WORK LIFE BALANCE wrt INFORMATION TECHNOLOGY ENABLED SERVICES COMPANIES IN & AROUND MUMBAI

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ABSTRACT

Effectively managing professional commitments and personal commitments towards children, parents, spouse, one's individual interest is termed as work life balance. Work life balance does not just mean just work family balance but also time for individual's personal growth and development, and personal rest and leisure. Balancing both work and personal life could become extremely stressful. Stress is defined as "the way an individual interacts with the environment." Work life stress has a large force on family and work role.

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Keywords: Work Life Balance, Work Family Balance, Personal Growth & Development.

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Introduction
Factor Impacting Issues in Work Life

The employees in the modern work environment get challenging jobs, reward and opportunities to learn new skills but no job security. Full time employment has also reduced greatly with the organisations hiring a large number of contract employees offering the flexibility of time end work location. Organisations have to find innovative approaches to develop potential employee's loyalty. Due to globalisation, organisation have to develop new structure like teams and various alliances and also work out new job designs to support different lifestyles of the individual and business objectives. The new job designs have to be in sync with the work life balance objectives. The manner in which more work life problems have been presumed by the organisations is predominantly changing. Human Resource Management practices are focused on helping the employees with managing their work life issues. High stress jobs leave the employees very less time for his family thereby affecting the relationships. Facets of the employees work or family life influencing one another gives rise to work life issues. The characteristic of optimistic attitude are achievement and perseverance.

Literature Review

Aamir and Hira (2011), researchers aimed at qualifying the relation between two variables namely work stress and family imbalance. Work life balance does exist because of certain reasons like the work culture in the organizations, inadequate HR policies, job insecurities, low compensations, organizations, inadequate HR policies, job insecurities, low compensations. There is the difference in the work life of employees in private sector and public sector. The dissatisfaction of employee is directly related to stress and hence this cause imbalance in his life. The welfare of the employee satisfaction should be given the top most priority because the human resource management is considered as the asset of the company. Some social issues are very much responsible for the imbalance and they are male dominated society in which a woman is not given an equal treatment like that of men. Organizations are not taking proper strategic moves for the practice of work life balance. Hence it is the primary responsibility of any organizations throughout the globe to concentrate on their main asset and those are employees.

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Ajith, Madhu (2013) Explained the role of IT employees who manage tremendous pressure on office. Stress, time management etc is a challenge for the employees. The research was conducted in a certain company where they conducted that the employees were very well able to manage their personal and professional life. Mainly research was conducted to know the work-life balance and stress management. The company concentrated on the work- life balance of employees wherein they were given flexible working hours, concession in travelling, etc. Hence the employees were able to manage both the domains. In few sectors it was seen that employees are unaware of the terms, policies and practices. Hence proper work and life balance policies should be implicated for betterment of the employees and so as the employer. Promotion of work-life balance should be done through coaching, mentoring and counselling sessions. For better work and life environment counselling sessions should be arranged on regular basis. Motivation should be given through awards and prizes. Hence organizations should pro-actively enforce these policies for the employees which will further benefit the organization in maintaining a positive organizational culture.

Ratna, Rajneesh (2008) Stated that there is lot of work pressure in IT sector long working hours result in less time to family with more misunderstandings. IT employees face lot of health issues since they work for long time sitting in one place this increases boredom in work hence increasing stress and work pressure of projects. IT industries should avoid long working hours, organizations should understand long working hours may result in increased absenteeism and hence employee turnover. The researcher hence states happy employees don't leave the organization easily.

Objectives of the Study

- To understand the job culture of Information Technology Enabled Services (Business Intelligence)
- To examine difficulties faced by Information Technology Enabled Services (Business Intelligence) in joining

Hypothesis
Hypothesis 1

H_0:   Employees are not satisfied with the policies framed by companies that are almost compatible to the international standards.

H_1:   Employees are satisfied with the policies framed by companies that are almost compatible to the international standards.

Hypothesis 2

H_0:   Employees satisfaction for the policies of companies is not independent of the Age, Gender, Education and Designation.

H_1:   Employees- Information Technology Enabled Services (Business Intelligence) satisfaction for the policies of companies is independent of the Age, Gender, Education and Designation.

Hypothesis 3

H_0:   Employees do not experience physical and mental stress on board.

H_1:   Employees do not experience physical and mental stress on board.

Hypothesis 4

H_0:   Employees physical and mental stress is not dependent of Age, Gender, Education and Designation when on board.

H_1:   Employees physical and mental stress is dependent of Age, Gender, Education and Designation when on board.

Hypothesis 5

H_0:   Employees are not satisfied on the work-life balance.

H_1:   Employees are satisfied on the work-life balance

Hypothesis 6

H_0:   There is no significance of difference in the satisfaction towards work-life balance when compared with respect to Age, family type and frequency of visit.

H_1:   There is significance of difference in the satisfaction towards work-life balance when compared with respect to Age, family type and frequency of visit.

Research Methodology

A research methodology is a proper organised plan for conducting a research. The research should be done in both the ways namely qualitative and quantitative, hence these methods includes conducting a survey, observation with respect to a participant and respective data. In this case the logic of using this approach is to maintain real life references and phenomena regarding the impact of work life balance on employee's performance and productivity. In addition to that the chosen method is known for its economies in terms of time and resources. Finally, the employment of quantitative approach is compatible with the study problems and its questions; and it enables the current study to reach and collect empirical evidence from a wider group of population.

Data Collection

The required information for the study was collected through questionnaire. The questionnaire used to allow the response of the respondents in a standard way, unbiased approach and objective oriented. The use of questionnaire provides the information to be presented in a numeric way. Questionnaire method also has several limitations, for example lackadaisical attitude of respondents, non-attendance and lack of cooperation. The data collected through journals, books, research articles were referred for secondary information. However, referring such second hand information helps to get the data over the globe and also saves time, money and efforts and also adds values to the study. This method also has several limitations, for example reliability and accuracy of data is less, data becomes old as time passes and also the problem of genuineness and copyright.

Data Analysis
Findings from the Analysis

- The findings are been drawn from the study which is conducted and the data analysed

- It is very much essential to understand the behaviour of employees towards the concept of work and life balance. There was a list of vital parameters which was provided to the respondents while responding for the work life balance.

- The factor of age was considered and it was found that in the overall study 18.6% male respondent were below 35 years of age and 81.4% respondents were above 35 years of age.

- It was found in the overall data collection that 1.6% of the total population was single rest 98.4% were married.

- It was found that 53.2% of the total respondents stay in a joint family and 46.8% of the respondents stay in a nuclear family.

- The number of dependents at the count of one are 54%, two are 40.6% and there are 5.4%

- The number of children at the count of one is 49.5%, two are 42.3%, three are 4.4% and four are 3.8%

Hypothesis 1

H_0:   Employees are not satisfied with the policies framed by companies that is almost compatible to the international standards.

H_1:   Employees are satisfied with the policies framed by companies that is almost compatible to the international standards.

- According to one sample t-test it was found that the p- value is less than that of 0.05 indicating significance of difference between the average score and the value 5. The results were also verified using Wilcoxon signed rank test.

- Hence by comparison of all the factors it was noted that the employees except for the higher authorities get good time off or holidays

- It was also concluded that the employees get flexibility in job sharing; the employees also take sufficient break for developing their career, counselling services are made available if needed.

- There is a relationship manager in the comprises to support family programme and also the health of employees is taken care of on board by providing Gymnasiums on board as well as sessions of health programmes in seminars.

- The employees don't get concessions for paternity leaves.

Conclusions

Since it was seen that p value is less than that of 0.05 and the null hypothesis is rejected and the alternate hypothesis is accepted. Employees showed that the policies framed by the company are accepted by them and are compatible to international standards. Companies sums up different regulations of IT organisations and different governments of countries worldwide and frames the policies for operational convenience on board.

Hypothesis 2

H0: Employees satisfaction for the policies of companies is not independent of the Age, Gender, Education and Designation.

H₁: Employees- Information Technology Enabled Services (Business Intelligence) satisfaction for the policies of companies is independent of the Age, Gender, Education and Designation.

- p- value is less than 0.05 indicate the significant differences since at the parameters p- value is less than 0.05 indicates that the respondents are significantly satisfied as the average scores are significantly more than the expected score of 3.00

- Hence it is seen that most of the respondents do a regular physical exercise in the office premises only.

- The employees agreed that they experience work pressure doing a group task.

Conclusion

The null hypothesis is rejected and alternate hypothesis is accepted. The company policies are standardised as per international standards and are same for all the employees irrespective of their age, gender, education or designation.

Hypothesis 3

H₀: Employees do not experience physical and mental stress on board.

H₁: Employees experience physical and mental stress on board.

- Respondents agreed that they are able to participate in community activities and able to attend religious commitments but not significant since the score is less than 3

- Respondent significantly agree that they are stressed due to handling more than one project at a time.

- Respondents agreed that there is work pressure of job but there is no stress as such

- Krushal-Wallis test is used to compare the significant difference between the respective parameters. If Kruskal-Wallis test is significant then Mann-Whitney U test was used to compare those pair wise.

- Respondents significantly agree that their time of work is not defined.

- Respondents agree that they meet the expectations of colleagues, work mates and family.

- Respondents significantly agreed that they are able to give enough time to the family and friends but as officers and masters

- p- value is less than 0.05 indicate the significant difference since all the parameters p-value is less than 0.05 indicates that the respondents are significantly satisfied as the average scores are significantly satisfied as the average scores are significantly more than the expected score of 3.00

Conclusion

Null hypothesis is rejected and alternate hypothesis commercial pressure has made the aspects of operations vary demanding with the ever mounting paper work, operational commitments and adherence to legislations. The margin of earner is very small and a slip up with regards to any of the above factors can have drastic consequences with the repercussions directly on the team.

Hypothesis 4

H₀: Employees physical and mental stress is not dependent of Age, Gender, Education and Designation when in the office.

H₁: Employees physical and mental stress is dependent of Age, Gender, Education and Designation when in the office.

- Respondents significantly agreed that enough facilities for communication are given but still improvement is needed in network.
- Respondents agreed that they are able to share work with the colleagues whenever needed
- p- value less than 0.05 indicates significance of difference since all the parameters of p- value is less than 0.05 that indicates the respondents are satisfied as their average scores are more than the expected score of 3.

Conclusions

The null hypothesis is rejected and alternative hypothesis is accepted. As there is a significant difference of various age groups, gender, education and designation of taking the stress, due to different physical and mental capacities of the particular age groups, gender,education and designations with respect to the challenge they face within the organisation.

Hypothesis 5

H₀: Employees are not satisfied on the work-life balance.

H₁: Employees are satisfied on the work-life balance

- The employees agreed that the organisation is doing enough for them in all respect, but certain things they are unhappy with is mentioned in the suggestions.
- Respondents agreed that the organization is happy with the jobs or else the company wouldn't give them promotions
- Respondents agreed that organization is giving rewards and payments.
- It was agreed by the respondents that the companies are professional and are profit oriented.
- P- value is more than 0.05 which indicates significance of difference. Since all the parameters p-value is less than 0.05 indicates that the respondents are significantly satisfied.

Conclusion

The null hypothesis is rejected and alternate hypothesis is accepted. Due to the recent introduction of many courses converted into computer-based trainings so that employees are no longer lectures at training institutes as they can finish the training at home using the login and password provided by training institutes.

Hypothesis 6

H₀: There is no significance of difference in the satisfaction towards work-life balance when compared with respect to Age, family type and frequency of visit.

H₁: There is significance of difference in the satisfaction towards work-life balance when compared with respect to Age, family type and frequency of visit.

- As the average scores are significantly more than the expected scores of 3. To find out the significance differences among all these comparisons were done with each other.
- Respondents have agreed that they are satisfied in their jobs
- Respondents have also agreed that they want to reach at higher positions in their jobs.
- Respondents agreed that they need to take up different jobs in new compensations and are also satisfied with their salaries and compensations.
- Most of the respondents agreed that they don't fee harassed at work place in terms of compensation.
- P-value is more than 0.05 which indicates significance of difference. Since all the parameters p-value is less than 0.05 indicates that the respondents are significantly satisfied.

Conclusion

The null hypothesis is accepted and alternate hypothesis is rejected as the p- value is more than 0.05. The facilities provided by the companies are similarly beneficial for everyone irrespective of their age, position, marital status and experience.

Result and Conclusion
Result

The result of data analysis for hypothesis as follows:

Hypothesis 1	Null Hypothesis is Rejected
Hypothesis 2	Null Hypothesis is Rejected
Hypothesis 3	Null Hypothesis is Rejected
Hypothesis 4	Null Hypothesis is Rejected
Hypothesis 5	Null Hypothesis is Rejected
Hypothesis 6	Null Hypothesis is Accepted

Efforts by companies to improve work life balance

	Number cases	Percentage
Gymnasium	440	98.43
Health and insurance policies	446	99.78
Medical facilities for free including family members	404	90.38
Financial security in case of loss of job	300	67.11
Various cuisines in cafeteria	432	96.44
Knowledge sharing and comparing	413	92.30
Recreational and welfare facilities	350	78.30

Employer's efforts in improving work life balances

	Number cases	Percentage
Additional Rank for paper work	353	70.23
Reduce paper work	423	90.14
Extra human resource to involve work load whenever required	425	90.20
Provide sufficient welfare and recreational facilities	380	85.21
Provide safe working environment	435	95.03

Findings

- Companies should arrange for recreational activities involving families to maintain emotional and mental balance of the employees.
- Perks, bonuses and appreciation should be given to the employees.
- Companies should make facilities available to employees in time of emergency and no matter how minor the problem is, if the family needs the employee, it means the problem is important.
- There should be increased number of employees how much ever is required. Many organisations have stopped taking trainees hence reducing number of employees. Hence this has increased the pressure on existing employees. So, the employees should be sufficient so that the work is managed properly.
- There are many training courses which are compulsory for the employees. Certain basic or vital courses should be there but the number of courses pressure is more. Rest courses should be made optional so that whoever wishes to take the course can do it.
- The number of leaves provided to the employees should be mandatory except for any emergency. After constant hard work the employees yearns for a good quality time for his social needs.
- Organisations should emphasise more on the mental health of the employees by conducting counselling sessions as many organisations take the mental health of employees for granted, this can be done with the help of having a helpline to a counsellor for the employees to have someone to open up to and avoid the problem foster within.

Conclusion

It is hence concluded that IT employees' job is not everyone's cup of tea. They go through various challenges in the organisation with respect to work as well as personal life. Employees spend maximum time in the organisation leaving only some time for their dear ones. It affects them physically emotionally but still they keep going. The role of family is equally important to maintain the work life balance of the employees. The employees undergo lot of pressure onboard that is work pressure, peer pressure, tensions in the families and this cause stress to the employees. Maintenance of work life balance is very important for any employees irrespective of any field.

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Questionnaire

1.   Name:
2.   Age (Years):
3.   Gender:
4.   Marital Status:
5.   Tenure of Work:
6.   Family type: (please tick wherever applicable) 1. Joint   2. Nuclear
7.   Number of children:
8.   Number of dependent (except children):
9.   In your absence who takes care of children:
10.   Read each and tick. Use the following key for your ratings **(SD: Strongly Disagree/ D: Disagree/ NA: Not applicable/ A: Agree/ SA: Strongly Agree)**

Sr. No.		SD	D	NA	A	SA
1.	I do regular physical and mental exercise					
2.	Time of work is not defined					
3.	I meet the expectations of my colleagues, workmates and family					
4.	Give enough time to family and friends					
5.	I experience work pressure while doing a group task					
6.	I am able to attend religious commitments and also participate in community activities					

7.	I am able to share my work with the colleagues whenever needed					
8.	I get enough holidays to spend time with my family and friends					
9.	I am stressed due to handling more than one project at a time					
10.	My job is stress less					
11.	My organisation is doing enough for me in all aspects					
12.	My organisation is happy with my work					
13.	Organisation is giving rewards and payments					
14.	I am fully satisfied with the job					
15.	I want to reach the highest position in the job					
16.	I want to take up new jobs in different field					
17.	I am satisfied with my family life					
18.	I never feel that am harassed at my workplace in terms of compensations					

11.   What do you think your employer could do to improve your work life balance?

12.   Does your company have separate policy for work life balance?

13.   Rate the following factors framed by the organisation from the general perspective by comparing it to standards and guidance of international level for the same

Sr. No		1	2	3	4	5	6	7
1	Flexible working hours							
2	Holidays/paid time - off							
3	Job sharing							
4	Career break/ Sabbaticals							
5	Counselling service							
6	Health Programs							
7	Family Support Programs							
8	Exercise facilities							

List down the problems faced by you while in job as per the severity in your life.

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