



WORK-LIFE BALANCE IN HIGHER EDUCATION: ARE WORK INTENSIFICATION AND EMOTIONAL LABOR POTENTIAL JOB STRESSORS?

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Abstract

Although work-life balance (WLB) has been widely researched in organizational settings, the topic remains largely ignored in the context of higher education. There are also limited studies which use a gendered perspective to investigate the concept of WLB within a framework comprising potential job stressors such as work intensification and emotional labor. This paper addresses the identified research gaps by documenting the findings of a survey of 190 academic staff in Malaysian universities. PLS-SEM analysis of the non-gendered-stratified model revealed that both work intensification and emotional labor were significant predictors of self-reported WLB. Interestingly, the gender-stratified analysis showed that work intensification and emotional labor were differentially associated with WLB for both women and men. The analysis also indicated that the proposed model is slightly better at explaining women's experiences than those of men. The findings have important implications for research and policy.

Keywords : Academe, Emotional Labor, Work Intensification, Work-life Balance
