breathing and majority of the respondents have high level of pressure towards “snoring problem” as an important problem of sleep apnea syndrome.
The average score analysis ascertain that restless legs syndrome which is characterized by a strange sensation in one or both legs, becoming most troublesome late in the day and sometimes preventing nurses from falling asleep. It is concluded that the majority of the respondents have high level of pressure towards “muscle tension in legs even when relaxed” as an important problem of restless leg syndrome.

The average score analysis ascertain that majority of the respondents have high level of pressure towards “trouble getting to sleep at night” as an important problem of insomnia syndrome.

Significant differences is found between the personal & job classification such as Age in years, Education Level, Marital Status , Monthly Income (₹) & Hours of Work /day in respect of the level of agreeability on the sleep problem- excessive daytime sleepiness (Narcolepsy) syndrome.

Significant differences is found between the personal & job classification such as age in years, education level, marital status, monthly income (₹) & experience (years) in respect of the level of agreeability on the sleep problem- sleep apnea syndrome.

Significant differences is found between the personal & job classification such as education level & hours of work /day in respect of the level of agreeability on the sleep problem- restless leg syndrome

Significant differences is found between the personal & job classification such as nature of job, age in years, experience (years) & hours of work /day in respect of the level of agreeability on the sleep problem - insomnia syndrome.

Correlation showed that there is negative but not significant relationship between health & life satisfaction (r = -262, p>0.05), also there is negative significant relationship between psychological strain and life satisfaction (r = -0.462, p < 0.05). Further the results of correlation showed that there is negative but not significant relationship between sleep and life satisfaction (r = -180, p>0.05).
6.4. WORK LIFE BALANCE AND FAMILY RELATED OUTCOMES

6.4.3. Family Outcome:-Marital Satisfaction (Only if married)

❖ One’s psychological involvement and commitment in work and home are influenced by his/her partner’s employment status. This study notifies that a maximum of 39.7% of the respondent’s partner work only day shifts (Appendix 3 table 3.16)

❖ It is found that a 38.8% respondent’s partner’s sometimes comments about the work nature of the respondent (Appendix 3 table 3.17)

❖ Spouse adaptability will reduce family to work conflict and out of the total respondents a maximum of 28.6 (satisfied-19.3% +highly satisfied- 9.3%)of the respondents opined that they are satisfied with “partner adaptability with me” as their experience with their partner (Appendix 3 table 3.18)

❖ Men generally place greater value on how considerate and kind their partner which is also evident that maximum of 32.4 % opined that their partner is “kind & friendly” (Appendix 3 table 3.19).

❖ Chi-square analysis finds that the age in years, education level & marital status have significant influence on the partners work pattern.

❖ Strong kinship bonds and the adaptability strengthen their family and the average score analysis ascertain that majority of the respondents have high experience towards “partner adaptability with me” as their experience with their partner.

❖ Spouses frequently say they want a mate who is kind, understanding, dependable, sociable, stable etc. the average score analysis ascertain that majority of the respondents have high experience towards “kind &friendly” describing their partner.

❖ Significant differences is found between the personal & job classification such as nature of job, age in years, education level, monthly income (₹), experience (years) & hours of work /day in respect of the experience with partner.

❖ Significant differences is found between the personal & job classification such as nature of job, monthly income (₹) & hours of work /day in respect of the partner description.
6.4.4. Family Outcome:- Family Satisfaction

- A family views attempts an irenic solution to identify happiness about their family of the critical care nurses and a maximum of 40% of the respondents feel “fairly well satisfied with my family life” as their level of satisfaction in their family (Appendix 3 table 3.20)

- Significant differences is found between the personal & job classification such as nature of job, education level, marital status and hours of work /day in respect of critical care nurses family satisfaction.

- Correlation showed that there is positive significant relationship between marital satisfaction and life satisfaction(r = 0.468, p < 0.05). Further there is negative but not significant relationship between family satisfaction & life satisfaction (r = -0.222, p>0.05). (correlation).

6.5. WORK LIFE BALANCE AND ORGANISATION RELATED OUTCOMES

6.5.3. Organisation Outcomes- Job Satisfaction

- Higher the degree the job provides substantial freedom, independence, higher the level of the worker’s job satisfaction which is also apparent that a maximum of 52.2% of the respondents have high dissatisfaction about “autonomy flexibility in working scheduling” as their level of job satisfaction working as a critical care nurse. It is revealed that job autonomy is bringing positive variation in job satisfaction (Appendix 3 table 3.21)

- Chi-square analysis finds that the nature of job, education level, monthly income (₹), experience (years) & hours of work/day have significant influence on job satisfaction.

6.5.4. Organisation Outcomes- Career Satisfaction

- Career satisfaction concerns a nurse’s feeling about the career choice and a majority of 86% of the respondents have career satisfaction about “quality of care I am able to provide in my job” as their working as a critical care nurse (Appendix 3 table 3.22).

- Chi-square analysis finds that the age in years, education level, experience (years) & hours of work/day have significant influence on career satisfaction.
Correlation showed that there is negative significant relationship between job satisfaction and life satisfaction \( (r = -0.331, p < 0.05) \). Further that there is positive significant relationship between Career satisfaction and life satisfaction \( (r = -0.331, p < 0.05) \).

6.6. COPING WORK FAMILY INTERFERENCE

6.6.3. Personal coping strategies

Personal coping strategies of critical care nurses to cope with their life (both Work & family found that a maximum of 58% (23.4% strongly agree and 34.6% agree) of the respondents opined that **health promotion** as a important personal coping strategies (Appendix 3 table 3.23).

The average score analysis ascertain that majority of the respondents have high agreeability towards **health promotion (nutritional diet, exercise)** as the personal coping strategy.

Significant differences is found between the personal & job classification such as age in years, education level, marital status & experience (years) in respect of the level of agreeability on the personal coping strategy.

Correlation showed that there is positive significant relationship between coping and life satisfaction \( (r = 0.181, p < 0.05) \).

6.6.4. Organization support/help in balancing work family commitments

Organization support in balancing their work and family commitments found that a maximum of 29.4% of the respondents opined that **financial assistance like advances** as the level of agreeability as the important organization support that can help in balancing their work and family commitments (Appendix 3 table 3.24).

The average score analysis ascertain that majority of the respondents have high agreeability towards **financial assistance like advances** as the support available from organization will help in balancing the work family commitments.

Significant differences is found between the personal & job classification such as nature of job, education level, monthly income (₹) & experience (years) in respect of the organizational support in balancing the work family commitments.
The thirteen factors relating to level of agreeability to organizational support in balancing work & life commitments can be reduced to two components as Amenities (group-1) and Murky (group-2).

6.6.3. Interventions expected From Hospital

It is found that a majority of 78.7% of the respondents expect (yes) for “plan some free weekends” as the work schedule intervention strategies expected from the organization that can help in balancing work & life (Appendix 3 table 3.25).

Majority of 84% of the respondents expect (yes) “lighting” as the environmental modification intervention strategies expected from organisation that can help in balancing work & life (Appendix 3 table 3.25).

Also majority of 86.2% of the respondents expect (yes) for “maintenance of good relationship with partner” as the counselling or nurse development program (NDP) organized by their organisation that can help in balancing work & life.

Z test reveals that the proportion of the respondents expectation on various hospital intervention strategies that help them to balance their work & life is significantly high in all the cases like work schedule modification, environment modification and counsel/ nurse development program organized.

Multiple regression analysis affirms that all the selected variables have significant influence on the dependent variable especially “Personal coping strategies & Work stress” explains the maximum of 17.2% & 12.7% respectively on the dependent variable.

6.7. WORK LIFE BALANCE AND LIFE SATISFACTION

Maximum of 37.5% of the respondents disagree about “I am satisfied with my life” as their level of agreeability of life satisfaction (Appendix 3 table 3.26).

Chi-square analysis finds that the Nature of Job, Age in years, Education Level, Monthly Income (₹), Experience (Years) & Hours of work/day have significant influence on life satisfaction.

Correlation showed that there is negative significant relationship between work-family conflict and life satisfaction (r = -0.428, p < 0.05). Also there is negative significant relationship between family-work conflict and life satisfaction (r = -0.182, p < 0.05).
SUGGESTIONS

A critical care delivery group is a trust-wide group established to deliver integrated services. All these individual, family and organizational consequences that result from increased work family demands, are more serious than one would think. Initiatives taken to incorporate these policies and guidelines in one’s life are likely to lessen work/family conflict to make both work life and family life more enjoyable for the employee progress to life satisfaction. So what can someone do who is experiencing this interference with work and family which lessen their life satisfaction? Thus suggestions are made as to:

- Revelation of strategies to reduce the prevalence of work family interference;
- Guidelines to increase critical care nurse’s individual satisfaction;
- Ways to increase critical care nurse’s family satisfaction;
- Strategies to increase critical care nurse’s organization satisfaction;
- Eye opening methods for critical care nurse’s coping strategies to diminish work family interference escorting to life satisfaction.

The research outlined in this report was designed to provide critical care nurses and others in the series with good strategies to reduce work family interference with good work life balance strategies which enhance life satisfaction. Although not all of the guidelines may work for everyone, they are still probable options that can be taken to establish a balanced life between work and family domains. Although work family interference might not affect workers who do not experience these consequences, there is still potential for these to creep into one’s life in the future.

There are a number of strategies and approaches that the various stakeholders (e.g. employees, families and employers) can use to reduce work-family interference and increase life satisfaction of critical care nurses by coping competing work & family demands specifically with work-to-family interference, family-to-work interference & shift work based on three questions as:
1. What guidance on the way for individual employees to overcome work/family interference and increase life satisfaction?

2. What advice can be offered to family and spouse of critical care nurses about how best they can help and support the critical care nurse’s family life satisfaction?

3. What recommendation can we offer organizations interested in reducing the levels of work/family interference to enhance organizational life satisfaction?

**CRITICAL CARE NURSES STRATEGIES**

Critical care nurses must care themselves and use strategies balance their work and family/personal responsibilities and shift thereby increasing their individual life satisfaction, family life satisfaction and organizational life satisfaction escorting towards their well being and life satisfaction.

- **Revelation of strategies to reduce the prevalence of work family interference**

  1. **Prioritize:** Work interference affects quantity or quality of involvement in other domain. Consequently employee should also care about their paid and non paid responsibilities equally by prioritizing. Women devote more time than men to do housework and child care which hinder in balancing their work and family commitments. Lack of contact with family, friends & dependent relatives at the home always gives pressure. Thus proper planning to spend time with work, family, friends and relatives may be arranged by:

     - Plan social events well in advance.
     - Organize to-do lists and calendars, and scheduling activities
     - Plan out the week ahead of time to bunch chores and activities together
     - Limit the amount of work you take home in the evenings. Delegate chores, exchange with friends or neighbors, and outsource what you can afford.
     - Limit the amount of time you spend in job-related travel.

  2. **Healthy relationships:** Strive to maintain healthy relationships with coworkers, friends, and family; limit contact with those people who sap your energy or try to diminish your self-worth. Search out a support group that deals with the issues you are facing. Build god colleagues and friends who share your problems and find a fresh solution.
3. **Enhancing work environment for night shift:** On night shift, critical care nurses will be working when your body really wants to sleep and majority of the respondent’s feel 1 am to 3 am as the most critical time while working in night shift. During these hours the body becomes really tired. A few tips to increase mental alertness during your shift are:

- Keep the work place well ventilated & cool
- Maintain the workplace well lighted
- Stand up and walk around when feeling sleepy
- Frequently wash your hands and face to stay alert
- Interact with co-workers during the shift more alert
- Consume plenty of healthy snacks like fruit, juice and vegetables to give stamina

4. **Create a meaningful budget** – Write out a budget for yourself. Make plans with the money left over for your “needs” and “wants”? Challenge is to know the difference between our real needs (food, shelter, clothing, transportation) and our “wants” (TV, car) and to find the right balance in spending. Financial problems cause stress, so it’s important to avoid over-spending.

Guidelines to increase individual satisfaction

5. **Regular Exercises:** Regular exercise is important for maintaining health. Exercises like brisk walking, jogging, cycling, are recommended daily for at least 30 minutes to critical care nurses that will increase well-being. Exercise increases sleep length, decreases fatigue, reduces musculoskeletal disorder and psychological symptoms associated with shift work.

6. **Spend quality time for you:** Set the time to be totally alone and take rest. Do breathing exercises. Do something you wish like dancing, games, drawing etc.

7. **Eating Patterns:** A high percentage of critical care nurses report that they have ‘tiredness’ while shift working. It is preferable to eat light, well-balanced meals at regular times. Also avoid overeating, heavy foods, and malnourishment diets. Plan to eat with family or friends on a regular schedule.

8. **Alternative dependent care:** Dependent relatives requiring the attention pressurize critical care nurses. People who are experiencing difficulties coping with critical care
related work or extended working hours should seek advice from their medical counselor to make some alternative arrangements for dependent care and explain their busy and exhausting work nature clearly to their family members. Rely on extended family or friends for help otherwise procure help from outside the family by hiring help to care for children and elderly dependents.

9. Stress reduction/relaxations: Majority critical care nurses alleged that the main source of stress is at the work place. Managing long hours, complicated patients and personal obligations can add tension at home and work. Nurses must take part in exercise/yoga, majority of respondents use entertainment to manage stress.

10. Proper Utilization: A considerable level of critical care nurses feel that working as a critical care nurse as severe painful job, thus the pain to be reduced by proper diet, providing adequate break, that may help lessen the symptoms. During relaxation or downtime, spend time with friends and relatives.

11. Deal with your emotions: Critical care nurses are increasingly recognizing that work is squeezing them. They must find safe and constructive ways to express and share feelings of anger, sadness, joy and fear. Always don’t control your emotions have somebody to express it. Keep a stack of your favourite funny cartoons or collection of humorous stories or video tapes for times when you feel the need to laugh.

12. Tactic to induce sleep: Working irregular hours in a critical area creates a more tired and fatigue which requires an individual to adjust their mind and body to sleep. Here are some steps to have a great sleep and to increase the sleep length:

✓ Reach home after work and bathe
✓ Have a balanced diet, avoid caffeine heavy meal prior going to bed
✓ Inform neighbors, friends and family of your sleep pattern to minimize disturbances
✓ Request all family members to be as quiet as possible while you sleep
✓ Switch off your mobile or put it in silent mode
✓ Follow regular sleeping time
✓ Enter your room and keep your room dark with curtains
✓ Go to bed and relax by reading books/newspaper, watching television or hear music’s, brushing your hair etc to induce sleep
✓ Place “In sleep- Do Not Disturb” signs on your door
13. **Establish a sleep schedule:** The fact that employees with higher levels of interference are more likely to forgo sleep indicates that this is not an effective way to cope with this form of interference. A proper sleep schedule and length is highly important. A minimum sleep length of 6 to 8 hours is essential for the body to rest. Plan to sleep at a regular time and maintain this schedule consistently.

14. **Waking up:** A high number of critical care nurses reported that their average sleeping hours is 3 to 5 only after night shift and also find trouble awakening in morning. Early & relaxed sleep will reduce the muscle tension in legs and will awake you in regular time. Set alarms to remind your waking.

❖ **Ways to increase family satisfaction**

15. **Choose the right spouse:** Finding a partner who accepts your lifestyle is key. Thus the best selected person can keep you accountable and make sure you don’t overwork yourself into exhaustion.

16. **Interaction with spouse:** Women may be particularly likely to feel conflicted over their numerous responsibilities which allow strain from work to influence the marital relationships of critical care nurses with their men to a greater extent. Critical care nurses may actively engage in self-care of their relationship with their partner and sit for long talking and sharing with him and attuned to ways in which they feel their professional duties are intruding on their family lives.

17. **Volunteer:** Voluntarily help your children in reading, visit an elderly person at home or in hospital, clean-up of room, help neighbours in any activity or functions.

18. **Family Compatibility:** Maintaining good relationship with their family by adequately satisfying everyone is of prime important to every critical care nurses. Create a “home team”: a group of people you can rely on for various family needs which may arise.

19. **Get involved with spouse/family:** Being involved in things that really matter your spouse/family will provide a great feeling of marital/family satisfaction. No matter how big or small your efforts are it will undoubtedly construct better understanding. Listen respectfully and patiently to what each person in family says.
20. **Set expectations:** One of the best ways to ensure that people don’t make unreasonable demands on your time is to set expectations. At home, your family deserves to know how often they can expect you. But also explain what constitutes a “work emergency” that could pull you away from your family.

![Approaches to increase organization satisfaction](image)

21. **Get satisfied with your job:** The perception that the organizations also focus on competitive salaries may also contribute to employee commitment to job satisfaction.

- Employees should commensurate their dedication to their respective work.
- Maintain god relationship with others at work
- Maintain as much control over your job as you can.
- Don’t complain. Get involved in finding solutions to work related problems
- Create positive setting at work place

22. **Build self-esteem:** Frequently look at your good points by asking yourself “Do I give my best? Self-esteem is more than just seeing your good qualities. It is being able to see all your abilities and weaknesses and doing your best with what you are.

23. **Career Satisfaction:** Critical care nurses need to view their work as personally meaningful. The type of work that each nurse undertakes should attempt to provide skill variety, task identity, task significance, autonomy and feedback. Be open about the potential for a broader range, be creative and keep thinking about how to save and improve critical patients. Also critical care nurses must:

- Spotlight on effectiveness in handling critical cases rather than work load and length of work hours.
- Understand the noble profession of the life saving career.
- Identify and develop for career opportunities.
- Pursue education or training opportunities that will help you to transition into a desired role or area of nursing practice that might offer opportunities.
FAMILY MEMBERS/SPOUSE STRATEGIES

Critical care nurses family members and spouse should care and assist them to balance their work and family/personal responsibilities by minimizing their involvement in any family life domain.

 Revelation of strategies to reduce the prevalence of work family interference

1. Understand & appreciate: Understand and sensitize about the nature and importance of work being performed by their family member or spouse in critical care units. As far as possible do not trouble or burden them. Always recognize, appreciate the type and nature of valuable work done by them.

2. Family-work Interference: To avoid family interference to work family should:
   - Promoting good communication among the family members which will reduce the burden of the critical care nurses
   - Increase family/spouse support by taking care of children/dependents
   - Decrease their expectations for cleaning and other chores
   - Don’t compel the critical care nurses for any events at home. If unavoidable plan, intimate those events well in advance and help them
   - Make arrangements to drop and pickup of critical care nurses during night shift.
   - Give moral support by open communication.

 Guidelines to increase individual satisfaction

3. Promote physical Health: Provide an environment for the critical care nurses to exercise regularly. Even if they forget speak to them about the importance of regular exercise to them and encourage them. Provide healthy food which will give nutrition and strength them. Enforce proper eating habit and avoid skipping any meal.

4. Support for psychological Health: Dependent relatives requiring the attention pressurizes critical care nurses. Alternative arrangements for dependent care should be made. Managing long hours, complicated patients and personal obligations can add tension at home and work. Critical care nurse’s family members should not pressurize them about any aspects of home so that they can concentrate of their work completely. Sympathetic advice and counseling of elderly person at home will reduce their tension.
5. **Sleep encouragement by avoiding disturbances**: Encourage the critical care nurses to follow regular time for sleep. Family members must know their regular time and insist then to follow the same. Also;

- ✓ Provide proper diet before sleep
- ✓ Don’t disturb them while sleep
- ✓ Don’t make noise disturbance during the sleep time (like cooker whistle, TV)
- ✓ Avoid having neighbours, friend and relatives chat during the sleep time

❖ **Ways to increase family satisfaction**

6. **Spouse support (only if married)**: Women particularly feel conflicted over their numerous family and marital responsibilities. Strain from work influence the marital relationships of critical care nurses with their men to a greater extent. Thus partners of all critical care nurses must:

- ✓ Actively engage in self-care and don’t expect their spouse to do all house hold chores.
- ✓ Maintain good relationship with partner and sit for long talking and sharing with her and attuned to ways in which they feel their professional duties are intruding on their family lives.
- ✓ Be willing to compromise
- ✓ Try to stay calm and put emotions aside

7. **Partner’s adaptability**: The marital dissatisfaction will lead to divorce, depression which will increase the stress. So partners must avoid marital dissatisfaction by the partner’s adaptability which depends on the level of interaction, sexual satisfaction, better understanding and truthfulness to each other.

8. **Increase family support and satisfaction**: The family support predicts the family compatibility by being caring, expressive and emotionally stable which is normally been expected by any person from family.

9. **Be understanding Spouse**: Let your friend or family member know that you’re there if he or she needs a sympathetic ear, encouragement, or assistance. Remind your wife; the critical care nurse how much you care her and tell her that you’ll do whatever you can to help you wife to have a peaceful life which is also your life well being.
**Approaches to increase organization satisfaction**

10. **Encourage commitment:** Encourage critical care nurses to be committed to their work. The benefits given to employees should always not be demanded by the family. Don’t demand for more money from them.

11. **Career Satisfaction:** The family member and spouse should speak about the importance of balancing work and family activities positively, which in turn may affect their physical and psychological health and will damage career prospects.

   ✓ Persist upon the noble profession of nursing in a critical unit
   ✓ Spotlight the importance of the life saving career.

**HOSPITAL ADMINISTRATORS**

Several writers have argued that effective management of diverse human resources will provide a key differentiator for successful organizations. The adoption of a wide range of WLB strategies, to deal with a variety of employee needs and demands will have the potential for significant positive outcomes for the organization. The findings of this research show that there are strengths and some shortcomings in hospital management systems. Management can use these as a point of departure to plan the administrative processes for hospitals. To reduce work/life interference and to improve their life satisfaction, employers need to focus their efforts on the following sets of initiatives as:

**Revelation of strategies to reduce the prevalence of work family interference**

1. **Reduce work load:** Employers need to identify ways of reducing employee workloads. Special attention needs to be given in reducing the workloads of nurses working in critical care units. Determine how workloads can be made more reasonable by proper planning on priorities, training etc.

2. **Reduce work hours:** Long work hours may reduce the time available for sleep, health hazards, mental disability, incomplete recovery from work, may also increase exposure to workplace hazards and reduce time available for exercise or nutritious meals. Employers need to track the amount of time employees spend working paid and unpaid overtime. This type of data should improve long-term planning and priority setting of work hours for critical care nurses.
3. **Adequate staffing:** Nursing shortage is a major concern for nurse administrators. Shortage of staff gives other nurses the high work related pressure and they are not able to finish their work in time. Improved staffing of critical care nurses during peak hours will facilitate reduction in workloads, improvements in organizing shifts, and absence of nurses and work completion in time. Management must review staff requirements on a monthly basis and measure improvements in work life balance and successes. Accordingly employers must analyze workloads and hire more people in those areas where the organization is overly reliant on work complexity and workload.

4. **Workers participation:** Promoting worker participation through meetings, enabling them to contribute suggestions, ideas and opinions on the discussions about the issues concerning to them will pave the way for many problem by their expressions.

5. **Reduce load and time in night work:** It is found that the workloads on night shift are heavier than on day shift thus hospital administration should follow as below:

- The maximum length for night shifts should not exceed 8 hours
- Maximum of two consecutive night shifts
- Maximum 8 hours work per day (10 hours work per day in emergency/overtime)
- Maximum length of six consecutive 8-hour shifts

6. **Breaks:** Adequate and regular rest breaks and pauses are essential for critical care nurses. The number and length of breaks during a shift is based on the physiological need for food and fluids at regular intervals. It is recommended that breaks during shifts should at least include:

- One meal break of at least 30 minutes, plus two shorter breaks each 15 minutes, totaling at least 60 minutes on 8 hour dayshifts.
- One meal break of at least 45 minutes, plus three shorter breaks each 15 minutes, totaling at least 90 minutes on 8 hour nightshifts.

7. **Rest days:** Preferably shift systems can allow at least one day off for day shift and two full days off for night shift per week because night shift requires high vigilance leading to fatigue.

8. **Exchange of shifts:** The exchange of shifts for special reasons should be allowed, provided the change does not result in excessive work hours for any other employee.
Guidelines to increase individual satisfaction

9. Health assessments: Lifting, stooping, pushing, pulling were associated with health hazards of critical care. Also musculoskeletal disorders are found to be the major symptom relating to health issues of critical care nurses. Thus health assessments of employees may be useful for the evaluation of their complete health problems and immediate remedial measures are to be provided to the critical care nurse at the cost of the hospital in which they are employed in. Health assessments should only be carried out by duly informing and with participation of the critical care nurses:

- Conduct complete check up once in 3 months but not more than 6 month
- Frequent job rotation can be made to relax the monotonous type of work
- Provide support to prevent work-related injuries and diseases
- Provide counseling services about their health importance

10. Workplace safe standards: It is the responsibility of hospitals for providing a safe working environment. Improve management practices to provide greater protection for staff against infectious diseases and increased access to security officers for staff at night and staff dealing with difficult, violent and abusive patients or members of the public. Safety technology must be installed (e.g. alarm systems, cameras) to enhance workplace security of nurses at critical care units.

11. Stress reduction/relaxations: Employers cannot control employees stress but can help in reducing. Majority critical care nurses alleged that the main source of stress is at the work place. Organization must provide proper diet, adequate break that may help lessen the symptoms of stress. Also yoga, exercise facility can be provided at the cost of the hospital.

12. Training: Many respondents say that they are ‘feeling tensed’ due to anxiety & depression in critical care related works. Organizations must provide training to:

- Improve practical skills for reducing stress
- Improve relation and working with patients.
- To cope with situations experienced such as death and terminally ill patients.
- Recognize and react to threats and violent situations
13. **Counseling:** Another stress aroused because of lack of cooperation between nurses and ‘not able to finish their work in time’. Critical care nurses to be counseled about the importance of interpersonal relation, healthy communication, cooperation, relaxation techniques, managing time & priorities, being flexible & supportive of others, seeking advice and developing social contacts both at home and at work.

14. **Transport facilities:** Extra care is required if critical care nurse are driving, either at work or on the way home. A huge percentage of 59.4% of the respondents said sometimes they worry about work while travelling, so it is dangerous to drive while fatigued or feeling drowsy. Where practicable, the employer should arrange transport to and from work.

15. **Eating Patterns:** A high percentage of critical care nurses report that they have ‘tiredness’ while shift working. Easy access to nutritious food is often difficult for shift workers. Every employer has the responsibility to ensure that meals are available to their shift workers because of unusual eating time. Use dietary aids and healthy menu to reduce their tired and fatigue.

16. **Napping:** Organization should provide facility, policy and provisions for napping. Short naps may be helpful during night shifts, where a feasible facility called ‘Napping room” can be provided for sleep breaks/napping on a rotation for nurses working in critical care nurses to increase their alertness and to avoid their doziness due to the awake during the normal sleep hours.

![Ways to increase family satisfaction](image)

17. **Promote marital satisfaction:** Women may be particularly likely to feel conflicted over their numerous responsibilities, while men’s work and family roles seem to be more consistent. This may allow strain from work to influence the marital relationships of critical care nurses with their men to a greater extent.
   ✓ Counsel on the importance of family relationship
   ✓ Provide adequate knowledge on sexual relationship

18. **Promote family satisfaction:** Researches show that if critical care nurses have family disputes may have its impact on their performance. Encourage your staff to be loveable, openly communicative to have a stable family. Special family programs/ get together can be arranged for in-laws, parents, to provide better social support.
19. Childcare and eldercare arrangements: Dependents care is a stressful work for every critical care workers. Hospitals must provide assistance in this regard by:

- Improving availability and access to more flexible on-site and off-site childcare facilities and day care programs at minimal cost or at no cost
- Assisting employees to find suitable eldercare residential
- On site/near site childcare programs during school vacation
- Accommodation of emergency care of ill dependents
- Also offering child and elder care referral services

Approaches to increase organization satisfaction

20. Autonomy in work scheduling: The cost associated with critical care nurses leaving is high. Critical care nurses are more likely to be more committed to the organization when they are provided a proportionate amount of job autonomy and equitable workloads. There should also be mutual accountability that employees need to meet job demands but organizations should be flexible with respect to how work is arranged. It is very difficult to implement flexible work arrangements in organizations where the focus on presence rather than performance. The following recommendations in this are:

- Right to say “no” to overtime work when it is not possible
- Provide a limited number of days of paid leave per year for child care, elder care or personal problems.
- Offer appropriate support for their employees who work rotating shifts.
- Afford long break in service for personal grounds like elder care, feeding child etc and provide them re-employment after the break.

21. Adequate Pay: Employers should note that the pay scales do not incorporate enrichment for working unsocial hours or for those nurses employed in the critical care units. The organizations focusing on competitive salaries contribute to employee commitment toward job satisfaction. The lowest levels of satisfaction were shown for pay level thus change their reward structures and tangibly reward and recognize overtime work. The benefits given to employees should commensurate their dedication to their respective work. It is suggested to the hospitals to:
Revise the pay scale competitively
Provide loan with less or no interest
Enlighten the employees on how their salaries are determined
Bonus or incentive schemes can be provided to nurses in night work

22. **Meaningful Career:** Critical care nurses need to view their work as personally meaningful. The type of work that each nurse undertakes should attempt to provide skill variety, task identity, task significance, autonomy and feedback which will help to be creative and keep thinking about how to save and improve critical patients. Thus management should:

- Spotlight on effectiveness in handling critical cases rather than work load and length of work hours
- Persist upon the noble profession of nursing in a critical unit and the importance of the life saving career
- Nursing superindents should speak about the importance of balancing work and family activities positively, which otherwise may affect their physical and psychological health and will damage career prospects
- Try developing clear guidelines of career opportunities

23. **Flexibility with leave arrangements:** Organization must provide provision for availing their eligible leave and provide flexibility to suit their emergencies as:

- Offer the ability to take accrue leave entitlements and leave facility like bereavement leave and paid maternity leave
- Ability to request and take leave for long period (more than a year) without pay following parental leave and annual leave, or if a family member is seriously ill or injured and in need of care as an alternative to resignation to maintain retention.
- Improve access to more flexible leave arrangements including earned leave, leave without pay leave in case of emergencies etc.

24. **Home telecommuting:** Ensure all employees are able to receive telephone calls or messages from family members at work during breaks and other time in emergencies, have suitable contact arrangements to receive messages and access to a telephone to contact with their family during working hours, particularly for emergencies.
Eye opening methods of coping/intervention strategies

25. **Week end trips:** Organization should arrange for some frequent short trips at least once in 3 months to some places as preferred by the critical care nurses away from the work place to relax them.

26. **Environment modification:** Provide appropriate physical working conditions and materials to perform their work. Many critical care nurses require proper lighting modification that can enhance good working.

27. **Counseling/ Nurse Development program (NDP) & Grievance handling:** Nursing staff should be provided with some guidelines, physical and psychological support to the nursing staff with regard to management of family and work place. A committee consisting of senior nursing staff and medical doctors should provide counseling and guidance to the nursing staff, particularly the critical care nursing staff:
   - Make critical care nurses aware of grievance procedures and train nursing managers to handle grievances
   - Orientation for new staff to know their previous experience in critical care and gain knowledge of the employing organization’s critical care facility
   - Mentors or facilitators should be appointed for nursing staff within critical care, ensuring their continued development and support
   - Guidance to employees on their family issues

28. **Pre-exit interviews:** Pre-exit interviews will find the reason for quit and their difficulties in balancing work and family responsibilities. Alternative and suitable working arrangements should be offered to assist employee to remain in the same hospital with a better work life balance.

29. **Organizational Policies:** The hospitals human resource should create ‘Work Family Policy” with regard to work life balance, counseling, autonomy, shift work and guidance and other relevant aspects which create a positive and healthy work environment which will benefit all the stake holders of the hospital.
CONCLUSION

This chapter includes conclusion based upon the findings of the study. The research findings have given an understanding of critical care nursing staff demographic profile, their home & work characteristics, outcomes of work/family interference, coping strategies, and life satisfaction provided by their current work situation with to regard work life balance, health, psychology, sleep disorder and marital, family, job & career satisfaction. Studies disclose that the major segment of the workforce women is struggling to balance these two most important forces in their lives. Many successful critical care nurses worry about being good wives, mothers, sister, daughters and daughters-in-law. This research makes a modest attempt to put in perspective issues concerning what happens when women dedicate themselves to their critical care work and the impact of work on their personal, familial and social life. The focus of this study is women in the critical care nursing professions. This topic has gained significance attempts to examine the strategies adopted by women professionals for achieving work-life balance to lead a satisfied life.

Work-life balance and life satisfaction refers to a person's effort to be effective and satisfied in her work life and in family life, as well. It is about effectively managing the juggling act between work and home. The topic of work/life balance connotes that work should not completely crowd out the other things that matter to people like time with family, voluntary work, personal development, leisure, recreation etc. which will give more satisfied life. Life encompasses the work life and family life which are the two eyes of everybody not exceptionally critical care nurses.

The perceptions of women professionals of their dual role were examined, with an assessment through personal family and work domain variables. The data conclude that 84.7% of the respondents work more than 8 hours in a day which have high level of hindrance towards home duties. The data reveal that lack of time is the greatest problem for women professionals in their dual role performance and find less time in spending time with family. Work life balance is based on the assumption that these are two individual and clearly separated spheres, the interplay which significantly affects the satisfaction of life. Therefore solution is to try and reduce the interference in both domains.
The implications of the findings of this study lead to a broad conclusion in relation to the outcomes of work family interference among women critical care nurses. It is seen that the main problems emanate from the combination of family and work among women professionals. Further, comparison between the levels of work to family interference and family to work interference reveal that though interference is pervasive in both the domains, the work domain is a slightly greater source of conflict than the family domain. Musculoskeletal disorder, headache, tension and muscle tension in leg is found as the major problem critical care nurse. The findings also indicate the positive association between family and spouse support in enhancing the level of job involvement. Even with a spouse and family to support them, the conflicts between work and family do not resolve. More often than not, this drains the women both emotionally and physically.

Most employees show high levels (52.2%) of job satisfaction with their autonomy flexibility in working scheduling. Work life balance and career satisfaction are having positive relationship, 86% of the respondents have career satisfaction about the quality of care which they provide in job. If critical care nurses are having the good work life balance, they are more satisfied with their job & organization. Hence, organization should treat that their employees in a good manner. Organization actively seek to improve employee morale, commitment as well as aiming at reduced source of stress both at work and home through work life balance policies. Work/life balance programs have been demonstrated to have an impact on employees in terms of retention/turnover, commitment, individual satisfaction, job & career satisfaction. The study shows that apart from pay and a secure tenure, the basic need i.e. autonomy at work place to be improved.

Work life balance does not mean an equal balance between the two roles, either. Individual work life balance will also vary over time. The right balance when one is single will be different when one is married; when one has children; when one is ageing retirement. There is no perfect, one-size fit, for work-life balance. Nevertheless, it still remains difficult for researchers to separate the boundaries between work and home. The term work life balance is based on the assumption that two clearly separated spheres interplay which significantly affects the satisfaction of life. Therefore the solution is to endeavor and satisfactorily conceptualize both domains.
The feedback and suggestions from this survey will also help the hospital to continue to improve on the way it manages the critical care nurses and their work environment issues. The importance of an employee to critical care unit should be fully incorporated in the budgeting, planning, corporate strategies and;

- Develop an overall understanding of who the employees are to the organization;
- Highlight the importance and methods of determining employees’ needs;
- Improve management of human resources such as feedback monitoring;
- Instill positive attitudes and beliefs among critical care nurses towards management.

Hence it is concluded that interference between work and family is accomplished when the critical care nurses resort to several strategies to meet the demands of family and on work leaving domestic chores, regular exercise, being adaptable, dependent care to paid help, compromise on social activities & hobbies are the almost widespread coping strategies reported by the critical care nurses. Thus, realizing the current significance of the issue of work life balance, this study reveal that they are unwilling to relinquish either of their roles, instead, for a viable functioning critical care nurses resort to coping strategies which are nothing but adjustments that safeguard the interests of the family while enabling their participation in workforce. Organizations must also assist employees to learn how to achieve and maintain suitable work-life balance. Hence it is argued that work life balance hinges on what makes life meaningful satisfied and worthwhile.

Based on the research findings there could be number researches can be carried out. The possible areas for future research in this area are needed to clarify; the needs of experienced critical care nurse’s in varying clinical settings, different gender, in different shifts, and the representativeness of the data in larger area and larger numbers of nurses. Research on work life balance can be carried out for other healthcare providers like nurses, doctors, technical staff and housekeeping staff. The work family interference over performance levels of critical care nurses, quality of work environment and patient satisfaction could also be studied. Comparative research on work life balance of nurses in public and private hospitals could be taken up. Area of the same research can even be made for the state or for the country.