

IMPACT OF WORK LIFE BALANCE ON EMPATHY AMONG HEALTHCARE PROFESSIONALS AT ABC HOSPITAL: THE MEDIATION EFFECT OF SUPERVISOR SUPPORT

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The increasing demands in the healthcare sector call for an enhanced understanding of work-related factors influencing healthcare workers' empathy. The motivation for this study stems from the central role that empathy plays in patient care and the challenges faced by healthcare workers in maintaining a healthy work-life balance. The primary aim of this research is to explore the impact of supervisor support on the work-life balance-empathy relationship. A quantitative approach was employed, with a cross-sectional survey design. The data were collected from 100 female staff nurses in ABC Hospital using established measures of work-life balance, supervisor support, and empathy. Statistical tests including correlation, regression, and mediation analysis via SPSS were utilized to examine the hypothesized relationships. Key outcomes indicate that work-life balance has a beneficial influence on empathy and that supervisory support highly mediates this effect. Nurses who have more improved work-life balance score higher empathy, and positive supervisory support also strengthens the effect. Such findings reinforce the importance of ensuring a positive work environment in promoting employee well-being and improving the outcomes of patient care. The research contribution is twofold. Conceptually, it contributes to work-life balance and empathy research by incorporating supervisor support as a mediator. Empirically, healthcare organizations should prioritize strategies that maximize supervisor support and work-life balance initiatives in a bid to maximize empathetic care.

Keywords: *Empathy, Employee well-being, Healthcare professionals, Supervisor Support, Work-life balance*

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