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IMPACT OF DEMOGRAPHICS IN WORK-LIFE CONFLICT AND QUALITY OF LIFE ASSESSMENTS

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Abstract

The object of the research is to evaluate the association among the demographic factors with that of the predicting. Data were obtained from 430 laborers employed in leather firms in Vellore. Data analysis tools such as Cronbach's alpha and one way ANOVA are used for data analysis. Demographic factors like age group, gender and experience are significantly associated withall the study factors, while the job description and monthly income are connected with part of the study factors. Suggestions such as enhanced monetary& non-monetarybenefits, proper awareness about benefits available to the workers, diversified working hours and schedule and through the appropriate refreshment facilities, the employees would result in better work-life balance, and in turn, reduces the work-life conflict with a rise in the life quality.

Keywords: Demographics, Work-life conflict, Quality of Life.

Rationality of the Study

The health of the workers plays a stronger role in determining their quality of life. In a common research perspective, the concept of quality of life in this area describes the health-related quality of life of the workers employed. That is, the workers employed in every industry are exposed to workplace injuries that could be controlled and curbed, but such hazardous caused to the leather industry employees were inevitable. But, it could not be highlighted that occupational hazardous is the predicting construct of the health-related quality of life. It is because, health is one of the features of the quality of life concept and it is extended to the wide coverage of the sub-variables like the mental happiness, health of the family members and alike. So, in addition to the occupational hazardous, the various factors such as the responsibilities on the job and the stress associated while performing such jobs, work environment, the health conditions of the workers as well as that of their family members and job insecurity could be studied in order to have a better understanding towards the quality of life of the leather industry workers.

As there are many studies have been already conducted on the quality of life such as those done by Jan L. Wallander., et al., (2009); focusing on the body weight and the quality of life among children, while Lori, M.B. Laffel., et al., (2003) examined the relationships among the quality of life and conflict among Type 1 diabetes on the youths and many more. Since, all these studies are focused on the health-related quality of life of the working individuals leaving other dimensions of life quality behind. So, there is a need for assessing all the dimensions of

the quality of life. But, this quality of life is also examined by researchers like Dong-Sheng Tzeng., et al., (2009); M. Prema & S. Suresh (2017); many more. But, they all failed to establish the connection amid influencers & life quality. While, on the other hand, such a relationship is also investigated by the researchers namely Francisca Aline Arrais Sampaio Santos., et al., (2016). These mentioned authors failed to interrogate the relationship between the demographic and socio-economic outline of the workers with the conflict and life quality. So, to ensure to fulfill this gap in the research work, the authors like Karimollah Hajian-Tilaki., et al., (2017); Egle Kazaluskiene., et al., (2014) and many more. On the other hand, the relationship between the demographics and the work-family conflictis studied by investigators like Ajibola Abdulrahamon Ishola., et al., (2018); Kwasi Dartey-Baah and many more. But there is a gap in these research works stating that the relationship among the demographics, socio-economic profile, profession, and occupational life conflict & life quality altogether in a single study. Secondly, there are no studies with this theme have been done among the leather industry workers. Henceforth to achieve this gap in the research, the present study has been undertaken.

The main objective is to identify association amid the demographics of the leather industry workers with the constructs such as predictors of work-life conflict and quality of life, work-life conflict and quality of life. In this study, the personal factors includes age, gender, occupation/ job description, years of work experience and monthly income, predicting constructs consists of job responsibilities & work pressure (JR&WP), work atmosphere & occupational hazardous (WA&OH), employees' health and that of their family members (EH&FM) and job insecurity (JI) and the resulting factors like work to family conflict (WFC), family to work conflict (FWC), quality of work-life (QWL) and quality of non work-life (QNWL).

Among the demographic factors considered for the study, firstly considering the age of the workers, it has a negative affiliation with that of the work-family conflict (G. Thrasher., et al., 2016). While some studies have shown that there is a positive relationship between the age and the work-family conflict (Kwasi Dartey-Baah, 2015). Considering occupation to family encounters, it also consists of an inverse connection with the age of the workers (Ann Huffman., et al., 2013). It has been identified that age has a significant connection with professional life quality (Shoeb Ahmad, 2017; Alireza Bolhari., et al., 2011). As there are no studies been done earlier in the context of the age and occupational life quality, so, a need to study this relationship emerges. Since, these findings are subject to change, from every study and to measure this relationship among the leather industry workers, the relationship between them has been examined through the following hypothesis.

H₀¹: Based upon the research gap identified above, it has been discovered that there is no significant difference among the age group, predictors and resulting constructs of the study. Considering the next demographic factor of the study, it is the gender of the workers and such gender has a significant relationship with that of the work-life conflict (work-family conflict) (Cinamon, R.G. & Rich, Y., 2002). On the other hand, gender is significantly related to family interference with the work (Antonia Calvo-Salguero., *et al.*, 2012). Such gender is significantly connected with the quality of work-life (Schoepke., J. *et al.*, 2004; Lad, N.N. 2016; Kara, D., 2012). Similar, to the age of the workers, there are no studies been done with a view of analyzing the association amidst gender of the workers and the non occupational life quality

and for measuring such relationship, the following hypothesis has been identified in the present study.

 H_0^2 : To provide a systematic investigation of this study, non-existence of significant association amid gender, influencing factors and the resulting constructs.

The next socio-economic factor taken up for the study is the occupation/job description of the working individuals. Through the extensive review of the earlier studies, it has been identified that there is an absence of studies with the object of measuring the relationship among the occupation/ job description, occupation to family clash, family to professional encounter, occupational life quality, and non-professional life quality. So, there is a need to fulfill this potential gap in the research and for this purpose, the following hypothesis has been framed.

 H_0^3 : No significant association has been identified amongst occupation with that of the predictors and the resulting variables.

Work experience is the next socio-economic profile considered for the study. Such professional experience has a stronger and a momentous affiliation with that of the profession and family life clash (Joseph, J. & Sebastin, D.J., 2017). Years of job-related experience possess a momentous relationship with occupational life quality (Igabaria., M., *et al.*, 1994). To be specific, since no studies are assessing the relationship among the experience and with that of the family life to occupational clash and non-professional life quality& to measure the same among the work experience,the four different organizational and family-related factors among the leather industry employees, the following hypothesis is formed.

 H_0^4 : Work experience has no significant connection over the work experience with that of the stimulators and the resultant factors.

Monthly Income is the next socio-economic factor of this research. Higher-income of workers lower would be occupation-related family life clash & vice versa (Omar. M.K., *et al.*, 2016). Karthik Namasivayam & Daniel J. Mount (2004) stated that low-income groups experience more levels of the family to work conflicts. The incomes of working individuals possess a noteworthy connection over occupational life quality (Arthy, M. & Nandhini. M., 2016). It has been discovered that studies are absent concerning the income and the quality of non-work life and to measure this relationship in the present research more systematically, the following hypothesis has been designed.

H₀⁵: Monthly income consists of an absence of significant association with that of the predicting and the resulting constructs.

Methods

Sample Setting

The workers employed in the leather industries are taken as the sample setting for the study. Leather industry employees are taken up as the sample setting mainly due to the existence of extreme levels of occupational hazardous existing in such organizations (Yogaraj, A.G. & Ravi, R., 2017; Rastogi, S.K., *et al.*, 2008). As all these studies hereby cited are focused only on the occupational health of the workers, they failed to investigate about the allied factors and its' impact on the work life conflict and quality of life among leather industry workers. So, there is a need to examine the same and for this purpose the present study adopted leather industry workers as the samples.

Sample region

Vellore is considered as the sample region for the study due to the presence of the cluster of leather industries in and around the district. Because of the existence of such a plentiful number of industries, the city alone contributes to about more than 37% of the exports of the Indian leather industries (Indian Census, 2011). The city has been adopted in the Smart Cities Mission project by the Government of India (GOI) and as a result, it has been gained special attention from the Central government (Retrieved from https://india.uitp.org/list-smart-cities-india).

Techniques and eligibility criteria adopted for the sample selection

A simple random sampling technique is adopted for the gathering of data. Data is gathered among 430 leather industry workers employed in various leather-based firms in Vellore. Data has been gathered from those respondents who are aged between 20 and 60 years of age, those who are married and having a minimum of one dependent child.

Tools used

Collected data are subjected to the reliability analysis to identify the correctness and reliability of instrument and one way ANOVA was used to analyze the relationship between the demographic factors and the study constructs.

Constructs took up for research

The variablestaken up for the research work &connection existsamid them in an easier and precise manner. In the present study, the demographics factors such as age group, gender, occupation/ job description, years of work experience, monthly income and working hours in a day are included. The predictingvariables that were considered for this research work contain the constructs like job responsibilities & work pressure (JR&WP), work atmosphere & occupational hazardous (WA&OH), Employees' health and that of their family members (EH&FM) and job insecurity. The resulting factors include occupational and family clash, family to occupation encounter, professional life quality, and non-occupational life quality.

Results

Table 1: Cronbach's Alpha Scale of Reliability and Validity

Study factors	Cronbach's Alpha Scale of Reliability
Job responsibilities & work pressure	.862
Work atmosphere & occupational hazardous	.852
Employees' health & that of their family members	.845
Job insecurity	.860
Work-family conflict	.850
Family work conflict	.847
Quality of work-life	.861
Quality of nonwork life	.849

Source: Primary data

Table 1 shows the alpha reliability scale for study factors. Predicting factors such as job responsibilities & work pressure has over .862 coefficients, work atmosphere & occupational

hazardous possess .852 coefficients, employees' health and that of their family members has over .845 coefficients and job insecurity has over .860 coefficients. The resulting factors include work-family conflict has over .850 coefficients, while family work conflict has .847 coefficients, occupational life quality has .861 coefficients and non-occupational life quality possess .849 coefficients. Since all the Cronbach's alpha values are above 0.7 which is an acceptable scale of reliability, the questionnaire is considered to be highly reliable and valid.

Table 2: Frequency distribution and simple percentage analysis of the demographic profile among 430 respondents

Demographic Factors	Frequency	Percentage
Age of the workers		
21 – 25 years	90	20.9%
26 – 30 years	107	24.9%
31 – 35 years	68	15.8%
36 – 40 years	84	19.5%
41 – 45 years	29	6.7%
46 – 50 years	29	6.7%
51 – 55 years	19	4.4%
56 – 60 years	4	0.9%
Total	430	100.00%
Gender		
Male	237	55.1%
Female	193	44.9%
Total	430	100.00%
Job description		
Office Employees	97	22.6%
Factory Employees	1	
Stitching operator	10	2.3%
Operators	34	7.9%
Pasting	16	3.7%
Helper	108	25.1%
Attaching	5	1.2%
Others	47	10.9%
Replacement	1	0.2%
Brushing	9	2.1%
Rubbing	6	1.4%
Posting	1	0.2%
Checking	10	2.3%
Line Supervisor	50	11.6%
Quality Incharge	8	1.9%
Fotching Operator	1	0.2%
Folding	2	0.5%
Skewing	5	1.2%

Fusing		2	0.5%
Novving (fantail)		2	0.5%
Store Keeping		4	0.9%
Dyeing		4	0.9%
Leather asalter		1	0.2%
Packing runner		2	0.5%
Production manager		4	0.9%
Assorter		1	0.2%
Part time worker		1	0.2%
	Total	430	100.00%
Experience			
Upto 1 year		22	5.1%
Above 1-3 years		96	22.3%
Above 3-5 years		74	17.2%
Above 5-8 years		99	23.0%
Above 8-10 years		70	16.3%
Above 10-13 years		32	7.4%
Above 13-15 years		14	3.3%
Above 15 years		23	5.3%
	Total	430	100.00%
Monthly Income			
Upto Rs. 5,000 per month		20	4.7%
Rs. 5,001 – Rs. 10,000 per month		348	80.9%
Rs. 10,001 – Rs. 15,000 per month		37	8.6%
Rs. 15,001 – Rs. 20,000 per month		19	4.4%
Rs. 20,001 – Rs. 25,000 per month		5	1.2%
Above Rs. 25,000 per month		1	0.2%
	Total	430	100.00%

Source: Primary data

Above table projects frequencies of demographic featuresamong 430 respondents. Considering the age of the workers, 90 workers are aged between 21-25 years of age, 107 employees are amid 26-30 years, 68 workers were 31-35 years old and 84 working individuals are aged 36-40 years. While the 29 interviewees are aged 41-45 years, 29 respondents are aged 46-50 years, 19 workers are aged 51-55 years and the remaining workers i.e., 4 are aged 56-60 years. Genders of the employees were considered, 237 employees were male and the remaining 193 employees are female.

Considering the job description of the workers, 97 workers are office employees, taking into account, the factory employees, 10 workers are stitching operators, 34 professionals are operators, 16 working individuals are working the pasting job, 108 respondents are helpers, 5 workers are attaching and 47 professionals are doing another type of works. 1 employee is doing replacement work, 9 employees are doing brushing related work, 6 workers are operating

rubbing operations, 1 is doing posting type of job and 10 workers are doing the checking. 50 workers are operating as line supervisors, 8 professionals are employed as quality in charge, 1 employee is performing the job as fotching operator, 2 workers are doing folding type of job and 5 professionals are doing their skewing type of work. 2 employees are into fusing type of profession, 2 workers are doing Novving (fantail) type of job, 4 are performing storekeeping related work, and another 4 workers are operating as dyeing related work. 1 employee is working as a leather asalter, 2 workers are employed as packing runners, 4 are working as production managers, 1 employee is working as assorter and the rest of 1 worker is working as a part-time employee in the organization.

Experience of the employees is considered, 22 employees were having up to 1-year experience each, 96 employees are above 1-3 years experienced, 74 workers are working for above 3-5 years and 99 workers reported that they are experienced above 5-8 years. 70 employees are working for above 8-10 years, 32 professionals are experienced above 10-13 years, 14 workers are experienced above 13-15 years and the remaining 23 workers were having above 15 years of experience each. Taking monthly income of the professionals, 20 employees were earning up to Rs.5, 000 per month, 348 respondents were earning a monthly income of Rs.5, 001-Rs.10, 000 per month and 37 employees were receiving the wages amounting from Rs.10, 001-Rs.15, 000 per month. 19 respondents were earning wages from Rs.15,001-Rs.20,000 in a month, 5 workers are earning salaries from Rs.20,001-Rs.25,000 in a month and the remaining 1 worker reported that they are earning income above Rs.25,000 in a month.

Table 3: One-way ANOVA for the significant relationship among the demographics and study factors

Study factors	Age group		Gender		Job		Experience		Monthly	
					description				Income	
	F	P	F	P	F	P	F	P	F	P
Jobload	3.27	.000*	3.39	.000*	1.47	.066	1.98	.044*	1.26	.178
responsibilitie	6	*	9	*	9		8		7	
s & work										
pressure										
(JR&WP)										
Work	2.85	.000*	8.03	.000*	1.57	.040*	4.23	.000*	1.43	.085
atmosphere &	2	*	6	*	7		8	*	0	
occupational										
hazardous										
(WA&OH)										
Employees'	4.22	.000*	8.01	.000*	.738	.813	4.09	.000*	.876	.636
health and	0	*	2	*			2	*		
that of their										
family										

members (EH&FM)										
Job Insecurity	4.19	.000*	7.82	.000*	1.19	.242	4.04	.000*	1.43	.082
(JI)	6	*	5	*	1		5	*	5	
Work-family	3.13	.000*	5.25	.000*	5.37	.000*	2.85	.000*	1.24	.250
conflict	2	*	5	*	3	*	3	*	8	
(WFC)										
Family-work	3.31	.000*	5.37	.000*	1.13	.275	2.85	.000*	1.24	.150
conflict	1	*	3	*	1		3	*	8	
(FWC)										
Quality of	3.37	.000*	4.28	.000*	.867	.703	2.95	.000*	1.65	.010*
work life	2	*	1	*			6	*	1	*
(QWL)										
Quality of non	3.05	.000*	7.03	.000*	1.60		2.43	.000*	.855	.716
work life	8	*	7	*	3	.016*	4	*		
(QNWL)										

Source: Primary data

Note: 1. ** denotes significant at 1% level.

2. * denotes significant at 5% level.

The above table 3 describes the one way ANOVA for the significant relationship among the demographics and the study factors. Through the above table, it has been clearly understood that the p values of the study factors with that of the demographic features of the workers such as their age group and gender are .000 each which is less than .01, the hypothesis H_0^1 and H_0^2 are rejected. Henceforth, it could be inferred that there is a high level of the significant relationship among the age group, gender and the study factors at 1% significance. Whereas considering the relationship between the job description and the study constructs, it could be stated that the hypothesis H_0^3 could be partially accepted. It is because, the job description is highly significant with work to family conflict (p<.01), while it is significantly connected with the factors such as work atmosphere & occupational hazardous and quality of non work-life (p<0.5) and at the same time, it has also been identified that job description has no significant association with the study variables like job load responsibilities & work pressure (JR&WP), employees' health and that of their family members, job insecurity, family-work conflict and quality of work-life (p≠< or =05). So, it could be highlighted that there is a significant relationship among the job description and the factors such as work-family conflict (WFC), work atmosphere & occupational hazardous (WA&OH) and quality of non-work life (QNWL).

As far as the relationship between the experience of the workers as well as that of the study factors is considered, it could be better inferred that the ${\rm H_0}^4$ is accepted with a slight change over their degree/ level of influence with that of the study constructs. Experience is significant with that of the job load responsibilities & work pressure (JR&WP) (p<0.5), while it is highly significant with all other study factors (p<0.1). Henceforth, it could be inferred that there is a significant relationship among the experience with that of the study factors. Lastly, on the basis of the relationship among the monthly income and the study factors, it could be

concluded that part of the hypothesis H_0^5 is accepted i.e., it is highly significant with the quality of work-life (QWL) (p<0.1) and not having any significant relationship with other factors (p \neq < or =05). Therefore, it could be concluded that there is a significant difference between the monthly income and the quality of work life.

Discussions

The study found, all demographic factors namely age, gender and experience are significantly connected with factors like work family conflict, familywork conflict, quality of work life and quality of non work life. While, the rest of the demographic factors like job description are not significantly allied with the factors such as family to work conflict and quality of work life and the constructs such as monthly income is not significantly associated with the factors such as work to family conflict, family to work conflict and quality of non work life. The results of such findings are presented below as follows.

For the work-family conflict variables, among the socio-economic factors, occupation and working hours are significantly related to such work-family conflict, while on the other hand, the constructs namely monthly salary levels and sector of employment were not appreciablyconnected with professional life to family encounter. For the family life to professional life clash factor, occupation, monthly income, and sector of employment are not significantly related to the family-work conflict, while working hours are significantly associated with the family life to professional encounter. Regarding the professional life quality, the occupation of employeeswas not significantly allied with occupational life quality, while the factors namely monthly income, sector of employment and working hours are significantly connected with the quality of work life. Considering the quality of nonwork life, occupation of the workers is significantly related to the nonoccupational life quality & the rest of factors namely monthly income, sector of employment and working hours are not significantly associated with the quality of nonwork life.

From the above findings, among the rest of the socio-economic factors, working hours is significantly related to the three of the organizational & family-related factors namely professional and family encounter, family to occupational clash and occupational life quality, while factors namely occupation of the workers and their monthly income are significantly related to two factors each i.e., occupation is significantly associated with the occupational life and professional life encounter &non occupational life quality and monthly income is significantly allied with the professional and family life conflict&occupational life quality of the workers. Lastly, the sector of employment is significantly allied with only one factor i.e., the nonprofessional life quality among working individuals.

Through the above-mentioned findings of the study, it is very clear that the education of the workers and the sector of the employment have no significant association or even minimum association with that of all the factors. As a result, it could be inferred that the absence of basic educational qualification and the sector in which the employees are employed paves way for the conflict and in turn on the reduced quality of life. In this study, the majority of the workers are studied only up to their high school level i.e., between $6^{th} - 10^{th}$ standard (186 in number) and out of the total sample size of 430, 417 respondents are working in private sector. This plays a major in the determination of their conflict levels and their quality of life.

Workers reported that due to the absence of requisite and essential knowledge concerning their job and work-related benefits, there are suffering from conflict and poor life quality. It is the duty and the responsibility of the organization to pay the necessary financial and make them available their non-financial benefits such as wages, salaries on time, and provident fund to the employees, gratuity, insurance, bonus and incentives such as medical allowances, health allowances and many more. The government must be vigilant and through periodic inspections to the leather industries should ensure that the employees are being paid with necessary financial and non-financial benefits and all other employee welfare measures are being done by the organization as stipulated by the Indian laws framed by our constitution.

On the other hand, since the employees are working in the private sector, apart from the irregular shift related works, the workers have to work beyond the normal working schedule as stipulated by law. Such extended work schedule may be due to the reasons such as the completion of the work in time during the business exigencies and certain workers reported that they prefer to do overtime on the job mainly for the overtime allowances. Due to the more working time, the workers could not able to concentrate on their family demands and the absence of proper professional and occupational life equilibrium of employees ends up on improved levels of work-life conflict. During some times, with the object of completing the urgent tasks in time, the employees would work harder and faster. Lack of concentration due to the urgency and the panic over the completion of work in time makes the workers have a lack of concentration overwork and the absence of such concentration while working on the dangerous machinery and chemicals would cause harmfulness to the workers. So, it is the duty and the responsibility of the organization to ensure and enable the workers to work freely without any pressure, in a moderate manner, with the better concentration through providing 8 hours shifts and during emergency business times, helps the employees to work freely with refreshment without any panic and fear. By doing so, the employees would have improved work-life balance and as a result, there would be reduced conflict level and improved quality of life.

Implications

This study would be helpful for the government, NGOs, policymakers and other stakeholders to obtain a clear view about the quality of life level of the leather industry workers. Through the results of this study, the above-mentioned stakeholders could easily focus on building necessary measures to improve such respondents' quality of life.

Limitations of the study

Since, the study has been done on the leather industry workers who are married, within the age of the 20 to 60 years of age and those with a minimum of one dependent child as the respondents and employed in the leather firms in and around Vellore, Tamil Nadu with the three demographic constructs, seven socio-economic factors and four variables such as occupation to family clash, family life to profession encounter, occupational life quality and non occupational life quality. Hence, if the eligibility criteria for selection of factors are relaxed with the extension in the study region along with the change either in the form of extending or contradicting the demographic, socio-economic and the resulting factors, and there are probabilities of obtaining varied results from this study.

Scope for further research

As current research deals only with the leather industries in the Vellore district of Tamil Nadu state alone. The study should be extended to the whole of Tamil Nadu and other states of India such as Andhra Pradesh, Telengana, Kerala, Karnataka and the Union Territory of Puducherry. Since all these states almost have the same type of culture with the workers of the neighboring states being easily migrated and mingled with the work, it becomes easier if the sample region is extended to the entire Southern part of the Indian Sub-continent. By, doing so, the work-life conflict and life quality scenario amongst entire employees working in leather firms of South India could be easily ascertained.

Conclusions

Through the improved monetary and non-monetary remuneration, proper knowledge about benefits available to the workers, diversified working hours and schedule and through the appropriate refreshment facilities, the employees would easily concentrate on their work and as well as they could easily fulfill their family demands. Through the better balance between the work and the professional lives, the work-life conflict among the working individuals would be reduced and as a result, the quality of lives of the workers upsurges automatically. Through these steps, happiness exists among the workers and they would concentrate on their work more i.e., the employees' performance on the job improves and as a result, the organizational productivity hikes up. So, it ultimately paves the way for better economic growth.

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