

An Empirical Study of Women in Administrative Roles at Cancer Hospitals in Kolkata during the Time of the Pandemic for Assessing their Work-Life Balance

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Abstract: *This study aims to investigate how hospital administrators' commitment to their institutions and their degree of job satisfaction mediate the association between work-life balance and their capacity to handle cancer emergency patients during a pandemic. A total of 110 female employees were polled for this investigation. All of the quick thinkers here are women working in administration. This study employs a quantitative technique to examine its hypotheses using a questionnaire and in-person interviews. The point of conducting such in-depth interviews is to learn more about the interviewees' coping mechanisms and responses to the pressures of juggling professional and personal commitments. Female workers' reactions to stress can be categorised as either stimulus/reactive, preventative/responsive, or transactional/common. This study found that during COVID-19, a healthy work-life balance had a positive and sizable effect on the organisational dedication of cancer institutions. Hospital staff loyalty suffers when they have to respond to a pandemic or an influx of emergency patients. This research analysed survey responses to better understand the problems faced by administrative teams. Furthermore, it would ideally aid hospital administration in formulating policy solutions to the stress difficulties faced by administrative female personnel in healthcare settings.*

Keyword: work-life balance, stress management, organizational dedication, job satisfaction.

1. Introduction

To provide cancer hospital emergency services, administrative employees are the most important human resource. As the administrative professionals is on call 24 hours a day, 7 days a week, it has a significant impact on the standard of care delivered to cancer patients in hospitals. It is impossible to increase the quality of hospital care or cancer services during COVID without addressing this service condition (Adnan Bataineh, 2019).

A registered female staff's work schedule often consists of rotating shifts with long hours and frequent breaks. If the shift system just values getting the job done, it might lead to a lot of anxiety. This illness can cause a variety of health issues, including both physical and mental difficulties (Ayar et al., 2022). This is why the conversation around administrative female staff's work-life balance and stress is so well-known.

Maintaining a healthy work-life balance is becoming a hot topic for discussion in the business world. It has a significant role in influencing job happiness, loyalty, and output. The findings of this study are that the implementation of contemporary organizational practices is associated with an increase in staff retention rates. Maintaining a healthy work-life balance may have a positive effect on cancer hospital's bottom line, employee satisfaction, output, and retention rates (Bajrami et al., 2021). Errors that put the lives of patients and other workers in danger can be decreased if these female employees are given more time to focus on their personal lives outside of work. Creating a family-like and supportive work environment is essential for every cancer wings or other hospitals as well.

It challenges the conventional view of the role of the working woman to take on additional responsibilities. A stumbling block in their productivity, it exacerbates the tension between work and family life. Wives, mothers, and housekeepers fall under the category of "traditional" or "domestic" duties for women. Meanwhile, the characterization of women as workers, community members, and human development is part of the role of transition. As per Pehlivan & Güner, (2020), since women are often the primary breadwinners throughout this period of transition, they engage in a wide range of economic activities, or "work," depending on their education and experience levels, as well as the types of jobs that are open to them.

Stress and exhaustion are inevitable outcomes of working conditions of cancer hospitals disagreements, whether they are real or imagined. There is a lack of consistency in the research on the relationship between stress management and female employee performance. Some studies have revealed a strong direct relationship between stress management and performance. A direct and strong relationship between stress and administrative level performance to serve emergency conditions during pandemic situation was discovered in this study. Staff's work satisfaction is affected more by emotional exhaustion than by anxiety and stress caused 24 hours on the hospital's part. The results of a study conducted by researchers at previous studies indicate that anxiety, depression and stress negatively affects cancer hospital's employees' job satisfaction but does not significantly so, whereas the presence of both work-life balance and stress simultaneously has a significant impact on these workers' contentment with their careers. This finding suggests that stress and depression as condition for cancer hospitals services may act as a moderating factor between an female

staff's desire to remain with the hospital and his or her productivity there.

According to Ekhsan (2019), human resources are crucial to the success of any business. They are the company's most valuable asset, and their individuality makes them a dependable support system, all because they are dedicated to making the business more successful. Female administrative Employees that are committed to the cancer services all the time should take initiative to raise their own performance standards and provide their full attention to the business of cancer hospital especially during emergency of pandemic.. Commitment to one's cancer wing is often cited as an important aspect of the bond between b female employees and their employers.

According to Lubbadah, (2020) questions like "how does work-life balance effect job satisfaction?" constitute the basis for research projects on this subject. What impact can anxiety and stress factor have on morale in the cancer wings? The impact of work-life balance on these employees' loyalty to their employers of the hospital is discussed. How can job satisfaction and organization dedication influence female administrative employee loyalty in the workplace of hospital? How do job satisfaction, work-life balance, and stress and dedication of performance interact to influence hospital work and services commitment? Problems with depression level and work-life balance among administrative female staffs: how to handle them.

2. Literature Review

Balance in between work and personal lives

According to McElroy et al., (2020), to provide hospital services, administrative staffs are the most important human resource. Ministry of Health statistics from 2017 shows that out of all the medical professionals working in hospitals and clinics, administrative female staffs make up about half (296, 876 persons). It is in Central Java where you will find the biggest concentration of administrative employees, with 33, 773. Cancer emergency services are defined by Law No. 38 of 2004 as "professional services from an important element of health services based on the science and tips of providing all time services to cancer patients, groups, and communities in good health and ill health". In the late 1970s, the British public first began using the term "work-life balance." At the time, "work-life balance" meant striking a harmony between one's professional and personal commitments. Even though the concept of work-life balance has been around for a while, it is still rarely acknowledged in everyday life (Teo et al., 2020).

Existing hospitals during pandemic have not yet understood the need of recognizing the needs of their employees for a healthy work-life balance. But gradually, people started to catch on.

Until book "Work and Family in the United States: A Critical Review and Agenda for Research and Policy," the concept of work-life balance was mostly unknown. Many established and emerging businesses started providing work-life balance programmes for their workers in the 1980s. Workplace initiatives promoting work-life harmony were

initially implemented to aid working mothers. However, at the present time, gender is not a factor in how work-life balance initiatives are implemented. As people learn more, they realize that it's just as important to dedicate themselves to their families as it is to their careers.

Work-life balance is no longer simply a hot topic in the United States and other developed nations in Europe. As a result of widespread education on the benefits of a healthy work-life balance, female employees working in administrative level at everywhere are demanding more adaptable schedules. They are able to balance their professional life with their family lives.

Stress

The term stress is used to describe a condition that results from a variety of different reactions to related to anxiety. The term "stress" refers to a state in which female workers and their work are a mishmash of sorts as a result of a protracted response to persistent stress elements in the job.

Defined stress as a state of physical, mental, and emotional exhaustion brought on by anxiety in the workplace, and noted that it is widespread among those who work in social services (Lubbadah, 2020). Loss of strength, weakness, and constant exhaustion are all symptoms of physical tiredness. A pessimistic outlook on people, work, and life can lead to mental tiredness. Feelings of powerlessness, hopelessness, and being imprisoned in one's job are the root causes of emotional exhaustion.

Satisfaction for work

According to an individual's level of job satisfaction is a reflection of their attitude toward their work as a whole. They imply that a person might be happy with certain elements of their job yet unhappy with others. To put it simply, a happy worker is one who enjoys what they do. A dissatisfied female worker, on the other hand, views his or her employment in a bad light. An employee's level of job satisfaction is a reflection of his or her emotional reaction to the aspects of work that are directly tied to the environment and the people he or she interacts with on the job (Mahmood Aziz et al., 2021). There is also the mental aspect of a person's job happiness, which is tied to particular expectations of the work that person has. Actually, measuring employee contentment is a type of paying attention to the available human resources (employees) in hospital sector.

Commitment towards organization

Female administrative employees show organizational dedication when they buy into the hospital's mission and values, put forth effort to integrate into the group, and hope for the cancer hospital success. According to Pehlivan & Güner, (2020), for a female employee to be committed to an organisation, they must feel a strong emotional connection to the work they do there. An individual's level of commitment to their organization is a variable that measures how closely they feel they are connected to their position within the company. What makes an employee committed to their organization is how much they care about their work, how much they like it, and how much they would miss it if

they had to quit. Given this background, it's easy to see how employee dedication might affect their output on the job.

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The use of route analysis is important to this investigation. Path analysis and intervening variables will make advantage of the established causality connection. Similar to multiple regression analysis, path analysis is a statistical method. Cross-analysis, often called path-analysis, is a method used to examine potential connections between two sets of data. This approach is mathematically identical to a multiple regression test performed on normalised data. Since path analysis is similar to multiple regression analysis, the same statistical software may be used for both. The associated variables are the primary focus of this investigation. This study relies on the previously established connection model between the variables.

Hypotheses Job satisfaction is impacted by one's ability to strike a good balance between work and personal life.

The goal of promoting work-life balance is to lessen the pressure on administrative staffs, particularly notably women in the medical profession, to choose between their personal lives and their professional ones. So that they may fulfill their obligations at home and at work, cancer hospitals will implement family-friendly benefit packages that promote medical emergency welfare at COVID times.

Female staff's perceptions of their own job happiness may be affected by the extent to which their careers, personal lives, and religious and spiritual commitments are all given equal weight (Prasetyo et al., 2019). Employees are more likely to be content with their jobs when there is little to no friction between coworkers. Thus, it can be concluded that the female staff's level of job satisfaction is positively correlated with the quality of her work-life balance.

The first hypothesis that can be made from this description is as follows: Work-life balance increases job satisfaction, therefore supporting hypothesis 1. Dissatisfaction on the Job Caused by stress.

Experiencing stress and anxiety may be defined as a state of mental, emotional, and physical exhaustion brought on by prolonged or overwhelming stress at work. It's rather typical for those who work in helping professions. Female administrative staffs in high-stress cancer hospitals may feel physically, mentally, and emotionally drained (Ekhsan, 2019).

The degree of stress in a cancer workplace might have an impact on her job happiness. Because of this, a high level of anxiety can negatively impact a female employee's sense of fulfillment at work.

Work-life harmony can have an effect on an employee's level of dedication.

According to Zhang et al., (2020), a well-balanced existence includes "happiness, outstanding functioning, and little conflict in the cancer hospital and the family." Maintaining

calm will allow it to motivate workers to give their all to the cause. It follows that a person's commitment to their professional emergency services for patients thrives when they find a happy medium between their work and personal life.

Based on what has been said, a third theory can be put forth: According to the third hypothesis, employee dedication rises when working hours are more evenly distributed with personal time. Stress can lessen an employee's dedication to the hospital at pandemic duration.

According to Jalili et al., (2021), social service workers are particularly susceptible to anxiety as a result of the high levels of mental, emotional, and physical tiredness that can result from job stress.

According to if a female administrative employees commitment to her job as a consequence of mental, emotional, and physical tiredness from stress leaves her unable to perform at her best, she is less likely to remain in her profession. The effect might be a decrease in the worker's commitment to the firm as a whole if they experience and exhaustion due to working for longer duty hours.

Fourth presumption from the description: staffs commitment to the cancer wings suffers when they experience stress (H4). The effects of stress and a lack of work-life balance on loyalty to one's employer are mitigated by employees' level of job satisfaction.

If you're happy in your job, it shows, noted. A dissatisfied worker, on the other hand, views his or her employment in a bad light. The person's dedication to their job may suffer as a result.

Employee loyalty to one's place of employment (the cancer hospital in this study) based on shared values and a belief in the hospital as workplace mission and vision is one definition of organizational dedication.

High levels of work satisfaction almost always have a negative effect on a female employee's dedication to the cancer hospitals.

Following from the foregoing, we may suggest the fifth hypothesis: Workplace happiness has an impact on loyalty to the hospital workplace as hypothesized.

Statement of the problem

Maintaining a healthy work-life balance is crucial in today's competitive job market, and it's something that every worker should strive for. Managing job, family, and the inevitable collision of the three is a common source of stress for residents. There is an infinite number of predictable and uncontrollable elements that can affect one's work-life balance or lack thereof.

Female administrative staffs in the hospital industry face high levels of stress due to their demanding schedules, hostile work environments, and constant contact with patients especially during emergency situation of pandemic.

Female staffs face additional challenges in the form of multitasking demands and commands. Women staffs in cancer hospital field have to juggle work and domestic commitments. The inequity between job and family responsibilities is an issue that these routes have to deal with. Heavy duty and accountability in the hospital industry can make it difficult for women to strike a work-life balance. A person's attitude is a dynamic blend of their thoughts, feelings, and actions, and it may be adjusted to fit their current circumstances. People you meet will have different attitudes toward work-life balance.

The problem that has been identified from previous researches is that there can be variety of career opportunities in the cancer hospital industry but working for several duty hours, taking mental pressure to provide emergency situations of cancer patients whenever required can help out to develop career professionally but created imbalance between professional and personal life they hold. It would also identify to what level these staffs have built of their job satisfaction during pandemic time but have been lagging to take proper care for their child and spouse. Research would highlight how factors in the form of long duty hours, increased risk, stress have impacted work life balance of female administrative staffs working in pandemic era and therein how quality of work life had impacted quality of life for these administrative female staffs. However, apart from this, the work systems of cancer hospital in pandemic, prevalent work culture, and the drive from insufficient economic sources how these have lead to stress leading to work life issues of female staffs in this field needs to be identified with this specific research by investigating these factors.

Objectives of the study:

- To study factors determining work life imbalances of administrative female staffs working in different cancer hospitals during COVID-19.
- To identify the impact of work life balance upon job satisfaction level among female administrative staffs of cancer hospitals during pandemic time.
- To evaluate how quality of work life can maintain work life balance in cancer hospital during pandemic time and what would be impact of work life quality on quality of life of these staffs.

Research Questions

- How much work life imbalances have created stress for administrative female staffs to handle emergency cancer services all the time specifically in COVID situation?
- What have been the impacts of work life balance issues upon job satisfaction of these female staffs serving cancer patients during pandemic?
- During pandemic how much has quality of work life affected quality of life for administrative female employees of cancer wings?

Research methods

In this study, female administrative staffs at 4 cancer wings namely-Apollo cancer hospital, Ruby Cancer hospital, Tata Medical Centre, Thakurpukur Cancer Hospitals of Kolkata encircle participated in interviews and surveys. The goal of sending out closed questionnaires is to collect data for

hypothesis testing, while the goal of sending out open questionnaires is to learn more about the factors that contribute to female staff's difficulties striking a work-life balance and avoiding anxiety, stress and exhaustion level for working overtime during necessity and emergency at pandemic time.

Research Design

Respondents

The population of this research is the female administrative staffs as many as 110 people who work in five cancer wings. Information is collected via questionnaires and in-person interviews through surveys in this study, female staffs working in administrative position as a whole were used as responders.

Description of Respondents

Thirty-five persons (or more than half) of the total respondents fall into the ages 30–35. The female administrative staffs are all of childbearing age, which is demonstrated. According to respondents' levels of education, we know that a total of 67 hold at least a bachelor's degree while another 20 hold an associate's degree. It means that these staffs, in accordance with professional rules, needs to have an extensive educational background at a high professional level. Most respondents (73 out of a possible 100) are married. It's evident that administrative female employees have to juggle two responsibilities at once (family and work).

Table (A): Relationships between Job Satisfaction and Work-Life Balance

Model		Coefficient ^a			t	Sig.
		Unstandardized Coefficient		Standardized Coefficient		
		B	Std. Error			
1	(Constant)	13.364	1.272		10.507	.000
	Work life balance	.376	.076	.424	4.939	.000

a. Dependent Variable: Job Satisfaction

Model		Coefficient ^a			t	Sig.
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1	(Constant)	13.364	1.272		10.507	.000
	Work life balance	.376	.076	.424	4.939	.000

a. Dependent Variable: Job Satisfaction

Based on the responses to the survey, it appears that most people place a high value on maintaining a healthy work-life balance. Using the t-test to test the hypotheses generated by the formulation of the research problems outlined above, it is found that female administrative staffs at cancer wing reported a positive and significant relationship between work-life balance and job satisfaction. This finding provides support for the hypothesis, which postulated a positive and statistically significant relationship between female administrative staffs' perceptions of their work-life balance and their levels of job satisfaction at cancer Hospital.

To alleviate the pressure that many female workers, especially women in the hospital profession, feel to choose between their careers and their personal lives, it is important

to strike a healthy work-life balance that allows for time for relaxation, time with loved ones, spiritual pursuits, and professional growth. Therefore, hospitals will assist female administrative in maintaining a healthy work-life balance by providing their welfare programmes that are accommodating to family needs. That's why it's important that these staff's at cancer hospital maintain a healthy work-life balance; it has a direct bearing on how content they are in their jobs.

Table (B): The Influence of Variables - stress and Job Satisfaction Have on One Another

Coefficient ^a						
Model		Unstandardized Coefficient		Standardized Coefficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	23.065	.825		27.947	.000
	Burnout	-.296	.069	-.376	-4.271	.000

a. Dependent Variable: Job Satisfaction

It was found that there is a negative and significant effect between stress and exhaustion and job satisfaction variables of female administrative staffs working in cancer hospital to serve emergencies during COVID-19. This conclusion was reached based on the formulation of the research problems that have been described previously. The results of hypothesis testing using t-tests showed that there was an association between the two variables. It indicates that the hypothesis is correct, which states that there is a negative and significant effect between the stress and exhaustion and job satisfaction variables of staffs working in cancer Hospital. This suggests that the hypothesis has been accepted.

The term "burnout" refers to a state of mental, physical, and emotional exhaustion that is brought on by the pressures of one's job. It is usual for those who work in social services to have this trait. Female administrative employees working in hospitals with heavy patient loads frequently report feeling physically exhausted, as well as mentally and emotionally drained. Therefore, if the level of physical, mental, and emotional fatigues caused by stress associated with the work of them working in Hospital is high, then it will have an effect and influence negatively on the administrative women staff's perceived level of job satisfaction in their positions as administrative role of cancer wing.

Table (C): The Relationship between a Healthy Work-Life Balance and the Variables of Commitment towards organization

Coefficient ^a						
Model		Unstandardized Coefficient		Standardized Coefficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.367	.826		5.284	.000
	Work life balance	.211	.049	.375	4.266	.000

a. Dependent Variable: Organizational Commitment

It was found that there is a positive and significant effect between the variables of work-life balance and job satisfaction of female staffs working in cancer Hospital. This conclusion was reached based on the formulation of the research problems that have been described previously. The results of testing the hypothesis by using t-tests revealed these findings. It indicates that the hypothesis that was

provided by the authors is accepted, which states that there is a positive and significant relationship between the variables of work-life balance and job satisfaction of women administrative employees working in the cancer Hospital in Kolkata encircle.

Work-life balance may be defined as a life balance that includes leisure time, family, religion, and work in which the career and aspiration of a person should be evenly balanced to lessen the tension between employee work and employee life, especially for female staffs. Hospitals will assist female staffs in achieving a healthy work-life balance by instituting family-friendly benefit programmes that promote their welfare. This will ensure that they do not have to neglect their obligations in order to priorities their careers. Therefore, if the work-life balance of nurses who work in cancer wings is well kept, it will have an influence and have an effect on the job satisfaction experienced by them. If one is able to strike a healthy balance between their personal and professional lives, then they will also be able to successfully fulfill their organisational commitments.

Table (D): The Relationship Between Experiencing exhaustion and stress level and Being Committed to the Organization as Variables

Coefficient ^a						
Model		Unstandardized Coefficient		Standardized Coefficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.583	.437		26.528	.000
	Burnout	-.318	.037	-.635	-8.661	.000

a. Dependent Variable: Organizational Commitment

It was found that there is a negative and significant effect between exhaustion, stress and job satisfaction variables of administrative female employees working in cancer Hospital at the time of pandemics. This conclusion was reached based on the formulation of the research problems that have been described previously. The results of hypothesis testing using t-tests showed that there was an association between the two variables. It indicates that the hypothesis is correct, which states that there is a negative and significant effect between the stress and exhaustion from longer duty hours and job satisfaction variables of these staffs working in these hospitals. This suggests that the hypothesis has been accepted.

Therefore, if the degree of stress experienced by the the female staffs who work at the cancer Hospital of Kolkata region can be reduced or minimized, this will have an influence on the enhanced organizational commitment that they sense.

Table (E): Job Contentment and Employee Loyalty to Their Organization

Coefficient ^a						
Model		Unstandardized Coefficient		Standardized Coefficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.435	1.108		3.101	.002
	Job Satisfaction	0.226	.056	.356	4.017	.000

a. Dependent Variable: Organizational Commitment

From the findings of hypothesis testing using the t-test, it can be concluded that female administrative staffs at cancer Hospital report a positive and significant impact between job satisfaction and organisational commitment. It suggests that the presented hypothesis that there is a positive and substantial relationship between job satisfaction and organisational commitment characteristics of these staffs working in cancer wings at COVID situation is accepted. Therefore, maintaining the happiness of these staffs at cancer wings with handling of all time necessity services of cancer patients would have a beneficial influence on their dedication to the hospital.

Data Analysis

Interviews with 110 female administrative employees revealed that there are three major approaches to addressing work-life balance and stress as well as exhaustion from long working hours to serve emergency services of hospital: responding to stimuli, taking preventative measures, and adapting to changing circumstances (common). From the staff's responses, it's clear that they're using a form of recapitulation to handle the current crisis of specially in pandemic situation. This study asks registered administrative staffs specifically those are female how they handle stressful situations at work. Dealing with stressful situations, and how to do it. The data has been tabulated in the above table.

Table: The Consequence of Interview

Result of the interview process	Substances
Group (A) 1) Having a lot of issues 2) Experiencing stress requiring balance in life 3) Laziness to work 4) At the time of institutional accreditation 5) Having an issue at home 6) Having several tasks	Activating Factors / Reactive
Group (B) 1) Trying to bring about reduction in level of stress 2) Overcoming the stressful situations through seeking of entertainment done after the work 3) Seeking for about entertainment 4) Having leave in work 5) Leaving behind work for moment 6) Seeking for entertainment after the working hours 7) Playing with game or surfing of web 8) Looking about peer groups for talking or relaxation 9) Enjoying with coffee and relaxation to be done in canteen	Proactive and reactive measures
Group (C) 1) Act in normally 2) In sometime, I do ignore it for avoiding stress 3) For unknowingness about what should be done 4) Getting into confusion about what can be done	Typical/Transactional

Stress may be caused by being in a place that brings on severe depression. Furthermore, such people are subjected to constant, unfiltered exposure to stress stimuli. A person's susceptibility to stress depends in part on the circumstances in which it is experienced. As a result, environmental stress may both contribute to and protect against health problems when it happens often and at potentially hazardous seasons. Overwork, extreme temperatures, loud noises, poor ventilation, insufficient lighting, poor cleanliness, and a lack of fresh air are just some of the possible stressors. There are negative consequences, such as the development of anxiety, when a person fails to cope with harsh conditions or changes. When anything happens to a administrative women employee that makes them feel down, it may set off a stress reaction. They, for instance, may be assigned a variety of tasks, including but not limited to serving the hospital administration while continuing to care for patients, throughout the process of hospital accreditation. As a result of this disease, a coping mechanism may be triggered while experiencing stress to fight during pandemic. In the short term, this state of affairs exists because, once the job is done, everything will go back to normal.

Stress's effects originate with the person experiencing it. Alterations in mental, emotional, and physical health are some of the outcomes of stress. For instance, when

confronted with a potentially dangerous circumstance, the human body will respond instinctively. Sources of stress and the body's natural reaction to them, the stress response, are examples of such dangers. As a consequence of the interaction between the cause and effect of stress, we conclude that the two are inextricably linked reaction. To rephrase, if the body is not stimulated in some way, it will not react to anything. The nurses who work in these settings are prepared for the inevitable stress that comes with these situations. When faced with adversity, everyone responds differently.

There is a school of thought among some staffs in cancer hospitals who are females that stresses is nothing to worry about since it is so frequent. Some people may see this problem as normal, while others may believe they should take precautions to prevent it. Individuals experience stress when they are exposed to situations that call for them to make judgments about other people. One's capacity to cope with the cause of stress, an event or scenario, outweighs their ability to do so in general. Affected parties will engage in the processes of assessment and coping when this happens. Since this is the case, stress levels may rise to a higher threshold or fall down gradually. It depends on the individual's level of commitment to resolving the cause of stress.

An employee's job satisfaction may be defined as their level of enthusiasm while at work. Staff members' outlook on the job is reflected in their level of job satisfaction. When female workers have a good attitude about their jobs, they're more likely to like their employment. By contrast, if workers act negatively (dislike), they will be unhappy with the results. As a result, the cancer hospitals will be in a strong financial position to pursue its strategic goals an employee's discontent may have its roots in stress. The empirical findings state that among the administrative female employees at cancer Hospital at COVID times reported being satisfied with their jobs due to their fair salaries, 13 reported being satisfied with their working conditions, 20 reported being satisfied with their social circle, and 77 reported not responding. Because work satisfaction is highly contextual, the biggest number of respondents (77) did not respond.

Hospital's ability to boost worker happiness is crucial for ensuring top-notch service delivery. From the employee's perspective, job satisfaction will result in a positive outlook on work, while from the employer's perspective, it will boost productivity, attitude, and conduct toward giving exceptional service to emergency cancer patients. Female employees who are unhappy with their work environment and duties are more likely to look for employment elsewhere. When asked whether they ever wished to quit their jobs as administrative professionals in cancer wing, 26 respondents said never, 15 said occasionally, and 69 declined to provide a response. Most individuals who didn't respond to the survey probably thought this issue wasn't all that significant, and there was probably something else that was more motivating or keeping them from staying with the hospital during emergency situations handling.. It is studied that there are retention elements from female staffs that impact the intensity of a person prior to making the decision to quit the cancer hospital due to pathetic working condition for long hours at the time of service related to emergency.

3. Conclusions

The importance of maintaining a healthy work-life balance cannot be overstated in terms of its influence on an employee's happiness on the job. Employees, particularly notably female administrative staffs, can benefit from a more harmonious work-life balance if they strike a healthy balance between their personal lives (including leisure time, family, and religion) and their professional lives (including career and aspiration) even at COVID times while serving with necessities with handling patients for long time.. So that they don't have to choose between job and family, hospitals will provide these staffs with family-friendly benefit schemes that prioritize their well-being.

When an employee in cancer hospital is feeling exhausted and stressful with immense working pressure, it can significantly lower their level of contentment at work. Dissatisfaction with one's career is a direct result of high levels of stress and commitment. Researchers have shown that everyone's experience with stress and job satisfaction is unique. That's because dealing with stress has various connotations for each of these female administrative staffs while they were handling critical situations.

Maintaining a healthy work-life balance has a notable and beneficial impact on employee loyalty. So, if administrative female employees at 5 of cancer wings are able to strike a healthy work-life balance, it might reflect in how dedicated they feel to their hospital service providing during necessity. If work-life harmony is maintained, these employees will be more likely to be invested in the cancer hospital even in COVID situation they would put up pain and life risk of getting infected and serve the patients. When employees are exhausted and depressed, they are less likely to be invested in the success of their hospital work. The more the stress that leads to exhaustion and affects quality of life of female administrative staffs, the less dedicated the these employee will be to the cancer hospital services, and vice versa. Growing dissatisfaction and a strong desire to leave the hospital even at emergency situation of pandemic would be the case. However, stress at this period in development stimulates action in that direction. The severity of this disease varies greatly from person to person, as does the nature of the stress being experienced and the specific things that serve as triggers.

4. Limitation of the Study

Independent factors like work-life balance and stress level have been shown to decrease in organizational dedication while boosting organizational commitment, but the direct consequences of these processes have not been shown. In light of the fact that these impacts occur over time and are accompanied by other variables, additional study is obviously needed to learn more about this process. Further, due to restricted time period of survey process it remains partially identified that excessive work burden of handling cancer patients for emergencies had been responsible enough to create total job satisfaction or not. Further researches would be required to find out level of satisfaction inspite of long working durations for emergency services at cancer hospital.

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