Role Conflict, Work Load And Work Life Balance Faced by Women Teachers in Higher Education

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ABSTRACT

Higher education Study beyond the level of secondary education. Institutions of higher education include not only colleges and universities but also professional schools in such fields as law, theology, medicine, business, music, and art. Teachers in higher education institutions has face so many problems. Therefore, the purpose of this study is to find out how Role conflict, Work load and Work life balance affects the performance of teachers in higher education. Four criteria, including performance of teachers in higher education, Role conflict, Work load, Work life balance were ultimately extracted after analysis using SPSS on the data gathered from 100 respondents. The study further tested the correlation between the variables identified, followed by a regression analysis to find the relationship between Role conflict, Work load, Work life balance and performance of teachers in higher education. It is important to note from the findings that definitely contribute to the benefits of performance of a professional teacher in higher educational institutions. From the analysis work life balance have the most significant relationship with performance of teachers in higher education institutions.

I. INTRODUCTION

After completing secondary education, there is an optional last stage of formal learning known as higher education, also known as post-secondary education, third-level education, or tertiary education. These include Universities, Colleges, and Polytechnics that grant official degrees to students who have already completed high school or secondary school. Higher education is tertiary instruction that results in the award of a degree. After completingsecondary education, there is an optional last stage of formal learning known as higher education, also known as post-secondary education, third-level education, or tertiary education. Aside from the United States and China, India has the third-largest publicly supported higher education system in the world. The University Grants Commission is the principal governing organisation at the tertiary level. It sets standards, offers advice to the government, and facilitates communication between the federal government and the states. There are 15 independent institutes that the University Grants Commission established that are in charge of overseeing higher education accreditation (UGC). In the seven decades sinceindependence, higher education in India has grown extremely quickly, yet both its accessibility and quality are still issues. India must prioritise its investments in education if itis to see economic growth and grassroots development

In addition to being a teacher at a school, teachers also have roles in their families, the environment, and other areas. This frequently results in the emotional exhaustion of the teacher. Conflicting expectations of the instructor result from such roles. In essence, being a teacher involves a variety of obligations and emotional

commitments. Daily interactions with co-workers and pupils can lead to demands and obstacles that mightlead to emotional strain and stress. If work-related stress cannot be avoided, some behavioural, psychological, and physiological effects may follow.

Higher education teachers face many challenges in their working environment. likeany other work field, higher education area has its own drawbacks Kerala try to improve their quality of education. But at the same time there are many issues which is still not solved .This study mainly focus on three important challenges faced by teachers in higher education.Role conflict, workload, stress on work life balance are the three variables taken under this study. This study helps how much these challenges create influence on higher education teachers.

II.   RESEARCH GAP AND STATEMENT OF THE PROBLEM

Higher education teachers face many problems in connection with their career performance due to various factors influencing their career life but only limited number of researches are carried under this subject. Education is crucial part of economic development of a country. quality of education depend upon the satisfaction of teachers in the area. In this study will discuss on three important challenges faced by higher education teachers. In the above discussion leads to the research problems mentioned below.

What are the challenges faced by higher education teachers?

Whether the identified challenges are related with the performance of higher educationteachers?

To know the extent of identified challenges impact in performance of higher educationteachers?

Based on the above research questions, the study aims to investigate the influence of certainidentified factors in the performance of higher education teachers

III.   SCOPE OF THE STUDY

The purpose of the study is to determine how role conflict, work load, and stress on work lifebalance affects the performance of teachers in higher education. Only replies from the Kerala stateare included in the study's purview. The study was carried out over a three-month period.

IV.   OBJECTIVES OF THE STUDY

The study "ROLE CONFLICT, WORKLOAD AND STRESS ON WORK LIKE BALANCE FACED BY TEACHERS IN HIGHER EDUCATION" is carried out with thefollowing objectives

- The study the challenges faced by higher education teachers
- To analyze these challenges affects the performance of higher education teachers
- To measure the effects of these challenges in the performance of higher educationteachers

V.   LITERATURE REVIEW

1.   **Dr.Anu pandey (2020)**Institutional roles are a typical illustration of how people include others in daily life. The rights and obligations, authority, and duty associated with a role reflect a person's position within the social system. When working with people, a specific way is anticipated to envision their conduct .This function is played by roles in social structures. Each function requires different behaviour in a situation

where people engage in similar activities yet can play multiple roles. Employers and Managers' actions are organisedby their understanding of their roles: what to do similarly to their viewpoint on their own roles and how they believe others should perform those tasks. Administrators perform a variety of jobs and must be able to adapt successfully while starting with one role and progressing to the next.

2. **Syed Majid Khalil, Sher Navaz Khan, Dr. Fayaz Ali Shah (2020)** Role conflict occurs when an employee is subjected to an unreasonable demand that is related to their position orjob. In the modern era, an organisation must perform well if it wants to compete with its rival. An employee must meet several expectations from both themselves and their employers as a result. Employees find it challenging to maintain their productivity. This leads to a number of misaligned expectations, which create role conflicts, and decreased jobsatisfaction for the employee as a result (Kahn, Wolfe, Quinn et al, 1964). The phrase "various behavioural tasks that have been provided to one individual for positive output thatleads to conflict" can also be used to define role conflict (Rizzo, House, &Lirtzman, 1970, p155).Role theory and conflict theory (e.g., House, Schuler, and Levanoni, 1983; Rizzo andcolleagues, 1970).

3. **Tharindhu C. Donawala, Pooja Shrestha, Djoen San Santoso (2021**) Role conflict is a job demand that, in accordance with the job demands-resources model, can deplete energy and result in physiological and psychological consequences by requiring prolonged physical and/or mental effort at work (Bakker and Demerouti, 2007; Olafsen et al., 2021). When an employee encounters inconsistencies or incompatibilities in the demands and expectations ofseveral parties that cannot be satisfied simultaneously, role conflict results (Kahn et al., 1964). As a result, there will be more role conflict for employees who must deal with two or more groups that run quite differently or who must fulfil requirements from many parties.

4. **Oded shenkar, yoram zeira(1991)** There are four types of role conflict: intra sender conflict, which refers to demands made by a single member of the role set; inter sender conflict, which refers to opposing demands made by different role senders; and person role conflict, which refers to a disagreement between the values of the focal person and the required role behaviour. As multipartite, multicultural organisations, IJVs have a special structure that, in our opinion, would be especially conducive to inter-sender conflict due to divergent conveyed expectations of their parent companies. Different kinds of role ambiguityare not as much emphasised in role theory.

5. **Khalid Zaman (2012)** The amount of work assigned to a worker is referred to as their workload. Numerous studies have suggested a link between workload, stress, and intention toleave the job (Andrew et al., 2008; Jex, Beehr, & Roberts, 1992). According to Glaser, Tatum, Nebeker, Sorenson, and Aiello's (1999) analysis of the links between workload and stress and stress and turnover, stress is likely to act as a mediator between the intentions of workload and turnover in this study.

6. **Thammarak Srimarut, Witthaya mekhum (2020)** According to BMJ Quality and Safety, workload can be divided into at least three categories, including task-level workload,unit level workload, and job-level workload. Workload is the types of tasks that employees must complete, including job duties, job responsibilities, and job scope. Typically, each employee has their own set of job responsibilities that they must complete. According to Latip, Tak, Rahaman, and Abdul Kohar's (2018) research, work overload occurs when employees are given a burden that is beyond their capacity due to the rise in productivity and performance expectations. Shittu, Hassan, and Nawaz (2018) discovered that workers in large organisations consistently receive multiple tasks that must be finished quickly.

7. **Dr Patrick Nwinyokpugi (2018)** Workload is a term used to describe how demanding ajob is. Employees experience mental stress as a result of it. Stress is an active mental condition in which a person experiences

both opportunity and restriction (Robbins, 1996). Higher productivity may result from increased workload strain. Another factor contributing to increased stress is the underutilization of human resources or the failure to utilise personnel to their full potential. Employees who are capable of performing a task like their workload. But when this pressure gets out of hand, bad things happen. At this point, the people believe they lack the skills and abilities needed to cope with the stress.

8. **Sandra L. Kirmeyer, Thomas W. Dougherty (1988)** The current study investigates jobload and makes an effort to define the buffering function of social support in relation to tension-anxiety and coping, both potential outcomes of overload. When there is too much to do in the allotted time, it is called role overload (Kahn, Wolfe, Quinn, Snoek, and Rosenthal,1964). The quality of the job and the health of the workforce are significantly impacted by load. Prior studies have shown a connection between overload and heavy smoking, high blood cholesterol, hypertension, and accelerated heart rate (Caplan & Jones, 1975; Cobb & Rose, 1973; French & Caplan, 1972).

9. **Hye Kyoung Kim (2014)** As people continue to pursue the quality of life they need, there is an increase in friction between work and personal life (Casper et al., 2011). Consequently, one of the biggest issues facing today's independent employees is finding an effective work-life balance (Halpern, 2005). Issues with work-life balance have always beenviewed as personal matters (Emslie & Hunt, 2009), and businesses have only recently begunto address these requirements by offering additional benefits such paid maternity leave and on-site childcare. However, as workplace environments have changed and employee values have evolved, employees' demands for work-life balance have grown, and businesses are starting to actively encourage this trend (Thornthwaite, 2004)

10. **Marjan Fayyazi, Farshad Aslani (2015)** Equal investment in the work and non-work realms of life is referred to as WLB. According to Greenhaus et al. (2003), there are three components of WLB: (1) time balance, which entails giving work and family the same amount of time, (2) involvement balance, which is defined as mental involvement with work and family issues, and (3) satisfaction balance, which entails having equal levels of happiness with both work and family [6]. WLB is a continuum, and at one end it is skewed infavour of the family while at the other it is skewed in favour of the workplace. WLB is regarded as being in the middle of the continuum and relates to equal commitment and time allocation to work and personal life issues

11. **Darko-Asumadu, D. A., Sika-Bright, S. & Osei-tutu, B.(2018)** The ability of a workerto successfully manage both paid job and social life is referred to as having a healthy work- life balance (Guest, 2002). Employers' and employees' respective strategies are used to govern both domains effectively. In this regard, Lockwood (2003) claims that companies have come to understand that in order to achieve work-life balance, they must continually raise the standard of living for both employees and their families. This shows that in order toincrease employee engagement, thriving organisations must encourage the integration of work and family life. Therefore, it is essential for employers to have policies in place to support employees in balancing paid job and non-work activities as corporations try to reduce costs and increase profit in the global market.

12. **Nanik Ram, Immamuddin Khoso, Asif Ali Shah, Fayaz Raza Chandio, Faiz. M. Shaikih (2011)** Role conflict and role ambiguity are two of the factors most frequently mentioned in the study literature as causes of work stress (Fisher & Gitelson, 1983). In Western studies, role conflict—the pressure to perform in two or more conflicting ways—hasbeen conclusively linked to occupational stress. Since the classic work of Kahn and his colleagues, it has also been shown to be a factor in job discontent and a tendency to leave

thecompany one works for (Kahn, Wolfe, Quinn, Snoeck & Rosenthal, 1964; Rizzo, House & Lirtzman, 1970; House & Rizzo, 1972; Hamner & Tosi, 1974; Van Sell, Brief & Schuler, 1981; Stout & Posner, 1984; Fang & Baba, 1993; Cordes & Dougherty, 1993). Role ambiguity, or the absence of explicit information about a job's criteria, has also frequently been connected

13. **Ibtasam Takur(2018)** The quantity of work a person must perform to complete a task isreferred to as their workload. Burnout is one of the many psychological issues that are linkedto work load. (2013) Ganster and Rosen Burnout at work is one of the main effects of workload. Job burnout occurs when a person's workload surpasses his capacity to handle it and he feels powerless to do so. Emotional weariness, depersonalization, and a lack of personal accomplishment are the three characteristics of burn out (Maslach, Jackson, & Leiter, 1996). The sense of being emotionally drained and weary by one's work is known as emotional exhaustion. Depersonalization is the term for disengagement and apathy in work. Burnout in teachers is indicated by a lack of feelings of personal success from their work. when someone passes through these three steps as a result.

14. **Thomas Kalliath, Paula Brough (2008)** The early awareness that non-work (family orpersonal) obligations may carry over into the working day and negatively affect a person's health and performance at work led to the idea that work-life balance is derived from an individual's many life responsibilities. It was shown by Greenhaus and Beutell (1985) that this multiple demand "carry over" occurs both from home to work and from work to home.With recent research revealing the bidirectional dimensions of work-family facilitation andimprovement, as well as conflict, both positive and negative carry over are now accepted. Work-family balance, which they recently described as multiple role conflict, "reflects an individual's orientation across several life roles, an inter-role phenomenon," according to Greenhaus and colleagues (Greenhaus, Collins & Shaw 2003: 511).The definition of work-life balance in numerous roles was also examined by Greenhaus and colleagues

15. **Cassandra Iannucci, Ann MacPhail, K Andrew R. Richards (2018)** It has been statedthat the profession of teaching is intricate and varied (Richards et al., 2013). On a daily basis,instructors are expected to carry out a variety of duties and responsibilities, including management, education, assessment, and other administrative tasks. As a result, it has beendetermined that teaching is a job that is prone to burnout (Tsigilis et al., 2011). For teacherswho oversee extracurricular sports teams within the school setting in addition to their teaching obligations, there is an additional level of complexity (Konukmanet al., 2010). According to the framework provided by role theory (Linton, 1936), inter role conflict mayarise when a person is unable to fulfil the demands of two roles that are being played at thesame time.

MODEL DEVELOPMENT
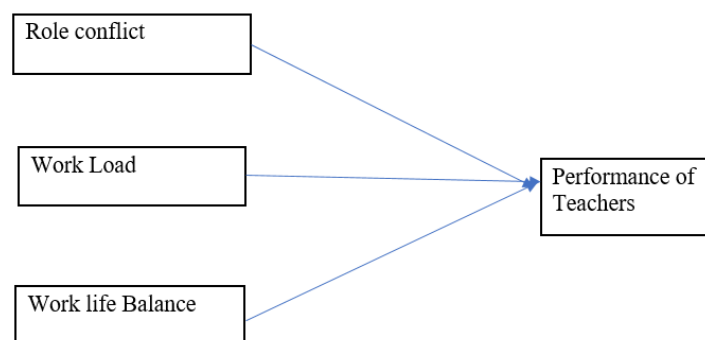
Hypothesis

H01 Role conflict has no significant relation over performance of higher education teachers.

H02 work load has no significant relation over performance of teachers in higher Education

Ho3 work life balance has no significant relation over performance of higher educationteachers

VI. MEASUREMENT OF THE CONSTRUCTS

Role Conflict

Measures/Items	Reference
I receive incompatible request from twomore people	
I do things that are likely to be accepted by one person and not accepted by others	
I having task that have no relation to jobfunction	Tharindhu C. Donawala, Pooja Shrestha,Djoen San Santoso (2021)
I work with two or more groups who operatequit differently	
Things I want to do at home do not get done because of the demand my job put on me	

Work load

Measures	Reference
I feel that there are too many deadlines in mywork that are difficult to meet	
I work more than 8 hours in a day	
I work for long hours even an holidays	
I have to work very fast	Khalid Zaman(2012)
My daily activities affected because of workload (eating time, sleeping time)	
I am so busy and find it difficult toconcentrate on my job	

Work life Balance

Measures	Reference
Working time does not take up my time in carrying out of my personal or family life	
My involvement in family activities and work activities if done in a balanced way	Syes Majid Khalil, Sher Navaz Khan, DRFayaz Ali Shah (2020)
I feel happy and comfortable my with workand family life	
I feel satisfied with a balance life between work activities and activity outside of work	

Performance of Higher Education teachers

Measures	Reference
I encourages student interest and the motivation to learn	Helen Timperely, Viviane Robinson(2000)
I informs the students of the competencies they will be expected to acquire	
I allows the student to organize and distribute part of the assignments to be performed inthe course	
I fosters research and a critical spirit in students	

Data Collection Procedure

For the investigation, secondary and primary data sources were both employed. The secondary data came from governmental reports, books, journals, and websites. The main information was acquired from higher education teachers utilising a structured Google forminquiry. The responses to the various study measures were scored as follows: strongly agree(5), agree (4), neutral (3), disagree (2), and strongly disagree on a five-point scale (1). Statistical and mathematical methods and procedures were used to process, categories, tabulate, and evaluate the acquired primary data. Statistical Package for Social Sciencessoftware (SPSS) was typically used to create tables, figures, and statistical results.

Exploratory Factor Analysis

EFA using principal component analysis was conducted. Further to support the factorability of the correlation matrix the Kaiser-Meyer -Olkin value is computed and found to be 0.836 which is above the threshold of 0.60(Kaiser,1974) and significance of Bartlett's test of sphericity (Barlett,1954)was found to be extremely small (0.000)

VII. RELIABILITY ANALYSIS

A Reliability test was carried out using Cronbach's Alpha, which measures the internal consistency of research construct and the result is exhibited in Table. The Alpha valuesfor all the nine factors are above 0.70, the threshold suggested by Nunnally (1978). Thus it can be conducted that the scale has internal consistency and reliability. In other words, the items that are used in it measures what are intended to measure

Table Cronbach's co-efficient alpha RC, WL, WLB, PET

SL	Factors (constructs)	Item Acronym	Number of items	Cronbach's alpha
1	Role conflict	RC	6	.820
2	Work load	WL	6	.800
3	Work life balance	WLB	4	.799
4	Performance of teachers in higher education	PET	4	.842

Demographic characteristics of respondent

		Frequency	Percentage
Gender	Male	45	45
	Female	55	55
Type of Institution	Aided	62	62
	Unaided	38	38

Correlation analysis

Correlation analysis is carried out before conducting regression analysis in order to quantify the strength of relationship between the variables. It tests the linear relationship between the variables. Each correlation appears twice: above and below the main diagonal. The correlations on the main diagonal are the correlations between each variable and itself

	RC	WL	WLB	PET
RC	1	.7228**	.481**	.235*
WL		1	.385**	.358**
WLB			1	.554**
PET				1

Correlation between independent variables like Role conflict, Work load and Work life balance and the dependent variable performance of teachers in higher education. .The correlation coefficient should always be in the range of -1 to 1.A correlation is statistically significant if it is "Sig. (2-tailed)" < 0.05. Based on the coefficient of correlation in the above table it is inferred that there exists a high positive correlation between all the variables.

Model summary

Model	R	R square	Adjusted R square	STD error of the estimate
1	605a	.366	.346	.51119

A Predictors (constant) Role conflict, Work load, Work life balance.

R square is the percent of the variance in the dependent explained uniquely or jointly by the independents. The R square and adjusted R square will be same when used for the case of few independents. The R square and adjusted R square shown in table is almost the same. .It is a good practice to find the adjusted R square value because it explicitly takes into account the number of variables included in the model. Hence adjusted R square value is used for interpreting the results.

Co-efficient of Regression Analysis

Variables	Item acronym	Standardized beta coefficient	Sig value
Role conflict	RC	.285	.000
Work load	WL	.349	0.00s
Work life balance	WLB	.557	.000

The above table states that there is a significant relation between the variables and all these variables are directly or indirectly influence Performance of teachers in higher education. It also presents the Standardized Beta coefficient values and significant values of independent variables Role conflict, Work load, Work life balance are statistically significant at 1 percentsignificance level. It means that these 3 independent variables have significant positive effecton Performance of teachers in higher education. The beta coefficients give a measure of the contribution of each variable to the model. Higher the beta value, the greater is the effect of independent variable on the dependent variable.

Validated model
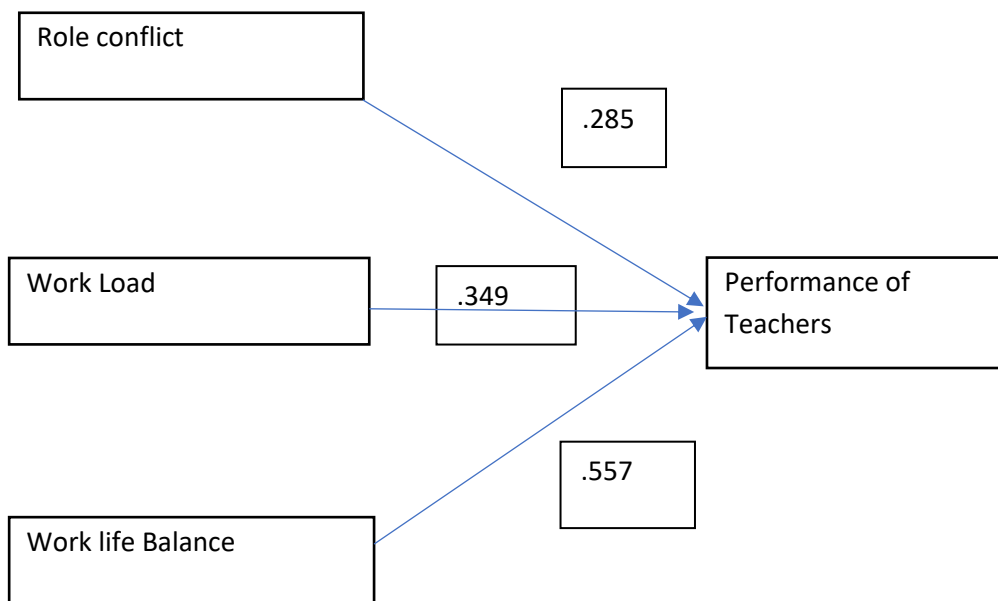
The above model states that there is a significant relation between the variables. The entirenull hypothesis (H01, H02, H03,) are rejected and it is proved that there exists a strong significant relationship between these variables. Based on the Standardized beta co-efficient given in the above table following Interpretations can be made:

H01: Role conflict – Performance of teachers in higher education: since the p value is .000, the beta coefficient of the variable is significant and the coefficient (.285) being positive proves there exist a positive effect of work life balance over Entrepreneurial opportunity. In short work life balance has relationship of 28 percent over performance of teachers in highereducation.

H02: Work load–: Performance of teachers in higher education: since the p value is 0.04, thebeta coefficient of the variable is significant and the coefficient (.349) proves that there is no effect for Work load over Performance of teachers in higher education. In short Work loadhas impact of only 34 percent over Performance of teachers in higher education H03: Work life balance– Performance of teachers in higher education: since the p value is .000, the beta coefficient of the variable is significant and the coefficient (.557) being positive proves there exist a strong positive effect of Work life balance over Performance ofteachers in higher education. In short Ease of Use has strong relationship of 55 percent overPerformance of teachers in higher education

SUMMARIZED FINDINGS

- Performance of higher education teachers affected by many factors.
- Role conflict, Work load and Work life balance are the identified factors
- Work life balance is the most affected factor in the performance of teachers in highereducation.
- Role conflict between people is also affect the performance of teachers in highereducation.
- Work load of the teacher will create impact in their performance.

VIII.   THEORETICAL CONTRIBUTION

This study examines the relationship of various factors towards performance of teachers in higher education. through the validation of a theoretical model. For furtherresearch, there is a need to search for additional measures and constructs to improve the validity of the model. Finding of the study might be useful for among students andacademicians as an input for doing similar nature of research in academic field in future. Future research can also examine whether there is any mediating variables thataffect the relationship between the identified variables and performance of teachers in higher education.

IX.   CONCLUSION

Higher education is tertiary instruction that results in the award of a degree. After completing secondary education, there is an optional last stage of formal learning known as higher education, also known as post-secondary education, third-level education, or tertiary education. Next to China and the United States, India has the third-largest publicly supported higher education system in the world. The UniversityGrants Commission, which upholds its standards, counsels the government, and aids in coordination between the centre and the state, is the primary governing body at thetertiary level. [2] The University Grants Commission established 15 independent entities to manage higher education accreditation (UGC). Under this study I considered variables like Role conflict, Work load and Work life balance that affects performance of teachers in higher education. Influence of Role conflict, work load and work life balance is very much high in creating performance teacshers in highereducation. The identified factors create positive impact on the dependent variable.

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