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## Contents

Sr. No.	Title of Paper	Page No.
1.	<b>THE ROLE OF THE NATIONAL PENSION SYSTEM (NPS) IN ENHANCING RETIREMENT PLANNING AMONG GOVERNMENT EMPLOYEES WITH SPECIAL REFERENCE TO NPS SWAVLAMBAN</b> <b>Mr. Manoj Patel</b> Research Scholar, Silver Oak University, Ahmedabad <b>Dr. Samir Gopalan</b> Director and Dean, Silver Oak University, Ahmedabad	01-08
2.	<b>REMOTE WORK AND ITS IMPACT ON EMPLOYEE ENGAGEMENT AND PRODUCTIVITY: A SYSTEMATIC REVIEW</b> <b>Md Alijan Arif</b> Department of Commerce and Business Studies, Jamia Millia Islami, New Delhi, India <b>Prof. N.U.K Sherwani:</b> Professor, Department of Commerce and Business Studies, Jamia Millia Islami, New Delhi, India	09-20
3.	<b>THE INFLUENCE OF FINANCIAL SOCIALIZATION ON FINANCIAL PLANNING PROPENSITY: A QUALITATIVE EXPLORATION OF MILLENNIAL EXPERIENCES</b> <b>Fabeena Fasal</b> Research Scholar, Bharata Mata College (Autonomous) Thrikkakara, Kerala, India. <b>Dr. Rafeeka Mol C.A</b> Assistant Professor, MES College, Marampally, Kerala, India	21-30
4.	<b>TIME MANAGEMENT AND ORGANIZATIONAL DEVELOPMENT: SPECIAL REFERENCE TO BANKING ORGANIZATIONS IN JAFFNA DISTRICT</b> <b>Thaneeswaran, S</b> Manager, National Saving Bank, Sri Lanka. <b>Velnamby, T</b> Senior Professor, Faculty of Management Studies and Commerce, University of Jaffna, Sri Lanka	31-35
5.	<b>BRIDGING THE DISABILITY INCLUSION GAP OF ENTREPRENEURS WITH DISABILITIES THROUGH SOCIAL MEDIA MARKETING: EMPIRICAL EVIDENCE FROM KERALA</b> <b>Shameema A P</b> Research Scholar Research and PG Department of Commerce MES Keveeyam College, Valanchery Malappuram, Kerala, India <b>Dr. P.C. Santhosh Babu</b> Assistant Professor and Head, Research and PG Department of Commerce MES Keveeyam College, Valanchery Malappuram, Kerala, India	36-43

Sr. No.	Title of Paper	Page No.
6.	<b>LIFESTYLE CHANGES OF HEALTH DRIVEN WOMEN ENTREPRENEURS IN KERALA</b> <b>Ottina Treasa Mendez,</b> Research Scholar, Bharata Mata College Thrikkakara, Kerala, India <b>Dr. Rafeekamol C.A</b> Assistant Professor, Department of Commerce, MES College, Marampally, Aluva, Kerala, India.	44-49
7.	<b>STUDY OF DIFFERENT SOFT COMPUTING TECHNIQUES USED FOR HANDWRITTEN SIGNATURE RECOGNITION</b> <b>Sunil Tanaji Salunkhe,</b> Research Scholar, Nanded, India. <b>Dr. Satonkar Suhas Surykantrao</b> Research Guide, Assistant Professor & Head of Computer Science Department, Swami Ramanand Teerth Marathwada University Nanded, Maharashtra, India.	50-59
8.	<b>EVALUATING THE FACTORS INFLUENCING CITIZENS' SATISFACTION TOWARDS E-GOVERNANCE SERVICES</b> <b>Shilpa D. Korde,</b> Assistant Professor, Rosary College of Commerce and Arts Navelim Salcete Goa, India. <b>S. V. Sukhtankar</b> Associate Professor, Government College of Arts, Science and Commerce, Khandola, Marcela, Goa, India.	60-66
9.	<b>A BIBLIOMETRIC ANALYSIS ON INTERNATIONAL STUDENT MOBILITY IN HIGHER EDUCATION</b> <b>Lekshmi.S</b> Research Scholar, Department of Economics, Sanatana Dharma College, University of Kerala, India.	67-74
10.	<b>SOCIO-ECONOMIC STATUS OF PLANT NURSERY OWNERS: A STUDY AT KHAMARGACHHI IN HOOGHLY DISTRICT OF WEST BENGAL</b> <b>Kartick Biswas</b> Assistant Professor, P.G. Department of Commerce Hooghly Mohsin College Chinsurah, Hooghly West Bengal 712101, India <b>Dr. Ashoke Mondal</b> Assistant Professor, Department of Management and Marketing West Bengal State University, Barasat, North 24 Parganas, West Bengal. 700126, India	75-83

Sr. No.	Title of Paper	Page No.
11.	<p><b>THE ROLE OF FINTECH IN ENHANCING MSMES GROWTH AND ECONOMIC EXPANSION IN INDIA</b></p> <p><b>Dr. Jasveen Kaur</b> Faculty and Former Chairperson/Head, University Business School (UBS), Guru Nanak Dev University, Punjab, India</p> <p><b>Sarita</b> Research Fellow, University Business School (UBS), Guru Nanak Dev University, Punjab, India</p>	84-91
12.	<p><b>EXPLORING CONSUMER TRENDS IN PLUS-SIZE APPAREL IN MEERUT CITY: AN ANALYSIS OF SOCIAL MEDIA ADVERTISING IMPACT.</b></p> <p><b>Harshi Garg</b> Research scholar, School of Commerce and Management, IIMT University, Meerut (U.P), India.</p> <p><b>Priyank Sharma</b> Associate professor, school of commerce and management, IIMT University, Meerut (U.P), India.</p>	92-99
13.	<p><b>WORKING CONDITION OF EMPLOYEES IN HIGHER EDUCATION DEPARTMENT OF JAMMU AND KASHMIR</b></p> <p><b>Aabid Yousuf,</b> Research Scholar, Gulzapore, Awantipora, Pulwama, Jammu and Kashmir, India.</p> <p><b>Dr. Aasim Mir</b> Assistant Professor, Gulzapore, Awantipora, Pulwama, Jammu and Kashmir, India.</p> <p><b>Dr. Gaurav Seghal</b> Assistant Professor, Gulzapore, Awantipora, Pulwama, Jammu and Kashmir, India.</p>	100-107
14.	<p><b>IMPLEMENTATION AND ANALYSIS OF ATTENDANCE MANAGEMENT SYSTEM USING FACIAL BIOMETRICS</b></p> <p><b>Mohammed Shameer M C</b> Department of Computer Science, Farook College, Kozhikode, Kerala, India</p> <p><b>Mubeena V</b> Department of Vocational Studies, Farook College, Kozhikode, Kerala, India</p> <p><b>Habis Hassan</b> Department of Vocational Studies, Farook College, Kozhikode, Kerala, India</p>	108-115



Sr. No.	Title of Paper	Page No.
15.	<b>THE INFLUENCE OF ACTIVE VS. INACTIVE LIFESTYLES ON HEALTH OUTCOMES IN CONTEMPORARY SOCIETY: A COMPARATIVE ANALYSIS</b> <b>Vishal Vinayakrao Patil,</b> Assistant Professor, Department of Business Administration and Research, Shri Sant Gajanan Maharaj College of Engineering, Shegaon, Maharashtra, India <b>Dr. Satya Mohan Mishra</b> Assistant Professor, Department of Business Administration and Research, Shri Sant Gajanan Maharaj College of Engineering, Shegaon, Maharashtra, India	116-123
16.	<b>EFFECTIVENESS OF MOMENT MARKETING: A STUDY OF PRODUCT &amp; SERVICE BASED ADVERTISEMENTS</b> <b>Pooja Verma</b> Research Scholar, Shri Vaishnav Vidyapeeth Vishwavidyalaya Indore, India. <b>Dr. Pragya Jaroliya</b> Professor, Shri Vaishnav Vidyapeeth Vishwavidyalaya Indore, India. <b>Dr. Deepak Jaroliya</b> Professor, Prestige Institute of Management & Research (PIMR) Indore, India.	124-135

## Working Condition of Employees in Higher Education Department of Jammu and Kashmir

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### Abstract

The higher education department of Jammu and Kashmir is well structural sector of the UT. The working conditions of employees in the higher education department of Jammu and Kashmir have a significant impact work life balance of the employees of Jammu and Kashmir. Understanding the factors that contribute to a positive work environment is crucial for improving employee work life balance and productivity. Some of the key aspects that influence working conditions include the physical infrastructure of the workplace, availability of resources and facilities, workload management, work-life balance, level of support and recognition from supervisors. This abstract highlights the importance of working conditions in the higher education department of Jammu and Kashmir and emphasizes the need for a positive work environment to enhance employee work life balance. Furthermore, it suggested that conducting research to identify specific areas of improvement in working conditions can guide organizational efforts to improve employee work --life balance and well-being.

**Keywords** Higher Education institutions, Jammu and Kashmir, working conditions, working environment and Working place.

### Introduction

The Higher Education Department of Jammu and Kashmir is a well-established sector in the state. It is the agency of the Government of Jammu and Kashmir entrusted to provide better teaching, learning, and research facilities to the prospective scientists, leaders, and professionals who are in the making. The main aim is to provide higher educational facilities to all sections of society and to provide a better environment for faculty to attain excellence in research, teaching, and innovations. The Higher Education Department of J&K State is multifaceted and multidimensional as it offers varied courses to promote the education of society. This department has various societies/VoTs for different subjects and in the near future, this will be the flagship of the Higher Education Department. The higher education scenario in the state has transformed radically over the last few years. The working conditions of employees in the higher education department of Jammu and Kashmir are an important aspect to consider when evaluating the overall performance and effectiveness of the department Fatimah et al., (2021); It is essential to understand the impact of working conditions on employee satisfaction, productivity, and overall job performance Bala & Jayavardhini, (2018); Furthermore, the working conditions can significantly influence the retention of the teaching staff and their commitment to the institution Afaq et al., (2022). The most common problems experienced at work due to inconsistencies between work and family are fatigue, poor performance, job dissatisfaction and job turnover Allen et al (2000) Understanding the working conditions of employees in the higher education department of Jammu and Kashmir is crucial for assessing the department's effectiveness and employee satisfaction. This information can help identify areas of improvement and implement strategies to create a more conducive and motivating work environment for the employees. This can ultimately lead to increased productivity, job satisfaction, and overall success of the department. Additionally, knowledge of the working conditions can support decision-making processes related to human resource strategies and policies, enabling the department to attract and retain highly qualified and committed staff of the HEI of Jammu and Kashmir.

To gain insight into the current working conditions of employees in the higher education department of Jammu and Kashmir, it is important to conduct a comprehensive survey and analysis. This survey should cover various aspects such as the physical work environment, workload, opportunities for professional development, support from management, and work-life balance. By conducting interviews and surveys with employees at different levels within the department, we can gather valuable feedback on their experiences and challenges. This information will help in identifying specific areas that require improvement and allow for the implementation of targeted strategies to enhance the working conditions. Additionally, it is crucial to assess the existing policies and benefits offered to the employees. This includes evaluating aspects such as healthcare, retirement plans, and other perks that contribute to the overall well-being of the employees.



### **Background of the Higher Education Department**

In this vista, the department has reintroduced reforms to bring in systemic changes in the administration and academic sectors of higher education. These initiatives have been launched against the backdrop impact of political violence, which has adversely affected the educational avenues of youth and the erosion of standards and values in various public institutions.

Taking into account the expansion, multifaceted problems, and diversified nature of higher education, the department had to adjust its priorities and strategies in a flexible manner. Over the years, the department has realized that the system based on regulation and inspection will not serve any purpose. This will call for a concerted and cooperative process which brings together government, private sectors, and the civil society in building policies and monitoring their implementations and in bringing about innovative changes in the system. The higher education scenario in the state has transformed radically over the past 6 decades. The expansion has been multi-sectorial. In the state sector, the number of universities has increased from one to four, the number of government degree colleges from 11 to 86 for general education and 5 for women. The government has taken some historic initiatives in establishing community colleges and the introduction of the semester system.

The Higher Education Department in the state of Jammu and Kashmir was created in the year 1948 with a view to cater to the needs of higher education in the state. The department was set up with an aim to develop the systems of higher education and promote research and extension. The HEI of Jammu and Kashmir having the mission of promote quality through sustained efforts, convictions dedication and raising institutions to new pinnacle of excellence. To promote knowledge, skills and exposing them to disciplinary talent amongst students, to impart core areas competence to transform students as prospective entrepreneurs and to develop scientific temper among the students. It is a well-known fact that the department of higher education in the state of Jammu and Kashmir is confronted with Herculean tasks of access, equity, quality, and relevance and make the J&K a hub of academic excellence by providing equitable to value based and quality education, keeping pace with the evolving socio-economic and cultural trends, thereby nurturing the young learners towards a progressive and productive civilization.

### **Work-life balance**

Work- life balance is defined as an individual's ability to meet their work and family commitments, as well as other non- work responsibility and activities. Work –life balance is a challenging issue that has attracted attention of the researchers. Work-life balance in its broadest sense, is defined as a satisfactory level of involvement of 'fit' between the multiple roles in a person's life. In this climate managing the boundary between home and work is becoming more challenging. Organization need to ensure they not just encourage but mandate a practical and workable work/life policy, benefiting and meeting the needs of both the organization and its employees. This study is an attempt to contribute afresh with a new perspective to the field of human resources and behavioral sciences with special reference to emotional intelligence in relation of employees work-life balance in HEI of Jammu and Kashmir. Work- life balance has been defined by different scholar's Greenhaus (2000) defined it as satisfaction and good functioning at work and at home with a minimum of role conflict. Felstead et al (2000) defined defines as work life balance as the relationship between the institutional and cultural times and space of work and non work in societies. Aycan et al. (2007) defines as only with the work and family and put forward the concept of "life balance" Scholars defined life balance as fulfilling the demands satisfactorily in the three basic areas of life; namely, work, family and private. Works demands work hours, work intensity and proportion of working hours spent in work. WLB means that an individual whether man or women, young or older, can enjoy the combination they desire among activities in their job, family, community and self-development (Murata 2007).

### **Working condition**

Working conditions are a wide range of terms such as the work environment, hours of work and job tasks in an organization. Health, safety and welfare are the elements that can explain the importance of working conditions. Good working conditions are crucial to all workers of all races in the world. It does not refer to pay, but to the safety and health of the worker. Poor working conditions can lead to many harmful effects on the safety and health of the workers, such as psychological or mental damage, injury, or even death. In a bad situation, workers can also bring their problems that occur in their workplace to their house, which can have serious effects on their family. A stimulating and safe workplace is one of the famous subjects for workers. A good workplace is normally voted on by workers surrounding security and safety risks and health. When all workers have access to good working conditions, productivity would be higher and it would reduce the possibility of accidents occurring and it will helps in the achieving the objectives of the HEI of the Jammu and Kashmir (UT).

### **Literature of review**

The higher education department of Jammu and Kashmir faces numerous challenges including low enrollment, poor infrastructure and high dropout rates Sharma (2014); Research conducted by Sheetal Sharma (2014); she founded challenges faced by the higher education system in the rural areas of developing and underdeveloped countries include issues related to political, economic and social factors, relating to the low enrollment, poor completion rates, inadequate infrastructure and high dropout rates. Institutions in these areas also struggle with the implementation of best practices and quality. Tri et al., (2016) the main findings of the research is that work-life balance programs were found to positively impact organizational citizenship behaviors, in role performance and organizational commitment of employees in the Indonesian higher education sector. Adopting formal organizational support for work-family issues can improve employee attitudes and behaviors, which in turn benefits the organization; the relationship between work-life balance programs and these employee outcomes was tested through a survey across Indonesian higher education institutions. The term emotional intelligence was first used by Mayer and Salovey, who postulated that EI involves the ability to perceive accurately, appraise and express emotion and to regulate the Same to promote both emotional and intellectual growth Salovey and Mayer (1990). Luck et al., (2017) work life balance is an important aspect of work and family which should be embraced to improve employees performance. The main findings of the research founded that work- family priorities conflict negatively affects employees performance, work-life balance is important for improving employee's performance. Organizations should find ways to balance employee's work and family responsibilities to reduce work-family conflict and improve performance. S.Noronha et al., (2017) the research findings shows that indian organizations are increasingly providing various work-life balance programs and initiatives to help their employees, especially women, balance their work and personal/family responsibilities. These programs include flexible work arrangements, childcare facilities, leave policies and other benefits that aim to improve employee well-being and retention. The implementation of these work-life balance programs is seen as beneficial for both employees and organizations as it can reduce stress, increase job satisfaction, and improve organizational performance. Quintana et al., (2019) the main findings of the study founded that STEAM teachers have limited access to work-life balance benefits, with only promotion, training and sickness leave being commonly available. The findings shows that work-life balance affects the well-being of STEAM teachers, causing physical, emotional and psychological stress due to factors like work demands, family issues and time management. The study also shows that work-life balance also impacts the teaching performance of STEAM teachers affecting their emotional state, relationships with students, willingness to take on additional work, enjoyment of teaching and risk of burnout. Aqeel et al., (2018) the work- life balance situation for female teachers in private education institutions in Bangladesh is moderate. Work-life balance can be improved by providing flexible working hours, transport and residential facilities, childcare and reduced workload and hours. Providing the support can help female teachers better manage their dual responsibilities of work and family. Noronha et al., (2020) The research findings shows the overall level of challenges faced by women in the sample was moderate across the three domains of individual factors, family factors and organizational factors, study shows that there was a significant negative correlation between the challenges faced in these three domain and work- life balance, meaning that the higher the challenges, the lower the work- life balance. Reducing the challenges faced by women in these three domains could lead to higher work-life balance. Kumari et al., (2019) The main findings shows that work- life balance has a positive influence on employee performance and behavior, it increase job satisfaction, commitment, engagement and reduce stress, which ultimately increase employee performance. A conceptual framework is proposed that focuses on the relationship between work- family conflict and job performance, with work- life balance as a mediating factor. Sheikh et al., (2021) the research finding shows that employee behavior has a positive and significant effect on employee engagement, interpersonal relationships and work-life balance. Workplace stress has a negative and significant effect on work-life balance. The research study recommends using person-centered stress management technique to improve employee well- being. Sanjeevet et al. (2022); the higher education system in Jammu and Kashmir has seen significant growth in the number of institutions. There is a concern that the current system is producing educated unemployed individuals rather than skilled workers. The researcher recommendations include upgrading technology and infrastructure, improving recruitment policies and implementing the national Education policy 2020. A. Gupta (2021); the researcher identified the main problems faced by student including lengthy courses, distance between institutions and residence, inability to express ideas, lack of financial support, communication skills and financial problems in the family. Teachers on the other hand, reported issues with workload, job insecurity and lack of access to the research resources. S.Das (2022) research findings include the significant growth of education in Jammu and Kashmir due to e government, the importance of e- governance initiatives in higher education for improved governance and the role of the Department of Higher education in maintaining government facilities for colleges and universities. Rakhi Rajput (2023) researcher findings include the investigation of social and economic problems faces by rural women in accessing higher education, the identification of barriers hindering their pursuit of education despite advancement and the aim to

propose solutions to address these challenges. Tawheed lateef (2021); the education system in Jammu and Kashmir is facing significant challenges and is not progressing adequately compared to other india states. The literacy rate in Jammu and Kashmir is lower than the national average, indicating a need for improvement in the education sector. Karakas et al., (2004) identified that the following factors as a major issue of work life balance, spending good time with family members, getting free time to be able to relex for emotional wellbeing and health of family members, having good communication and support from the fellow colleagues, obtaining high quality child care and education and being satisfied with the work load. Boles and McMurray (1996) founded in their study that majority of the employees remained preoccupied with work issues even after leaving the work place and feel difficulties in sleep at home. The contribution of the teaching staff plays an important role in success of the institution. The institution must identify such issues which are important to improve the quality of the institution. The researcher highlights the problems and challenges faced by the education system in Jammu and Kashmir emphasizing the importance of suitable measures and recommendations for improvement.

A number of studies have proved that there is a correlation between WLB, EI, awareness of work life policy, family and work-life conflicts and organizational support that together contributes to WLB. The problem is that after extensive literature study it is found that there are enormous studies on work-life balance and Emotional intelligence separately but there is inadequate study on Impact of Working Conditions on work life balance of Employees in Higher Education Department of Jammu and Kashmir, Where the challenges is greater and tough. This research is focused on the Impact of Working Conditions on work life balance of Employees in Higher Education Department of Jammu and Kashmir

### Research objectives

- To examine the growth and transition of higher education in Jammu and Kashmir concerning work-life balance
- To explore the socio- economic profile of professional in Jammu and Kashmir to understand how it affects their work life balance

### Research methodology

The descriptive approach has been used for analyzing the present study. Primary data was collected through a well structured questionnaire was distributed among the faculty members of higher education institutions of Jammu and Kashmir. The researcher personally visited all the higher education institutions of Jammu and Kashmir and collected the data for sampled teaching faculties of the govt. degree colleges of Jammu and Kashmir (UT). The total number of sample size was 1032 and questionnaire rating scale was based on 1-5 i.e (strongly disagree – agree ) the analysis of data was done by using SPSS software.

**Table No. 1.1: Gender description**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	666	64.5	64.7	64.7
Valid Female	364	35.3	35.3	100.0
Total	1030	99.8	100.0	
Missing System	2	.2		
Total	1032	100.0		

Fig.1

The total number of sample size is 1030 out of which male percentage is 64.4 in female percentages is 35.5. The study also found that the maximum number of females is working in Jammu division as compare to Kashmir division.

**Table No. 1.2: Statistics description of working conditions and work life balance**

	WC1	WC2	WC3	WC4	WC5	WC6	WC7	WC8	WC9	WC10	WC11	WC12
N	1029	1030	1030	1030	1030	1030	1029	1030	1030	1030	1030	1030
Valid	3	2	2	2	2	2	3	2	2	2	2	2
Mean	3.90	4.01	3.97	3.39	1.80	3.53	3.48	3.17	3.10	3.43	3.35	3.48
Std. Error of Mean	.026	.025	.023	.024	.033	.028	.025	.024	.021	.027	.026	.022
Mode	4	4	4	3	1	4	3	3	3	4	3	4
Std. Deviation	.831	.806	.739	.766	1.050	.897	.804	.772	.681	.861	.847	.709
Skew ness	1.191	-1.194	-1.193	.110	.867	-.358	.050	.185	-.460	-.611	-.153	-.699
Std. Error of Skew ness	.076	.076	.076	.076	.076	.076	.076	.076	.076	.076	.076	.076

Fig 2

Impact of working conditions on work life balance in Higher Education Department Jammu and Kashmir is the subject matter of the present investigation. The field of higher education reflects the barometer of socio-economic, political, technological, and educational development within a nation. The role of teachers and teaching in higher education has been very crucial and considered as one of the strategic teaching in respect of grooming the human capital for a dynamic and knowledge-based economy in the rapidly changing knowledge society. The performance of any institute or organization entirely depends upon the work culture of those working in it. Without a suitable work culture that provides an enabling atmosphere and facilities for the growth and satisfaction of its employees, it is impossible for an organization to deliver the goods expected from them. Professor Geetam Tewari mentioned that the field of human resources cannot contribute much to the development unless its empowerment, growth, and satisfaction of human resources are given due weightage through the government and its statutory bodies.

#### 4.1 Factors Affecting Employee Productivity

People are more productive on the days when they feel good compared to the days when they do not feel as good. This has led to recent studies of mood and its effects on work productivity. The most productive people (in terms of working hours) were generally in a good mood; those in a moderate mood were in turn more productive than the least happy people. Workers with mood states rated as pleasant were more effective in information processing, displayed more creative and flexible problem solving and decision making, and used a more effective interpersonal working style than workers with mood states rated as unpleasant. The conclusion was that good mood may have favorable effects on job performance. A recently study conducted by “James Avey and Tara Wernsing” has proposed a more generalized model of the influences of mood on job satisfaction and job performance.

Nature of the work that the employee is doing is often seen as a key factor in determining productivity. There are many jobs that are demanding and stressful, others that are more routine and procedural. The nature of the job can have a large bearing on productivity. Employee stress or the condition of being overstressed, on the job often has a negative effect on productivity. Often the employees that are much stressed take on the mentality of "I have to get this done as fast as possible so I can get out of here." This often leads to sloppy work being done. Workers who have high job satisfaction are generally more productive than those who are dissatisfied. In a study of air traffic controllers, job satisfaction was linked to job performance. A content workforce was associated with fewer mental errors and more efficient work. Post suggests that job satisfaction is indeed casually related to job performance; the correlation is higher for intrinsic satisfaction (relationships, promotions) than extrinsic satisfaction (working conditions, pay). It is commonly known that the healthier an employee is, the less likely they are to miss work days. The less work days that an employee misses, the more work they get done. An analysis of the impact of diet on productivity at work reported that unhealthy eating is associated with a loss of productivity of 20-39%.

#### Work Environment

The final feature of a work environment is the reinforcement of employee behavior. This is done by recognizing and rewarding desirable employee performance and providing sanctions for undesirable performance. It is obvious that employees who are rewarded for good performances are likely to perceive the job in a positive light and hence be more willing to work harder. However, the most important element in the reinforcement of employee behavior is the avoidance of stagnation in employee performance. This is a state where employees continue to do the minimum required work because there is no incentive to do more. This often happens when management takes



employee performance for granted and only notices when the work is not done. By continually recognizing employee performance and regularly providing feedback, management can prevent stagnation and maintain and increase employee productivity.

The second feature of a work environment is the amount of effort put into developing good relationships and attitudes between employees. Essentially, the more effort put into the interactions between employees and the clearer the guidelines about proper attitudes and behavior, the more the work environment will reflect the intentions of management. Hence, if a positive attitude is encouraged and there are good relationships between employees, then the work environment will be more constructive and conducive to employee productivity.

Another aspect that has a strong influence on employee productivity is the work environment. In this context, the work environment can be defined as the relationship between all employees and the company itself with an emphasis on the quality of that interaction. Within the work environment, there are three key features which influence employee productivity. Firstly, how well staff get on with one another and their superiors. If a friendly and cooperative atmosphere exists between employees and their superiors, it can lead to employees feeling more satisfied with their jobs and, as a result, more effort is put into their work, hence increasing their productivity. Also, if there is a good rapport between employees, it can only lead to a positive effect on employee productivity. This is due to the fact that good relationships with colleagues can make the job seem less stressful and more enjoyable.

### **Long working hours**

Long working hours typically refers to work schedules that significantly exceed the standards or typical work hours in a given context, often leading to adverse effects on an individual's health, well-being and productivity. The long work-related disease burden is particularly significant in men. Studies shows that people living in the western pacific and south-East Asia regions and middle aged or older workers. With working long hours now known to be responsible for about one-third of the total estimated work-related burden of disease, it is establish as the risk factor with the largest occupational disease burden. The thinking shift toward's the relatively new and more psychological-social occupational risk factor to human health. Government can take the following actions to protect health of the individuals who work for long working hours. Govt. can introduce, implement and enforce laws, regulations and policies that ban mandatory overtime and ensure maximum limits on working time, bipartite or collective bargaining agreements between employers and worker's associations can arrange working time to be more flexible, while at the same time agreeing on a maximum number of working hours.

**Cultural and societal pressures:** in the HEI of Jammu and Kashmir one of the main pressures faced by the HEI is the cultural and societal pressure faced during their working. The main reason of education backwardness among the tribal people not only in the Jammu and Kashmir, but overall the whole country. Government of India and all the states encourage the education in the backward and tribal areas. So, they can avail the benefits of education. With this cultural pressure will eliminate from the society and also among the HEI of Jammu and Kashmir.

**Daily Stress and work-life imbalance:** long working hours, coupled with inadequate leave policies, coupled with inadequate leave policies, contribute to significant stress level among HEI employees making it difficult to achieve a healthy work-life balance. Work life imbalance among female faculty members is more than the man faculty members. Female faculty members face lot of stress and work overload of the family as well as the department work. Female faculty members face the work –family conflict is one of the main reasons of work imbalance among the female faculty members. Also Children care is one of the issues faced by the faculty members of HEI. The department provides maternity leave to the female faculty but without the pay. Females face lot of stress to perform their work proper.

4.6 High level of negative emotions: many indian employees report daily experiences of stress (31%), anger (33%), sadness (42%) and loneliness (29%) highlighting a stressful work environment with insufficient support system and demanding job conditions.

**Poor infrastructure:** on the main challenge of HEI of Jammu and Kashmir is the lack of infrastructure. The college's infrastructure was not updated and the equipment of the department is not properly work and there is a lack of equipment among the department of HEI. The faculty and Students face a lot of difficult will performing their experiment and other activities. HEI should provide basic needs of the colleges so that teachers and student will perform their activities properly. It will reduce the stress among the faculty members and with this they do maximum contribution to the development of higher education in the region.

### **Discussion**

The impact of working conditions on work life balance in higher education department of Jammu and Kashmir is a crucial aspect that affects the well being and productivity of employees. There is limited information available

on the specific working conditions on HEI of Jammu and Kashmir. So, we can infer some insights from past related studies

The Govt. of Jammu and Kashmir grants study leave to its employees for pursuing higher studies to certain conditions. The provision acknowledged the importance of continuous learning and professional development for employees can have positive impact on their work life balance. Extra research is likewise expected to look work and family adjusts and furthermore discovers more results of work and family struggle. So, as to achieve top to bottom comprehension of one's and family life, scientists need to ponder numerous points of view like work pressure, personal satisfaction, emotional wellness and work requests. The developing emotional intelligence skills can help employees better manage the demands of work and personal life.

#### **Findings:**

The following research findings from the above studies are as mentioned as below

- The factors impacting work-life balance of HEI of Jammu and Kashmir is the employees felling exhausted at the end of days work.
- The major work related factor interfering with the personal life were, carrying cell phones and checking email at home after returning from work.
- The highest difference was noticed in work from home over all the time like checking papers of the candidates, office work and other administrative work.
- Use of emotions to facilities performance negatively influenced factor impacting work-life balance.
- Appraisal and recognition of emotion in others had a significant influence on work related factors interfering with personal life
- Appraisal and expression of emotion in the self negatively influenced level of risk to an employee's position with the usage of work life balance programs.
- Regulation of emotion in the self positively influenced level of risk to an employee's position with usage of work life balance programs.

#### **Conclusion**

In conclusion while there is limited direct information on the working conditions in the higher education department of Jammu and Kashmir related studies and policies suggest the importance of work life balance for employees and well being. These studies offer more inclusive model of the influence of emotional intelligence and work-life balance. Applying emotional intelligence makes employees feel comfortable within and with people around them. Emotional intelligence is the ability of an individual's to appropriately and successfully respond to a vast variety of emotional aspects. The provision for study leave and the emphasis on higher education reforms in Jammu and Kashmir indicates recognition of the need to support employee's personal and professional development which can contribute to a better work life balance. The lack of infrastructure and the department should be making available for the HEI of Jammu and Kashmir. However, more research is needed to specifically examine the impact of working conditions on work life balance in the HEI of Jammu and Kashmir

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