



**“THE IMPACT OF STRESS DUE TO WORKLIFE BALANCE:
A CASE STUDY ON FEMALE CABIN CREW IN AVIATION SECTOR
– SRI LANKA**

Project Report

229

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Abstract

Over the past few decades, work-life balance has grown in importance to both individuals and businesses. Maintaining balance and increasing happiness in both the job and personal world is considered a tedious task due to the job irregularities. This is evident amongst cabin crew who don't have proper hours or days on work and are also regarded as shift workers across the globe.

One of the essential factors in successfully managing work-life balance is the ability to reduce and control stress. Stress is undoubtedly one of the biggest problems faced by the modern workforce. It is also becoming an increasingly worrying problem for employers.

The focus of this thesis was to investigate the impact of stress due to worklife balance (WLB) of an airline cabin crew member especially focusing in Sri Lanka. The contributory factors identified as Irregular Work Hours (IWH), Fatigue (FAT) and Work Family Conflict (WFC) and the national carrier of Sri Lanka was experimented with the approval of the organization. The workforce of the airline is 1015 cabin crew, category wise Pursers, Cabin supervisors and Flight attendants. This study involved 25 cabin crew in all categories who completed the online survey. The findings exposed that there is a significant impact on WLB due to stress. Achievable recommendations are provided to the organization's management to overcome unhealthy work life balance.

Keywords: *Srilankan airlines, Cabin Crew, Work Life Balance, Fatigue, Work Family Conflict, Irregular Work Hour, Stress*

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