

Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.



INTERNATIONAL JOURNAL OF
MULTIDISCIPLINARY RESEARCH & REVIEWS

journal homepage: www.ijmrr.online/index.php/home

THE DUAL BURDEN DILEMMA: A REVIEW OF WORK-LIFE BALANCE STRUGGLES AMONG MARRIED WOMEN IN MUMBAI'S HOTEL INDUSTRY

Asit Kumar Mishra¹, Dr. Ankur Dutt Sharma²

¹HOD, Department of Hotel Management Institute of Hotel Management University, Mumbai, India.

²Professor, Department of Centre for Distance and Open Education, Suresh Gyan Vihar University, Jaipur, Rajasthan, India.

How to Cite the Article: Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

 <https://doi.org/10.56815/ijmrr.v4i4.2025.39-51>

Keywords	Abstract
<i>Female Employees, Hotel Industry, Work-Life Balance, Stress Management, Gender Disparities.</i>	This research portrays the results of an in-depth analysis of the unique challenges faced by women employed in the hotel industry. Contemporary working women, and especially those who are married, struggle with the added demands of balancing personal and work responsibilities. The analysis illustrates the need to appreciate and address these challenges in the interest of the overall well-being of women employees to foster a more supportive and considerate work environment. This study seeks to identify treatments and techniques that might help female hotel workers reduce stress and have a better work-life balance by analyzing current research and empirical data.

1. INTRODUCTION

Human capital is often a company's most precious asset. A company may thrive and accomplish its goals more effectively with the help of its skilled people resources [1]. Keeping employees is difficult in a competitive market, but it's essential for a company's long-term performance, competitive edge, and longevity [2]. Several problems arise as a result of employee turnover, such as higher training and recruiting expenses, staff members lacking the necessary skills, and



[The work is licensed under a Creative Commons Attribution
Non Commercial 4.0 International License](https://creativecommons.org/licenses/by-nc/4.0/)

Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

interruptions to business operations. Companies would rather keep their current talented workers on staff by providing them with a wide range of incentives and bonuses. They use comparable strategies to entice qualified personnel as well. This kind of talented personnel might be enticed by rival companies on occasion [3]. Interestingly, there has been a recent uptick in the number of workers quitting their jobs in search of greater chances in the business sector.

It wasn't until 1986 [4] that the phrase "work-life balance" appeared. Finding a happy medium between one's work and personal life is what work-life balance is all about. It also invites employees to spend time on their families, health, and leisure, aside from work and business tasks. In the contemporary business world, this is critical because it positively affects employees' loyalty to the company and improves their motivation [5]. This is a concern for both employees and employers. In the current economic environment in India, where there is pressure on employers to optimize productivity, the employees most sought after are those with an improved ability to balance work and personal life [6].

Stress in the workplace, juggling work and home life, and Discrimination by gender are among the specific challenges women in the hospitality industry face. These challenges may significantly impact their psychological and physical health. Some studies emphasize the importance of addressing these challenges. "Stress research conducted on women in the IT industry in Chennai indicates that women experience high levels of stress due to the merger of family responsibilities and the high demands of work, underscoring the importance of organizations providing tools and support to manage this stress". Also noteworthy is the impact of well-being on psychological empowerment Vishal Yadav et al [7]. Well-being, in particular, happiness, positively affects empowerment, with happiness acting as an essential enabler. The hotel industry requires positive and energized employees, and this relationship suggests that the health and well-being of employees may be improved, coupled with increased assimilation and job-related satisfaction. The impact of health awareness and wellness activities, in relation to the broader context of workplace health promotion (WHP), is undeniable. For example, health promotion WHP activities are shown to positively impact employees' participation, knowledge, and health in the electronics industry in Malaysia. "Likewise, the hospitality industry can enjoy the benefits of such initiatives by developing comprehensive WHP programs tailored to the needs of women employees."

2. LITERATURE REVIEW

As noted by Maharani and Tamara [8], achieving a healthy work-life balance is crucial for attaining career happiness. Work-life balance is influenced by child care factors, workload, job satisfaction, family, stress, turnover, and attrition [9]. Yunita et al. [10] examined millennials and their career progression, focusing on work-life balance, happiness at work, and emotional dedication. Findings show that work-life balance and job satisfaction greatly influence emotional commitment, which directly impacts career progression.

In Pandita et al. [11], age, experience, and marital status are used as demographic variables to assess the impact of work-related stress on the health of women in the information technology



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

sector. It highlights the nexus of gender roles, social norms, and the socio-cultural context of the information technology sector and how occupational stress contributes to the development of anxiety, depression, and burnout. “Preethi R V et al [12] articulated the challenges of IT work from the positionality of women, stressing the consequences of unpredictability, mobility, and financial concerns”. Effective stress management is, thus, essential for maintaining positive work-life equilibrium. A complete health program is necessary to address the special health issues faced by women and encourage favourable results; in the meantime, companies could provide relaxation methods, counselling, and possibilities for professional growth. A positive outlook and social support networks are essential for coping with stress, which impacts people on several levels.

Yadav et al. [7] despite reporting comparable levels of psychological well-being, this research indicated that working women face more perceived stress compared to homemakers. Perceived stress and psychological well-being are negatively correlated, suggesting that enhancing psychological well-being helps alleviate stress. The results back up the idea that working women in Jammu require mental health services and training specifically tailored to their needs.

Organizational variables, gender, age group, and family structure are some of the elements that influence work-life balance (WLB) among hotel workers in India's major cities, according to Bali et al. [13] Cleaning staff and front desk personnel enjoy higher levels of work-life balance (WLB) Kukreti et al. [14] suggested that hotels implement predictable work patterns, offer overtime pay, and consider salary increases. Liu et al. [15] noted that, within the upper echelon of the hotel sector, the correlation is stronger in women between work-life balance and organizational commitment.

The hotel sector is known for high turnover and poor performance due to employees' struggles with work-life balance brought on by long hours, overtime, and stress at work Yeole et al. [16]. “In a study conducted by Sharma [17], the effect of work-life balance on job satisfaction was examined among chefs employed by five-star hotels in the Delhi NCR area”.

The difficulties encountered by the sector, including rivalry, marketing fads, twenty-four-hour workweeks, seasonality, and technology advancements, were discussed by Singh and Sreenivasan [18] as they investigated the effects of work-life balance on workers' private, professional, and familial lives. To lessen the blow and keep employees progressing, they stressed the importance of a healthy work-life balance.

According to Grigoryan [19], in the time after an outbreak, workers' intentions to quit the hospitality industry were significantly affected by issues of work-life balance, employee compensation, and employment insecurity. While most Nepalese employees were happy with their pay, perks, and work-life balance, a small number were unhappy with their workload and management. This information comes from a study by Khanal and Shrestha [20].

Many aspects of a country's economic growth depend on the hotel sector. Pokhara, Nepal, is home to a thriving hotel industry that powers the country's tourist economy. The human development index tends to be worse in countries where men and women do not get equally weighted chances



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry. International Journal of Multidisciplinary Research & Reviews, 4(4), 39-51.*

for advancement. As a result of variables including cheap salaries and more access to education, women's involvement in business is changing, even in developing nations.

Over time, the idea of work-life balance has expanded to include the management of one's own time, stress, technology, leisure, and changes. Working from home during the lockdown has made it difficult to unplug from work. People expect them to be accessible at all times, since they are always only a call or message away [21]. We live in a fast-paced digital world where work-life balance (WLB) is a problem for both people and organizations [21]. Management experts sounded the alarm about technological progress causing widespread joblessness around twenty-five years ago. From another vantage point, the scenario offered a life of more leisure for humans as technology would mostly replace human work [21]. Unexpected consequences have resulted from the current escalation of job stress. Technology has set off a series of pressure cooker circumstances rather than relaxation and time to be used creatively.

3. WORK-FAMILY CONFLICT

Stress at work is a particular problem in the hotel business, which is otherwise well-known for its vivacious culture and emphasis on offering outstanding service to customers [22]. Employees in the hotel business generally work irregular hours, including holidays, weekends, and nights, due to the company's on-going operation [23]. The inability to meet one's personal and familial responsibilities is a direct result of this disturbance to work-life balance [24]. In addition, there is a lot of pressure on staff always to provide outstanding service since the sector places a premium on client happiness [25]. Servers and front desk agents deal directly with clients, handling their varying needs and expectations [26]. Given the importance of customer interaction in this customer-centric approach, the emotional strain on employees can be immense. When the work-related stressors outlined in the literature are ignored, they can adversely affect the employees' mental and emotional well-being. [27].

Due to the rapid pace, volatility, and ambiguity in the organization, the integration of work and family becomes one of the most difficult challenges that employees face in a day. [28]. Work-family conflict (WFC) is a term that describes the phenomenon whereby the work-related tasks of an employee get in the way of the employee fulfilling their family responsibilities. [29]. Conflicts of this nature can be of different types, including time, strain, and behavior. [30] Within the discourse of employee stress, burnout, and their wellness, the construct of WFC is gaining significant attention [31]. Although it is one of the main variables in the relationship between work and family interaction in the organization, the WFC is defined most poorly. The importance of WFC in comprehending the interaction between occupational stress and psychological suffering is highlighted by its bidirectional character [32]. "Although there is a large amount of research on stress, psychological distress, and WFC in different types of workplaces, there is an apparent lack of studies focusing on resort workers in underdeveloped nations like Egypt [33]". There are a lot of resorts in outlying parts of Egypt that don't have access to local labor and have demand swings throughout the year, according to Abdou et al. [33]. All of these things make it hard to keep a job



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

for the long haul and lead to unpredictable work schedules [34]. Also, many resort workers travel considerable distances to work at the resort, which puts them at risk of homelessness, food insecurity, irregular hours, lengthy commutes, poor pay, and being separated from their main homes [35]. Their specific circumstances might significantly affect how they feel about WFC and any psychological anguish they may be experiencing. Even while there has been research looking at the correlation between stress at work and mental health issues, there may not have been enough studies looking at the other way around. When considering the experiences of resort workers, research on mediating processes, like WFC, may have limitations. Lastly, our study is in direct reaction to the need for more research into the mediating function of WFC among different factors in the hotel business made by Abdou et al. [33].

4. THE IMPACT OF WORK STRESS ON WFC

According to one definition, WFC occurs when "the role pressures from the work and family domains are mutually incompatible in some respect" [36]. All three manifestations of WFC pose different difficulties. To put it simply, time-based conflict occurs when an individual's work obligations cut into their time for family duties, creating tension between the two. When the attitudes and actions required of one role are at odds with those of the other, a behavior-based conflict arises. This may cause stress connected to the roles being played and even conflicts over personal identity. When mental or physical fatigue impairs performance in one area, strain-based conflict ensues [37].

Several studies have looked at the correlation between work-family conflict (WFC) and stress in the workplace to figure out how stress at work might affect people's personal lives off the job [38]. The authors stressed that it is difficult to separate one's personal and professional lives when one's job stresses affect one's personal life. Previous research has shown how changes in WFC can correlate with overload and how it is expressed in various forms, such as overload, conflict, and ambiguity [39]. Employees who are so involved in work that they do not have enough time for their family, caregiving, or relationships may need help in these areas as well [40]. Further empirical research found that when workers reported high levels of role conflict and ambiguity, WFC increased significantly. About the former, they found that workers might 'make' and 'bring' home their stress and anxiety, enabling it to spiral when they are unclear about their responsibilities and obligations at work [39]. This may turn into WFC when the stress is work-related and the obligations are home and family. Also, it may be the source of role conflict, the ambiguity that can significantly influence the WFC that workers experience [41]. Competing expectations and responsibilities at work may increase stress and reduce the quality of work. This can increase and expand the conflict that the work role requires at home.

5. WLB AND ORGANISATION COMMITMENT

A great deal of scholarly work has explored the relationship between work-life balance (WLB) as defined by Greenhaus et al. [42] and organizational commitment. An employee's level of



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

commitment to their organization is positively related to their time management capabilities, degree of work engagement, and job satisfaction. “Organizational commitment and its three main components—affectional commitment, continuance commitment, and normative commitment—are positively correlated with WLB, according to Li [46]”. There is a strong positive correlation between WLB and organizational commitment, as was shown by Shabir and Gani [47] and Oyewobi et al. [48]. In addition, Shabir and Gani [47] found that WLB is positively associated with two of the three dimensions of organizational commitment (affective and normative commitment), but has no bearing on continuance commitment. Nonetheless, WLB is unrelated to emotional commitment, according to Yang and Islam [49].

6. PROBLEMS AND CHALLENGES OF FEMALE EMPLOYEES OF THE HOTEL INDUSTRY

Women employees encounter unique challenges in the hotel industry that mirror the broader issues in the workforce. These challenges include:

- **Gender Discrimination:** Women employees suffer from the impact of workplace gender discrimination when it comes to the horizontal and vertical allocation of work, promotion, and overall career development.
- **Discrepancy in Pay and Benefits:** The hotel industry is not an exception to the pervasive gender pay inequity and economic injustice in the hospitality industry.
- **Limited Opportunities for Women in Leadership:** The absence of women in the industry’s upper management and executive positions may hinder women’s career progression.
- **Work-Life Integration Challenges:** Women, particularly those in hospitality and customer-facing roles, may find it hard to achieve work-life integration due to the sector's demands. The incidence of sexual harassment from management to employees demonstrates the importance of having strong leadership in place to address and contain such behavior appropriately.
- **Inflexible Working Hours:** The operational hours of most hotels may not be responsive to the needs of women, particularly those with caregiving responsibilities.
- **Restricted Access to Training and Advancement Opportunities:** Barriers to professional development can limit skills and career growth for women in the workforce.
- **Bias and Discrimination:** Women employees might be treated differently by co-workers and management as a result of the outdated biases and stereotypes associated with gender roles.
- **Standardized Uniform and Grooming Policies:** Due to the nature of their work in hotels, some women employees might feel uncomfortable with the more rigid control of their dress and appearance compared to their male counterparts.
- **Lack of Organizational Support:** Obstacles such as the absence of mentorship, support programs, and other organizational initiatives designed to assist women employees may remain unaddressed.

To ensure the health and progress of women in hospitality, the sector must focus on providing a positive and fair environment. Understanding and addressing these issues is critical.



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

7. STRESS OF FEMALE EMPLOYEES OF THE HOTEL INDUSTRY

In the hospitality industry, excessive and unbounded working hours, disproportionate and antisocial working hours, repetitive tasks, and excessive shift rotation may lead to burnout.

Women employed in the hospitality and hotel industries, particularly in specific service roles, face a unique set of pressures and stressors due to the nature of their jobs. Some of these stressors include:

- **Heavy Workload:** Hotel customer service representatives can experience extreme fatigue and burnout due to the exhausting and frantic hours, the unpredictability of their working schedules, and the relentless hours of service they are expected to provide.
- **Customer Service Pressures:** The roles of front desk workers, concierges, and guest service associates expose these workers to unique pressures and extreme levels of stress due to the complete range of customer demands and complaints they are forced to deal with in real time, including the need to manage their own emotionally challenging situations.
- **Irregularity in Schedule and Shift Work:** Having to work at night and on weekends can have negative consequences on sleep and family relations and increase stress levels.
- **Time Constraints:** Women employees can feel stress in situations where the hospitality industry imposes tight time deadlines, such as preparing rooms for guests and scheduling events.
- **Very Few Professional Growth Opportunities:** A lack of growth in the profession is a stressor, as well as a source of discontent for several women in the hospitality industry.
- **Professional-Life Discord:** With inflexible work arrangements, heavy workloads, and the predominance of certain expectations in professional, personal, and family spheres, imbalance can occur.
- **Grooming and Uniform Standards:** Unjust demands on how hotel employees, especially women on staff, should present themselves exacerbate self-esteem challenges.
- **Work-Caused Distress:** Unpredictable staffing, characterized as temporary and as-within the season, is commonplace in the hospitality industry and causes distress.
- **Work Insecurity:** Several hospitality employees, especially in the hotel industry, struggle for financial steady state and face distress with work that is temporary and seasonally defined.
- **Lack of training and professional development opportunities** can lead to feelings of stagnation and diminished job progression.

8. DISCUSSION

Everyone knows that the hospitality business, which includes fine dining establishments and hotels, is known for its high rates of employee stress, and the "Work-Life Balance" alarm goes out, particularly for women working in the profession. Because of the service-centric nature of the hotel industry, there is a severe shortage of employees, with women making up nearly half of the managerial and staffing positions. This is mainly attributable to the difficulties women encounter



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

in the workforce, as discussed in the research papers included here, all of which support the idea that hospitality firms should do more to acknowledge and support female workers' unique challenges.

9. CONCLUSION

Since work-life balance is so crucial to empowering women, it will remain at the center of discussions throughout the world. There are a lot of physically demanding jobs in Nigeria's industrial sector, which isn't great for women. Married women may continue to show less dedication to their careers unless there is a focus on managing them well in light of the multiple roles they play. This means that married workers need to have issues like work-family conflict highlighted to them and a plan for how to get over these points in their career, so that they may effectively produce results.

10. AUTHOR(S) CONTRIBUTION

The writers affirm that they have no connections to, or engagement with, any group or body that provides financial or non-financial assistance for the topics or resources covered in this manuscript.

11. CONFLICTS OF INTEREST

The authors declared no potential conflicts of interest with respect to the research, authorship, and/or publication of this article.

12. PLAGIARISM POLICY

All authors declare that any kind of violation of plagiarism, copyright and ethical matters will take care by all authors. Journal and editors are not liable for aforesaid matters.

13. SOURCES OF FUNDING

The authors received no financial aid to support for the research.

REFERENCES

- [1] Armando Papa, Luca Dezi, Gian, Luca Gregori, Jens Mueller, Nicola Miglietta(2018). [Improving innovation performance through knowledge acquisition: the moderating role of employee retention and human resource management practices: Journal of Knowledge Management DOI:10.1108/JKM-09-2017-0391](#)
- [2] Vincent Nithila, Paul Anjali (2018). [Employee motivation and retention: Issue and challenges in startup companies: DO - 10.1729/IJCRT.17290](#)
- [3] Zahid Halim, Maria, Muhammad Waqas, Cedric A. Edwin & Ahsan Shah : [Identifying factors for employee retention using computational techniques: an approach to assist the decision-making process: SN Applied Sciences volume 2, Article number: 1612](#)



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

- [4] Lockwood, N. (2003). *Work-Life Balance: Challenges and Solutions*. Society for Human Resource Management (SHRM) Research Department, SHRM, Alexandria, VA.
- [5] Bhat, J. A., & Sharma, N. K. (2018). The twin-deficit hypothesis: Revisiting Indian economy in a nonlinear framework. *Journal of Financial Economic Policy*, 10(3), 386–405. <https://doi.org/10.1108/JFEP-03-2017-0031>
- [6] Naithani, P. (2010). Overview of work-life balance discourse and its relevance in current economic scenario. *Asian Social Science*, 6(6), 148-155
- [7] Yadav, V., Yadav, N., & Sharma, S. (2023). The relationship between perceived stress and psychological well-being among working women and housewives. *International Journal of Indian Psychology*, 11(2). <https://doi.org/10.25215/1102.043>
- [8] Maharani, A., & Tamara, D. (2024). The occupational stress and work-life balance on turnover intentions with job satisfaction as mediating. *SA Journal of Human Resource Management*, 22, 2369.
- [9] Allam, Z. (2017). A scientific approach to understand role stress amongst business school teachers. *Man in India*, 97(10), 183–196
- [10] Yunita, T., Hadita, H., Wijayanti, M., & Ismayani, V. (2023). Work-life balance, job satisfaction, and career development of millennials: The mediating role of affective commitment. *Journal of Economics, Business, and Accountancy Ventura*, 26(1), 89–101
- [11] Pandita, P., & Pednekar, B. (2024). The impact of occupational stress on the mental health of women employees in the IT sector in accordance with demographic variables. *Journal of Advanced Zoology*, 45(S4), 224-238. <https://doi.org/10.53555/jaz.v45iS4.4192>
- [12] B., Preethi & Kunal, Prashanth. (2016). DESIGN AND EVALUATION OF CONTROLLED-RELEASE OCULAR INSERTS OF BRIMONIDINE-TARTRATE AND TIMOLOL MALEATE. *International Journal of Pharmacy and Pharmaceutical Sciences*. 9. 79. [10.22159/ijpps.2017v9i1.15199](https://doi.org/10.22159/ijpps.2017v9i1.15199).
- [13] Bali, P., Sajnani, M., & Gupta, R.K. (2021). Study on the work life balance of hotel employees in metro cities. *Turkish Online Journal of Qualitative Inquiry (TOJQI)*, 12(7), 769-776.



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

- [14] Kukreti, R., Dani, R., Rawat, A., Khan, M., & Papade, G.R. (2021). Work life balance in hotel industry: Issues and challenges. *Webology*, 18(4), 1993-1997.
- [15] Liu, D., Wu, Y., Jiang, F., Wang, M., Liu, Y., & Tang, Y-L. (2021). Gender differences in job satisfaction and work-life balance among Chinese physicians in tertiary public hospitals. *Frontier. Public Health*, 9, 635260. <https://doi.org/10.3389/fpubh.2021.635260>
- [16] Yeole, S.M., Borde, S., & Wankhede, S.R. (2023). A study on work life balance in employees in 5 star hotels. *European Chemical Bulletin*, 12(4), 1-9.
- [17] Sharma, V. (2024). Work-life balance and job satisfaction for hotel employees in Delhi NCR, India. *International Journal of Asian Business and Management*, 3(2), 169-176. <https://doi.org/10.55927/ijabm.v3i2.7671>
- [18] Singh, M., & Sreenivasan, G.K. (2024). Work-life balance practices and its impact on employees working in hotel industry in India. *Futuristic Trends in Management*, 3 (26),141-155, <https://doi.org/10.58532/V3BHMA26P2CH>
- [19] Grigoryan, K. (2024). Labor shortages in the hospitality industry: The effects of work-life balance, employee compensation, government issued unemployment benefits and job insecurity on employees' turnover intentions. *Westcliff International Journal of Applied Research*, 8(1), 59-73. <https://doi.org/10.47670/wuwijar202481kg>
- [20] Khanal, M., & Shrestha, R. (2024). Job satisfaction in Kathmandu's hospitality industry: Exploring work environment, compensation, and employee retention. *International Journal of Atharva*, 2(2), 136–148. <https://doi.org/10.3126/ija.v2i2.70249>
- [21] Ramakrishnan. (2019, June 24). Work life balance during lockdown. <https://typeset.io/authors/ramakrishnan2loshy5v6p>. Retrieved October 3, 2023, from <https://www.sciencedirect.com/science/article/pii/S1877042815029421>
- [22] Pizam, A., Shani, A. (2009). The nature of the hospitality industry: present and future managers' perspectives. *Anatolia* 20, 134–150. doi: 10.1080/13032917.2009.10518900
- [23] O'Neill, J. W., and Xiao, Q. (2010). Effects of organizational/occupational characteristics and personality traits on hotel manager emotional exhaustion. *Int. J. Hosp. Manag.* 29, 652–658. doi: 10.1016/j.ijhm.2009.12.004



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

- [24] Zhao, X., and Ghiselli, R. (2016). Why do you feel stressed in a “smile factory”? Hospitality job characteristics influence work–family conflict and job stress. *Int. J. Contemp. Hosp. Manag.* 28, 305–326. doi: 10.1108/IJCHM-08-2014- 0385
- [25] Kusluvan, S. (2003). “Characteristics of employment and human resource management in the tourism and hospitality industry,” in *Managing Employee Attitudes and Behaviors in the Tourism and Hospitality Industry*, ed. S. Kusluvan (Hauppauge, NY: Nova Science Publishers), 3–24
- [26] Wang, J., Fu, X., and Wang, Y. (2021). Can “bad” stressors spark “good” behaviors in frontline employees? incorporating motivation and emotion. *Int. J. Contemp. Hosp. Manag.* 33, 101–124. doi: 10.1108/IJCHM-06-2020-0519
- [27] Foster, K., Roche, M., Giandinoto, J., and Furness, T. (2020). Workplace stressors, psychological well-being, resilience, and caring behaviours of mental health nurses: a descriptive correlational study. *Int. J. Ment. Health Nurs.* 29, 56–68. doi: 10.1111/inm.12610
- [28] Byron, K. (2005). A meta-analytic review of work–family conflict and its antecedents. *J. Vocat. Behav.* 67, 169–198. doi: 10.1016/j.jvb.2004.08.009
- [29] Greenhaus, J. H., and Beutell, N. J. (1985). Sources of conflict between work and family roles. *Acad. Manag. Rev.* 10, 76–88. doi: 10.2307/258214
- [30] Frone, M. R., Russell, M., and Cooper, M. L. (1992). Antecedents and outcomes of work-family conflict: testing a model of the work-family interface. *J. Appl. Psychol.* 77, 65–78. doi: 10.1037/0021-9010.77.1.65
- [31] Huo, M., and Jiang, Z. (2023). Work–life conflict and job performance: the mediating role of employee wellbeing and the moderating role of trait extraversion. *Pers. Individ. Dif.* 205:112109. doi: 10.1016/j.paid.2023.112109
- [32] Haines III, V. Y., Marchand, A, Rousseau, V., and Demers, A. (2008). The mediating role of work-to-family conflict in the relationship between shiftwork and depression. *Work Stress* 22, 341–356. doi: 10.1080/02678370802564272
- [33] Abdou, A. H., Khalil, A. A. F., Mahmoud, H. M. E., Elsaied, M. A., and Elsaed, A. A. (2022). The impact of hospitality work environment on employees’ turnover intentions



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

during COVID-19 pandemic: the mediating role of work-family conflict. *Front. Psychol.* 13:890418. doi: 10.3389/fpsyg.2022.890418

[34] Soliman, S. G., Elsaed, A. A., and Emam, A. M. (2023). The impact of working environment in resorts on job satisfaction and employee turnover intention: a case of Egypt. *J. Fac. Tour. Hotel Univ. Sadat City* 7, 54–66.

[35] Dreier, P., and Flaming, D. Lucero Herrera, Matsuoka, M., Carlen, J., Burns, P. (2018). Working for the Mouse: A Survey of Disneyland Resort Employees. Occidental College Urban and Environmental Policy Institute and the Economic Roundtable Report February 2018. Available online at: SSRN: <https://ssrn.com/abstract=3202452> or <http://dx.doi.org/10.2139/ssrn.3202452> (accessed August 7, 2023).

[36] Greenhaus, J. H., and Beutell, N. J. (1985). Sources of conflict between work and family roles. *Acad. Manag. Rev.* 10, 76–88. doi: 10.2307/258214

[37] Mihelic, K., and Tekavcic, M. (2014). Work-family conflict: a review of antecedents and outcomes. *Int. J. Manag. Inf. Syst.* 18:15. doi: 10.19030/ijmis.v18i1.8335

[38] Michel, J. S., Kotrba, L. M., Mitchelson, J. K., Clark, M. A., and Baltes, B. B. (2011). Antecedents of work-family conflict: a meta-analytic review. *J. Organ. Behav.* 32, 689–725. doi: 10.1002/job.695

[39] Mohamad, N., Ismail, A., Mohamad, N. M., Ahmad, S., and Yahy, Z. (2016). Role ambiguity and role overload as important predictors of work-family conflict. *Humaniora* 7:473. doi: 10.21512/humaniora.v7i4.3600

[40] Dodanwala, T. C., Santoso, D. S., and Shrestha, P. (2022). The mediating role of work–family conflict on role overload and job stress linkage. *Built Environ. Project Asset Manag.* 12, 924–939. doi: 10.1108/BEPAM-12-2021-0153

[41] Farika, N., Indrianti, T., and Pribadi, J. D. (2021). The effect of work demand, role conflict, and role ambiguity on work-family conflict (impact of work from home due to the COVID-19 pandemic). *J. Fam. Sci.* 5, 92–102. doi: 10.29244/jfs.v5i2. 32644

[42] Greenhaus, J. H., Collins, K. M., & Shaw, J. D. (2003). The relation between work–family balance and quality of life. *Journal of Vocational Behavior*, 63(3), 510–531



Mishra Asit Kumar, Sharma Ankur Dutt (2025). *The Dual Burden Dilemma: A Review of Work-Life Balance Struggles among Married Women in Mumbai's Hotel Industry*. *International Journal of Multidisciplinary Research & Reviews*, 4(4), 39-51.

- [43] Rumangkit, S., & Zuriana, Z. (2019). Work-life balance as a predictor of organizational commitment: a multidimensional approach. *Diponegoro International Journal of Business*, 2(1), 18-22. <https://doi.org/10.14710/dijb.2.1.2019.18-22>
- [44] Talukder, Momin & Vickers, Margaret & Khan, Aila. (2017). Supervisor support and work-life balance: Impacts on job performance in the Australian financial sector. *Personnel Review*. 47. 10.1108/PR-12-2016-0314.
- [45] Elangovan, A.R. (2001). Causal ordering of stress, satisfaction and commitment, and intention to quit: a structural equations analysis. *Leadership & Organization Development Journal*, 22(4), 159-165. <https://doi.org/10.1108/01437730110395051>
- [46] Li, Y. (2018). Effects of work-life balance on organisational commitment: a study in China's State-Owned enterprise. *World Journal of Social Science Research*, 5(2), 144-166. <http://dx.doi.org/10.22158/wjssr.v5n3p144>
- [47] Shabir, S., & Gani, A. (2020). Impact of work-life balance on organisational commitment of women health-care workers. Structural modelling approach. *International Journal of Organizational Analysis*, 28(4), 917-939. <https://doi.org/10.1108/IJOA07-2019-1820>
- [48] Luqman Oyekunle Oyewobi and Richard Ajayi Jimoh, (2022). Barriers to Adoption of Sustainable Procurement in the Nigerian Public Construction Sector, *Sustainability* 2022, 14(22), 14832; <https://doi.org/10.3390/su142214832>
- [49] Yang, Y., & Islam, D.M.T. (2021). Work-life balance and organisational commitment : A study of field level administration in Bangladesh. *International Journal of Public Administration*, 44(14), 1286-1296. <https://doi.org/10.1080/01900692.2020.1755684>

