

A STUDY ON NEED OF EMPLOYEES WORK LIFE BALANCE DURING THE PANDEMIC IN IT SECTOR AT CHENNAI

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

Submitted by

ANAGHA P

40410012



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119

APRIL 2022



SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited "A" Grade by NAAC | 12B Status by UGC | Approved by AICTE

www.sathyabama.ac.in

SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **ANAGHA P (40410012)** titled the paper "A STUDY ON NEED OF EMPLOYEES WORK LIFE BALANCE DURING THE PANDEMIC IN IT SECTOR AT CHENNAI" under my supervision from January 2022 to March 2022.

Dr. JOHN PAUL, Associate Professor

Internal guide

External Guide

Dr. BHUVANESWARI. G

Dean – School of Management Studies

Submitted for Viva voce Examination held on _____

Internal Examiner

External Examiner

DECLARATION

I **ANAGHA P (40410012)** hereby declare that the Project Report entitled “**STUDY ON NEED OF EMPLOYEES WORK LIFE BALANCE DURING THE PANDEMIC IN IT SECTOR AT CHENNAI**” done by me under the guidance of ***Dr. JOHN PAUL. M, MBA, MHRM, MPhil, TNSET, Ph.D.***, Associate Professor, School of Business Administration is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE: . 05 . 2022

PLACE: CHENNAI

ANAGHA P

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. BHUVANESWARI G.**, Dean, School of Business Administration and **Dr. PALANI A.**, Head, School of Business Administration for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide **Dr. JOHN PAUL M.**, Associate Professor, School of Management Studies, for his valuable guidance, useful suggestions, and constant encouragement paved way for the successful completion of my project work, intime.

I also express our sincere thanks and gratitude to all teaching and non-teaching staff members of the **School of Management Studies** for their co-operation, valuable information, and timely encouragement in carrying out this project successfully.

ANAGHA P

TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO.
	ABSTRACT	(i)
	LIST OF TABLES	(ii)
	LIST OF CHARTS	(iii)
1	INTRODUCTION	1-10
	1.1. Introduction	1
	1.2. Industry Profile	2
	1.3. Objectives of the Study	10
	1.4. Need of the study	10
2	REVIEW OF LITERATURE	11-15
	2.1 Review of Literature	11
3	RESEARCH METHODOLOGY	16-19
	3. 1 Need for study	16
	3.2 Scope of the study	16
	3.3. Research Design	16
	3.4 Type of Research	17
	3.5. Sources of Data	18
	3.6. Structure of Questionnaire	18
	3.7 Hypothesis Testing	19

	3.8. Period Of Study	19
4	DATA ANALYSIS AND INTERPRETATION	20-53
	4.1 Percentage Analysis	20
	4.2. ANOVA	44
	4.3.CHI SQUARE	45
	4.4. CORRELATION	53
5	FINDINGS, SUGGESTIONS AND CONCLUSION	54-57
	5.1. Findings of the Study	54
	5.2. Suggestions & Recommendations	56
	5.3. Conclusion	57
	REFERENCES	58
	ANNEXURE I – QUESTIONNAIRE	60-65
	ANNEXURE II – RESEARCH ARTICLE	66

ABSTRACT

More and more staff are going through the disputes between their private and professional positions in an age of globalization. They have job obligations on the one hand and family obligations on the other. This generates a confrontation between their commitments to work and to live, which leads to increased stress. Not only does a bad “Work-life balance” affect staff, it also affects employers. Chronic stress level leads to low efficiency. The operating habits have also altered with the development of technology. Employees now use their smartphones, tablets and laptops from a distant place. Although this has significantly contributed to the flexibility of job, the lines of private and work life are blurred. In India, the IT & ITES sector has long been liberated from labor regulations to accelerate its rapid development and worldwide market capability. Although this is a thorough argument for sustaining and expanding economic growth in the aftermath of our developing economy, it still requires to be checked if the pressure is not carried by the workforce of the industry.

LIST OF TABLES

TABLE NO.	PARTICULARS	PAGE NO.
1	Age of the respondents	20
2	Gender of the respondents	21
3	Marital status	22
4	Living arrangements	23
5	Years are you working in IT company	24
6	Able to balance life in the current organisation.	25
7	Satisfied with the working hours of the organization	26
8	Enough time for your family after working hours	27
9	Which mode was interesting to you	28
10	Mention your satisfaction level of your work from office	29
11	Your satisfaction level of work from home during the pandemic period	30
12	Employees postpone work due to family responsibilities	31
13	Work life balance improve productivity	32
14	All the equipment and remote tools you need to complete your work to your usual ability	33
15	What are the remote working stressors	34
16	You what are the post-pandemic concerns	35
17	Regarding work from home	36
18	Rating towards work from home	40
19	Looking forward to return to the office	43

LIST OF CHARTS

CHARTS NO.	PARTICULARS	PAGE NO.
1	Age of the respondents	20
2	Gender of the respondents	21
3	Marital status	22
4	Living arrangements	23
5	Years are you working in IT company	24
6	Able to balance life in the current organisation.	25
7	Satisfied with the working hours of the organization	26
8	Enough time for your family after working hours	27
9	Which mode was interesting to you	28
10	Mention your satisfaction level of your work from office	29
11	Your satisfaction level of work from home during the pandemic period	30
12	Employees postpone work due to family responsibilities	31
13	Work life balance improve productivity	32
14	All the equipment and remote tools you need to complete your work to your usual ability	33
15	What are the remote working stressors	34
16	You what are the post-pandemic concerns	35
17	Regarding work from home	36
18	Rating towards work from home	40
19	Looking forward to return to the office	43

CHAPTER 1 - INTRODUCTION

1.1. INTRODUCTION:

A new concept of dual career couple emerged out of it. As a natural fall out of this more and more women are venturing into employment arena who were traditionally seen as home makers. Women have now become a visible part of workplace. There is a paradigm shift from men being treated as bread winner and women as house keeper or child bearer into women as both bread winner and capable of handling household roles too. But at the same time, employee is becoming more and more ambitious, career oriented, neglecting other aspects of life outside work; like spending quality time with child and family, leisure time and time for own interest. This is accompanied with high job stress, stretchable working hours and target based operation. The changing social structures arising out of dual career couples (or single parent families) lead to concept of outsourcing the services like childcare and care of ageing parents. There is a felt need to balance and integrate family needs and career requirements. In a transitioning society like India, where the traditional role of women as homemakers and caretakers are deeply entrenched, the work family balance become a challenge for women. Working woman is an institution in herself and aiming at successful career with financial independence, she has to also nurture her growing child to accomplish motherhood. Both these are extremely demanding and doing justice to one without neglecting the other is a formidable task. Over the last decade Indian society has witnessed a surge in participation of women in labour force, especially in IT industry which is a direct fall out of globalization and brought a lot of opportunity for educated women. In the light of the increasing number of women in IT industry, there is a need to examine the phenomenon of the work-life balance of Indian women IT professional in greater depth.



Work-life balance” of work practices is concerned with offering staff with the scope to balance what they do in the workplace with the duties and concerns they have outside the workplace and thus balance the conflicting demands of job and home by meeting their own and their employers ' needs. The phrase “Work-life balance” has substituted ' family-friendly policy ' in large part. There ought to be a balance between the work of an employee and the life outside the workplace, and therefore this balance should be fit and active. In the research carried out by the “Work Foundation (2003b)”, which emphasized that “Work-life balance” is all about staff reaching a satisfactory equilibrium between job and pro-work tasks that are developmental responsibilities and broader care duties, and other activities and considerations. The Work Foundation proposes that critical consideration be given to the realistic day-to-day company and associated needs. However, if organisations stay firm in choosing the variety of work-life alternatives, it should be ensured that they are made accessible to employees even on a collective basis, such as flexi-time agreements, or on an individual level, such as temporary working agreements.

1.2 INDUSTRY PROFILE

Indian IT industry’s development and contribution to the world’s information technology sector is of highest reputation. Metro cities like Bangalore, Mumbai, Delhi, Chennai and Hyderabad have become the favorite destinations for all the big banners like HSBC, Dell, Microsoft, GE, Hewlett Packard, and several Indian multinational firms like Infosys technologies, Wipro, and Micro land have set up their offices in these cities. As the cities offers good infrastructure, with large floor space and great telecom facilities. This could be reason for the basis of the high growth statistics of India. The Indian IT Industry has grown up to US \$ 5.7 Billion in 1999-2000, with the annual growth rate not sliding below 50% since 1991.

WORK LIFE CYCLE – EXPLANATION

When digging deep into what a balanced lifestyle would look like, I’ve found that most people end up describing things like:

- Making a **bigger impact** at work and in the world (but without sacrificing your personal healthy or happiness for it),
- **Having a positive impact on your kids’ lives,**

- **Being present** in the moment (with actual space to think),
- **Prioritizing what's important to you** (including self-care) without guilt, shame or apology,
- **Having strong boundaries** that you feel good about enforcing, and
- **Letting go of trying to do/have it all.**



Work-Life Balance Is a Cycle, it is not an Achievement

Pause and denormalize.

Take a step back and ask yourself: What is currently causing me stress, unbalance, or dissatisfaction? How are these circumstances affecting how I perform and engage with my job? How are they impacting my personal life? What am I prioritizing? What am I sacrificing? What is getting lost? Only after you take a mental pause and acknowledge these factors can you begin to tackle them.

For instance, after several years of intense focus on her career, Maya*, a senior associate at a law firm, described feeling like she'd hit rock bottom. It was only at this point that she was able to recognize the toll her overwork had been taking on her family — and on her own mental and physical health:

Similarly, legal partner Kate told us that following the birth of her son, she experienced a major mental shift. She recognized that while the idea of “[I] must work, must work, must work” had been “indoctrinated into [her],” she was now aware of the “clash” between this idea and “where [she] was now” as a mother. This life-changing event was the impetus she needed to take a step back, become aware of the mismatch between her current situation and her personal priorities, and begin to denormalize her habit of working long hours.

the professionals we talked to all led very busy lives. Many of them explained that they didn't normally have the time or the energy to stop and reflect, and even expressed gratitude for the reflection space that the interview process itself allowed them. But while it's often a major life event — such as the birth of a child, or the death of a loved one — that catalyzes these realizations, it's possible to take a pause and start rethinking your priorities at any time. And although some professionals may be fine with long work hours, taking the time to think through these questions and acknowledge the trade-offs you've made (whether intentional or not) is helpful for anyone looking to discover alternative ways of working and living.

2. Pay attention to your emotions.

Once you've increased your awareness of your current situation, examine how that situation makes you feel. Ask yourself, do I feel energized, fulfilled, satisfied? Or do I feel angry, resentful, sad? For example, one respondent described his realization that his current work-life balance (or lack thereof) was engendering some pretty negative emotions:

3. Reprioritize.

Increasing your cognitive and emotional awareness gives you the tools you need to put things into perspective and determine how your priorities need to be adjusted. Ask yourself: What am I willing to sacrifice, and for how long? If I have been prioritizing work over family, for example, why do I feel that it is important to prioritize my life in this way? Is it really necessary? Is it really inevitable? What regrets do I already have, and what will I regret if I continue along my current path?

Our priorities often shift faster than our day-to-day time allocation habits. The interviewees that described a more positive work-life balance intentionally reprioritized how they spent their time in a way that lined up with their true priorities. One participant described how he still saw himself as a professional, but redefined that professional role to be more inclusive of other valued roles, such as that of parent:

4. Consider your alternatives.

Before jumping into solutions, first reflect on the aspects of your work and life that could be different in order to better align with your priorities. Are there components of your job that you would like to see changed? How much time would you like to spend with your family, or on hobbies? As one respondent illustrated, improving your situation takes time and experimentation:

5. Implement changes.

Finally, once you've recognized your priorities and carefully considered the options that could help you improve, it's time to take action. That can mean a "public" change — something that explicitly shifts your colleagues' expectations, such as taking on a new role that's designed to

Problems due to work life balance

Unrealistic demands

The demands that work and life throw at us can easily mount up to incredible levels. Unreasonable demands at work, arrangements that are eating into personal time, such as weekend meetings, and technology overload are mentioned as adding a lot of pressure. Demands of personal life are adding pressure to work, as time is required to accommodate family or friends, and are eating into work-time.

Think of family members with intensive schedules, impacting on yours (the mum that needs to ferry the athlete to extra training sessions or matches, or the partner that decides to do an evening course), or when expectations are set by others (like a monthly visit to parents). Meeting too many demands is a threat to the healthy balance.

How to deal with it? It is important to be clear about what you want from work and life. Are the demands justified in the light of what you want? For every challenge, go through the questions: what do I gain from doing it and what is the price I pay? Who

else gains from it and who else pays a price? This gives you a good structure to make a choice.

2. Lack of control

Lack of control is creating pressure, as it leaves you 'hanging in there, with a dark cloud above your head'. It is difficult to deal with the uncontrollable workload or the insecurity of the situation of the company you work in. In personal circumstances aspects as illness, exams, kid issues can feel as if all control is gone and is very stressful.

How to deal with it? The way to respond to lack of control is to find a different internal response. Feeling frustrated by the lack of control makes it worse. Accepting the situation for what it is, at this moment in time, won't sap your energy and make you more efficient. Sometimes, you just have to go with the flow.

3. Unsupportive relationships

Unsupportive relationships at work, aversive behaviour or not getting credits, are creating a difficult and unproductive work environment whilst making people feel isolated. Unsupportive relationships at home, where no one helps each other or considers other people's pressures creates frustration and unhappiness.

How to deal with it? This comes down to people management, communication and expectations. Are you asking for support? Are you clear on what support you want? Could it be your expectations are not realistic?

4. Lack of resources

Not enough resources or not the right ones are really affecting how life can be organised. The absence of a PA or a good babysitter are both examples of important lacks.

How to deal with it? Take action and try to be creative. If you can't find a PA, could you outsource part of the tasks? Alternatively, lower your standards in certain areas. Something has to give, and it shouldn't be you.

5. Unhelpful attitude

Resilience in challenging circumstances determines how well someone is coping and finding a way forward. If the energy levels are low and undermined, due to all the different challenges, it can be really hard to find that resilience.

How to deal with it? One of the healthy ways of building resilience is meditation. There are plenty of short and easy ways to bring in a mindfulness meditation into your day.

6. No skills

Surviving and managing the challenges above and the personal awareness and behaviour that goes with it, are professional and life skills. No skills? Lots of stress.

How to deal with it? When you recognise your weaknesses in certain areas, such as communication, confidence, or practical skills, take action to develop skills. This will also make you feel more in control.

7. High-stress levels

All the above challenges can appear in anybody's life and will add to stress levels. Not being able to handle stress will kill any chance of a healthy work-life balance.

How to deal with it? Don't accept stress as a fact of life. You can be very busy, without feeling stressed. Stress is a personal response and you can take control of it by learning skills that will help you to reduce stress, such as mindfulness and meditation and learning to be kinder to yourself.

Often, we forget that we are powerful and that we can take charge of situations that seem to be out of our control. It takes a new way of looking at yourself, aspects of your life and developing your knowledge and skills.

STRESS AND WORKLIFE BALANCE:

The number of stress-related disability claims by employees has doubled according to the Employee Assistance Professionals Association in Arlington, Virginia. Seventy-five to ninety percent of physician visits are related to stress. It is clear that problems caused by stress have become a major concern to both employers and employees. Symptoms of stress are manifested both physiologically and psychologically. Persistent stress can result in cardiovascular disease, sexual health problems, a weaker immune system and frequent headaches, stiff muscles, or backache. It can also result in poor coping skills, irritability, jumpiness, insecurity, exhaustion, and difficulty in concentrating. Stress may also perpetuate or lead to binge eating, smoking, and alcohol consumption. The feeling that, simply working hard is not enough anymore is acknowledged by many other Multinational/Private and round the clock working bank workers. "To get ahead, a seventyhour work week is the new standard. What little time is left is often divvied up among relationships, kids, and sleep." This increase in work hours over the past two decades means that less time will be spent with family, friends, and community as well as pursuing activities that one enjoys and taking the time to grow personally and spiritually.

The benefits for businesses

Research has repeatedly shown that there is significant business benefits associated with implementing work-life balance policies. In a Department of Labour scan of more than 85 15 case studies of organizations implementing work-life balance policies, employers experienced benefits such as:

- Improved recruitment and retention rates, with associated cost savings;
- Reduced absenteeism and sick leave usage
- A reduction in worker stress and improvements in employee satisfaction and loyalty.
- Greater flexibility for business operating hours.
- Improved productivity

- Improved corporate image, becoming an employer of choice.

The benefits for employees

Employees in companies already implementing work - life practices enjoy significant benefits such as:

- Being able to effectively manage multiple responsibilities at home, work and in the community without guilt or regret
- . • Being able to work in flexible ways so that earning an income and managing family/other commitments become easier
- Being part of a supportive workplace that values and trusts staff.

The benefits for families and communities

Over the past 20 years the demands of the modern workplace are perceived to have impacted heavily on family and community life. Parents wish they had more time with their children. 'Me time' seems to be shrinking and an ageing population means eldercare is becoming a serious issue. There's also less time for volunteering. Work-life balance initiatives can make it easier to juggle multiple responsibilities at home, work and in the community. People with a good work-life balance are healthy physically, emotionally and socially, and have a sense of control over their life.

1.3 OBJECTIVES OF THE STUDY

- To know the effect of pandemic on work life balance of employees in IT sector.
- Whether employees are able to maintain a balance between their work life and family life
- To study on difficulties during work from home and work from office

1.4 NEED OF THE STUDY

Work Life imbalance among the IT Professionals in India, identify the problems that it brings into their lives, both personal and professional, and suggest a few ways by means of which the organizations can help bring back the balance in work and in family life.

A company needs to keep an eye and every employee so that the productivity is not reduced. An employer takes measures to retain his employee and increase performance. Work life balance is good measure taken by companies. An employee should fit in it and try to get maximum benefits

CHAPTER 2 – REVIEW OF LITERATURE

2.1. INTRODUCTION

The purpose of a literature review is to gain an understanding of the existing research and debates relevant to a particular topic or area of study, and to present that knowledge in the form of a written report. Conducting a literature review helps you build your knowledge in your field. The following is an overview of previously published studies.

Kelkar (2003) observed that heavy work schedules and 14-16 hours workdays is the norm of IT companies. The employees work long hours in office and 2-3 hours in home. Work Life Balance is the part of HRM jargon of IT companies, but in reality it is only work. There is no such balance between work and family in the industry. Family Friendly Working Hours Taskforce (2009) in their report “Flexible Working: working for families, working for business” identified that Women are still the primary careers in our society and, as a result, face the greatest difficulties in reconciling their caring responsibilities with the demands and expectations of full time work.

Vanitha (2011) in her article titled “**A study on Work Life Balance of IT employees through Emotional Intelligence with special reference to Indian context**” states that the degree to which work and personal life activities are prioritized as neither is neglected. High ratings on these behaviors are associated with the emotional intelligence measures of social responsibility, impulse control, and empathy

Vanitha & Meenakumari (2011) in their study entitled “**Family Vs Work Conflict among Working Women in India with Special Reference to IT, Education and Banking Sector**” state that the participation of women employees in modern organizations ranges from priority to service based augments every year in Indian industrial climate. In addition to that women have to play multifaceted roles at family,

society and at work places with unprecedented pressures at different climate. The unbalanced co-ordination and support belatedly indulge both family and work conflicts and it also mutually influences each other. The impact of these influences impetus with work and family problems and sometimes leads to undesirable consequences.

Ramanathan & Vanitha, (2011) in their research article titled “**Work- Life Balance-A primitive Channel Source for work culture at workplace with special reference to IT employees in India**” state the work pattern of IT sector. The professional employed at various levels in IT sector undergo various changing issues in terms of organizational policy and individual commitment. The growing competition among various companies in this sector, the job shift, recent economic slowdown, and the market rehabilitation strategies adopted by the companies want the employees of IT sector to contribute more at workplaces irrespective of time schedule in the form of job expansion, work load enrichment and customer satisfaction. Due to these changes the WLB of IT employees deviates and leads to mismanagement of various overlapping factors among individuals in terms of work, family, social, development and personal. The result of poor WLB leads to ineffective work culture at organizational level. The ineffective work culture affects the individual organizational relationship, individual family and social relationship. Literature have given various facet of work life balance scenario in IT sector in an generalized manner. However scarce literature is available on work life balance of women IT employees of Mumbai. Mumbai being a huge geographical spread has its inherent problem of residence, commuting and high cost of living. Thus the present study is an attempt made by the researcher to examine the work and family life of women IT professionals” stressful job at their workplace along with their family commitment.

Ray & Miller (1994), Thomas & Ganster (1995) and Warren & Johnson (1995), in their work on the work life balance found that there is a very close association between family, friendly work environment and other factors and all these have a strong impact on the phenomenon like absenteeism, turnover, job satisfaction and organizational commitment. They also came out with the conclusion that successful

managers are those people who were able to support their employees in their attempts to coordinate their work and family demands simultaneously. Such a work environment produced high levels of job satisfaction and reduced the turnover and absenteeism rates to a much considerable extend.

Perry-Smith et al (2000) found that Software's developers are considered the key occupation to examine in future studies of „knowledge workers. Keeping in mind the long hours working culture and 24/7 support employees in the IT industry are the ones which suffer the most from work-life conflict. It was found that interference of work with personal life has a considerable impact on work-related attitude for this group of workers. They state that work-life boundary variables affect trust in the organization which plays a mediational role in these variables, relationship to job satisfaction and organizational commitment. Even though employees in the IT industry are unique in their direction, market oriented and not likely to show attachment to a single organization. In such a case both employee and employer can gain by helping each other by accommodating approach to nonwork commitments which may lead to greater organizational attachment.

J. Redmond et al. (2006) preferred „Work Life Balance due to the fact that it encompasses the experiences and need of parents and non-parents alike, and are a more progressive theoretical framework in which to think about new ways of living and working that are satisfactory to all. In practice, it involves “adjusting work patterns so that everyone, regardless of age, race or gender can find a rhythm that enables them more easily to combine work and their other responsibilities and aspirations”

Manisha Purohit (2013), “A Comparative Study Of Work Life Balance In Various Industrial Sectors In Pune Region” says work–life balance is a concept including proper prioritizing between "workaholics" (career and ambition) on the one hand and "lifestyle" (Health, pleasure, leisure, family and spiritual development) on the other. It is the term used to describe practices in achieving a balance between

the demands of employees' family (life) and work lives. Work-life balance initiatives designed to help employees balance their work and personal lives are not only an option, but also a necessity for many employers today. There is a need for organizations to adopt human resource strategies and policies that accommodate the work-life needs of a diverse workforce in the current business environment.

Edison A., Anthony R., Julius S. (2015) in paper titled " **Working Father and their perceived Work- Life Balance with special reference to Hyundai motors (I) Private Limited at Chennai**" focussed on two main aspects. On one hand, to measure the participants level of feeling towards their life-style and career. And on the other, to analyse whether the relationship differ on the initiative action taken by the organization to manage their work-life balance and the results points out that the participants those who have an experience between 2 years and 8 years; feel somewhat better about their work-life balance and apart from them. Participants those who have below 2 years and more than 8 years of experience; they do not feel well about their existing work life balance in the organisation

Santosh R S., Jain R.(2015) in their paper titled "**Study of the Effect of Emotional Intelligence of Working Fathers in India on Managing Their work-Life Balance**" explained that Emotional Intelligence of Working Fathers enable them to remain both a committed employee and a fully engaged parent. The role of fathers is of importance as their direct involvement with their children's upbringing increases. The role of the father is changing. Fathers say that they want to spend more time with their children, and attitudes towards childcare and work are shifting.

Purohit M. (2013) in the paper titled "A Comparative Study of Work Life Balance in various Industrial Sectors in Pune region" highlighted Pune's Industry's realities with respect to work-life balance are segmentation of work and life domains of employees, inequality in work-life orientation of organizations. The implementation of work- life programs have both individual and organizational benefits.

Shalini and Bhawna (2012) reported in their study, "Quality of work life balance" is being used by the organizations as a strategic tool to attract and retain the employees and more importantly to help them to maintain work life balance with equal attention on performance and commitment at work.

Santosh R. S., Jain R. (2016) in their paper "Study of Effect of Commuting & Working Hours on Work Life Balance of Working Fathers in Mumbai" proved that long working hours and long commuting hours are seriously affecting the Work Life Balance of working fathers in metro cities. There is need to research and investigate further on this subject in order to improve lives and productivity of working men in metro cities of India.

Lazar I. (2010) in paper titled "The Role of Work Life Balance Practices in Order to Improve Organizational Performance", showcased that everyone benefits from good practice in work- life balance. For instance: business through easier recruitment, improved retention, and easier service delivery, as the labour market grows more skilled and experienced people are available to work; parents and careers, who can spend quality time at home as well as providing financial support through work; people with disabilities, through improved access to work; and the workforce generally where they are better able to balance their work with other aspects of their live

CHAPTER 3 – RESEARCH METHODOLOGY

3.1 NEED FOR STUDY

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find the customer perception based on product and also it finds the customers viewpoint of the product or any goods. This time research methodology is framed for the purpose of finding the level of **A STUDY ON NEED OF EMPLOYEES WORK LIFE BALANCE DURING THE PANDEMIC IN IT SECTOR AT CHENNAI**

3.2 SCOPE OF THE STUDY

A well developed and organized induction will form a base for future training and development. It can save the high cost of recruitment and selection. Orientation programmes may also be in the form of providing induction training to the new employees where they are familiarized with the work environment and the fellow employees. The new employees are taught basic techniques or methods to do the work for which they are recruited, etc. It results in integration of the new employees with the team. It can gives the efficiency to the employees to do their works properly from the beginning itself.

3.3 RESEARCH DESIGN

Research is the collecting, compilation, presentation, and interpretation of significant details or data as part of a systematic and in-depth study or search for any specific subject, or area of enquiry.

3.3.1 RESEARCH PROCESS

In research process, the first and foremost step is defining and selecting a research problem. A Researcher should at first find the problem. Then he should

formulate it so that it becomes susceptible to research. For a systematic presentation, the process of research may be classified under three stages-primary stages, secondary stage, and the tertiary stage.

The primary stage includes

- Observation
- Interest
- Formulating research problems
- Research designs

The secondary stage includes

- Project planning
- Data collection
- Questionnaire preparation
- Analysis of data
- Testing of hypothesis
- Interpretation
- Questionnaire preparation.

3.4 TYPE OF RESEARCH

3.4.1 DESCRIPTIVE RESEARCH DESIGN

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

3.4.2 PROJECT PLANNING

Project planning is the first step in conducting & directing a research Project. It is one of the most important tasks of a researcher. This includes formulation of the researcher objectives & goals and determining ways of achieving them.

3.5 SOURCES OF DATA

Data collection is the term used to describe a process of preparing and collecting data. The information in research methodology must be accurate and relevant. The data collection method can be classified into two methods.

3.5.1 PRIMARY DATA

Questionnaire method have been used as a tool for a data collection in this research.

Sample Size: 206

3.5.2 SECONDARY DATA

Secondary data means data that are already available i.e., they refer to data which has already been collected and analysed by previous researcher. The secondary data for the study was collected from Websites and online journals, Published reports & Review of literature from published articles

3.6 STRUCTURE OF QUESTIONNAIRE

Questionnaire was divided into two sections. First part was designed to know the **general information about employees** and the second part contained the **respondent's opinions about employer views about the work life cycle and the process done in that.**

3.6.1 PILOT SURVEY

Before collecting the relevant data to test the hypothesis, it is essential to ascertain the applicability of the instrument to the population being studies. Hence, a

pilot study was undertaken with an objective to evaluate the tools prepared for the study and to find whether they are providing the information required.

3.6.2 TYPE OF QUESTIONS

- Linker's scaling question
- Satisfaction scale
- Agreeability scale.
- Rank question

3.7 HYPOTHESIS TESTING

H0 – Null hypothesis (there is no significant relationship between the variables).

H1 – Alternative hypothesis (there is significant relationship between the variables).

After analysing the data, hypothesis testing is done. It will result in either accepting or rejecting the hypothesis.

3.8 PERIOD OF STUDY

The duration of study is from Dec 2021 to April 2022 which is five months of study.

ANALYTICAL TESTS

- Chi-Square
- One Way Anova
- Correlation

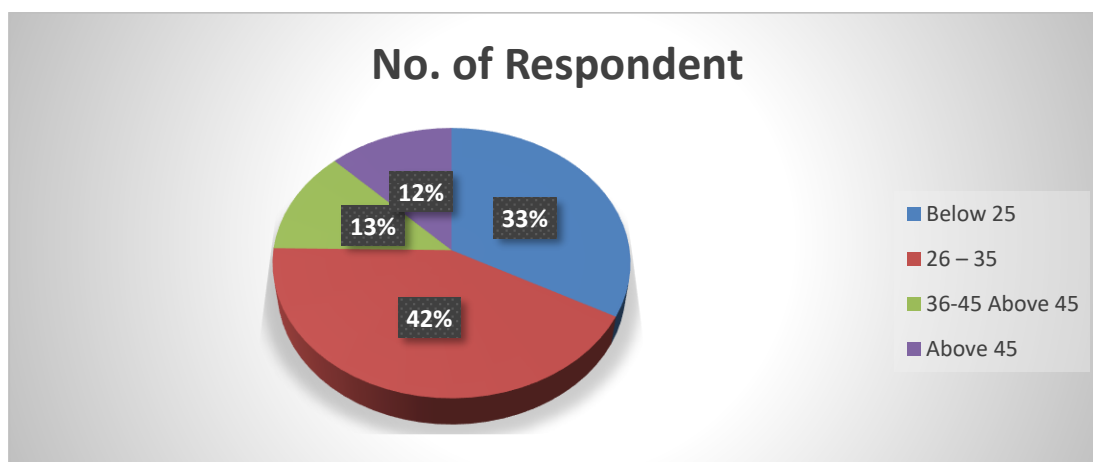
CHAPTER 4 –

DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

Table 1: Age wise classification of the Respondents

<i>Particular</i>	<i>No. of Respondent</i>	<i>Percentage of Respondent</i>
Below 25	69	33.5
26 – 35	85	41.3
36-45	26	12.6
Above 45	26	12.6
Total	206	100



INTERPRETATION

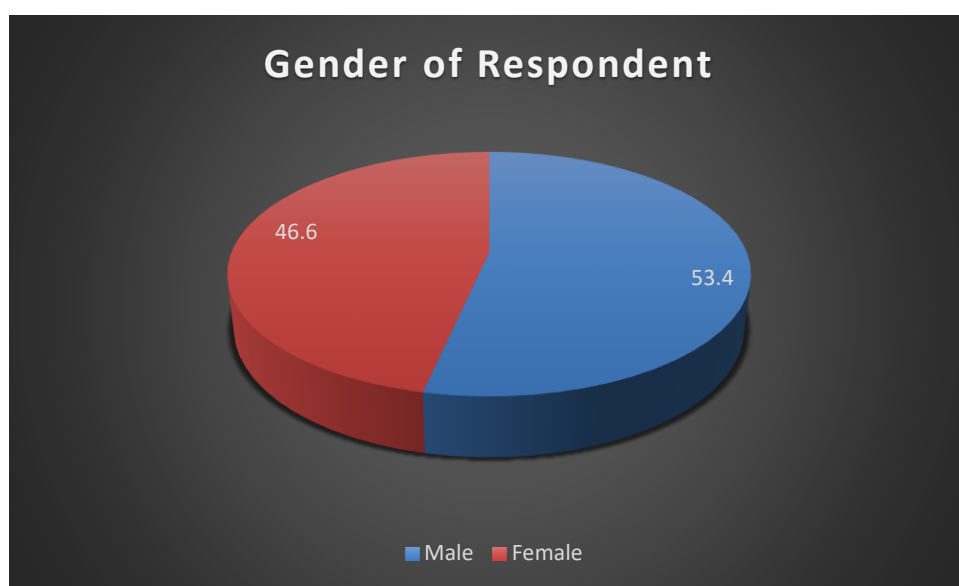
From the above table shows that the **Age wise classification of the Response**, 33.5% of below 25 , 41.3 % of 26-35 respondents 12.6% of 36-45 respondents and 12.6% of Above 45 respondents.

INFERENCE

Majority of the respondents are of 26-35 age (41.1%)

Table 2: Gender of the response

<i>Particular</i>	<i>No. of Respondent</i>	<i>Percentage of Respondent</i>
Male	110	53.4
Female	96	46.6
Total	206	100

**INTERPRETATION**

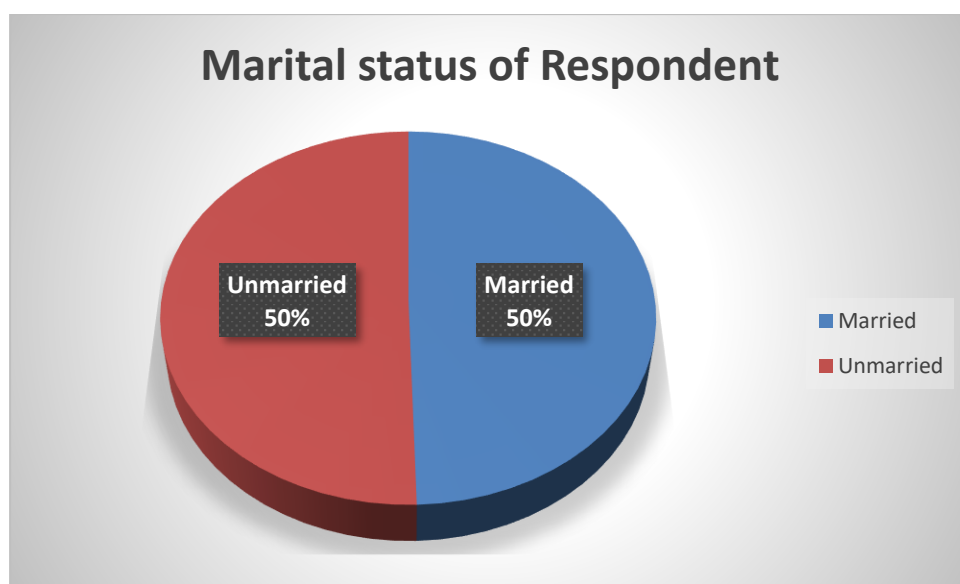
From the above table shows that the gender of the response, 53.4% of male and remaining 46.6 % of female respondent.

INFERENCE

Majority of the respondents are male (46.6%)

Table 3: Marital status of the respondents

<i>Particular</i>	<i>No. of Respondent</i>	<i>Percentage of Respondent</i>
Married	102	49.5
Unmarried	104	50.5
Total	206	100

**INTERPRETATION**

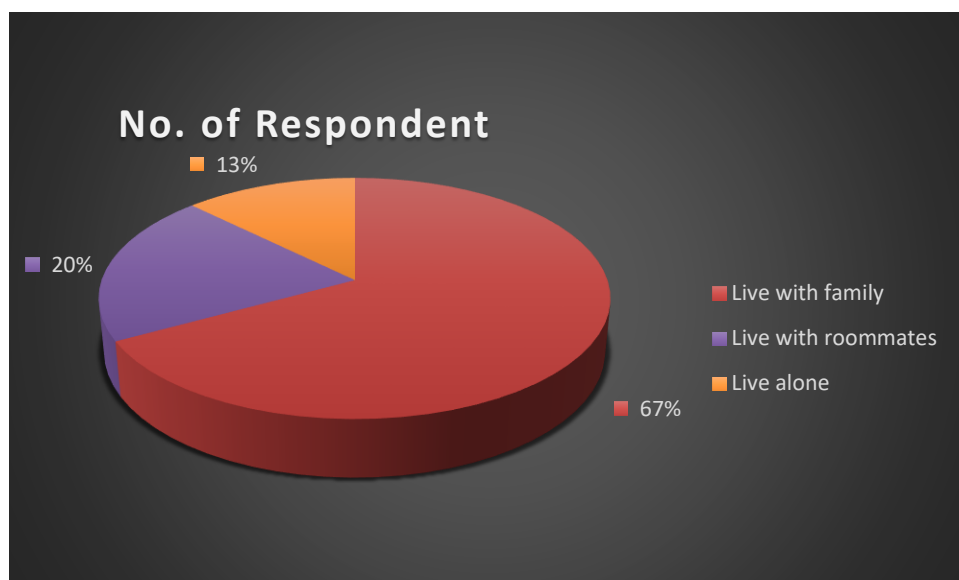
From the above table shows that the Marital status of the respondents 49.5% of Married and 50.5 % of Unmarried respondents.

INFERENCE

Majority of the respondents are Unmarried (50.5 %)

Table 4: Living arrangements

<i>Particular</i>	<i>No. of Respondent</i>	<i>Percentage of Respondent</i>
Live with family	138	67
Live with roommates	42	20.4
Live alone	26	12.6
Total	206	100



INTERPRETATION

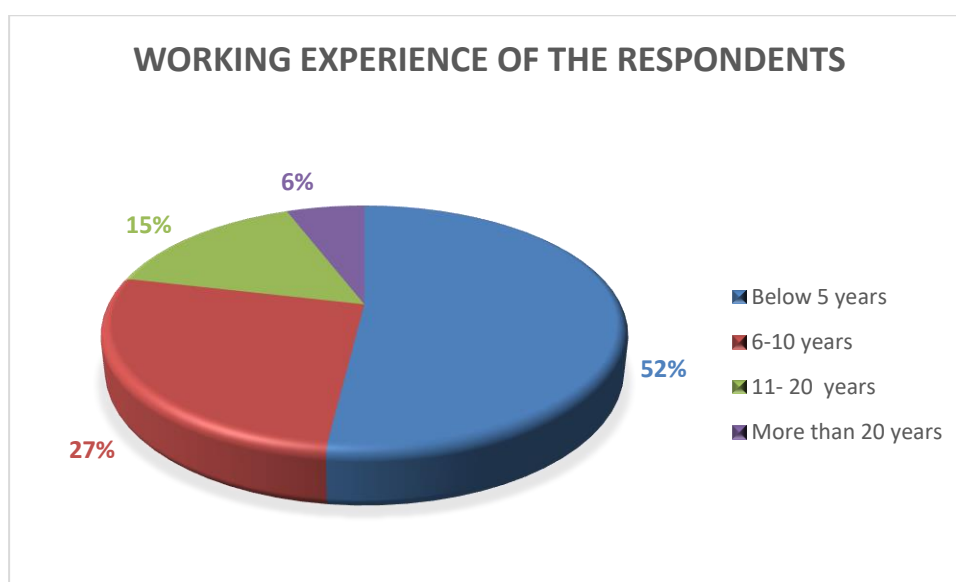
From the above table shows that Living arrangements the 49.5% of Live with family 67% Live with roommates 20.4% Live alone 12.6% respondents.

INFERENCE

Majority of the respondents Live with family (67%)

Table 5: Working experience of the respondents

<i>Particular</i>	<i>No. of Respondent</i>	<i>Percentage of Respondent</i>
Below 5 years	107	51.9
6-10 years	55	26.7
11- 20 years	32	15.5
More than 20 years	12	5.8
Total	206	100



INTERPRETATION

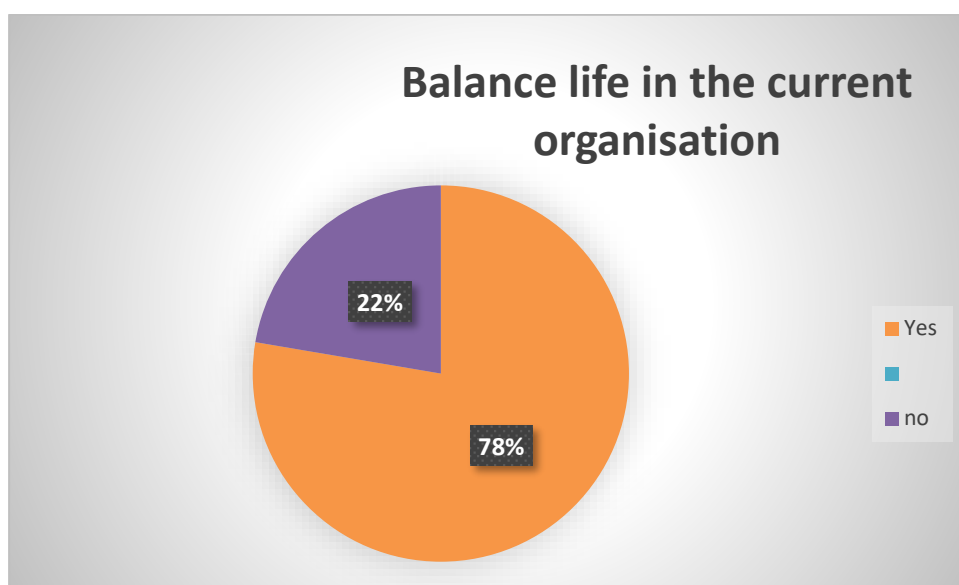
From the above table shows that Working experience of the respondents the 51.9% Below 5 years, 6-10 years 26.7% 15.5% are 11- 20 years, More than 20 years 5.8%

INFERENCE

Majority of the respondents have Working experience of (51.9%) Below 5 years

Table 6: Able to Balance Life In The Current Organisation.

<i>Particular</i>	<i>No. of Respondent</i>	<i>Percentage of Respondent</i>
Yes	160	77.7
no	46	22.3
total	206	100

**INTERPRETATION**

From the above table shows that the Able to Balance Life in the Current Organisation.

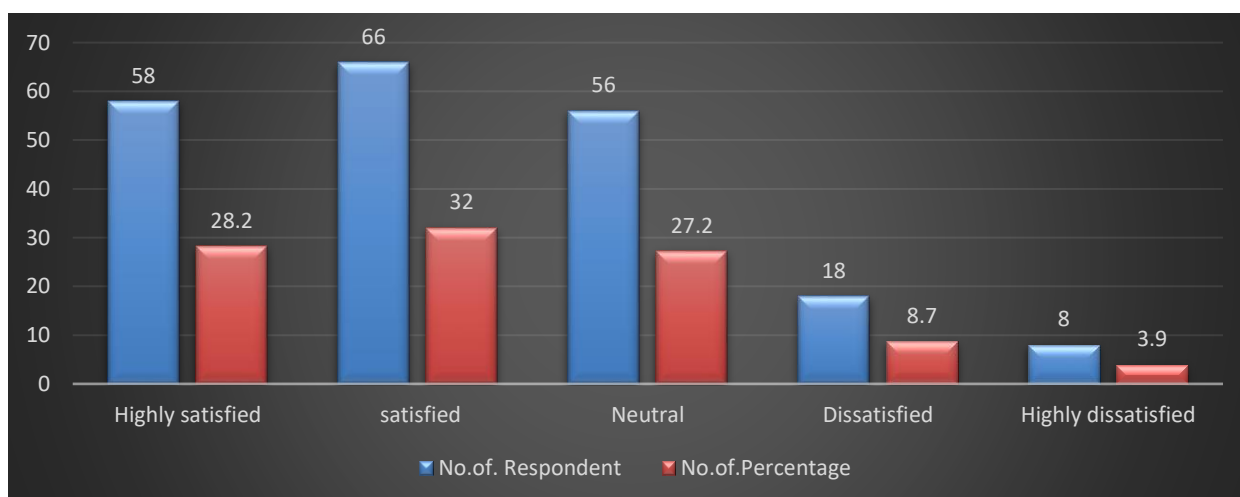
Yes 77.7 %, No 22.3%

INFERENCE

Majority of the respondents Yes (77.7%) Balance Life in the Current Organisation

Table 7: Satisfied with the working hours of the organization

<i>Particulars</i>	<i>No. of Respondent</i>	<i>No. of Percentage</i>
Highly satisfied	58	28.2
satisfied	66	32
Neutral	56	27.2
Dissatisfied	18	8.7
Highly dissatisfied	8	3.9
Total	206	100



INTERPRETATION

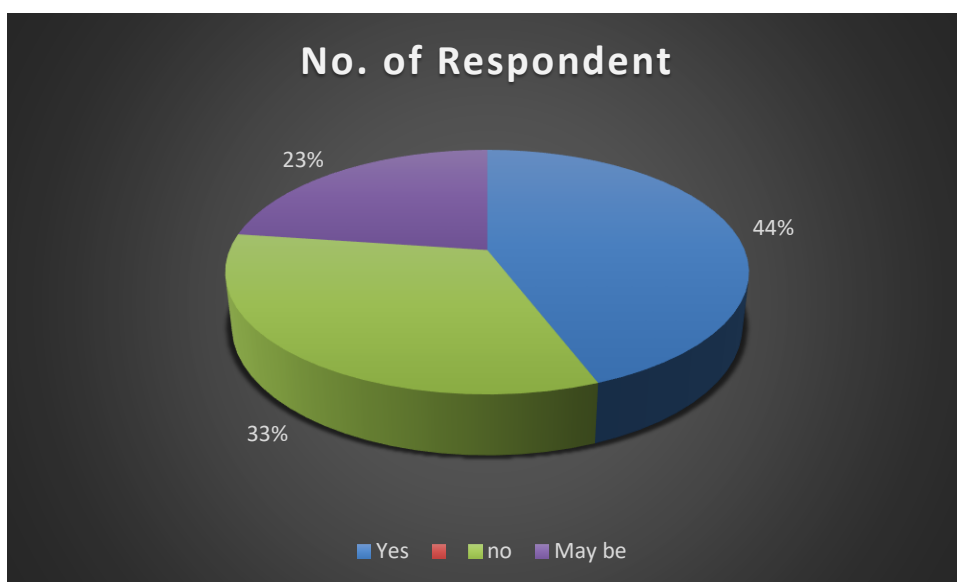
From the above table shows that the satisfied with the working hours of the organization, 28.2% of Highly satisfied, 32% of Satisfied, 27.2 % of Neutral, 8.7% of Dissatisfied Highly dissatisfied 3.9% respondents

INFERENCE:

Majority responded (28.2%) of Highly satisfied, satisfied with the working hours of the organization,

Table 8: Get enough time for your family after working hours

<i>Particular</i>	<i>No. of Respondent</i>	<i>Percentage of Respondent</i>
Yes	91	44.2
no	68	33
May be	47	22.8
total	206	100

**INTERPRETATION**

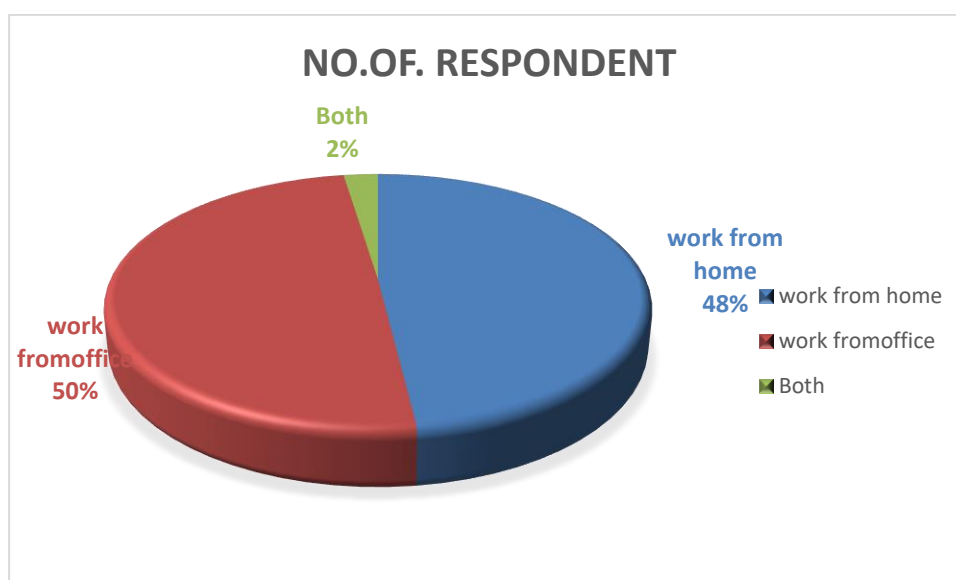
From the above table shows that the Get enough time for your family after working hours Yes 44.2%, No 33%, May be 22.8

INFERENCE

Majority of the respondents Yes (44.2%) Get enough time for your family after working hours

Table 9: Which mode was interesting to Respondent

<i>Particulars</i>	<i>No. of Respondent</i>	<i>No. of Percentage</i>
work from home	99	48
work from office	102	49.5
Both	5	2.5
Total	206	100



INTERPRETATION

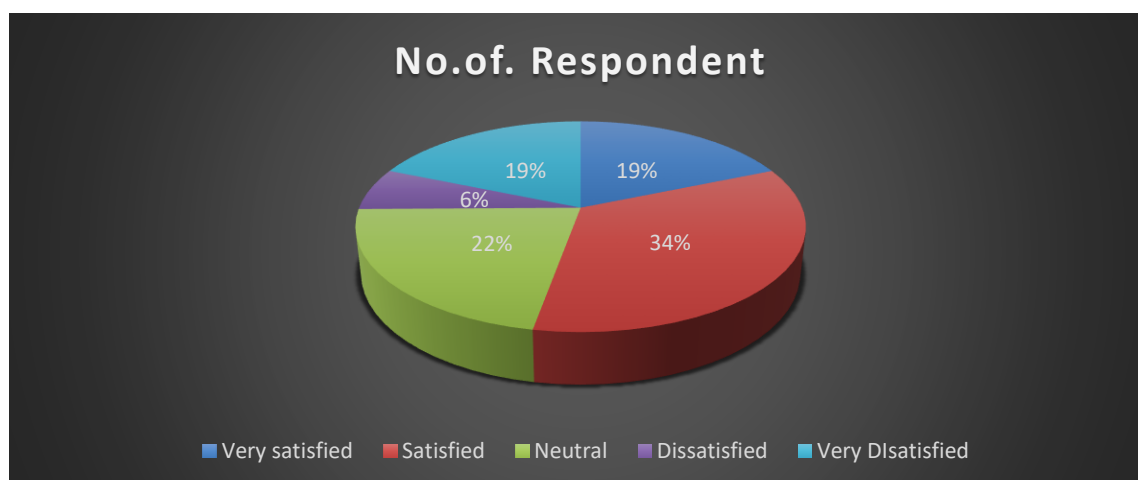
From the above table shows that the mode was interesting to Respondent work from home 48% work from office 49.5% Both 2.5%

INFERENCE

Majority of the respondents work from office (49.5 %) mode was interesting

Table 10: Satisfaction level of your Work from office

<i>Particulars</i>	<i>No. of Respondent</i>	<i>No. of Percentage</i>
Very satisfied	46	22.3
Satisfied	84	40.8
Neutral	54	26.2
Dissatisfied	16	7.8
Very Dissatisfied	46	22.3
Total	206	100

**INTERPRETATION**

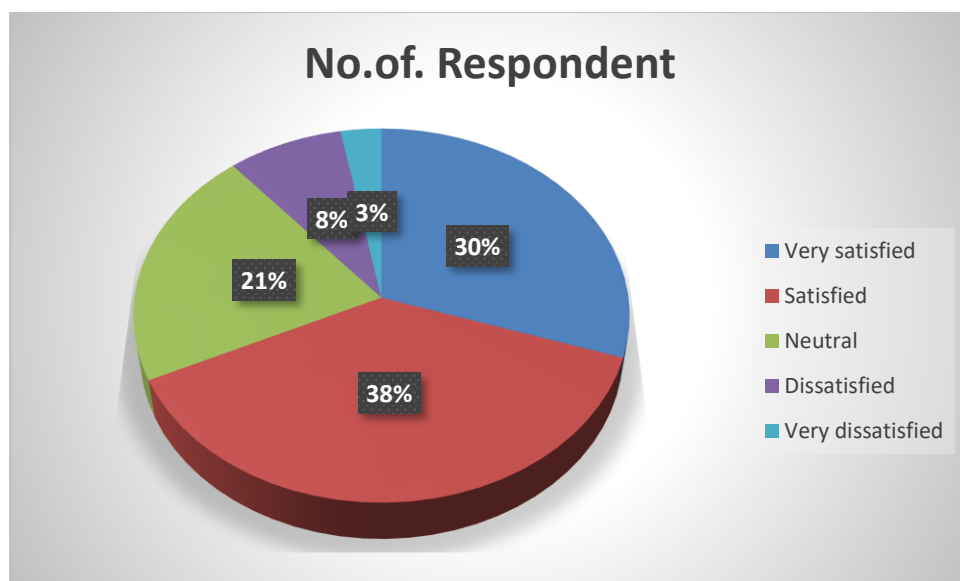
From the above table shows that the, **22.3%** of very satisfied, **40.8%** of Satisfied, **26.2%** of Neutral, **7.8%** of Dissatisfied, and remaining **22.3%** of very dissatisfied with satisfaction level of your work from office

INFERENCE:

Majority responded are, (40.8%) of Satisfied with satisfaction level of your work from office.

Table 11: Satisfaction level of work from home during the pandemic

<i>Particulars</i>	<i>No. of Respondent</i>	<i>No. of Percentage</i>
Very satisfied	62	30.1
Satisfied	78	37.9
Neutral	43	20.9
Dissatisfied	17	8.3
Very dissatisfied	6	2.9
Total	206	100

**INTERPRETATION**

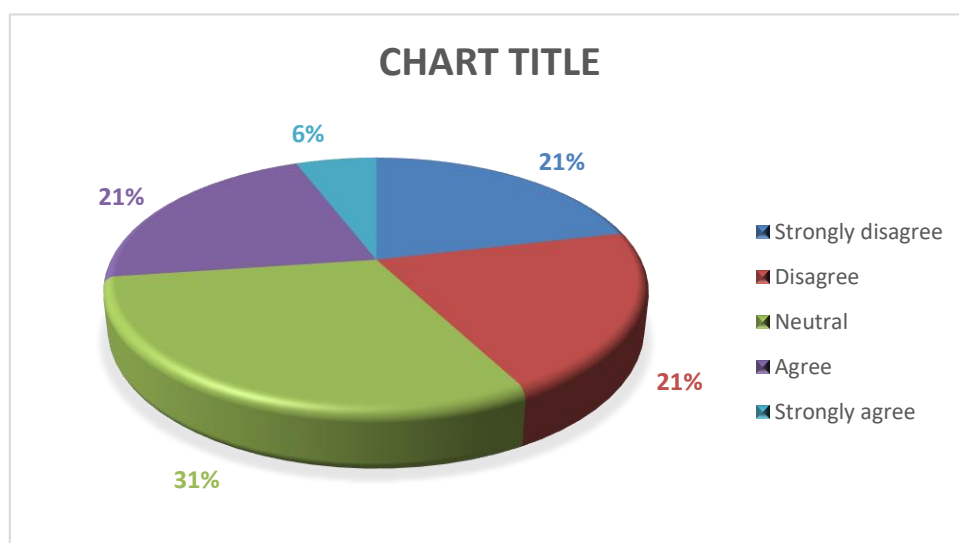
From the above table shows that the, **30.1%** of very satisfied, **37.9%** of Satisfied, **20.9%** of Neutral, **8.3%** of Dissatisfied, and remaining **2.9%** of very dissatisfied respondents.

INFERENCE

Majority responded are, (**37.9%**) of Satisfied of work from home during the pandemic

Table 12: Employees postpone work due to family responsibilities

<i>Particulars</i>	<i>No. of Respondent</i>	<i>No. of Percentage</i>
Strongly disagree	44	21.4
Disagree	43	20.9
Neutral	63	30.6
Agree	44	21.4
Strongly agree	12	5.8
Total	206	100

**INTERPRETATION**

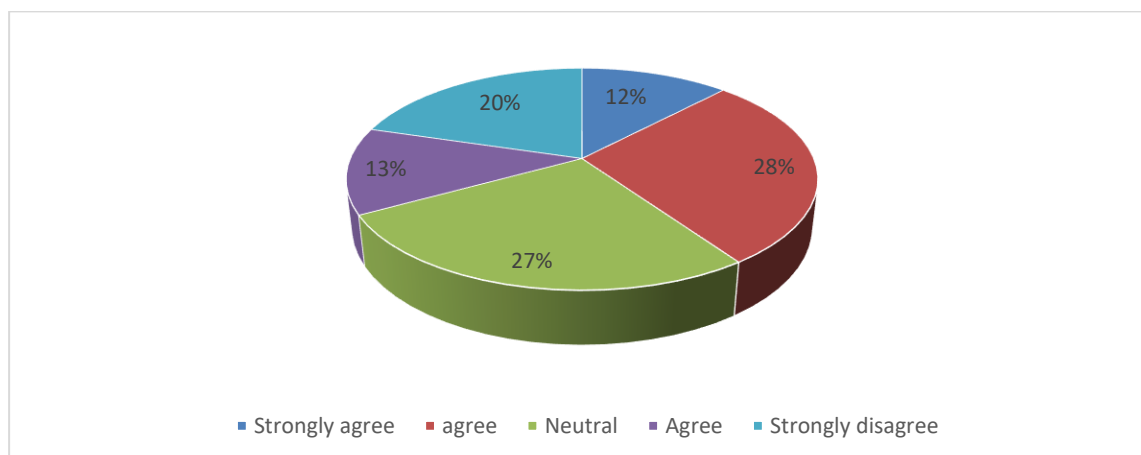
From the above table shows that the, 21.4 % of Strongly agree, 20.9% of Agree, 30.6% of Neutral, 21.4% of Disagree, and remaining 5.8% of Strongly disagree respondents.

INFERENCE:

Majority respondents are (30.6%) of Neutral postpone work due to family responsibilities

Table 13: Work life balance improve productivity

Particulars	No. of Respondent	No. of Percentage
Strongly agree	25	12.1
agree	58	28.2
Neutral	55	26.7
Disagree	26	12.6
Strongly disagree	42	20.4
Total	206	100

**INTERPRETATION**

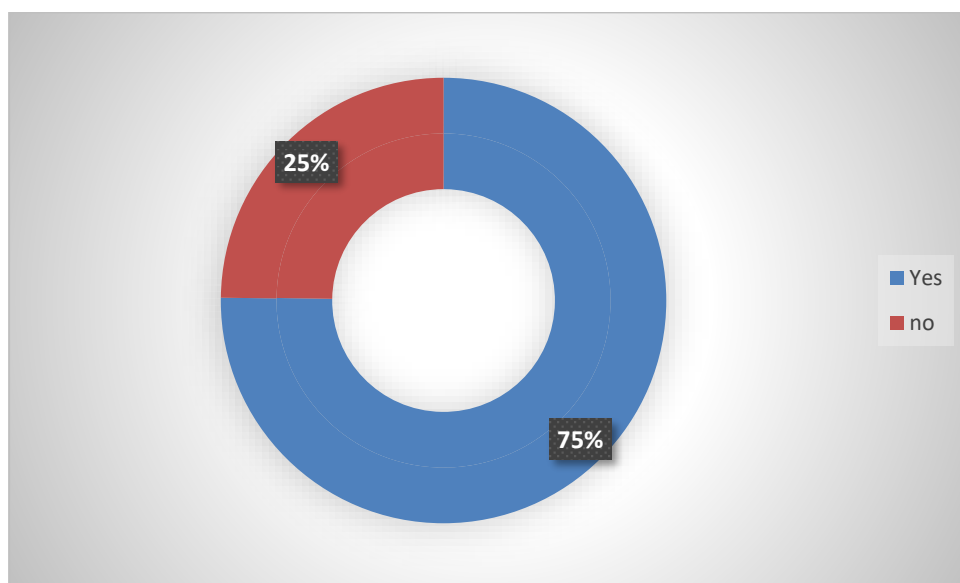
From the above table shows that the, 12.1% of Strongly agree, 28.2% of Agree, 26.7% of Neutral, 20.4 % of Disagree, and remaining 5.8% of Strongly disagree respondents.

INFERENCE

Majority respondents are (28.2%) of Agree that Work life balance improve productivity

Table 14: Have all the equipment and remote tools you need to complete your work to your usual ability

Particulars	No. of Respondent	No. of Percentage
Yes	155	75.2
no	51	24.8
Total	206	100



INTERPRETATION

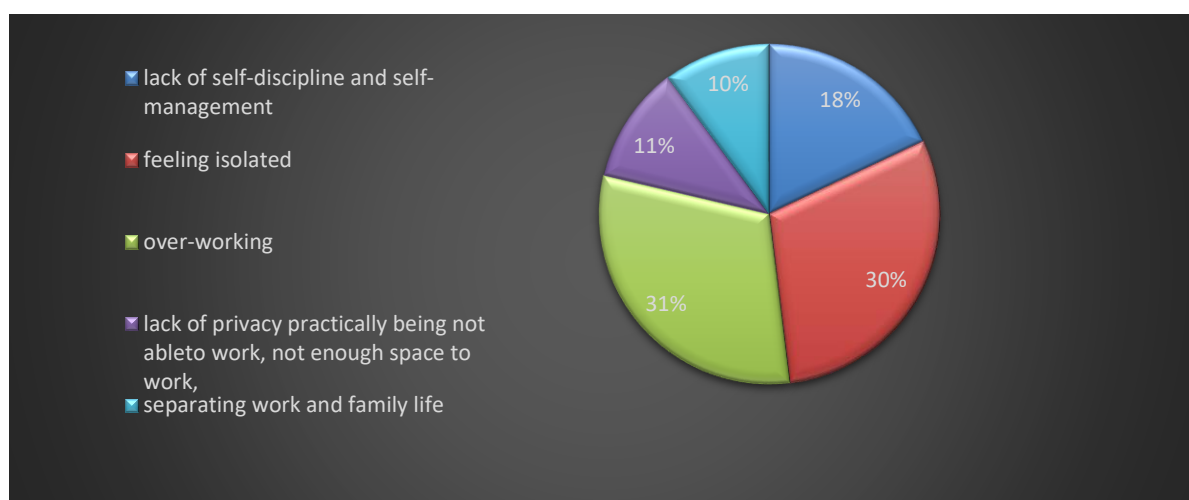
From the above table shows that Having all the equipment and remote tools you need to complete work, Yes 75%. , No 24.8%

INFERENCE:

Majority respondents are Yes (75%.) Have all the equipment and remote tools you need to complete work.

Table 15: The remote working stressors

<i>Particulars</i>	<i>No. of Respondent</i>	<i>No. of Percentage</i>
lack of self-discipline and self-management	37	18
feeling isolated	62	30.1
over-working	63	30.6
lack of privacy practically being not able to work, not enough space to work	23	11.2
separating work and family life	21	10.2
Total	206	100

**INTERPRETATION:**

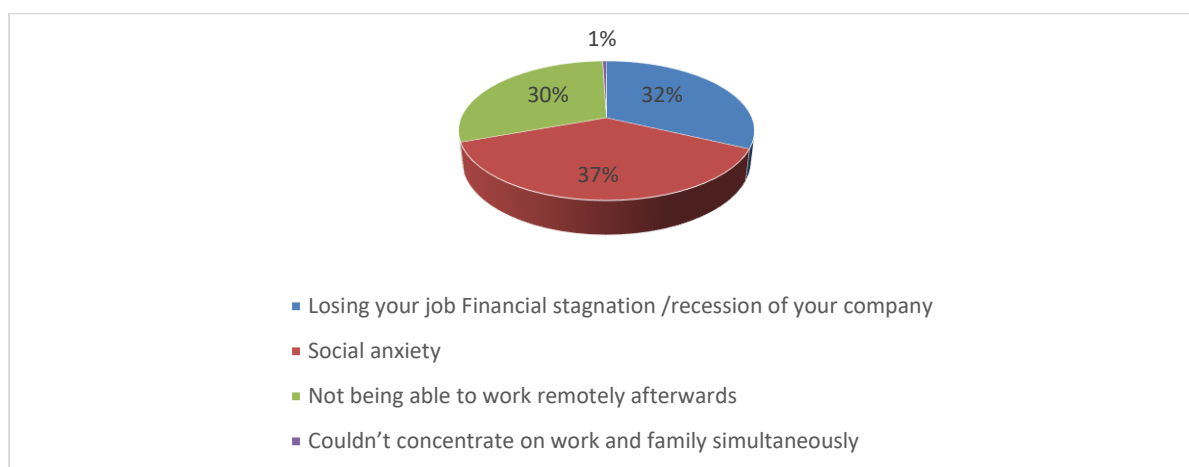
From the above table shows that the, 18% lack of self-discipline self-management feeling isolated 30.1%, over-working 30.6% , lack of privacy practically being not able to work 11.2%, not enough space to work ,10.2%separating work and family life

INFERENCE:

Majority respondents are over-working (30.6%) The remote working stressors

Table 16: The Post-pandemic concerns

<i>Particulars</i>	<i>No. of Respondent</i>	<i>No. of Percentage</i>
Losing your job financial stagnation /recession of your company	65	31.6
Social anxiety	76	36.9
Not being able to work remotely afterwards	61	29.6
Couldn't concentrate on work and family simultaneously	1	0.5
Health issue	3	1.5
Total	206	100

**INTERPRETATION:**

Losing your job Financial stagnation /recession of your company 31.6%, Social anxiety 36.9%, Not being able to work remotely afterwards 29.6%, Couldn't concentrate on work and family simultaneously 0.5% ,Health issue 1.5%

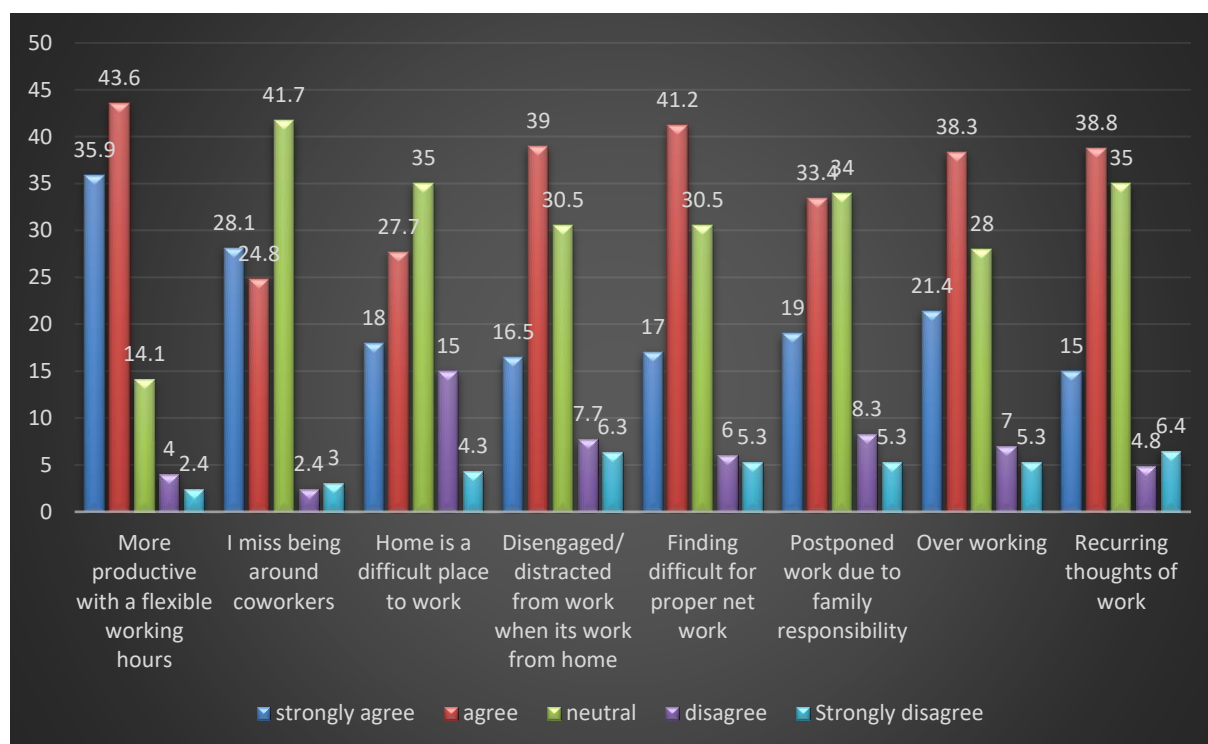
INFERENCE:

Majority respondents are social anxiety (36.9%), The Post-pandemic concerns

Table 17: Respondents rating towards work from home

<i>Particular</i>	<i>No. of Respondents</i>				
statement	strongly agree	agree	neutral	disagree	Strongly disagree
More productive with a flexible working hours	74	90	29	8	5
Percentage of Respondent	35.9	43.6	14.1	4	2.4
I miss being around co-workers	58	51	86	5	6
Percentage of Respondent	28.1	24.8	41.7	2.4	3
Home is a difficult place to work	37	57	72	31	9
Percentage of Respondent	18	27.7	35	15	4.3
Disengaged/ distracted from work when its work from home	34	80	63	16	13
Percentage of Respondent	16.5	39	30.5	7.7	6.3
Finding difficult for proper net work	35	85	63	12	11
Percentage of Respondent	17	41.2	30.5	6	5.3

Postponed work due to family responsibility	39	69	70	17	11
Percentage of Respondent	19	33.4	34	8.3	5.3
Over working	44	79	59	13	11
Percentage of Respondent	21.4	38.3	28	7	5.3
Recurring thoughts of work	31	80	72	10	13
Percentage of Respondent	15	38.8	35	4.8	6.4
Total No. of Respondent	201				



INTERPRETATION

More productive with a flexible working hours

From the above table shows that the, 35.9% of Strongly agree, 43.6% of Agree, 26.7% of Neutral, 20.4 % of Disagree, and remaining 5.8% of Strongly disagree respondents

I miss being around co-worker

From the above table shows that the, 28% of Strongly agree, 24.8% of Agree, 26.7% of Neutral, 20.4 % of Disagree, and remaining 5.8% of Strongly disagree respondents

Home is a difficult place to work

From the above table shows that the, 16.2% of Strongly agree, 28.2% of Agree, 26.7% of Neutral, 20.4 % of Disagree, and remaining 5.8% of Strongly disagree respondents

Disengaged/ distracted from work when its work from home

From the above table shows that the, 18.91% of Strongly agree, 28.2% of Agree, 26.7% of Neutral, 20.4 % of Disagree, and remaining 5.8% of Strongly disagree respondents

Finding difficult for proper net work

From the above table shows that the, %15.0 of Strongly agree, 28.2% of Agree, 26.7% of Neutral, 20.4 % of Disagree, and remaining 5.8% of Strongly disagree respondents

Postponed work due to family responsibility

From the above table shows that the, 16.9% of Strongly agree, 28.2% of Agree, 26.7% of Neutral, 20.4 % of Disagree, and remaining 5.8% of Strongly disagree respondents

Over working

From the above table shows that the, 12.1% of Strongly agree, 28.2% of Agree, 26.7% of Neutral, 20.4 % of Disagree, and remaining 5.8% of Strongly disagree respondents

Recurring thoughts of work

From the above table shows that the, 12.1% of Strongly agree, 28.2% of Agree, 26.7% of Neutral, 20.4 % of Disagree, and remaining 13.8% of Strongly disagree respondents

INFERENCE

Majority responded the agree (43.6%) More productive with a flexible working hours

Majority responded strongly agree (41.7%) miss being around co-worker

Majority of the respondents Neutral (35%) with Home is a difficult place to work

Majority responded agree (39%) Disengaged/ distracted from work when its work from home

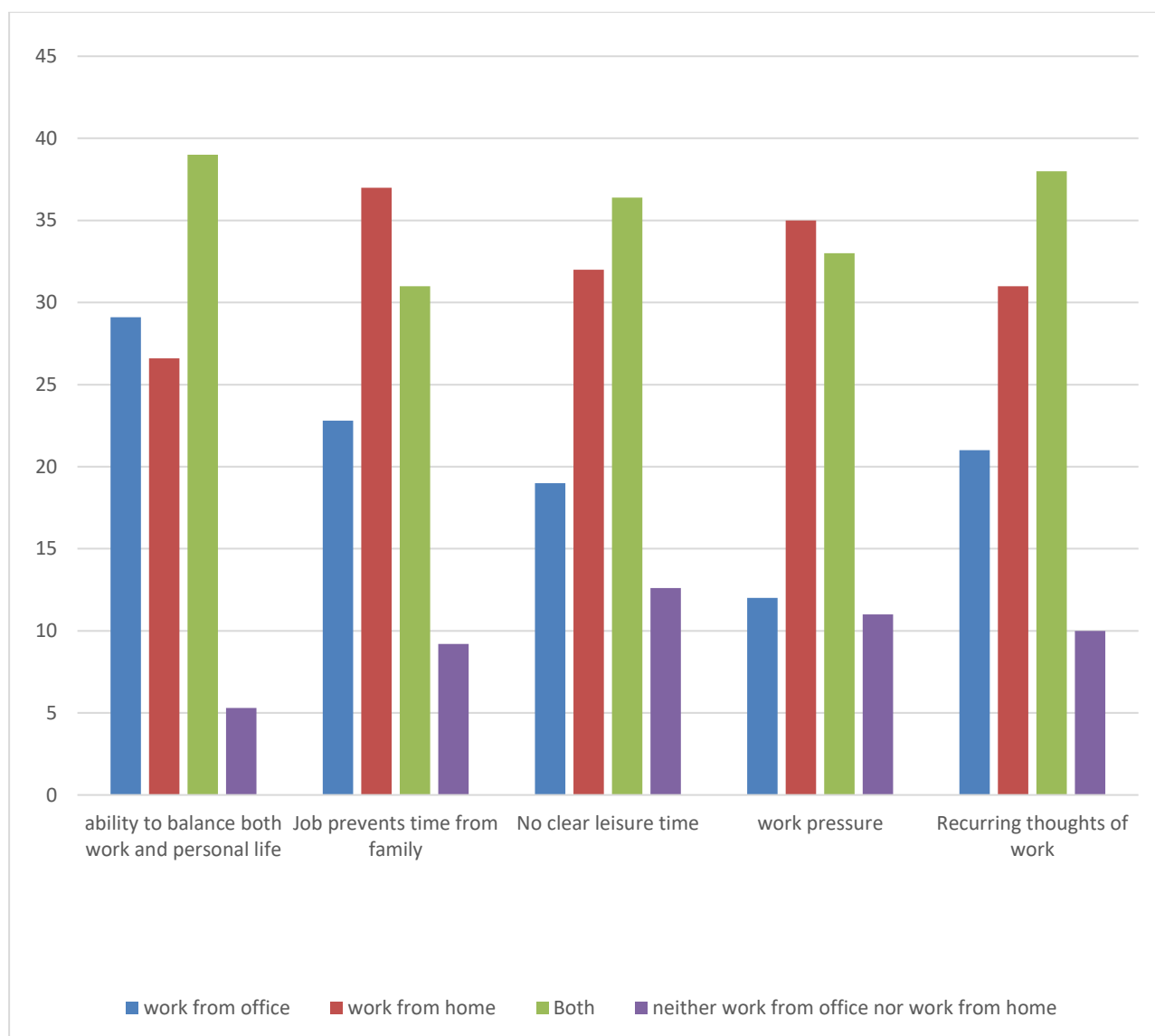
Majority of the respondent Neutral (34%) Finding difficult for proper net work

Majority responded strongly agree (38.3%) Postponed work due to family responsibility

Majority of the respondents agree (38.8%) Recurring thoughts of work

Table 18: Respondents rating towards work from home

Statement	work from office	work from home	Both	neither work from office nor work from home
ability to balance both work and personal life	60	55	80	11
Percentage of Respondent	29.1	26.6	39	5.3
Job prevents time from family	47	76	64	19
Percentage of Respondent	22.8	37	31	9.2
No clear leisure time	39	66	75	26
Percentage of Respondent	19	32	36.4	12.6
work pressure	41	73	69	23
Percentage of Respondent	12	35	33	11
Recurring thoughts of work	42	64	79	21
Percentage of Respondent	21	31	38	10
total	206			



INTERPRETATION

Ability to balance both work and personal life work from office 29.1% work from home 26.6% Both 39% neither work from office nor work from home 5.3%

Job prevents time from family work from office 22.8% work from home 36.8% Both 31% neither work from office nor work from home 9.2%

No clear leisure time work from office 19% work from home 32% both 36.4% neither work from office nor work from home 12.6%

Work pressure work from office 12% work from home 35% Both 33% neither work from office nor work from home 11 %

Recurring thoughts of work work from office 21% work from home 31% Both 38%
neither work from office nor work from home 10%

INFERENCE

Majority of the respondents are Able to balance both work and personal life work from office and work from home Both (39%)

Majority of the respondents feel Job prevents time from family work from home (36.8%)

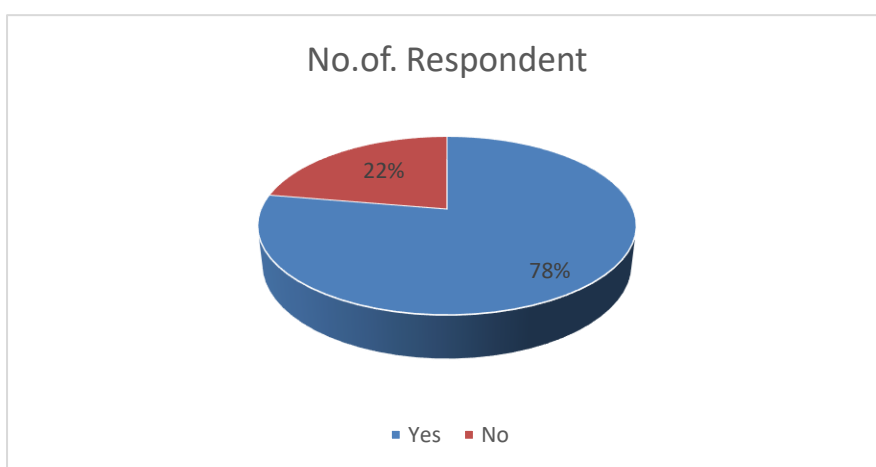
Majority of the respondents has No clear leisure time both (36.4%)

Majority of the respondents feel Work pressure work from home (35%)

Majority of the respondents has Recurring thoughts of work Both (38%)

Table 19: Looking forward to return to the office

Particulars	No. of. Respondent	No. of Percentage
Yes	160	77.7
No	46	22.3
Total	206	100

**INTERPRETATION**

From the above table shows that looking forward to return to the office Yes 77.7 %
No 22.3%

INFERENCE

Majority of the respondents Yes (77.7 %) looking forward to return to the office

ONE WAY ANOVA

- Null hypothesis (H0): There is no significant difference between relationship Living arrangements and employees postpone work due to family responsibilities
- Alternative hypothesis (H1): There is a significant difference between Living arrangements and employees postpone work due to family responsibilities

Descriptives								
Living arrangements								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Strongly agree	12	1.417	0.669	0.193	0.992	1.841	1.00	3.00
Agree	44	1.455	0.697	0.105	1.243	1.667	1.00	3.00
Neutral	63	1.460	0.758	0.096	1.269	1.651	1.00	3.00
Disagree	43	1.512	0.736	0.112	1.285	1.738	1.00	3.00
Strongly disagree	44	1.409	0.658	0.099	1.209	1.609	1.00	3.00
Total	206	1.456	0.709	0.049	1.359	1.554	1.00	3.00

ANOVA					
Living arrangements					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	0.250	4	0.062	0.122	0.974
Within Groups	102.857	201	0.512		
Total	103.107	205			

INTERPRETATION

Since p value 0.974 is less than 0.05. So, null hypothesis is accepted, and alternate hypothesis is rejected. Hence, there is a negative relationship between Living arrangements and employees postpone work due to family responsibilities.

CHI SQUARE TESTS

- Null hypothesis (H0): There is no significant association between marital status and productive with flexible working hours
- Alternative hypothesis (H1): There is a significant association between marital status and productive with flexible working hours

Marital status * More productive with a flexible working hours

Crosstab							
Expected Count							Total
		More productive with a flexible working hours					
		strongly agree	agree	neutral	disagree	strongly disagree	
Marital status	Married	36.6	44.6	14.4	4.0	2.5	102.0
	Unmarried	37.4	45.4	14.6	4.0	2.5	104.0
Total		74.0	90.0	29.0	8.0	5.0	206.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	2.967 ^a	4	0.563
Likelihood Ratio	2.978	4	0.561
Linear-by-Linear Association	0.083	1	0.773
N of Valid Cases	206		

INTERPRETATION:

Since p value 0.563 is greater than 0.05. So, null hypothesis is accepted. Hence, there is no significant association between marital status and productive with flexible working hours

- Null hypothesis (H0): There is no significant association between marital status, and I miss being around co-workers
- Alternative hypothesis (H1): There is a significant association between marital status, and I miss being around co-workers

Marital status * I miss being around co-workers

Crosstab							
Expected Count							Total
		I miss being around co-workers					
		strongly agree	agree	neutral	disagree	strongly disagree	
Marital status	Married	28.7	42.6	25.3	2.5	3.0	102.0
	Unmarried	29.3	43.4	25.7	2.5	3.0	104.0
Total		58.0	86.0	51.0	5.0	6.0	206.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	4.481 ^a	4	0.345
Likelihood Ratio	4.517	4	0.341
Linear-by-Linear Association	2.029	1	0.154
N of Valid Cases	206		

a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is 2.48.

INTERPRETATION

Since p value 0.345 is greater than 0.05. So, null hypothesis is accepted. Hence, there is no significant association between marital status, and I miss being around co-workers

- Null hypothesis (H0): There is no significant association between marital status and Home is a difficult place to work
- Alternative hypothesis (H1): There is a significant association between marital status and Home is a difficult place to work

Marital status * Home is a difficult place to work

Crosstab							
Expected Count							Total
		Home is a difficult place to work					
		strongly agree	agree	strongly agree	agree	strongly agree	
Marital status	18.3	28.2	18.3	28.2	18.3	28.2	102.0
	18.7	28.8	18.7	28.8	18.7	28.8	104.0
Total	37.0	57.0	37.0	57.0	37.0	57.0	206.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.862 ^a	4	0.065
Likelihood Ratio	9.007	4	0.061
Linear-by-Linear Association	0.522	1	0.470
N of Valid Cases	206		

a. 2 cells (20.0%) have expected count less than 5. The minimum expected count is 4.46.

INTERPRETATION

Since p value 0.065 So, null hypothesis is accepted. Hence, there is no significant association between marital status and Home is a difficult place to work

- Null hypothesis (H0): There is no significant association between marital status and Disengaged / distracted from work when its work from home
- Alternative hypothesis (H1): There is a significant association between marital status and Disengaged / distracted from work when its work from home

Marital status * Disengaged / distracted from work when its work from home

Crosstab							
Expected Count							Total
		Disengaged / distracted from work when its work from home					
		strongly agree	agree	strongly agree	agree	strongly agree	
Marital status	16.8	39.6	16.8	39.6	16.8	39.6	102.0
	17.2	40.4	17.2	40.4	17.2	40.4	104.0
Total	34.0	80.0	34.0	80.0	34.0	80.0	206.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	19.456 ^a	4	0.001
Likelihood Ratio	20.334	4	0.000
Linear-by-Linear Association	3.155	1	0.076
N of Valid Cases	206		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.44.

INTERPRETATION

Since p value 0.001 is lesser than 0.05. So, null hypothesis is rejected, and alternate hypothesis is accepted There is a significant association between marital status and Disengaged / distracted from work when its work from home

- Null hypothesis (H0): There is no significant association between marital status and finding difficult for proper network
- Alternative hypothesis (H1): There is a significant association between marital status and finding difficult for proper network

Marital status * Finding difficult for proper network

Crosstab							
Expected Count							Total
		Finding difficult for proper network					
		strongly agree	agree	strongly agree	agree	strongly agree	
Marital status	17.3	42.1	17.3	42.1	17.3	42.1	102.0
	17.7	42.9	17.7	42.9	17.7	42.9	104.0
Total	35.0	85.0	35.0	85.0	35.0	85.0	206.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.408 ^a	4	0.078
Likelihood Ratio	8.788	4	0.067
Linear-by-Linear Association	1.187	1	0.276
N of Valid Cases	206		

- a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.45.

INTERPRETATION:

Since p value 0.078 is greater than 0.05. So, null hypothesis is accepted. Hence, there is no significant association between marital status and finding difficult for proper network

- Null hypothesis (H0): There is no significant association between marital status and Postponed work due to family responsibility
- Alternative hypothesis (H1): There is a significant association between marital status and Postponed work due to family responsibility

Marital status * Postponed work due to family responsibility

Crosstab							
Expected Count							Total
		Postponed work due to family responsibility					
		strongly agree	agree	strongly agree	agree	strongly agree	
Marital status	19.3	34.2	19.3	34.2	19.3	34.2	102.0
	19.7	34.8	19.7	34.8	19.7	34.8	104.0
Total	39.0	69.0	39.0	69.0	39.0	69.0	206.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	1.749 ^a	4	0.782
Likelihood Ratio	1.756	4	0.780
Linear-by-Linear Association	0.348	1	0.555
N of Valid Cases	206		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.45

INTERPRETATION

Since p value 0.782 is greater than 0.05. So, null hypothesis is accepted. Hence, there is no significant association between marital status and Postponed work due to family responsibility

- Null hypothesis (H_0): There is no significant association between marital status and over working
- Alternative hypothesis (H_1): There is a significant association between marital status and over working

Marital status * Over working

Crosstab							
Expected Count							Total
		Over working					
		strongly agree	agree	strongly agree	agree	strongly agree	
Marital status	Married	19.3	34.2	34.7	8.4	5.4	102.0
	Unmarried	19.7	34.8	35.3	8.6	5.6	104.0
Total		39.0	69.0	70.0	17.0	11.0	206.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.352 ^a	4	0.079
Likelihood Ratio	8.506	4	0.075
Linear-by-Linear Association	4.130	1	0.042
N of Valid Cases	206		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 4.42

INTERPRETATION

Since p value 0.079 is greater than 0.05. So, null hypothesis is accepted. Hence, there is no significant association between marital status and Over working

- Null hypothesis (H0): There is no significant association between marital status and Recurring thoughts of work
- Alternative hypothesis (H1): There is a significant association between marital status and Recurring thoughts of work

Marital status * Recurring thoughts of work

Crosstab							
Expected Count							Total
		Recurring thoughts of work					
		strongly agree	agree	strongly agree	agree	strongly agree	
Marital status	15.3	39.6	15.3	39.6	15.3	39.6	102.0
	15.7	40.4	15.7	40.4	15.7	40.4	104.0
Total	31.0	80.0	31.0	80.0	31.0	80.0	206.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.107 ^a	4	0.191
Likelihood Ratio	6.218	4	0.183
Linear-by-Linear Association	0.566	1	0.452
N of Valid Cases	206		

a. 1 cells (10.0%) have expected count less than 5. The minimum expected count is 4.95.

INTERPRETATION

Since p value 0.191 is greater than 0.05. So, null hypothesis is accepted. Hence, there is no significant association between marital status and Recurring thoughts of work

CORRELATION TEST

- Null hypothesis (H0): There is a positive relationship between satisfaction level of your work from office and work from home
- Alternative hypothesis (H1): There is a negative relationship between satisfaction level of your work from office and work from home

Correlations			
		Work from Home	Work from Office
Work from Home	Pearson Correlation	1	.410**
	Sig. (2-tailed)		0.000
	N	206	206
Work from Office	Pearson Correlation	.410**	1
	Sig. (2-tailed)	0.000	
	N	206	206

** . Correlation is significant at the 0.01 level (2-tailed).

INTERPRETATION

Since r (0.410) is positive, so null hypothesis is accepted. hence there is a positive relationship between the satisfaction level of your work from office and work from home.

CHAPTER 5 – FINDINGS, SUGGESTIONS AND CONCLUSION

5.1. FINDINGS

- Majority responded the agree (43.6%) More productive with a flexible working hours
- Majority responded strongly agree (28.1%) I miss being around co-worker
- Majority of the respondents agree 27.7% Disengaged/ distracted from work when its work from home
- Majority responded agree (41.7%) Postponed work due to family responsibility
- Majority of the respondent agree Recurring thoughts of work
- Majority responded strongly agree (28.1%) I miss being around co-worker
- Majority of the respondents agree (38.3%) Over working

- Majority of the respondents are male (46.6%)
- Majority of the respondents are of 26-35 age (41.1%)
- Majority of the respondents are Unmarried (50.5 %)
- Majority of the respondents Live with family (67%)
Majority of the respondents (51.9%) Below 5 years
- Majority of the respondents Yes (77.7 %)
- Majority of the respondents Yes (44.2%)
- Majority of the respondents work from office (49.5 %)
- Majority responded are, (40.8%) of Satisfied
- Majority responded are, (37.9%) of Satisfied
Majority respondents are (30.6%) of Neutral
- Majority respondents are (28.2%) of Agree.
- Majority respondents are Yes (75%).
- Majority respondents are over-working (30.6%)
- Majority respondents are social anxiety (36.9%),
- More productive with a flexible working hour

- Majority responded the agree (43.6%) More productive with a flexible working hours
- Majority responded strongly agree (41.7%) miss being around co-worker
- Majority of the respondents Neutral (35%) with Home is a difficult place to work
- Majority responded agree (39%) Disengaged/ distracted from work when its work from home
- Majority of the respondent Neutral (34 %) Finding difficult for proper net work
- Majority responded strongly agree (38.3%) Postponed work due to family responsibility
- Majority of the respondents agree (38.8%) Recurring thoughts of work
- Majority responded (28.2%) of Highly satisfied
- Majority of the respondents Yes (77.7 %)
- Majority of the respondents are Able to balance both work and personal life work from office and work from home Both (39%)
- Majority of the respondents feel Job prevents time from family work from home 36.8%
- Majority of the respondents has No clear leisure time both (36.4%)
- Majority of the respondents feel Work pressure work from home (35%)
- Majority of the respondents has Recurring thoughts of work Both (38%)

5.2 SUGGESTIONS & RECOMMENDATIONS

The IT & ITES companies should plan facilities such as providing day care centres, crèches and arranging family get-together's for sensitizing the spouses' attitude towards recognizing the importance of work being performed by their counterpart at the workplace. They should also be given flexible leave, flexi work timings / shifts, allowing compassionate and urgency leave in order to meet the diverse requirements of employees associated with ITES sector. Providing healthcare for self/family and sufficient rest required to maintain mental balance are the key elements essential for an employee to fulfil his/her duties diligently. Employers should think of offering better working hours, performance-based incentives, tuition fee reimbursement for pursuing higher studies, service recognition incentives and awards to their employees. They should also do horizontal job rotation among the employees across processes in order to reduce job boredom. The ITES companies should view the concept of work life balance as a business proposition as it would carry the business forward with employees and families.

5.3 CONCLUSION

The results demonstrate a significant influence by two independent variables namely type of company and work hours on work life balance revealing the variation in the opinion of respondents. Among these variables, type of company was tested and found to be significant. The other significant independent variable work hours were also tested not found to be significant. Training programs on emotional intelligence will not only help the employee to improve their work life balance, but also enable them to contribute more productively. The management should look beyond the aspects of active employee engagement, good work culture and work life balance with an objective to reduce job stress and to increase the employee job satisfaction levels

In case of a woman professional in IT sector it is very important to understand the ground reality and strike a balance between professional and personal life for achieving professional excellence. Without this the women professional in IT sector would continue to be concentrated at the lower level and would not be able to climb up to the upper echelon of the job hierarchy by competing with their male counterparts. It is general expectation that employer should be sensible enough towards women employee in IT sector while implementing work flexibility policies especially in a city like Mumbai which has its inherent disadvantages of high cost of living, distance from workplace to residence and majority being nuclear family dweller with both the spouse being career centric, work life balance is a biggest challenge. And unfortunately, kids are being the biggest causality. They are being deprived of parental care very often. It is a matter of concern for both employer, women employee, their partners and other family members to build a healthy rational society by integrating work and family life. Family which is the primary core value of Indian society should not suffer

REFERENCE

- ❖ Ashwani. S & Kumaraswamy. M (2014), “Work Life Balance with Special Reference to Public Sector Bank Employees in Karnataka”, Global Journal For Research Analysis, Vol.3, Issue 2, pp 37-41
- ❖ Greenhaus. J, Collins. K & Shaw J, (2003), “ The relation between work –family balance and quality of life” Journal of Vocational Behavior, Vol. 63, pp 510-531
- ❖ Gupta Y & Sharma N, (2013) “An Empirical Analysis of Work Life Balance in Corporate Employees with Special Reference to Marital Status in Moradabad Region” , Asia Pacific Journal of Marketing & Management Review, Indian Research Journals
- ❖ Fapohunda & Tinuke. M, (2014) “An exploration of the effects of work life balance on productivity” , Journal of Human Resource Management and Labor Studies, Vol. 2
- ❖ Rooker, K et al (2002) creating Work life Balance: A model of Pluralism across life Domains. Human Resource Development Review, 1(4): pp 387-419
- ❖ Burke, R.J. (2002). “Organizational values, job experiences and satisfaction among managerial and professional women and men: advantage men?” Women inmanagement Review, Vol. 17(5), pp5-6
- ❖ Burke, R.J. (2002). “Organizational values, job experiences and satisfaction among managerial and professional women and men: advantage men?” Women inmanagement Review, Vol. 17(5), pp5-6

- ❖ Muhammad Umer and Muhammad Akram Naseem (2011) “Employees Retention (Human Capital) in Business Process Outsourcing (BPO) Industry in Pakistan” Global Journal of Management and Business Research (Vol 11 Issue 3 Version 1.0, Pg 90 -98).
- ❖ http://www.offshoringtimes.com/BPO_news1378.html
- ❖ Vanitha,A., & Dr. Meenakumari,S., (2011) „Family Vs Work Conflict among Working women in India with Special Reference to IT, Education and Banking Sector“, International Journal of Research in commerce, IT and Management, ISSN 2231-5756, Volume No. 1, Issue No. 6 (November).pp.113-119 Pp.113-119.
- ❖ <https://www.legalzoom.com/articles/how-mompreneurs-maintain-work-life-balance>
- ❖ [https://hbr.org/2021/01/work-life-balance-is-a-cycle-not-an-achievement-what+is+review+of+litrature&oq=what+is+review+of+litrature&aqs=chrome..69i57j9420j0j15&sourceid=chrome&ie=UTF-8](https://hbr.org/2021/01/work-life-balance-is-a-cycle-not-an-achievement-what-is-review-of-literature&oq=what+is+review+of+litrature&aqs=chrome..69i57j9420j0j15&sourceid=chrome&ie=UTF-8)

A STUDY ON NEED OF EMPLOYEES WORK LIFE BALANCE DURING THE PANDEMIC IN IT SECTOR AT CHENNAI



1. NAME *

2. AGE *

Mark only one oval.

☐

Below 25

☐

26 – 35

☐

36-45

☐

Above 45

3. GENDER *

Mark only one oval.☐ Female☐ Male

4. Marital status *

Mark only one oval.☐ Married☐ Unmarried

5. Living arrangements *

Mark only one oval.☐ Live with family☐ Live with roommates☐ Live alone

6. Could you please mention, how many years are you working in IT company *

Mark only one oval.☐ Below 5☐ 6 – 10☐ 11-20☐ Above 20

7. Kindly mention that are you able to balance life in the current organisation. *

Mark only one oval.☐ yes☐ No

8. Are you satisfied with the working hours of the organization *

Mark only one oval.

- ☐ Highly satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Highly dissatisfied

9. Do you get enough time for your family after working hours *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

10. Kindly, mention which mode was interesting to you *

Mark only one oval

- ☐ work from home
- ☐ work from office
- ☐ Other: _____

11. KINDLY MENTION YOUR SATISFACTION LEVEL OF YOUR WORK FROM OFFICE *

Mark only one oval.

- ☐ Highly satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Highly dissatisfied

12. Kindly mention your satisfaction level of work from home during the pandemic period

**Mark only one oval.*

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

13. Kindly rate , employees postpone work due to family responsibilities *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

14. According to you , will a Work life balance improve productivity *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

15. Do you have all the equipment and remote tools you need to complete your work to your usual ability? * *Mark only one oval.*

- ☐ yes
- ☐ no

16. According to you what are the remote working stressors *

Mark only one oval.

- ☐ lack of self-discipline and self-management,
- ☐ feeling isolated,
- ☐ over-working
- ☐ lack of privacy practically being not able to work, lack of privacy
- ☐ practically being not able to work, not enough space to work
- ☐ separating work and family life

17. According to you what are the Post-pandemic concerns *

Mark only one oval.

- ☐ Losing your job Financial stagnation / recession of your company
- ☐ Social anxiety
- ☐ Not being able to work remotely afterwards
- ☐ Other

18. kindly rate the following, regarding work from home *

Mark only one oval per row.

	strongly agree	agree	neutral	disagree	strongly disagree
More productive with a flexible working hours	☐	☐	☐	☐	☐
I miss being around coworkers	☐	☐	☐	☐	☐
Home is a difficult place to work	☐	☐	☐	☐	☐
Disengaged/ distracted from work when its work from home	☐	☐	☐	☐	☐
Finding difficult for proper network	☐	☐	☐	☐	☐
Postponed work due to family responsibility	☐	☐	☐	☐	☐
Over working	☐	☐	☐	☐	☐
Recurring thoughts of work	☐	☐	☐	☐	☐

19. Kindly provide your opinion regarding the following *

Mark only one oval per row.

	work from office	work from home	Both	neither work from office nor work from home
ability to balance both work and personal life	☐	☐	☐	☐
Job prevents time from family	☐	☐	☐	☐
No clear leisure time	☐	☐	☐	☐
work pressure	☐	☐	☐	☐
Recurring thoughts of work	☐	☐	☐	☐

20. Could please tell us are you looking forward to return to the office *

Mark only one oval.☐

yes

☐

No