

A STUDY ON EMPLOYEE PERCEPTION TOWARDS QUALITY OF WORKLIFE BALANCE IN BPS &BPO

Submitted in partial fulfilment of the requirements for the
award of
MASTER OF BUSINESS ADMINISTRATION

by
U. VARSHINI
Register No.42410274



SCHOOL OF MANAGEMENT STUDIES

**SATHYABAMA
INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade “A++” by NAAC | 12B Status by UGC |
CATEGORY - 1 UNIVERSITY BY UGC | Approved by AICTE JEPPIAAR NAGAR,
RAJIV GANDHI SALAI, CHENNAI -
600119**

December 2023



SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of U. VARSHINI
(42410274) who carried out the Project Training “under my supervision from
September 2023 to October 2023.

(Dr.A.MEERA)

Internal guide

External guide

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Dean – School of Management Studies**

Submitted for Viva voce Examination held on _____

INTERNAL EXAMINER

EXTERNAL EXAMINER

DECLARATION

I **VARSHINI .U (42410274)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEE PERCEPTION TOWARDS QUALITY OF WORKLIFE BALANCE IN BPS &BPO**” done by me under the guidance of **Dr. A. MEERA** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE: CHENNAI

**SIGNATURE OF THE CANDIDATE
U. VARSHINI**

ACKNOWLEDGEMENT

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U. VARSHINI

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ABSTRACT

This academic year is carried out the access the challenges in **A STUDY ON EMPLOYEE PERCEPTION TOWARDS QUALITY OF WORKLIFE BALANCE IN BPS &BPO**. This investigation is conducted among age of groups of employees. The sample size for study comprised of 60 respondents. The sample technique used was convenient sampling. The research is Descriptive in nature. The statistical tools used for analysis include Percentage Analysis, Correlation and Anova analysis. 50 are oncospark and 50 are Hexaware technologies .A statistical run was made with the aid of excel to evaluate the significance level ($P\text{-Value}>0.05$) of two questions in the project.

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1.1 INTRODUCTION

Quality of work life (QWL) refers to the favourableness or unfavourableness of a job environment for the people working in an organisation. The period of scientific management which focused solely on specialisation and efficiency, has undergone a revolutionary change. "Quality of work life" is a generic phrase that covers a person's feelings about every dimension of work including economic rewards and benefits, security, working conditions, organizational and interpersonal relationships, and its intrinsic meaning in a person's life.

The traditional management (like scientific management) gave inadequate attention to human values. In the present scenario, needs and aspirations of the employees are changing. Employers are now redesigning jobs for better QWL. QWL is a process of work organisations which enable its members at all levels to actively; participate in shaping the organizations environment, methods and outcomes. This value based process is aimed towards meeting the twin goals of enhanced effectiveness of organisations and improved quality of life at work for employees. "QWL is viewed as that umbrella under which employees feel fully satisfied with the working environment and extend their wholehearted cooperation and support to the management to improve productivity and work environment. A study on employee perception towards quality of worklife in it industry

16 ways to help your employees balance work and life

Promoting a healthy work life balance means looking at the bigger picture – workload, health, [well being](#), socializing, restoration, and more – and taking a holistic approach to integrate all of those facets into a careful balance that sustains, nourishes, and motivates your employees to be their best selves inside and outside of the workplace.

Not sure where to get started? Here are 16 ways to help your employees establish a better work life balance:

1. Recognize that each employee is different

Some employees may be happy with how they manage their personal life vs. their work life. Others may struggle and feel that they haven't got their work life integration right yet. Some people thrive on starting work early and finishing early, whereas others function better starting late and finishing late. Some people would love to job share, go

part time, or have flexible work hours but don't quite know how to articulate that with their leaders.

Companies that attract and retain top talent do so because they recognize that every employee is an individual, and personalize their experiences at work to get the best out of them.

2. Offer flexible work schedules and hybrid working

In one poll, [81% of employees](#) considered flexible working to be important and valuable. Workers who are empowered to manage where, when and how they work, being able to fit in personal activities as well as work remotely tend to demonstrate more employee engagement and a more positive employee experience than those who have a more rigid, controlled workplace experience.

3. Focus on productivity rather than long hours of work

Some jobs take less time than expected, some take more. When employees feel they don't have to do a full eight-hour day every day if they've finished their tasks, but will put in extra time when the job requires it – that's a healthy work environment. It's a work [culture](#) focused on achievement, not clock-watching.

4. Insist on breaks

There's a reason [TED talks are 18 minutes long](#) – people's concentration tends to wane after more than 18 minutes. And the [Pomodoro technique](#) for beating procrastination and improving focus recommends a break every 25 minutes:

WHAT IS THE POMODORO TECHNIQUE?

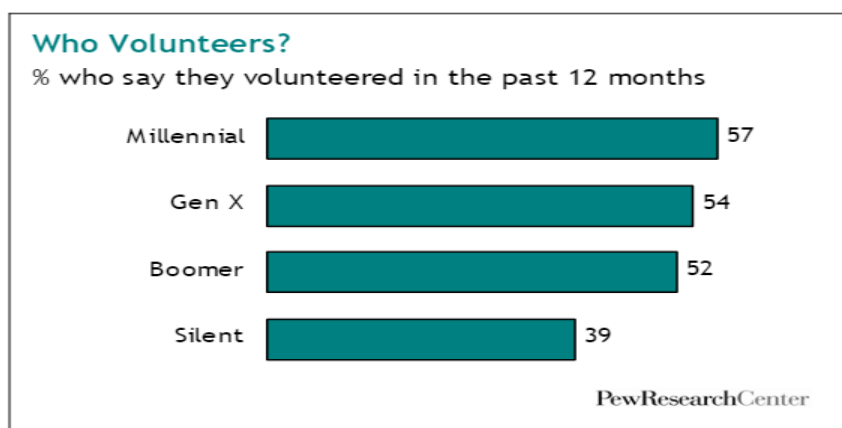
A method for staying focused and mentally fresh

- | | | |
|--------|---|---|
| STEP 1 |  | Pick a task |
| STEP 2 |  | Set a 25-minute timer |
| STEP 3 |  | Work on your task until the time is up |
| STEP 4 |  | Take a 5 minute break |
| STEP 5 |  | Every 4 pomodoros, take a longer 15-30 minute break |

All this screams that taking breaks is good for employees' work life balance. Encouraging breaks away from the desk, short walks, or moving to other areas of the office for a change of scene is an important aspect of a well being program.

5. Allow free time for volunteering and giving back

Millennials, who are increasingly becoming influential in the workforce, are the generation most likely to have volunteered in the past 12 months, according to [research by the Pew Research Center](#). They tend to be more motivated by social justice and action rather than just cold, hard salary when looking for an employer.



Of course, the need and willingness to give back is not just confined to millennials. Many workers whose employers give them paid time to do some good out in the community feel good about themselves, and bring this positive energy back into their job.

6. Support parents

One of the employee groups that finds it hard to achieve work life balance is parents. Mums and dads want to spend quality time with their children, and you don't want to lose your highly skilled people. To help out parents you could:

- Help with childcare costs
- Provide a company crèche
- Provide good, equal benefits for maternity, paternity or shared parental leave
- Offer job shares or part-time roles

7. Offer useful benefits

An enlightened employer will recognize their employees' work life balance needs, such as maintaining a healthy lifestyle, and not letting annoying, stressful chores encroach into personal time.

You could offer employees:

- Subsidized gym memberships
- Free mental and physical fitness classes (yoga, Pilates, mindfulness)
- Use of company vehicles or fuel allowance for private cars
- Dry cleaning discounts
- Free food and drinks
- Taxation advice and support

8. Help employees manage their workload

Workload is a powerful buffer to workforce safety, resilience, and well being. Research from Qualtrics's [2020 Global Workforce Resilience Report](#) revealed that employees who were at capacity in terms of workload felt the best about their safety, resilience, and well-being.

Conversely, those employees with workloads far below their capacity expressed negative views of the same factors.

9. Prioritize your employees' physical health

Employees' physical health plays a major role in their overall well-being, as well as their engagement and attitudes towards work. When employees practice unhealthy habits – such as not getting enough sleep or eating diets low in necessary nutrients – not only do they not feel their best, they can't perform their best at work.

[Wellness programs](#), such as on-site (or virtual) yoga classes, fitness challenges, nutrition coaching, sleep coaching, and more, can help promote healthy habits and a better work-life balance.

10. Provide mental health resources

As mentioned above, stress and burnout are two of the biggest threats to employee well-being. To help employees cope with stress and find a better balance, organizations can offer mental health resources – such as counseling – through an Employee Assistance Program (EAP) or other stress management resources. These could include (on-site or virtual) stress management classes, courses in meditation or yoga, or chair massages.

11. Support employees with making social connections

Employees who have supportive connections in the workplace are more likely to feel connected to their jobs and more engaged with their work. For those employees who lack social connection, organizations can help by facilitating like-minded connections in a healthy setting.

Whether it's through book clubs, running (or walking) clubs, on-site fitness classes, or virtual fitness challenges, employees feel more engaged (and happier!) when they can connect with their colleagues outside of work, as well.

12. Encourage restorative time

One of the more common misconceptions about burnout from work is that work alone is the problem. When, in reality, what we do outside of work is just as important to preventing burnout.

Talk to your employees about how to engage in restorative activities that are meaningful to them outside of work. The key here is to choose activities that aren't work-related – and better yet, don't involve looking at a screen. No one activity is better than the other; encourage employees to pick one or rotate through their favorites – it's completely up to them.

13. Support occupational well-being

Work-life balance and productivity go hand in hand. Employers benefit from supporting healthy habits that boost work performance.

For example, companies can encourage employees to take regular breaks throughout the day, go for a walk when they are feeling stressed, and provide healthy, energy-boosting snacks in lunch and break rooms.

Some organizations are going a step further to reimagine the workweek, and have adopted working four days a week instead of the traditional Monday through Friday 9 to 5.

14. Create boundaries between personal and workplace technology

When you're working from home, keep your phone out of your office/workspace to prevent the blurring of home life into work hours. Likewise, create boundaries with your personal phone and work.

For the bold, try removing work-related apps, such as email and Slack, from your personal phone. Or, try moving the apps to a folder so they're less visible when you're using your phone when you're not engaged in work. And definitely turn off work-related notifications after hours, weekends, and when taking time off.

15. Take time off from work

For many people, taking meaningful time off was difficult during COVID because they couldn't travel for a vacation. And while a staycation can be restorative, the temptation to check work tech might still be there.

In this instance, always encourage employees to fully step away from work – and work tech – while they're on vacation time. Doing so helps them recharge and return to work with renewed energy.

16. Be mindful of the example you're setting

Practice what you preach, especially if you're a leader setting an example for your team. Instead of sending an email after work hours or on a weekend, use technology to your advantage and schedule emails and Slack messages to send during work hours only. That way, the recipient won't feel pressured to respond or even passively check in when they're not working.

1.4 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE:

- A STUDY ON EMPLOYEE PERCEPTION TOWARDS QUALITY OF WORKLIFE BALANCE IN BPS &BPO

SECONDARY OBJECTIVE:

- To find the relationship between the quality of work life and employee performance.
- To Analyse the education related to the work.
- To find out the relationship between work life and work experience.
- To analyse the comparison of the privileges of the organization.

CHAPTER – 2

2.1 REVIEW OF LITERATURE:

David Lewis et al (2001) studied on the extrinsic and intrinsic determinants of quality of work life. The objective of the research was to test whether extrinsic or intrinsic or prior traits test predict satisfaction with QWL in health care. The variables used extrinsic traits: salary or other tangible, intrinsic traits: skills, level, autonomy and challenge, prior traits: gender and employment traits, co-workers, support, supervisor, treatment and communication. Survey was conducted in 7 different health care and respondents was 1,819/5486 staff (33%). Data was gathered from the circulate questionnaire and test applied for data analysis was regression method and factor analysis. The findings showed pay, supervisor style, commitment and discretion, all play a role in determining QWL. Female employees were less satisfied with these traits than male.

. Linda K. Johnsruud (2006) studied on Quality of faculty work life: the University of Hawaii to describe the changes in QWL from 1998 to now. The objective of the study was to find out the current level of satisfaction. Variables were used Relations with the department chair, campus service, community service, faculty relation, salary and demographic factor. The study included all 3,490 members of the UH faculty and /marks the first time that this survey was conducted entirely online and yielded 1,340 responses for a 38% return rate and to analyse the data T- test was used by the researcher. The result showed that salary was the main variable for satisfaction from year 1998 to 2006. Faculty relations and community services is the most positive elements in faculty work life and other finding was campuses'faculty are generally more satisfied than others.

J. Gnanayudam & Ajantha Dharmasiri (2008) studied Influence of quality of work life on organizational commitment by investigated on unsatisfactory level of commitment among workers in medium and large organizations in the apparel industry in Sri Lanka. A convenient sampling technique was adopted for the research. The sample size was limited to 87 workers and Pearson correlation used for data analysis. The result showed that QWL has a positively significant relation with the commitment and

moderator effect of HRDC on the relationship between QWL and Commitment. Ayesha T. (2012) evaluated the quality of work life of the faculty members of private universities in Bangladesh with the objective is to investigate the factors affecting the overall perception of QWL. Dimensions of QWL was taken fair competition, growth security, work and life system, development human capacities, social integrate, social relevance. The method used for data collection was cluster sampling. Spearman's rank correlation technique was applied which is suitable for ranking data and also the test is non-parametric. Results after test showed dimensions are significantly correlated with QWL. There is highly satisfaction in the female regarding QWL dimensions compared to male. Teaching experience of less than one year is more positive about their QWL and its related dimensions compared to experienced teachers.

S. mortazabi (2012) studied the Role of the Psychological Capital on Quality of Work Life and organization performance. Data was collected from nurses of four hospitals in which two hospitals were private and two hospitals were public. Sample size was 207 nurses which were selected random sampling method and Self-efficacy, Optimism, Hope, Resiliency, Survival Needs, Belonging Needs and Knowledge Needs are treated as exogenous variables and Psychological Capital and QWL are treated as endogenous variable. For data analysis researcher used scale means, reliability, and inter-scale correlations. One of the most important factors that plays positive role is Psychological Capital of human resource of that organization. Research shows that Psychological Capital is a more state-like factor than personality traits and QWL has positive and significant relation with organization performance.

CHAPTER -3

RESEARCH METHODOLOGY

3.1 METHODOLOGY:

Research methods are the techniques and tools by which you research a subject or a topic. Research methodology involves the learning of various techniques to conduct research and acquiring knowledge to perform tests, experiments, surveys, and critical analysis.

Research methodology simply refers to the practical “how” of any given piece of research. It’s about how a researcher systematically designs a study to ensure valid and reliable results that address the research aims and objectives.

3.2 COLLECTION OF DATA:

The main source of data for the study was

- 1) Primary data
- 2) Secondary data

PRIMARY DATA:

The primary data have been collected from the students to know the challenges there were facing during this pandemic in the Chennai city. The data is collected in the type of questionnaire.

SECONDARY DATA:

The secondary data collected from the published reports, articles, internet, newspaper, journal etc.

3.3 RESEARCH DESIGN:

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. This Research design applied for the study is 'Descriptive Research'.

3.3.1 Descriptive research design:

Descriptive research aims to accurately and systematically describe a population, situation or phenomenon. It can answer what, where, when and how questions, but not why questions. A descriptive research design can use a wide variety of research methods to investigate one or more variables.

3.4 SAMPLING TECHNIQUE:

Sample design is the theoretical basis and the practice mean by generalizing from characteristics of relatively few of the comprising population. It is the method by which the sample is chosen.

3.4.1 Non-probability sampling:

Non-probability sampling is defined as a sampling technique in which the researcher selects samples based on the subjective judgment of the researcher rather than random selection.

3.4.2 Convenience sampling:

A convenience sample is a type of non-probability sampling method where the sample is taken from a group of people easy to contact or to reach.

3.5 SAMPLE SIZE:

The sample size for the project had a target of 60 participants.

3.6 PERIOD OF STUDY:

The study was carried over from September 2023 to October 2023.

3.7 PROFILE AREA OF STUDY:

- My survey location is Chennai.
- My survey targeted people is employees in the organization.

3.7 HYPOTHESIS

Ho: There is no significance relationship between quality of work life and employee performance.

H1: There is a significance relationship between quality of work life and employee performance.

Ho: There is no significance relationship between work- life and work experience.

H1: There is significance relationship between work- life and work experience.

CHAPTER- 4

DATA ANALYSIS AND INTERPRETATION

The following consist of the data analysis and interpretation of my questionnaire:

4.1 Survey analysis of data

4.1.1 Age of the Respondent

Table 4.1

Row Labels	Count of Age	Percentage
18 to 22	25	41.67
22 to 26	25	41.67
26 to 30	10	16.67
Grand Total	60	100

INTERPRETATION:

From this diagram we 41.7% of the respondent were in the age of 18 to 22. 41.7% of the respondent were in the age of 22 to 26. 16.67% of the respondent were in the age of 26 to 30.

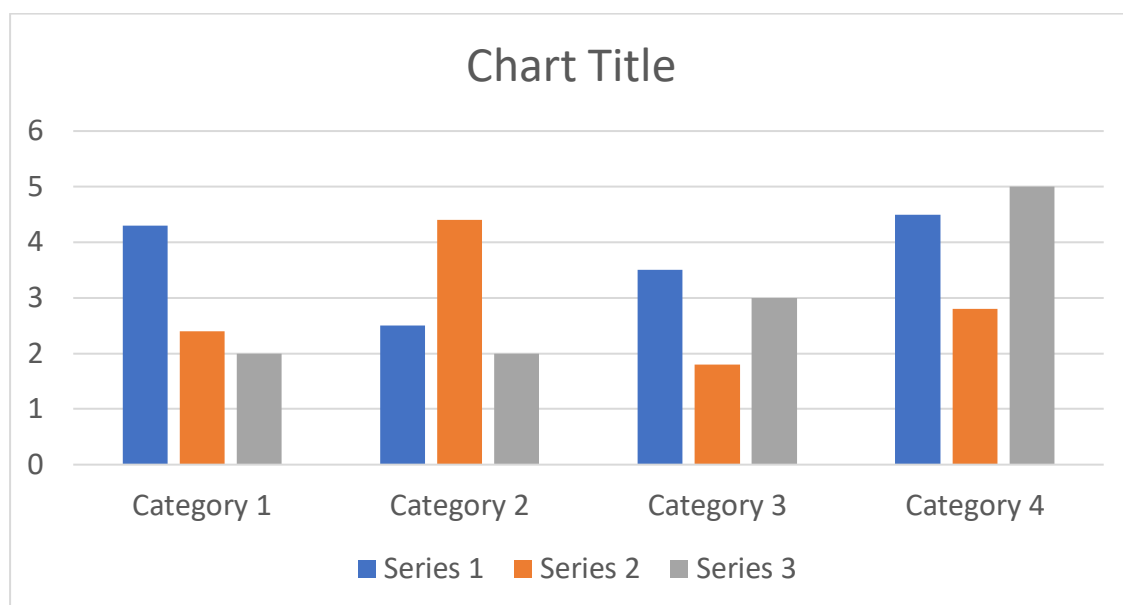


Fig 4.1 Age of the respondent

4.1.2 Education level of the respondent

Table 4.2

Row Labels	Count of Education	Percentage
PG	12	20
UG	48	80
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 20 % of the respondent were PG students. 80% of the respondent were UG students.

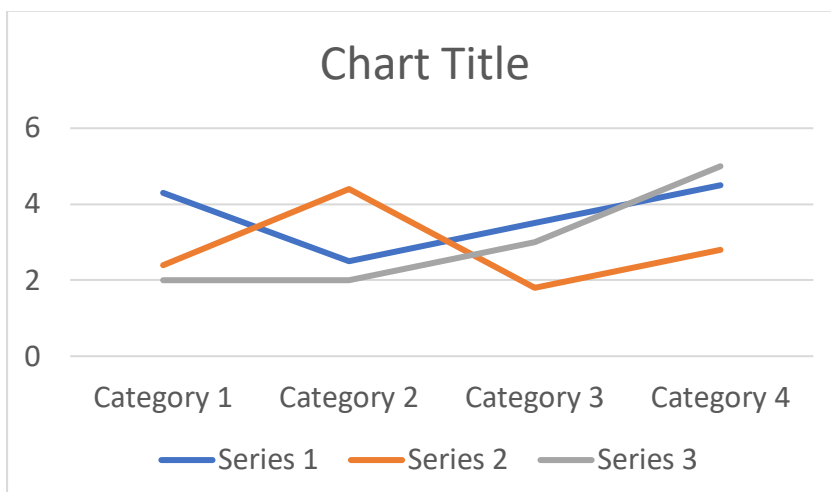


Fig 4.2 Education level of the respondents

4.1.3 Work experience of the respondent

Table 4.3

Row Labels	Count of Work experience	percentage
1 to 3	54	90
3 to 5	6	10
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 90% of the respondent were 1 to 3 years of work experience. 80% of the respondent were 3 to 5 years of work experience.

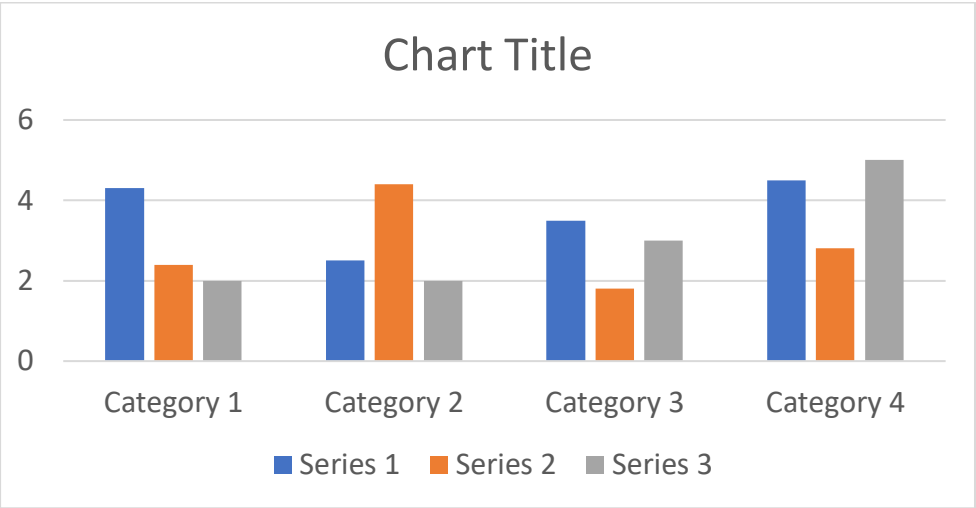


Fig 4.3 Work experience of the respondent

4.1.4 Company name of the respondent

Table 4.4

Row Labels	Count of Company name	percentage
Hexaware technologies	30	50
Oncospark	30	50
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 50% of the respondent were in the company of hexaware technologies. 50% of the respondent were in the company of oncospark.

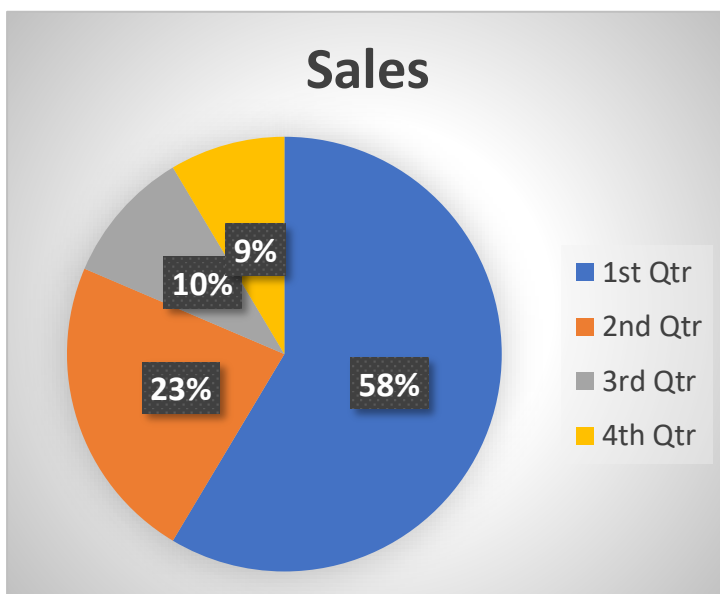


Fig 4.4 Company name of the respondent

4.1.5 Is that work related to your education

Table 4.5

Row Labels	Count of Is that work related to your education?	Percentage
Agree	5	8.33
Disagree	13	21.67
Neutral	20	33.33
Strongly agree	9	15
Strongly disagree	13	21.67
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 8.33% were selected agree option . 21.67% of the respondent were selected disagree option. 33.33 % of the respondent were selected neutral option. 15% of the respondent were selected strongly agree option. 21.67% of the respondents were selected strongly disagree option.

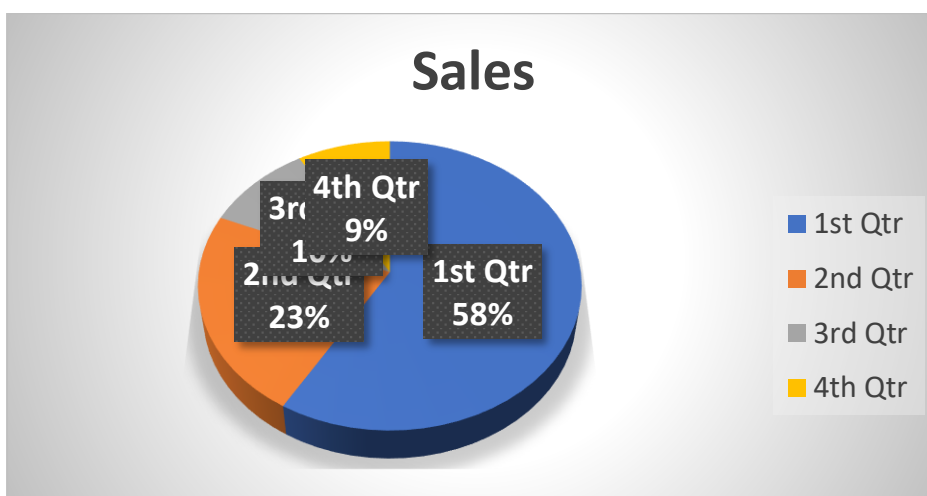


Fig 4.5 Is that work related to your education

4.1.6 How does perception affect employees at the work place

Table 4.6

Row Labels	Count of How does perception affect employees at the work place?	percentage
Agree	9	15
Disagree	3	5
Neutral	35	58.33
Strongly agree	11	18.33
Strongly disagree	2	3.33
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 15% were selected agree option .5% of the respondent were selected disagree option. 58.33% of the respondent were selected neutral option. 18.33% of the respondent were selected strongly agree option.3.33% of the respondents were selected strongly disagree option.

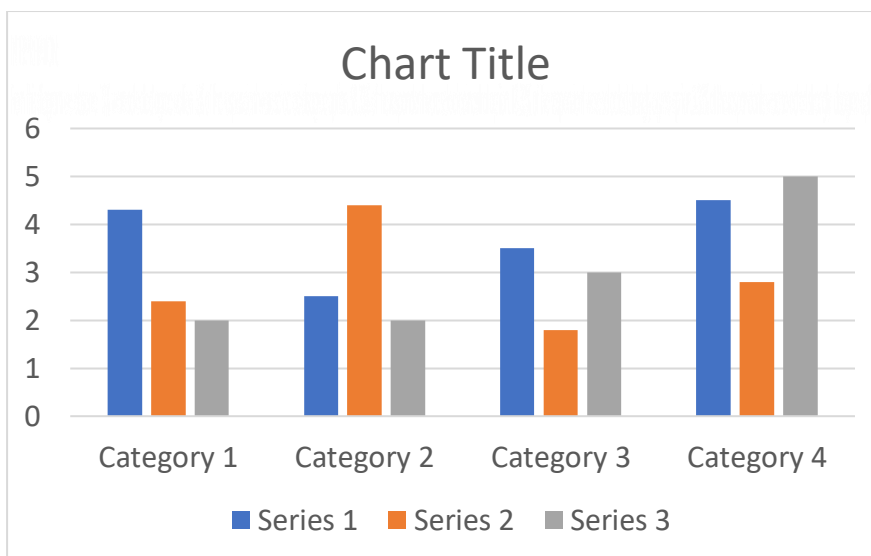


Fig 4.6 How does perception affect employees at the work place

4.1.7 Count of Is the quality of work life is important for you

Table 4.7

Row Labels	Count of Is the quality of work life is important for you?	Percentage
Agree	33	55
Neutral	5	8.33
Strongly agree	22	36.67
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 55% were selected agree option. 8.33 % of the respondent were selected neutral option.36.67% of the respondent were selected strongly agree option.

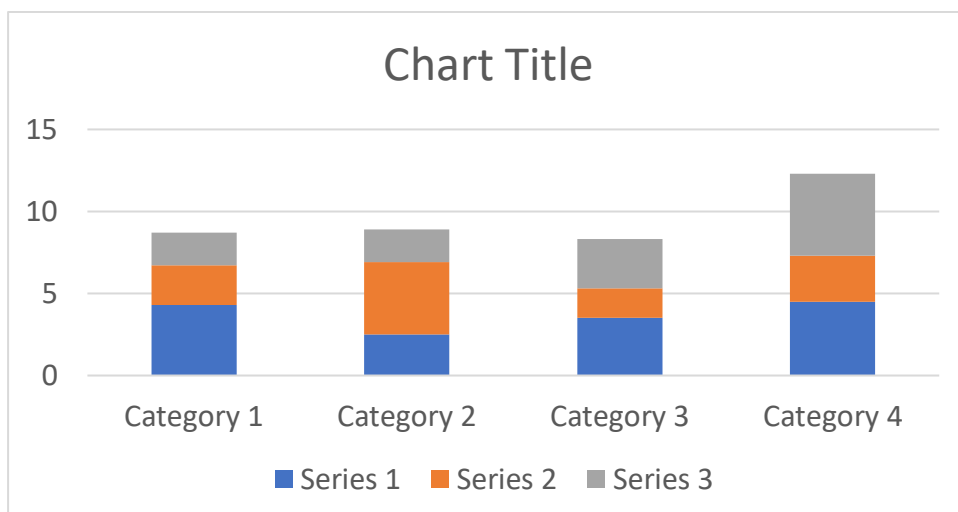


Fig 4.7 Count of Is the quality of work life is important for you

4.1.8 Is there a perfect work-life balance?

Table 4.8

Row Labels	Count of Is there a perfect work-life balance?	Percentage
Agree	17	28.33
Neutral	30	50
Strongly agree	7	11.67
Strongly disagree	6	10
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 28.33% were selected agree option . 50% of the respondent were selected neutral option. 11.67% of the respondent were selected strongly agree option. 10% of the respondents were selected strongly disagree option.

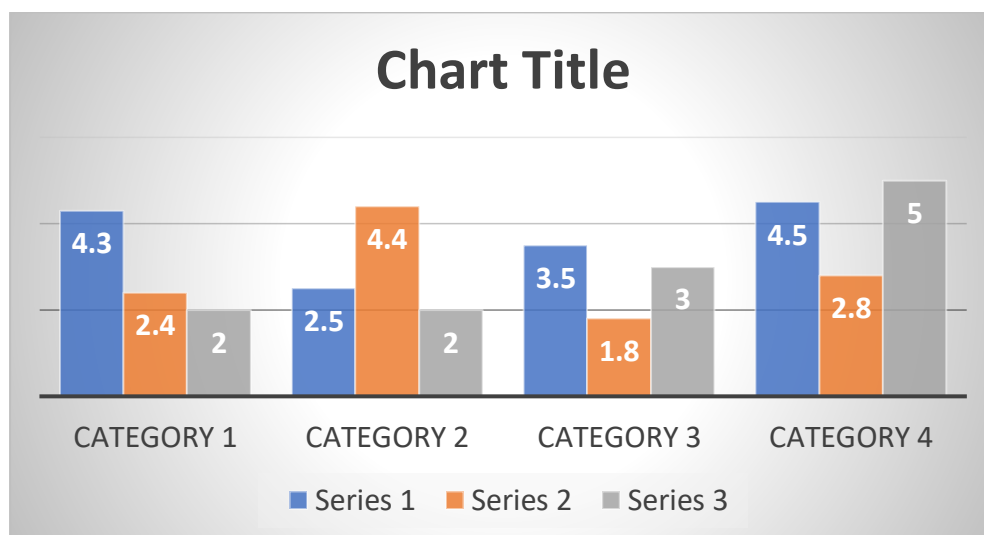


Fig 4.8 Is there a perfect work-life balance

4.1.9 Does work- life balance is increase productivity

Table 4.9

row labels	Count of Does work- life balance is increase productivity?	Percentage
Agree	20	33.33
Disagree	2	3.33
Neutral	20	33.33
Strongly agree	18	30
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 33.33% were selected agree option . 3.33% of the respondent were selected disagree option.33.33 % of the respondent were selected neutral option. 30% of the respondent were selected strongly agree option.

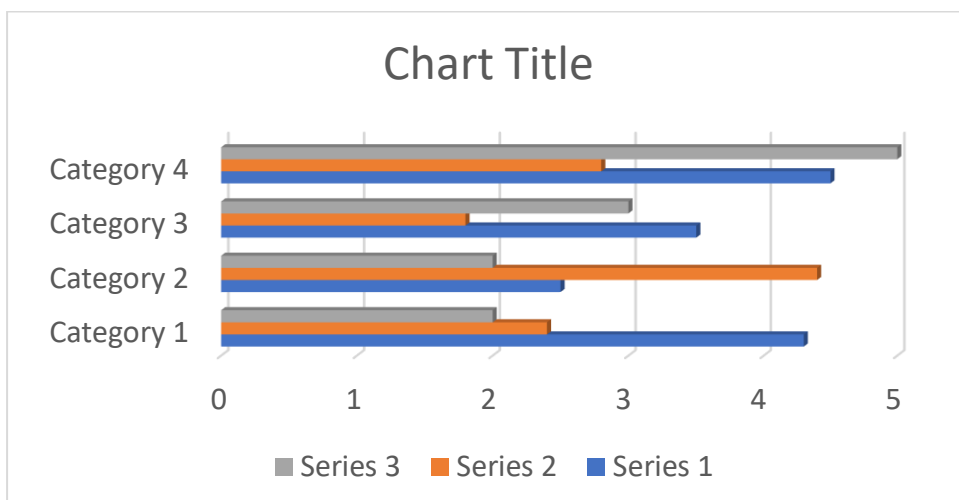


Fig 4.9 Does work- life balance is increase productivity

4.1.10 Do you maintain work life harmony with other organisations

Table 4.10

row labels	Count of Do you maintain work life harmony with other organisations?	percentage
Agree	15	25
Disagree	5	8.33
Neutral	28	46.67
Strongly agree	10	16.67
Strongly Disagree	2	3.33
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 25% were selected agree option . 8.33% of the respondent were selected disagree option.46.67 % of the respondent were selected neutral option.16.67% of the respondent were selected strongly agree option.3.33% of the respondents were selected strongly disagree option.

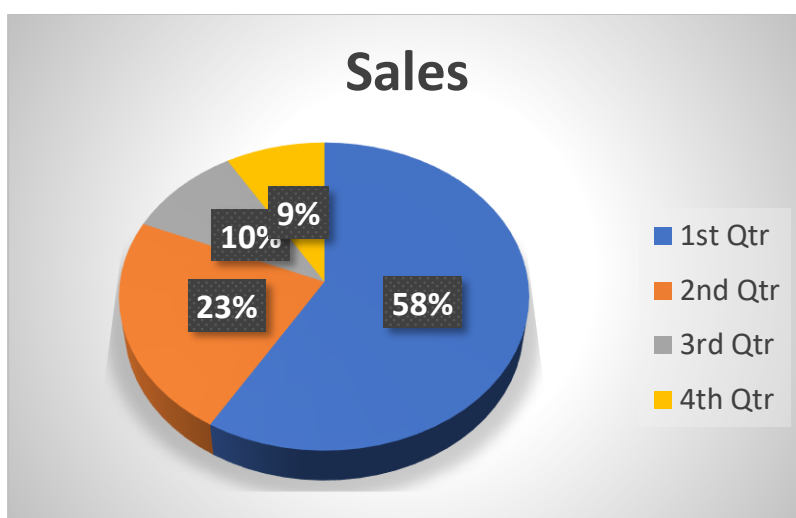


Fig 4.10 Do you maintain work life harmony with other organisations

4.1.11 Is the measures you have taken is help to acheive your worklife balance

Table4.11

row labels	Count of Is the measures you have taken is help to acheive your worklife balance?	percentage
Agree	18	30
Neutral	31	51.67
Strongly agree	9	15
Strongly disagree	2	3.33
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 30% were selected agree option .51.67 % of the respondent were selected neutral option.15% of the respondent were selected strongly agree option. 3.33% of the respondents were selected strongly disagree option.

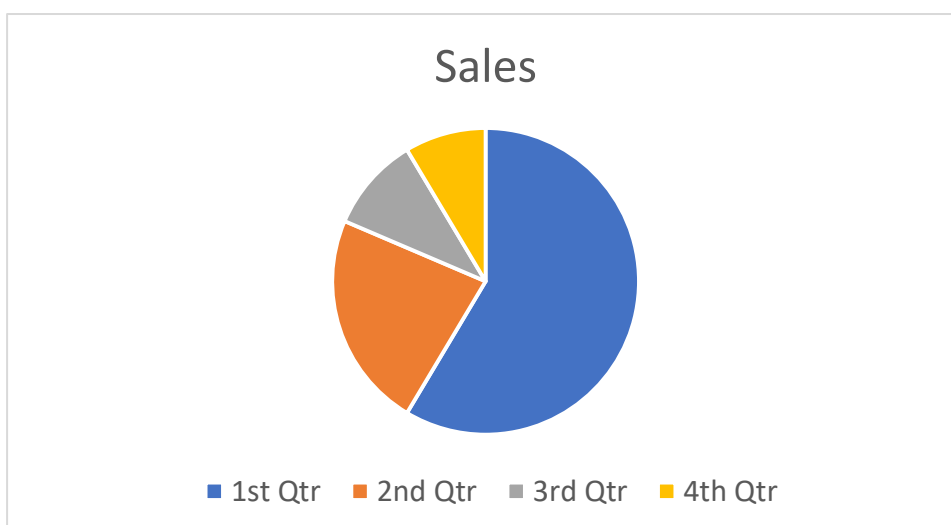


Fig 4.11 Is the measures you have taken is help to acheive your worklife balance

4.1.12 is that team work is helpful to balance your work life

Table 4.12

Row Labels	Count of is that team work is helpful to balance your work life?	Percentage
Agree	14	23.33
Disagree	3	5
Neutral	25	41.67
Strongly agree	14	23.33
Strongly disagree	4	6.67
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 23.33% were selected agree option .5% of the respondent were selected disagree option. 41.67 % of the respondent were selected neutral option. 23.33% of the respondent were selected strongly agree option. 6.67% of the respondents were selected strongly disagree option.

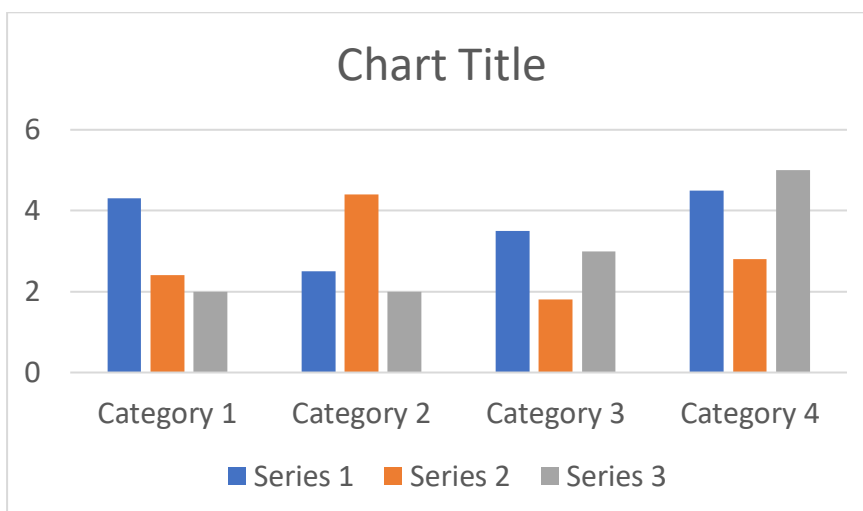


Fig 4.12 is that team work is helpful to balance your work life

4.1.13 Did u maintaining the quality of work life unproductivity

Table 4.13

Row Labels	Count of Did u maintaining the quality of work life unproductivity?	percentage
Agree	8	13.33
Disagree	13	21.67
Neutral	30	50
Strongly agree	9	15
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 13.33% were selected agree option .21.67% of the respondent were selected disagree option. 50 % of the respondent were selected neutral option. 15% of the respondent were selected strongly agree option.

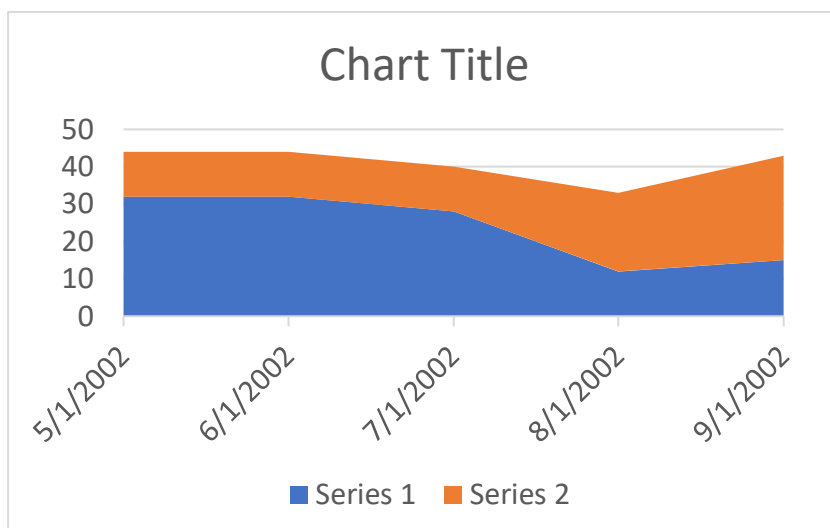


Fig 4.13 Did u maintaining the quality of work life unproductivity

4.1.14 Is your organisation provide any extra privilages than other organisations

Table 4.14

Row Labels	Count of Is your organisation provide any extra privilages than other organisations?	percentage
Agree	12	20
Disagree	9	15
Neutral	30	50
Strongly agree	9	15
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 20% were selected agree option .15% of the respondent were selected disagree option.50 % of the respondent were selected neutral option.15% of the respondent were selected strongly agree option.

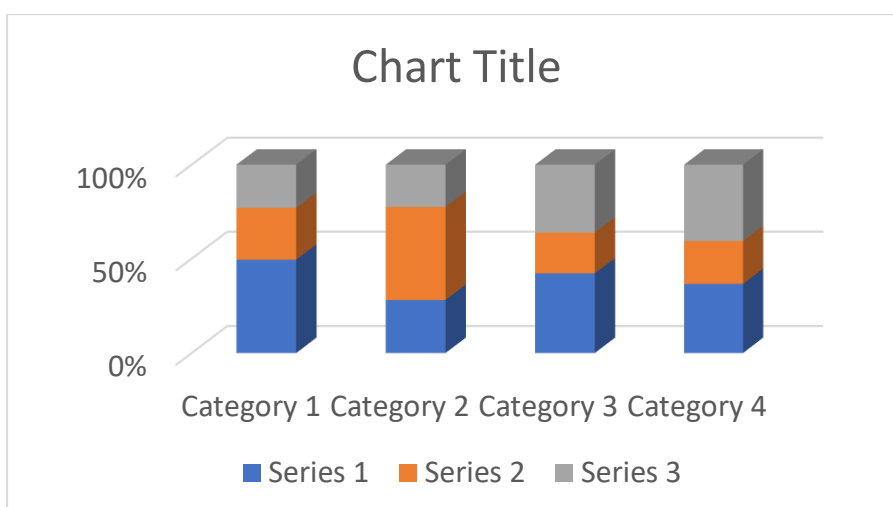


Fig 4.14 Is your organisation provide any extra privilages than other organisations

4.1.15 Do you facing a unhealthy work life balance than other organisations

Table 4.15

Row Labels	Count of Do you facing a unhealthy work life balance than other organisations?	percentage
Agree	21	35
Disagree	16	26.67
Neutral	10	16.67
Strongly agree	13	21.67
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 35% were selected agree option . 26.67% of the respondent were selected disagree option.16.67 % of the respondent were selected neutral option.21.67% of the respondent were selected strongly agree option.

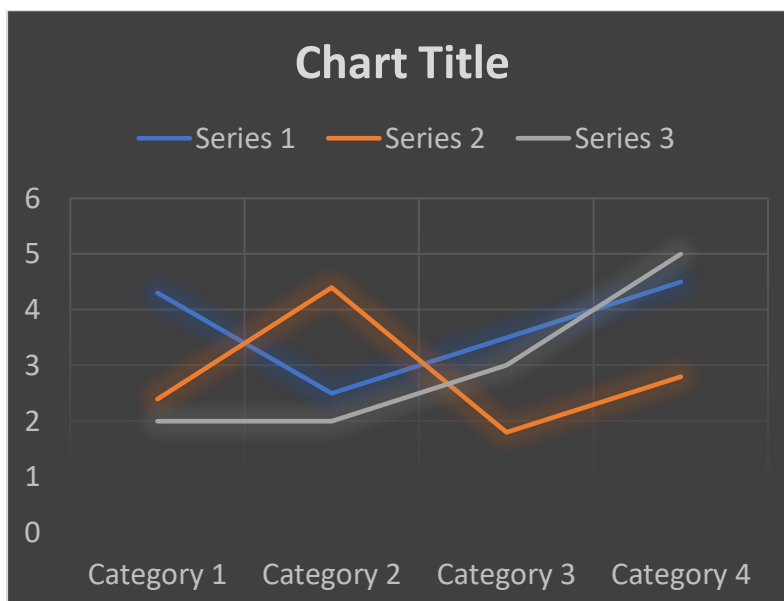


Fig 4.15 Do you facing a unhealthy work life balance than other organisations

4.1.16 Is that your facing a toxic work place culture

Table 4.16

Row Labels	Count of Is that your facing a toxic work place culture?	percentage
Agree	7	11.67
Disagree	13	21.67
Neutral	22	36.67
Strongly agree	11	18.33
Strongly disagree	7	11.67
Grand Total	60	100

INTERPRETATION:

From this diagram we observe 11.67% were selected agree option . 21.67% of the respondent were selected disagree option. 36.67 % of the respondent were selected neutral option. 18.33% of the respondent were selected strongly agree option.11.67% of the respondents were selected strongly disagree option.

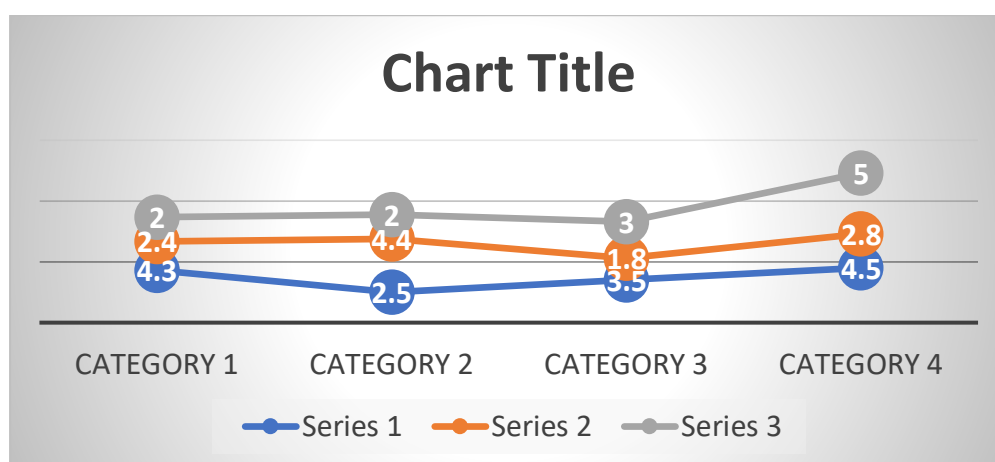


Fig 4.16 Is that your facing a toxic work place culture

4.2 Correlation Analysis

4.2.1 Correlation for quality of work life is impact your performance

Ho : There is no significance relationship between quality of work life and employee performance.

H1: There is a significance relationship between quality of work life and employee performance.

**Table 4.17 Correlation for quality of work life
is impact your performance**

		Count of Is that quality of work life is impact your performance?	Percentage
	Count of Is that quality of work life is impact your performance?	1	
	percentage	1	1

INTERPRETATION:

From the testing the correlation we have found out that there is a 1 correlation between two variable , so accept null hypothesis and reject alternative hypothesis.

4.3 Anova

4.3.1 Anova for the relationship between work- life and work experience

Ho : There is no significance relationship between work- life and work experience.

H1: There is significance relationship between work- life and work experience.

**Table 4.18 Anova for the relationship between
work- life and work experience**

Anova: Single Factor						
SUMMARY						
Groups	Count	Sum	Average	Variance		
5	4	55	13.75	20.91667		
8.33	4	91.67	22.9175	58.07316		
ANOVA						
Source of Variation	SS	Df	MS	F	P-value	F crit
Between Groups	168.0861	1	168.0861	4.255893	0.084706	5.987378
Within Groups	236.9695	6	39.49491			
Total	405.0556	7				

INTERPRETATION:

From the test , the p- value is $p > 0.05$, then we accept the null hypothesis and reject the alternative hypothesis.

CHAPTER-5

FINDINGS, SUGGESTIONS & CONCLUSION

5.1 FINDINGS

From the questionnaires, the following points are found and noted

- 1) Majority 41.7% of the respondent were in the age of 18 to 22 and 22 to 26.
- 2) Majority 80% of the respondent were UG students.
- 3) Majority 90% of the respondent were 1 to 3 years of work experience.
- 4) Hexaware technologies and oncospark both in equal percentage.
- 5) Majority 33.33 % of the respondent were selected neutral option for work related to your education.
- 6) Majority 58.33% of the respondent were selected neutral option for the perception affect employees at the work place.
- 7) Majority 36.67% of the respondent were selected strongly agree option for quality of work life is important for employees.
- 8) Majority 50% were selected agree option for perfect work-life balance.
- 9) Majority 33.33% were selected agree and neutral option for work life balance is increase productivity.
- 10) Majority 46.67 % of the respondent were selected neutral option for maintain work life harmony with other organization.

- 11) Majority 51.67 % of the respondent were selected neutral option for the measures you have taken is help to achieve your work-life balance.
- 12) Majority 41.67 % of the respondent were selected neutral option for the team is helpful to balance your work-life.
- 13) Majority 50 % of the respondent were selected neutral option for maintaining the quality work-life unproductivity.
- 14) Majority 50 % of the respondent were selected neutral option for your organization provide any extra privileges than other organization.
- 15) Majority 35% were selected agree option for facing an unhealthy work-life balance than other organization.
- 16) Majority 36.67 % of the respondent were selected neutral option for facing a toxic work place culture.

5.2 SUGGESTIONS

- Depend on this survey some of the employees are facing an unhealthy work-life balance than other organization. So, company has to provide a better healthy work-life balance for the betterment of the employees as well as productivity.
- In overall both of the companies have provided an extra privilege to the employees.

5.3 CONCLUSION

In this survey we will know about the employees work life balance and knows about the facility as well as the problem faced by the employees. This survey will give you a better understand about the work life balance

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ANNEXURE

QUESTIONAIRE

1)Name

2)Age

18 to 22

22 to 26

26 to 30

Above 30

3)Gender

Male

Female

4)Education

12th

UG

PG

5)Work experience

1 to 3

3 to 5

Above 5

6)Company name

Hexaware technologies

Oncospark

7)Is that work related to your education?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

8)How does perception affect employees at the work place?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

9)Is the quality of work life is important for you?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

10)Is there a perfect work-life balance?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

11)Is that work experience is helpful for your work- life?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

12)Does work- life balance is increase productivity?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

12)Is that quality of work life is impact your performance?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

13)Did u maintaining the quality of work life unproductivity?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

14)Is your organisation provide any extra privileges than other organisations?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

14)Do you facing a unhealthy work life balance than other organisations?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

15)Is that your facing a toxic work place culture?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

16)Do you maintain work life harmony with other organisations?

Strongly agree

Agree

Neutral

Disagree

Strongly Disagree

17)Is the measures you have taken is help to acheive your worklife balance?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

18)is that team work is helpful to balance your work life?

Strongly agree

Agree

Neutral

Disagree

Strongly disagree