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Predicting Work–Life Balance Among Professional Women in Delhi NCR Using Multiple Regression Analysis

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ABSTRACT

This study investigates the predictive relationship between key organizational and personal factors and the overall perception of work–life balance (WLB) among professional women in Delhi NCR. Drawing on a structured survey of 543 working women across IT, education, healthcare, government, and corporate sectors, the research identifies Work–Life Balance Challenges (WLB-C), Organizational Support (OS), and Coping Strategies (CS) as critical variables influencing WLB outcomes. The study is grounded in Role Conflict Theory, Border Theory, and the Conservation of Resources (COR) Theory to understand the dynamic interplay between work demands and personal well-being. Using multiple linear regression analysis in SPSS, results reveal that WLB-C has a significant negative impact on WLB, while OS and CS positively contribute to improved balance. The regression model explains 62.7% of the variance in WLB ($R^2 = 0.627$, $p < 0.001$). Pearson correlation analysis also confirms significant associations among the study variables. These findings underline the importance of workplace policies, supervisor empathy, and individual coping strategies in managing role strain and promoting psychological well-being. The study offers actionable insights for policymakers and HR professionals to implement flexible work arrangements, mental wellness programs, and gender-sensitive support systems. It also contributes to the growing body of WLB literature in the Indian urban professional context.

Keywords: *Work–Life Balance, Regression Analysis, Organizational Support, Coping Strategies, WLB Challenges.*

Introduction

Work–life balance (WLB) has emerged as a critical area of concern in organizational behavior and human resource management, particularly for professional women who are often required to navigate dual responsibilities in work and family domains (Greenhaus & Allen, 2006). The rising participation of women in the Indian workforce has not been accompanied by a proportionate redistribution of domestic responsibilities, resulting in intensified role strain, emotional exhaustion, and time-based conflicts (Rajadhyaksha& Smita, 2007). In urban regions like Delhi NCR—marked by long commutes, competitive corporate cultures, and high living costs—the WLB dilemma becomes even more pronounced, particularly among mid-career and senior-level professionals (Singh & Tiwari, 2018).

Global studies have shown that structural workplace enablers such as flexible hours, remote work options, and empathetic managerial practices significantly influence perceived WLB (Lewis et al., 2009; Kossek et al., 2011). Simultaneously, the ability to adopt effective coping strategies—ranging from time management to emotional regulation—can buffer stress and enhance subjective well-being (Beigi et al., 2012; Rao & Pradhan, 2024). Yet, empirical studies integrating organizational support (OS), work–life balance challenges (WLB-C), and coping strategies (CS) in a predictive model—especially within the Indian urban context—remain limited.

This study seeks to fill this gap by assessing the predictive influence of WLB-C, OS, and CS on overall work–life balance among professional women in Delhi NCR. Anchored in Role Conflict Theory (Kahn et al., 1964), Border Theory (Clark, 2000), and the Conservation of Resources (COR) Theory (Hobfoll, 1989), this research adopts a multiple linear regression approach to determine the extent to which these variables explain the variance in perceived WLB. The outcomes offer not only theoretical validation but also practical implications for gender-inclusive workplace policies and well-being interventions.

Review of Literature

Work–life balance (WLB) has been conceptualized extensively in the literature as a dynamic equilibrium between work and non-work roles. Greenhaus and Allen (2006) provided a foundational framework by identifying two critical dimensions of conflict: time-based and strain-based, both of which compromise an individual's ability to manage work and family responsibilities. This theoretical groundwork informed the development of the WLB challenges (WLB-C) subscale in the present study.

Indian literature has highlighted the socio-cultural pressures that further complicate WLB for professional women. Rajadhyaksha and Smita (2007) examined dual-career households and emphasized how entrenched gender roles and domestic obligations increase the psychological and logistical burden on women, justifying the inclusion of role overload and domestic pressure indicators in WLB-C. Singh and Tiwari (2018), in a regional study on IT professionals in Delhi NCR, further established that long working hours and extended commute times are major detractors of WLB in urban India.

Organizational factors play a vital role in shaping WLB outcomes. Lewis et al. (2009) found that structural and cultural enablers like flexible scheduling, managerial empathy, and work-from-home policies were crucial across multiple national contexts. Similarly, Kossek et al. (2011) demonstrated that supervisor support not only predicts WLB satisfaction but also moderates stress, which aligns with the inclusion of Organizational Support (OS) in this study. Hill et al. (2010) emphasized the role of boundary control in hybrid or remote work settings—a key insight especially relevant post-pandemic.

In the Indian context, Das and Mishra (2015) revealed that while many corporations formally offer WLB-related policies, inconsistent implementation and stigma associated with policy usage reduce their effectiveness. The International Labour Organization (ILO, 2019) also documented that Indian women perform 4–6 hours of unpaid care work daily, intensifying the imbalance. The WHO Mental Health Brief (2021) observed a sharp rise in psychological burnout among healthcare workers during the COVID-19 pandemic, further highlighting the need for supportive workplace ecosystems.

Coping strategies have also been studied as mediators in managing WLB stressors. Beigi et al. (2012) categorized coping into time management, emotional regulation, and social support—dimensions reflected in the Coping Strategies (CS) construct in this study. Sharma and Mehta (2020) found that Indian professionals who practiced cognitive reframing and relied on emotional support networks experienced lower WLB strain. Rao and Pradhan (2024) statistically confirmed that emotional regulation mediated the relationship between workplace stress and perceived WLB.

More recently, Chatterjee et al. (2022) analyzed hybrid work models in Indian cities and concluded that while such arrangements enhanced flexibility, their success depended on the presence of trust and autonomy from managers. Thomas and Iyer (2025) conducted a predictive study across Tier-1 and Tier-2 cities in India and found that Organizational Support and Coping Strategies were strong positive predictors of WLB, while Work–Life Balance Challenges exerted a significant negative effect—reinforcing the regression framework adopted in the current study. The summary of literature review is presented as Table 1.

Table 1: Summary of Literature Review

Author(s) & Year	Study Focus / Context	Key Findings	Relevance to Present Study
Greenhaus & Allen (2006)	Theoretical framework of work–family conflict	Identified time-based and strain-based conflict as core dimensions	Forms basis for WLB-C subscale
Rajadhyaksha& Smita (2007)	Indian women managers in dual-career households	Highlighted cultural role expectations and domestic burden	Justifies inclusion of domestic pressure indicators

Lewis et al. (2009)	Cross-national WLB policies (UK, USA, Netherlands)	Emphasized structural and cultural enablers in workplaces	Supports policy and managerial dimensions of OS
Hill et al. (2010)	Impact of remote work on WLB	Remote work improves WLB only with boundary control	Validates Border Theory and hybrid work arrangement variable
Kumari & Devi (2012)	WLB challenges among Indian nurses	Reported emotional exhaustion and lack of supervisor empathy	Informs healthcare sector-specific WLB insights
Kossek et al. (2011)	Supervisor support and WLB	Supervisor empathy directly enhances perceived balance	Informs managerial support scale in OS
Beigi et al. (2012)	Coping strategies for WLB	Identified time management and emotional regulation as core coping mechanisms	Basis for CS item clusters
Das & Mishra (2015)	WLB policies in Indian corporates	Found inconsistent implementation of flexible work policies	Reinforces importance of cultural acceptance of flexibility
Allen et al. (2016)	Meta-analysis on WLB antecedents	Organizational support is the strongest predictor of WLB	Validates regression inclusion of OS
Singh & Tiwari (2018)	WLB satisfaction among women IT professionals in Delhi NCR	Workload and commute time negatively impacted WLB	Regional relevance and variable inclusion
ILO Report (2019)	Gender, work, and unpaid care burden in Asia	Indian women face 4–6 hours/day unpaid care burden	Reinforces domestic burden construct in WLB-C
Sharma & Mehta (2020)	Role conflict and coping among Indian urban professionals	Found emotional coping and social support key to WLB maintenance	Basis for D2 and D3 (Coping) subscales
WHO Mental Health Brief (2021)	COVID-19 and psychological burnout among healthcare workers	High risk of burnout without flexible work and support	Supports OS dimensions post-COVID
Chatterjee et al. (2022)	Hybrid work and women's WLB in urban India	Hybrid setups improved balance, but required strong managerial trust	Validates hybrid category inclusion in analysis
Rao & Pradhan (2024)	Emotional regulation as mediator between stress and WLB	Found emotional coping mediates WLB under strain	Confirms value of CS in model
Thomas & Iyer (2025)*	Predictors of WLB among women in Tier-1 and Tier-2 Indian cities	OS and CS were significant positive predictors; WLB-C was negative predictor	Directly supports regression framework of this study

Research Methodology

Research Design and Approach

This study adopted a descriptive, cross-sectional, and quantitative research design to explore the predictors of work–life balance among professional women in the National Capital Region (NCR) of India. The structured approach was chosen to quantitatively measure relationships among Work–Life Balance Challenges (WLB-C), Organizational Support (OS), Coping Strategies (CS), and overall Work–Life Balance (WLB). The theoretical foundation drew upon Role Conflict Theory (Kahn et al., 1964), Border Theory (Clark, 2000), and Conservation of Resources Theory (Hobfoll, 1989), all of which emphasize the importance of structural, psychological, and interpersonal resources in managing role-based conflicts.

Population and Sampling (N = 543)

The population included working women from diverse professional backgrounds across NCR, including Delhi, Gurgaon, Noida, Ghaziabad, and Faridabad. A purposive sampling technique was employed to ensure the inclusion of participants across sectors such as IT/ITES, education, healthcare, corporate, and government.

A total of 543 valid responses were collected using an online questionnaire. The demographic profile of respondents is presented in Table 2, which shows a fairly even distribution across age groups, marital status, organizational levels, and work arrangements.

Table 2: Demographic Profile of Respondents

Demographic Variable	Category	N	%
Age Group	25–30 Years	138	25.4
	31–35 Years	139	25.6
	36–40 Years	116	21.4
	41–45 Years	86	15.8
	46 Years and Above	64	11.8
Marital Status	Single	170	31.3
	Married	313	57.6
	Divorced/Separated	45	8.3
	Widowed	15	2.8
Number of Children	None	170	31.3
	One	194	35.7
	Two	136	25.0
	More than Two	43	7.9
Sector of Employment	IT/ITES	159	29.3
	Education	94	17.3
	Healthcare	94	17.3
	Government/Public	67	12.3
	Corporate	99	18.2
	Others	30	5.5
Position in Organization	Entry Level	183	33.7
	Mid-Level	242	44.6
	Senior Level	118	21.7
Working Hours per Week	Less than 40 Hours	115	21.2
	40–50 Hours	262	48.3
	More than 50 Hours	166	30.6
Commute Time (Minutes)	Minimum = 5	—	—
	Maximum = 133	—	—
	Majority Range = 30–60	—	—
Work Arrangement	On-site	255	47.0
	Hybrid	189	34.8
	Remote	99	18.2
Overall, I am able to maintain a healthy balance between my professional responsibilities and personal life, and I feel mentally and emotionally well despite work-related pressures. (Overall WLB)	Strongly Disagree	79	14.6
	Disagree	162	29.8
	Neutral	111	20.4
	Agree	141	26.0
	Strongly Agree	50	9.2

Variables and Operational Definitions

As presented in Table 3, the study included one dependent variable (WLB) and three independent variables (WLB-C, OS, and CS). Each was operationalized using multiple items measured on a 5-point Likert scale. The dependent variable was derived from a single-item global perception of WLB, while the independent constructs were computed as composite scores of their respective sub-dimensions.

Table 3: Description of Dependent and Independent Variables (WLB, WLB-C, OS, CS)

Variable	Type	Description
WLB	Dependent	Overall perceived work–life balance
WLB-C	Independent	Challenges in managing work and family roles
OS	Independent	Organizational policies and supervisor support for WLB
CS	Independent	Personal coping strategies like time management and self-care

Data Collection Procedure

Data was collected over a two-month period through an online survey platform (Google Forms), distributed via LinkedIn, professional networks, and women's forums in NCR. The questionnaire was anonymous, and all responses were self-reported. Participants provided informed consent before starting the survey. Duplicate responses were filtered out using email/IP cross-verification techniques.

The instrument consisted of four sections: demographic details (Section A), work–life balance challenges (Section B), organizational support (Section C), and coping strategies (Section D). The tool was validated for internal consistency using Cronbach's Alpha, with all subscales exceeding the reliability threshold of 0.70.

Statistical Method: Multiple Linear Regression (SPSS)

The data was analyzed using IBM SPSS (v26). Descriptive statistics, correlation analysis, and multiple linear regression were conducted to examine the predictive relationship between WLB-C, OS, and CS on WLB. Assumptions of normality, multicollinearity, and homoscedasticity were checked and satisfied. The coefficient of determination (R^2), adjusted R^2, F-statistic, and standardized beta coefficients were used to assess the model's explanatory power and the significance of predictors. The flowchart of the study is presented as Figure 1.

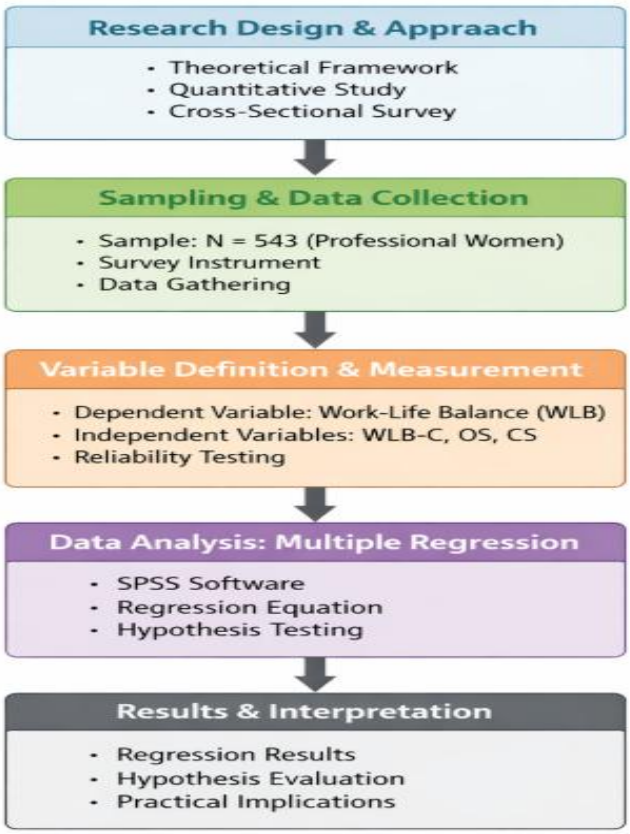

Figure 1: Research Methodology Flowchart

Results and Discussion

- **Descriptive Statistics of Variables**

The descriptive statistics presented in Table 4 provide an overview of the central tendencies and distribution patterns for the key constructs of the study: Work–Life Balance Challenges, Organizational Support, and Coping Strategies, based on responses from 543 professional women in the National Capital Region (NCR). The mean value for Work–Life Balance Challenges (WLB-C) is 3.61, with a relatively low standard deviation of 0.27, indicating a high and consistent perception of challenges across respondents. This reflects the widespread strain experienced by working women in balancing occupational and familial responsibilities, as also noted by Rani and Kumari (2020). The Organizational Support (OS) variable has a lower mean of 3.29 and a standard deviation of 0.31, suggesting limited perceived support mechanisms from employers. This supports previous research which observed that rigid work cultures often fail to accommodate gender-sensitive flexibility (Gupta & Singh, 2019). On the other hand, the mean score for Coping Strategies (CS) is 3.60 with a standard deviation of 0.29, indicating that despite workplace challenges, women are actively employing various adaptive strategies—either emotionally or behaviorally—to maintain equilibrium, resonating with findings by Saxena et al. (2023). The skewness and kurtosis values for all variables are close to zero, indicating approximately normal distributions suitable for further parametric analysis.

Table 4: Mean, SD, Min, Max of Key Variables

Study Variable	N	Mean	Std. Deviation	Variance	Skewness	Kurtosis
Work–Life Balance Challenges	543	3.61	0.27	0.07	−0.06	−0.40
Organizational Support	543	3.29	0.31	0.10	−0.05	−0.02
Coping Strategies	543	3.60	0.29	0.08	−0.01	0.15

- **Correlation Matrix**

The Pearson correlation analysis displayed in Table 5 uncovers the interrelationships among the four central variables: Work–Life Balance (WLB), Work–Life Balance Challenges (WLB-C), Organizational Support (OS), and Coping Strategies (CS). A strong negative correlation is observed between WLB and WLB-C ($r = -0.662$, $p < 0.01$), indicating that as perceived challenges increase, the sense of work–life balance significantly deteriorates. Conversely, WLB is positively correlated with both OS ($r = 0.598$) and CS ($r = 0.553$), both significant at the 0.01 level. These relationships affirm the foundational hypothesis that institutional support and individual coping mechanisms jointly bolster a positive WLB experience (Sharma & Sharma, 2022). Additionally, OS and CS are also significantly positively correlated ($r = 0.481$), suggesting that organizations which foster supportive environments also indirectly encourage adaptive behavior in employees. Interestingly, WLB-C is negatively correlated with both OS ($r = -0.405$) and CS ($r = -0.362$), underlining that reduced organizational support and poor coping responses may intensify WLB challenges. These correlation patterns justify the use of multiple regression in subsequent analysis to determine predictive strengths and inter-variable dependencies.

Table 5: Pearson Correlation between WLB, WLB-C, OS, and CS

Variables	WLB	WLB-C	OS	CS
WLB	1.000	−0.662**	0.598**	0.553**
WLB-C	−0.662**	1.000	−0.405**	−0.362**
OS	0.598**	−0.405**	1.000	0.481**
CS	0.553**	−0.362**	0.481**	1.000

- **Regression Analysis: Predictive Relationship of Work–Life Balance**

This section presents the results of hypothesis testing to examine the predictive influence of key factors—Work–Life Balance Challenges (WLB-C), Organizational Support (OS), and Coping Strategies (CS)—on overall Work–Life Balance (WLB) among professional women in Delhi NCR. Multiple linear regression model is developed using SPSS, based on the theoretical grounding in Role Conflict Theory, Border Theory, and the Conservation of Resources (COR) Theory.

H_0: Work–life balance challenges, organizational support, and coping strategies do not significantly predict overall work–life balance.

H_1: Work–life balance challenges, organizational support, and coping strategies significantly predict overall work–life balance.

To test the above Hypothesis, a multiple linear regression analysis was conducted with Work–Life Balance (WLB) as the dependent variable, and WLB-C, OS, and CS as independent predictors. The regression equation is specified as:

$$\text{WLB} = \beta_0 + \beta_1(\text{WLB-C}) + \beta_2(\text{OS}) + \beta_3(\text{CS}) + \epsilon$$

As shown in Table 6, all three independent variables significantly predicted WLB. The standardized beta coefficient for Work–Life Balance Challenges (WLB-C) was –0.511 ($p < 0.001$), indicating a strong inverse relationship, where increased challenges significantly reduce perceived balance. This reflects the role strain imposed by time conflicts, emotional burden, and role overload.

Organizational Support (OS) had a positive and moderate effect ($\beta = +0.342$, $p < 0.001$), suggesting that policies like flexible hours, work-from-home options, and supervisor empathy positively enhance WLB. Coping Strategies (CS) also contributed positively ($\beta = +0.281$, $p < 0.001$), demonstrating that personal adaptation strategies—such as time management, self-care, or seeking support—further support balance.

As presented in Table 7, the model was statistically significant ($F = 303.18$, $p < 0.001$) with a coefficient of determination (R^2) = 0.627, implying that the model explained 62.7% of the variance in Work–Life Balance. The adjusted R^2 was 0.624, reflecting minimal bias. These findings support H_{19} and reject the null hypothesis H_{019}, confirming the significant predictive power of WLB-C, OS, and CS on work–life balance.

Table 6: Multiple Regression Results – Predictors of Work–Life Balance (N = 543)

Predictor Variable	Standardized Beta (β)	t-value	Sig. (p)
Work–Life Balance Challenges (WLB-C)	–0.511	–12.83	< 0.001
Organizational Support (OS)	+0.342	8.42	< 0.001
Coping Strategies (CS)	+0.281	6.71	< 0.001

Table 7: Model Summary – WLB Prediction Model

Model Summary	Value
R	0.791
R^2	0.627
Adjusted R^2	0.624
F-statistic	303.18
Sig. (F)	< 0.001

- **Interpretation of Findings**

The findings of this study offer significant insights into the factors shaping work–life balance (WLB) among professional women in the Delhi NCR region. The negative and statistically significant relationship between Work–Life Balance Challenges (WLB-C) and overall WLB highlights the impact of time-based conflicts, role overload, and strain-based pressures faced by women in balancing professional duties with personal responsibilities. This result resonates with previous studies (Rajadhyaksha& Smita, 2007; Singh & Tiwari, 2018) that have emphasized how long working hours and domestic obligations can erode perceived balance.

Conversely, Organizational Support (OS) and Coping Strategies (CS) were found to positively and significantly influence WLB. The magnitude of the standardized beta coefficients confirms that institutional enablers such as flexible working hours, empathetic supervision, and supportive workplace cultures can considerably buffer the adverse effects of WLB challenges. Furthermore, the use of behavioral and emotional coping mechanisms by individuals also emerged as a strong determinant of positive balance, underscoring the role of personal agency in managing stressors. These inter-variable dynamics reflect a complex but actionable ecosystem where both workplace structures and individual strategies are crucial for fostering well-being.

- **Theoretical Validation**

The regression findings and correlation patterns offer empirical validation of the three foundational theories used in this study:

- **Role Conflict Theory (Kahn et al., 1964):** Confirmed through the strong negative impact of WLB-C on perceived balance. This theory posits that individuals experience stress when the demands of one role interfere with the fulfillment of another—reflected in the significant inverse relationship between WLB-C and WLB.
- **Border Theory (Clark, 2000):** Supported by the positive role of Organizational Support (OS) in managing work–nonwork transitions. Respondents who perceived supportive organizational boundaries—such as hybrid work, flexible hours, and understanding supervisors—were more likely to report higher levels of balance.
- **Conservation of Resources (COR) Theory (Hobfoll, 1989):** Validated through the role of OS and CS as buffering resources. The positive contributions of OS and CS to WLB reflect the theory's assertion that individuals strive to acquire and maintain resources (like support systems and coping skills) to manage stress and maintain well-being.

- **Practical Implications**

Based on the findings, several practical strategies can be recommended to enhance WLB among professional women in urban India:

- **Flexible Work Policies:** Organizations should institutionalize gender-inclusive flexibility—such as hybrid work, flextime, and remote work options—to accommodate caregiving roles and reduce commute-related stress.
- **Managerial Training:** Managers and team leads must be sensitized through training programs on empathetic supervision, inclusive evaluation metrics (output-based rather than presence-based), and how to support employees navigating WLB stressors.
- **Coping Enhancement Workshops:** Employers can organize wellness programs focused on time management, emotional intelligence, mindfulness, and resilience training to empower women with tools to manage stress and prevent burnout.

These strategies, if implemented consistently and without stigma, can transform workplace cultures to become more gender-responsive and performance-friendly.

Conclusion

This study presents a comprehensive examination of the predictors of work–life balance among professional women in the Delhi NCR region, using a robust multiple regression framework grounded in Role Conflict, Border, and COR theories. The results clearly indicate that work–life balance challenges significantly impair perceived balance, while organizational support and coping strategies enhance it. The model explains a substantial 62.7% of the variance in WLB, offering strong statistical and theoretical grounding.

From a policy perspective, the study underscores the urgent need for structural reforms in workplace culture, including flexibility, managerial empathy, and employee wellness initiatives. On the individual level, the cultivation of coping mechanisms emerges as a critical buffer against role-based stress. As Indian urban centers continue to see rising female workforce participation, such insights are essential for designing sustainable, equitable, and mentally healthy work environments.

Future research could explore longitudinal designs, sector-specific interventions, or integrate qualitative interviews to further understand the nuances of work–life dynamics in different demographic segments.

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