

**A STUDY ON WORK-LIFE BALANCE DURING COVID-19
WITH SPECIAL REFERENCE TO EMPLOYEES OF IT,
BANKING & EDUCATION SECTOR AT CHENNAI**

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

by

AMARCHAND.S

Register No. 39410009



SCHOOL OF BUSINESS ADMINISTRATION

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 - 2021



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of AMARCHAND.S 39410009 who have done the project work entitled "**A Study on Work-Life Balance during Covid-19 with Special Reference to Employees of IT, Banking & Education Sector at Chennai**" under my supervision from December 2020 to February 2021.

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DECLARATION

I **AMARCHAND.S 39410009** hereby declare that the Project Report entitled “**A Study on Work-Life Balance during Covid-19 with Special Reference to Employees of IT, Banking & Education Sector at Chennai**” done by me under the guidance of Dr. S.UMAMAHESWARI is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE: CHENNAI

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AMARCHAND.S

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ABSTRACT

The Covid-19 made the impact in employees work and life in all service sector. In India, IT sector introduced working at home measure to manage their personal life and work. Also Banking sector was down due to the pandemic situation and all employees were at home with more stress due to the job insecurity. And Education sector also implemented online and offline methods, where employees were able to manage their work and family life. In the period of Covid-19, many employees were stressful due to the working conditions of the organisation. The study is conducted in three sectors IT, Banking and Education at Chennai. This study is about examining the causes of stress factors that leads to Work-Life imbalance during Covid-19. Where stress factors of good work-life balance, too much work, long working hours, repetitive work, rest breaks and sufficient time are taken for study. And also Work Interference with Personal Life and Personal Life Interference with Work are also taken for study. It also indicated the stress management measures and work-life measures to have good Work-Life Balance. The study used SPSS analytical tools such as Correlation, ANOVA and Independent T.test. This tool is used and found that many employees have issues in working conditions of organisation. Finally, the result showed that in this pandemic situation most of the employees were able to manage the personal life and work.

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CHAPTER - 1

INTRODUCTION

1.1 INTRODUCTION

During covid-19, companies are affected and this leads to more unemployment. Employees who are working also gets affected in balancing their work and life. Due to government restriction proposed, companies changed the policies and procedures in working from home. Pandemic made employees to learn and develop their Work-Life during working from home.

The COVID-19 crisis revealed several unexpected positives over the last few months: it proved, for one thing, that many companies truly prioritize their employees' well-being and are ready and willing to act on that value. It also showed that companies are prepared to match their health and safety measures with benefits that help employees cope better with the situation: from enhanced medical insurance to additional caregiver leave to increased generosity around flexible working arrangements. But at the same time, it has made work-life balance even less achievable than previously, as working from home erased the boundaries between the time that should be dedicated to work.

Many employers moved to virtual work when the COVID-19 pandemic hit. Having to work from home blurred the line between professional and personal life and made it harder for many employees to maintain a work-life balance. Millions of employees have had to figure out how to divide work and home time. Whether it's family duties or eldercare, many workers are feeling the pressure. A work-life imbalance can impact an employee's Professional responsibilities and performance, Personal life and Health.

In a recent survey by McKinsey, only about half of remote workers reported a positive well-being. That's why it's essential for employers to support their workers. With the right programs and culture in place, employees can be productive and healthy. "Worker autonomy and support from employers are critical for employees to finding balance," said Dr. Adam L. Seidner, The Hartford's chief medical officer. "Finding balance is critical to an employee's level of company commitment, job turnover and job involvement."

1.2 INDUSTRY PROFILE

1.2.1 Service Industry:

The service industries involve the provision of services to businesses as well as final consumers. A service industry is an economic segment that provides certain intangible activity that fulfills a particular need.

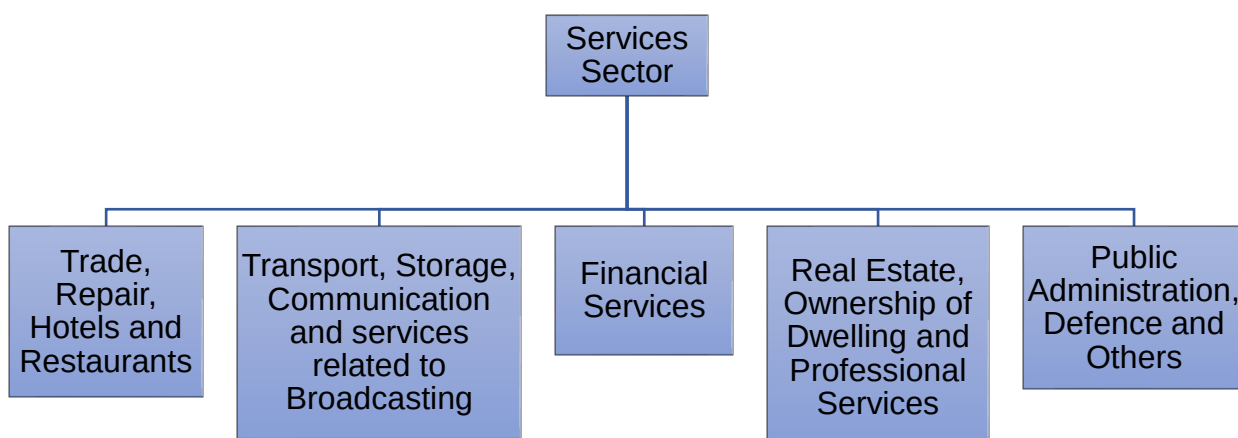
The services sector is not only the dominant sector in India's GDP, but has also attracted significant foreign investment, has contributed significantly to export and has provided large-scale employment. India's services sector covers a wide variety of activities such as trade, hotel and restaurants, transport, storage and communication, financing, insurance, real estate, business services, community, social and personal services, and services associated with construction.

The most important services in the Indian economy have been in the health and education sectors. These are one of the largest and most challenging sectors and hold a key to the country's overall progress. A strong and well-defined health care sector helps to build a healthy and productive workforce.

The era of economic liberalisation has ushered in a rapid change in the service industry. As a result, over the years, India has been witnessing a transition from agriculture-based economy to a knowledge-based economy. The knowledge economy creates, disseminates, and uses knowledge to enhance its growth and development. One of the major functional pillars of this economy is Information Technology (IT) and IT-enabled services (ITeS) industry. IT continues to be a dominating sector in the overall growth of the Indian industry.

Another major and upcoming sector is retail. It has been one of the fastest growing sectors both in terms of turnover and employment. Many national and global players have been investing in the retail segment and making all out efforts to further expand the sector. The service sector holds immense potential to accelerate the growth of the economy and promote general well-being of the people. They offer innumerable business opportunities to the investors. They have the capacity to generate substantial employment opportunities in the economy as well as increase its per capita income. Without them the Indian economy would not have acquired a strong and dominating place on the world platform.

1.2.2 Services Sector Classification:



1.2.3 Services Sector Market Size:

The services sector is a key driver of India's economic growth. The sector contributed 55.39% to India's Gross Value Added at current price in FY20. GVA at basic prices at current prices in the second quarter of 2020-21 is estimated at Rs. 42.80 lakh crore (US\$ 580.80 billion), against Rs. 44.66 lakh crore (US\$ 633.57 billion) in the second quarter of 2019-20, showing a contraction of 4.2%. According to RBI, in September 2020, service exports stood at US\$ 17.28 billion, while imports stood at US\$ 10.13 billion.

Services export is a key driver of India's growth and India ranked eighth among the largest exporter of commercial services in the world in 2019. Export of travel services witnessed the highest growth, reaching US\$ 7,643 million during July-September 2019P. India's overall export of services stood at US\$ 214.14 billion in FY20 increasing by 4.13% y-o-y. Service import stood at US\$ 131.41 billion, witnessing a growth of 5.16% y-o-y. According to RBI data, in August 2020, service exports stood at Rs. 122,768.07 crore (US\$ 16.44 billion), while imports stood at Rs. 71,662.62 crore (US\$ 9.60 billion).

1.2.4 IT & BPM Sector:

The global sourcing market in India continues to grow at a higher pace compared to the IT-BPM industry. India is the leading sourcing destination across the world, accounting for approximately 55% market share of the US\$ 200-250 billion global services sourcing business in 2019-20. Indian IT & BPM companies have set up over 1,000 global delivery centres in about 80 countries across the world. India has become the digital capabilities hub of the world with around 75% of global digital talent present in the country.

IT-BPM industry's revenue was estimated at around US\$ 191 billion in FY20, growing at 7.7% y-o-y. It is estimated to reach US\$ 350 billion by 2025. Moreover, revenue from the digital segment is expected to form 38% of the total industry revenue by 2025. Digital economy is estimated to reach Rs. 69,89,000 crore (US\$ 1 trillion) by 2025. The domestic revenue of the IT industry was estimated at US\$ 44 billion and export revenue was estimated at US\$ 147 billion in FY20.

Total number of employees grew to 1.02 million cumulatively for four Indian IT majors (including TCS, Infosys, Wipro, HCL Tech) as on December 31, 2019. Indian IT industry employed 205,000 new hires, up from the 185,000 jobs added in FY19 and had 884,000 digitally skilled talents in 2019.

1.2.5 Banking Sector:

As per the Reserve Bank of India (RBI), India's banking sector is sufficiently capitalised and well-regulated. The financial and economic conditions in the country are far superior to any other country in the world. Credit, market and liquidity risk studies suggest that Indian banks are generally resilient and have withstood the global downturn well.

Indian banking industry has recently witnessed the roll out of innovative banking models like payments and small finance banks. RBI's new measures may go a long way in helping the restructuring of the domestic banking industry. The digital payments system in India has evolved the most among 25 countries with India's Immediate Payment Service (IMPS) being the only system at level five in the Faster Payments Innovation Index (FPII).

The Indian banking system consists of 12 public sector banks, 22 private sector banks, 46 foreign banks, 56 regional rural banks, 1485 urban cooperative banks and 96,000 rural cooperative banks in addition to cooperative credit institutions. As of September 2020, the total number of ATMs in India increased to 210,049 and is further expected to increase to 407,000 by 2021.

Asset of public sector banks stood at Rs. 107.83 lakh crore (US\$ 1.52 trillion) in FY20. During FY16-FY20, bank credit grew at a CAGR of 3.57%. As of FY20, total credit extended surged to US\$ 1,698.97 billion. During FY16-FY20, deposits grew at a CAGR of 13.93% and reached US\$ 1.93 trillion by FY20. Credit to non-food industries stood at Rs. 103.46 trillion (US\$ 1.40 trillion) as of November 20, 2020.

1.2.6 Education Sector:

India holds an important place in the global education industry. India has one of the largest networks of higher education institutions in the world. However, there is still a lot of potential for further development in the education system. Moreover, the aim of the Government to raise its current gross enrolment ratio to 30% by 2020 will also boost the growth of distance education in India.

India has the world's largest population of about 500 million in the age bracket of 5-24 years, which provides a great opportunity for the education sector. The education sector in India was estimated at US\$ 91.7 billion in FY18 and is expected to reach US\$ 101.1 billion in FY19. Number of colleges and universities in India reached 39,931 and 993, respectively, in FY19. India had 37.4 million students enrolled in higher education in FY19. Gross Enrolment Ratio in higher education reached 26.3% in FY19.

In 2020-21, there were 9,700 total AICTE approved institutes. Of the total, there were 4,100 undergraduate, 4,951 postgraduate and 4,514 diploma courses in AICTE approved institutes. The country has become the second largest market for E-learning after the US. The sector is expected to reach US\$ 1.96 billion by 2021 with around 9.5 million users. In India, the online education market is forecast to reach ~US\$ 8.6 billion by 2026.

1.2.7 Latest Developments Services Sector:

Some of the developments in the services sector in the recent past are as follows:

The Indian healthcare industry is expected to shift digitally enabled remote consultations via teleconsultation. The telemedicine market in India is expected to increase at a CAGR of 31% from 2020 to 2025.

In August 2020, Japan committed ~Rs. 35 billion (US\$ 476.11 million) under the Official Development Assistance for the health sector to fight the COVID-19 crisis in India and improve resilience of India's health systems against infectious diseases.

In September 2020, LinkedIn and NSDC collaborated to accelerate digital skills training for the Indian youth. In September 2020, NASSCOM FutureSkills and Microsoft collaborated to launch a nationwide AI skilling initiative to train 1 million students in AI by 2021.

In September 2020, Byju's acquires 3D virtual lab startup LabInApp to strengthen its edtech presence. In October 2020, Bharti Airtel entered cloud communications market with the launch of business-centric 'Airtel IQ'. Services sector is the largest recipient of FDI in India with inflow of US\$ 84.25 billion between April 2000 and September 2020.

In June 2020, Jio Platforms Ltd. sold 22.38% stake worth Rs. 1.04 trillion (US\$ 14.75 billion) to ten global investors in a span of eight weeks under separate deals, involving Facebook, Silver Lake, Vista, General Atlantic, Mubadala, Abu Dhabi Investment Authority (ADIA), TPG Capital and L. Catterton. This is the largest continuous fundraise by any company in the world.

In December 2020, Gamma Skills Automation Training introduced a unique robotics & automation career launch programme for engineers, an 'Industry 4.0 Hands-on Skill Learning Centre' located at IMT Manesar, Gurgaon in Haryana.

In December 2020, the 'IGnITE' programme was initiated by Siemens, BMZ and MSDE to encourage high-quality training and technical education. 'IGnITE' aims to develop highly trained technicians, with an emphasis on getting them ready for the industry and future, based on the German Dual Vocational Educational Training (DVET) model. By 2024, this programme aims to upskill ~40,000 employees.

1.3 STATEMENT OF THE PROBLEM

To find the work-life imbalance and stress level of employees during Covid-19. And find the ways to reduce stress Level and work-life imbalance.

1.4 NEED FOR THE STUDY

Work-life balance refers to the level of prioritisation between personal and professional activities in an individual's life and the level to which activities related to their job are present in the home. Work-Life Balance becomes a major issue for employees working in organisation. During Covid-19, work life balance of employees is reduced due to the stress. This study measures the stress factors that affects the Work-Life balance of employees in services industry of IT, Banking and Education Sector. This study is helpful in reducing the stress level of employees in service sector. And also finds out the methods to increase the Work-Life Balance during the pandemic period.

1.5 SCOPE AND SIGNIFICANCE OF STUDY

This study focuses on finding out the stress level of employees. Where the relationship between the work-life balance factors and demographic variables are measured. This study also finds out the stress management factors in Work and Home that helps to reduce stress level. The study also conducts the work problems that affects personal life and personal life problems that affect work. Further, this study comes up with the suggestions that helps to reduce the work stress

1.6 OBJECTIVES OF THE STUDY

1.6.1 Primary Objective:

- To study the effectiveness of work-life balance among employees working in selected Services Industry at Chennai.

1.6.2 Secondary Objective:

- To examine the factors of stress level of employees in IT, Banking and Education sector during pandemic situation.
- To examine the demographic variables with employee's stress and work-life balance during Covid-19.

- To analyze the imbalance in work and life factors with demographic variables during pandemic situation.
- To develop suggestion to reduce work-life imbalance of employees in selected Services Sector.

1.7 LIMITATIONS OF THE STUDY

- The study is restricted to the employees of IT, Banking and Education sector at Chennai.
- In this study, vast area is not covered in Chennai region.
- Due to covid restriction, some of the organisations did not allow to take survey questionnaire.
- Some of the respondents did not take time to fill the questionnaire.

CHAPTER - 2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

Amanda Putri & Ali Amran (2021), focused on the work life balance of employees in pandemic in terms of work from home. The study finds that it has the positive impact on the work-life balance on the employees. It also stated that employees working in home have good work-life balance. It also has the negative impact on communication to co-workers. Overall, the study provides suggestion to pay more attention to the duration and the working hours. Where this is done by sharing the employee's personal life and work time. And also enable them to improve the personal life and activities through the company work-life balance policies.

Anila K.P & Dr. V. Krishnaveni (2016), This research paper discussed on the work responsibilities for the family and family responsibilities for the work. It also states about the conducive environment leads the employees to balance their work and life. It also includes that when compared to men, women contribute more family responsibilities. This study focuses on the influence of the work and family environment on the work life balance of the women employees. Where in this study it states that Work and family environment have positive influence on the Work-Life Balance of women employees.

A.Ramaraju (2015), discussed about measurement and identification of quality of work life. And it also states about the factors of work-life and its relationship in groups. Where it finds that questionnaire method is used to collect the data. It shows that the factors of salary and organisational work life are used to identify the relationship. It includes communication, rules to follow, own interest, amount of work, need more training, clear instruction and develop my own abilities. From this finding, there is no variation between the salary with organizational work and life balance of employees.

A. Rashida Banu & K. Duraipandian (2014), examined on the suitable scale to measure work life balance and their effects to measure the IT professionals. This study aimed at the five factors to measure the work life balance. Where Kaiser-Meyer Olkin and Bartlett's test are conducted for the sampling adequacy and

sphericity of the data. It also states whether the measurement scale have adequate reliability and validity. In this study, generation of factors and their effect on the work life balance have been used to measure the factors.

Brijmohan Vyas, Vijayshri Sajjan & Sanjay V. Hanji (2015), examined about the work life balance of male bus drivers and conductors. Where it analyses the work life balance of KSRTC employees and it identify the factors of work life balance. It also showed that employees of bus drivers and conductors are able to balance their personal life and work. This study states that employees with tools to balance Work-Life are happy, healthy and more productive. It also discusses about the employers can assist employee to balance Work-Life with opportunities.

B. Ruth Sunitha & K. Shashikala (2020), discussed on the work-life balance, stability and personal development of employees. This study is conducted on the employees of Granules India Limited. This study finds that the company used paintings lifestyles balance practices and regulations. Most of the employees are happy and able to have good work stability. Whereas few employees are not able to balance their work-life due to the stress and lack of experience. Overall, it also found that company motivated employees to enhance the productivity and balance the personal life and work.

Chaitra R, Ashok Kumar R S & Dr.T.P.Renuka Murthy (2016), focused on the impact of work responsibilities over the personal life of employees. Where it studies the managerial level of employees work life balance in Bosch Ltd, Bangalore. It also concentrates on the impact of work life balance of the employees. It finds that the work responsibilities negatively impact the life of employees. Which includes the factors of overtime, travelling to work, meetings and training after working hours leads to imbalance of work and life among employees.

C. Karthick & Dr. N. Raja (2018), discussed on teacher's quality of work life with the scale constructed by the investigator. The study is conducted on the school teachers in Coimbatore District. It also states about the significant difference in quality of work life and experience. And also finds the relationship between secondary school teachers belonging to private aided and private unaided. The factors of work and life has a good impact on the employees. In this study, chi square

is used to find the relationship and it showed as no significance. And also, it states that school teachers have similar opinion towards the aspect of work-life balance.

Dr. A. Irin Sutha (2019), focused on the dimensions, implications and challenges of work life balance. The study is conducted on women professors in selected colleges in Chennai. It also discussed about the managing the work life balance through the psychological characteristics of women teachers. In this study, teachers reported the positive and negative impact on the work-life balance. This study states that good work life balance improves the factors of work-life in teaching. Finally, it discusses on the emerging challenge for both women employees and employers to manage the work life balance.

Dr. Ajit Kumar Khare & Anupam Kapoor (2019), discussed about the factors of women's work and family roles in the lower socio-economic strata. The study is conducted on the women employees working in the Garment Units in Delhi. The study used questionnaire method to collect the data. It also states the factors that affects work-life and challenges faced by women workers. This study finds the result through the Percentage analysis, Chi-Square and T-test. This finds that the factors of work and life affect the aspect of women employees. Overall, the family members understand the working situations. It also discussed about the work-life benefits for the women employees.

Dr. Anila K.P & Dr. V. Krishnaveni (2019), focused on the women employees work life balance in Public Sector Undertaking. The study is conducted on Electronic Industries in Kerala. This study finds that it has moderate level of work-life balance among the women employees. It also discussed on the demographic variables which influence the level of work life balance. This study also has the factors of working environment and family environment which has the impact on the work-life balance. And this factor is considered as the significant predictors of work life balance of the women employees.

Dr. Battu Nagaraju & James E. Mrema (2016), identified the quality of work life, which it enables employees job satisfaction and performance. It also states that the good work-life makes the employees to work better and contribute more. Which this leads to better satisfaction level of employees in the organisation. This study also stated that the quality of work and life becomes the struggle for best employees.

Where organization develops the employees and improving their work and life balance. This research reviewed on both theoretical as well as empirical literature on the work life balance of employees.

Dr. Bindu Jain & Dr. Yashika Swami (2017), discussed on the quality of work life, where teachers level is stated. The study is conducted on university's teachers in Rajasthan. It also discusses about the factors of work-life and it also showed the factors extent that increases the teacher's productivity in universities. The study finds that there is a gap between faculty expectation and perception regarding job security. Where it shows low perception in pay and allowances of faculty members. This study states that faculty members are not motivated due to the evaluation process of the institution.

Dr. K. Niranjanaa Devi & K. Jothimani (2017), discussed about the stress level, stress management and quality of work life. Where the study is conducted on the women employees working IT companies at Coimbatore. The study gathers information through the questionnaire. In this study, statistical tools like Percentage, Factor analysis, Cluster, ANOVA and Multiple Regressions are used for findings. Where it states that women employees can manage stress by the strategy provided by the company. This management of stress enables the women employee to manage the quality of work and life balance. Overall, the study finds that the women employee's issues in their family life and work is due to the authoritative workload.

Dr. O. M. Ashtankar (2016), discussed on the women working and balance between personal and professional lives. It also discusses about women employee's occupation in terms of balancing work and life. Where it states about the problem of women employees on personal life and office roles. Where it focuses on the lifestyle and its impact of technology on the employees. The research paper discusses on maximizing the performance through the personal and professional life roles. And it states that the initiatives and practices is a responsibility of HR, which increases the individual capabilities and organizational performance.

Dr. O. P. Singh & Sandeep Kumar Singh (2015), discussed on the quality of work life and its role that leads to institutional effectiveness. In this study it states that a better quality of work life increases the teacher involvement, job satisfaction, performance and personal and the institutional effectiveness. This research also

states that productivity, attrition, commitment depends upon the factors and dimensions of quality of work life. The study identifies that the educational institution provides a better quality of work and life. Whereas the employees satisfied and this leads to organizational performance, effectiveness and innovativeness.

Dr. P. Elizabethrani (2018), discussed on the quality of work life and satisfaction of faculty members. Where the study is conducted in the Periyar University. It focuses on the perception level of faculty members and in this study, it shows positive perception among faculty members. This study includes sixteen socio economic factor with the work-life balance. It also states that it is the responsibility of institutions to increase the satisfaction level of faculty members. Finally, the study concluded that the work and life have the positive impact on the job satisfaction and this factor includes in the job.

Dr. P. Samimuthusait (2018), focused on the work-life balance of employee's responsibilities in both work and personal. The study is conducted on the employees of Rane, Trichy. It focuses on the theoretical framework and the questionnaire method. In this study, long working hours increased the employees stress level. And also the holiday camps provided by company to employees are not satisfactory. This study suggests about the work-life balance policies in all levels of management. Where it finds that adjusting the flexible work time enables the employees to manage the responsibilities and work-life better.

Dr. R. Geetha & Dr. M. Muthumeenakshi (2020), discussed on the welfare measures and its relationship with quality of work life. The study is conducted on the Cooperative and Private Sugar Mills at Tamil Nadu. It also states that the qualitative dimensions provided level of earnings, safe and human conditions of work and social security benefits. This is discussed about the benefits provided to employees increases their productivity and enhance their work life. It also states that this benefit is an indicator which increases employees' capabilities and thus leads the company to offer quality of work life.

Dr. R. Kanakarathinam (2017), discussed on the work life and its job satisfaction. The study is conducted on the employees of Textile Industry at Tirupur. This study aimed at the work culture and the uniqueness of textile industry. The data is collected through the questionnaire method. Where it states that Quality of Work

Life in Textile Industry improves its productivity through the employee's job satisfaction. It also discussed about the monetary and non-monetary motivation for employees. Overall, it finds that the job satisfaction is the important factor that enables the employees to manage their work-life.

Dr. R. Rajkumar (2016), discussed on the work life balance before and after training that is given in IT employees. The data is collected based on the employees across various software companies. Where it finds the effects of training initiatives that influence the work life balance. In this study, more training helps employees to balance work life. This study identifies that improvements in people management practices contribute to increased work-life balance. And based on the study for different people, solutions are different at home. Where self-management is suggested to have the better work-life balance.

D.Sakthivel & Dr. J. Jayakrishnan (2012), identified the relationship between work life and organisational commitment of nursing professional. It plays an important role in the organization performance and family wellbeing. In this study it states that nurses are able to manage their work and life effectively. Where it has higher level of work interference with family and Lower level of family interference with work. And it also discussed about the positive relationship between work life balance and organizational commitment.

Dr. Shelley Rekhi & Palki Sharma (2018), discussed on the quality of work life balance and management of stress. The study is conducted on the employees of Punjab State Power Corporation Limited. Where the study examines on job stress and management of job stress. And also, various factors affecting the level of employee's job stress. This study finds that there are two factors that affects the management of stress, they are relations at work and volume of work. Overall, it shows that the company needed to improve the interpersonal relations at work and rationalize the work to manage the stress and improve the work-life balance.

Dr. Smita Singh (2014), examined the study to develop a reliable and valid scale to measure the work life balance of working professionals. This paper discussed about four dimensions of Work Spillover in Personal Life, Personal Life Spillover in Work, Work/Life Behavioural Enhancers and Work/Life Behavioural Constraints. And it also talks about the issues of applicability of the scale. It also found that the

work and life balance is managed by the measures and it has good balance between the work and family.

Dr. S. Nadarajan & M. Charles Dayana (2017), discussed on the impact of quality of work life in organisational excellence in MSMEs. The study is conducted from Kanyakumari District and questionnaire method is used to collect the data. Where this study states that job content, career development, working environment and recognition is considered as influencing factors for quality of work life. It also identifies that the good work-life balance among employees makes the enterprises for the organisational excellence.

Dr. S. Raja & Dr. M. Ganesan Kanagaraj (2020), discussed on the managing its stress of women and balancing the work-life. The study is conducted IT women employees in Chennai and data is collected through secondary source. It also discussed that for managing the stress, it is the initiative of the management to reduce the stress of women employee. It also discusses about the level of management and their stress. It also states about the HR programs, opportunities and other tools to reduce the stress of women employees. Overall, it finds that workplace is a source of stress and it can be reduced by identifying the ways to cope and reduce the stress.

Dr. U. Syed Aktharsha & V. Priya (2016), examined on the workplace culture and its impact to employees. This research paper also focuses Where good workplace culture leads to better work-life balance in organisation. This study considers the work place culture is the dominant factor for deciding the work-life balance of an individual. It also shows that when the organisation implements the good workplace culture, then employees can perform better towards the goals. It also states about the best-fit policy for the organisation that tries to see solution leads to the optimal policy and considered as the preferred place to work.

Dr. Vaneeta Aggarwal (2016), discussed about to analyse the experience of employees towards their quality of work life. This study aims to find the factors of work and life. This study considers demographical variables to study the effects with regard to these eight factors of quality of work and life. The study is collected through structured questionnaire on the construction organization at the private sector. It also states the factors of quality of work life and its statistical tools T-test and ANOVA

is used. This study finds that the employees with more experience have maximum work and life balance.

Dr. Yogesh Deshpande & Mrs. Bhagyashri J Bhakane (2015), discussed about the relationship of Small Medium Enterprises and Large-Scale Enterprises for identifying the quality of work and life balance. The questionnaire method is used to collect the data at Nagpur region with two categories of work experience. Where in this study it states significant difference between two sectors on factors of work-life balance. The present study examined the differences in level of job satisfaction, motivation and the organizational climate of employees working in small and large enterprises having different experience tenure.

Dr. Zartaj Kasmi & Sameen Quadri (2018), focused on the quality of work life concept, programmes. In this study, secondary data is used to gather the information. It discusses about the negative impact on the working environment of employees. It also states that societal support is realized with the technical innovations and this can be done through the work-life balance. And it also shows how emerging trends affect the employees work-life. Overall, the paper discussed about the work-life concept, objectives and programmes used to manage the employee's personal life and family better.

Hardeep Singh & Dr. Rohan Sharma (2020), discussed on the work-life balance of university teachers at Punjab. In this study both primary and secondary data is used to collect the data. Where it states about the relationship, responsibilities of both married and unmarried teachers. This study shows about commitment towards their personal and family life and it also finds about the relationship between the teachers. It finds that the married university teachers are more satisfied than the unmarried university teachers. This study also provide suggestion for decreasing the work pressure and stress of the university's teachers.

Jyoti Tyagi & Dr. H L Verma (2016), discussed about the employee's quality of work-life and its factors towards working. The study is conducted on the service sector and it is based on the theoretical survey. Where study is conducted on the work-life factors and describe its components that influencing the quality of work life, and its strategies. It finds that employee's job and family need negatively impact in lower motivation, less productivity and collapse in turnover. This paper also

discusses about the issues on work and life in the Indian context. Overall, the satisfaction in work and life results in efficient and effectual performance of employees.

K. L. Revathi, Sreekanth Yerramilli & Abdul Afsar Pasha (2016), aimed on the Work-Life positivity in the perspectives of professionals and employees. Where the study is conducted in IT and ITES organizations of Hyderabad. This study focused on the macro level of work life balance in the two different entities. It also discussed about the responsibility of HR to see on the balance and overall employee's well-being. Where the work life perspectives of harmony, happiness and contentment made the employee to manage the balance of work and life.

Laveena D'Mello, Meena Monteiro & Nelson Pinto (2018), identified the quality of work life, where the factors of better work-life increase the employees productivity. This study is conducted on the private sector employees and both primary and secondary data is used. From this study, the increasing in work-life balance leads to have positive impact on the job satisfaction, organizational commitment, motivation and effectiveness of organization. This study finds that working condition is important for work-life balance. Overall, the suggestion is provided in this study for managing the work and life.

Magdalene Peter & Dr.S.Fabiyola Kavitha (2020), discussed on the factors of work life balance, demographic variables, lifestyles and employee's satisfaction. This study states that the influencing factors of work life balance helps the employees to balance their work and life responsibilities. It also discussed about the personal satisfaction level and their performance towards the organisation. Overall, this study finds that the participative administration, vocation openings and workplace are the variables that decides the work-life balance.

Mandeep Kaur & Dr. C. Venkateswaran (2020), focused on the work life balance and psychological challenges faced by the women in the service sector. Where the study is conducted on the Banking sector. The study used secondary source of data for information. This study also states about the factors that increases gender discrimination such as home related socio-cultural, religious and economic factors. It also discussed about the perspectives of women employees in banking sector.

Finally, it finds that the service sector leads the women employees to increase the productivity and increase the women empowerment in India.

Mr. G. Kanagasabapathy & Dr. S. Arunkumar (2020), discussed on the work life balance on pre and post pandemic periods. The study is conducted on the teaching professionals in educational institutions. The study examined to evaluate the nature of work life balance index and also highlights the pandemic issues connected with the teaching professionals. This study finds that teaching professionals are dissatisfied with the working environment and in pandemic received minimum pay from management. It also provides suggestion to increase the interaction between the authorities and teachers. Where they can share their issues and problems for managing the work-life balance.

Monica Sawhney & Preeti Khatri (2015), examined the overall quality of work and life at Kurukshetra University in Kaithal District. This study includes the socio-psychological needs of the employees. The study used the questionnaire method to collect the data. Where it finds that employees in educational institutes are satisfied and comfortable with their current job responsibilities. Based on the job, employees are highly satisfied and a greater number of employees feel secured in terms of job security. Overall, the quality of work and life balance of employees are satisfied in various dimensions.

Monika Bharti & Dr. Anamika Pandey (2020), focused on the causes of stress and remedies for countering the stress in Retail sector. Where in this study employees face lot of stress due to work load, work pressures and competition in retail sector. It also discusses that work-life balance is considered as the controlling variable for job satisfaction, stress and management of stress. This study also shows that employee's performance is determining factor for the work-life balance. The findings in the data shows that majority of employees experienced moderate stress and coping approaches are provided by the company to reduce the stress.

Prerana Mishra & Dr. Vandana Bharti (2020), discussed on the concern of management and the employee's well-being for balancing their work and life. In this study questionnaire method is used to collect the data. In the period of Covid-19, the study states that the work-life balance is the responsibility of the management and it increases during this period towards the employees. And perceived

organisational support is an indicator for employee retention and enhancing the work-life balance of employees in Covid-19. It finds that lesser work-life balance and organization support is due to circumstances of different employees.

R.Geetha & Dr.R.Umamaheswari (2018), discussed on the work-life balance of employees and management of its factors. The study is conducted on IT women employees in Chennai. Both primary data and secondary data is used to gather information. In this study it discussed about how IT employees are managing professional and personal life. Where Chi-Square is used to test the work-life balance of women employees. It also finds that IT women employees has difficulty in balancing their work and life because of work load, work pressures and limited time to spend with family.

R. S. V. Rama Swathi & (Prof.) Dr. A.K. Das Mohapatra (2017), aimed on the issues and challenges faced by the working women. Where the study is conducted in women employees working in Indian Service Industry. Where factors of Work-life Balance and demographic variables are taken to find the relationship between them to show its impact towards women employees. The study finds that employees have the significant relationship between demographic variable and work-life balance. This is considered as the organisation implementation of better work life balance policies is an important factor. And finally, it discussed about the equal importance of policies to employers and employees.

Sankar. R (2017), focused on the work-life imbalance of teaching and non-teaching staff. The study is conducted on women employees working in private school at Puducherry. This paper discusses about the factors responsible for the work life imbalance. In this study, case study and unstructured interview schedule are used to gather information. It finds that the multiple role conflict is the highest factor for the work-life imbalance. And work environment is the lowest factor that impacts the work-life imbalance. Overall, the study could be provided with necessary suggestions for role conflict.

Sankar R (2019), focused on the work life balance of street vendors. Where this study is conducted on street vendors in Puducherry. The data is collected through the case studies and questionnaire method. And through the unstructured interview, the study found the factors of work-life balance. Among these factors, work life

conflict is the highest among the street vendors. Whereas work life satisfaction is the least inducing factor. Finally, the study provided suggestion such as supportive family and subsidies from government to improve the street vendors work life balance.

Siddhartha Shankar Pradhan (2017), focused on the workers harmony and their interest towards the organisation for work-life balance. The study is conducted on the Small and Medium Enterprises at Sambalpur. Primary and secondary sources of data is used to collect the data. The study discussed about the industrial peace and concern in the enterprises. Where it states that unfavourable workplace and work culture leads to industrial unrest. This study finds that the workers commitment and job involvement make them to work better and balance their work-life.

Sonia Delrose Noronha & P. S. Aithal (2017), discussed about the initiatives of employers and challenges undergone by the organizations for providing these measures to women employees. The study is conducted on the working women in different sectors and the data is collected based on the secondary data. This study finds the challenges of women to balance the demands and requirements of career and family. The various aspects of stress negatively impact the personal life and work of women employees. This paper also focused on the organization initiatives that benefits the women employees.

Sonia Delrose Noronha, P. S. Aithal & M. D. Pradeep (2017), focused on the legal and policy framework for bringing work life balance at workplace. The study is conducted on the women employees and secondary data is used to collect data. This study aims at the gender equality on the workplace. Where it discusses about the women contribution to the society and promoting the economic empowerment among women. Where women employees work and life is challenge to both the women and the organization in India. Finally, this study states about the benefits of work life balance of women employees.

S.Subha & K. Devika Rani Dhivya (2014), determined that the work life balance has an impact on societal issues. It also states that the benefits of work life balance are not always realized. But the imbalance of work and life policies leads to the gender inequities and work-life conflict. The roles of family and work leads to conflict, overload and stress. It identifies the factors leads to causes of work-life imbalance

to women police. It also discussed about the dissatisfaction of women police and its issues of work-life imbalance related to family and personal problems.

Stuti Prakash & Dr. Vanishree Pabalkar (2020), discussed on the work-life balance and occupational stress of medical professionals. This study is conducted among the Indian doctors in the period of Covid-19. Where this study states that stress in hospitals is caused due to burnout and fatigue experiences. Also, long working hours for doctors made them feel anxiety, depression and tension. This study finds that Covid-19 pandemic is the reason for the workplace stress and also discussed about to protect the emotional health of doctors.

Uttam Kumar Das & Dr. Jaya Krushna Panda (2015), discussed on the quality of work life and how to manage the employees. Where the quality of work life factors is used instead of control approach of managing people. Research is conducted on the various departments at Orissa Hydro Power Corporation Limited, Bhubaneswar. Both primary data and secondary data is used to collect the data. This study includes the factors of Work-Life is analysed and states that good quality of work life makes an employee perform better. And also discusses about the HR practices, initiatives and policies enables employees to balance their work and family life.

CHAPTER - 3

RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN

In this study, Descriptive Research Design is used in research topic.

3.2 SAMPLING TECHNIQUE

The method of sampling adopted to conduct survey is Convenience Sampling Method. The area of research is concentrated on Services Industry of IT, Banking and Education sector at Chennai Region.

3.3 SOURCES OF DATA

3.3.1 Primary Data:

The primary data for this study is collected through questionnaire consisting of multiple choice questions.

3.3.2 Secondary Data:

The secondary data is collected by referring by websites, journals, articles and research paper.

3.4 STRUCTURE OF QUESTIONNAIRE

Multiple choice questions and Likert's scale questions.

3.5 SAMPLE SIZE

Sample Size of 120 employees working in Services Industry of IT, Banking and Education sector located at Chennai.

3.6 PERIOD OF STUDY

The period of study is carried out from December 2020 to February 2021.

3.7 ANALYTICAL TOOLS

- Correlation.
- ANOVA.
- Independent T.test.

CHAPTER - 4

DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

Table 4.1.1: Showing Gender wise classification of respondents

Particulars	No. of Respondents	Percentage
Male	68	56.67%
Female	52	43.33%
Total	120	100.00%

Source: Primary Data

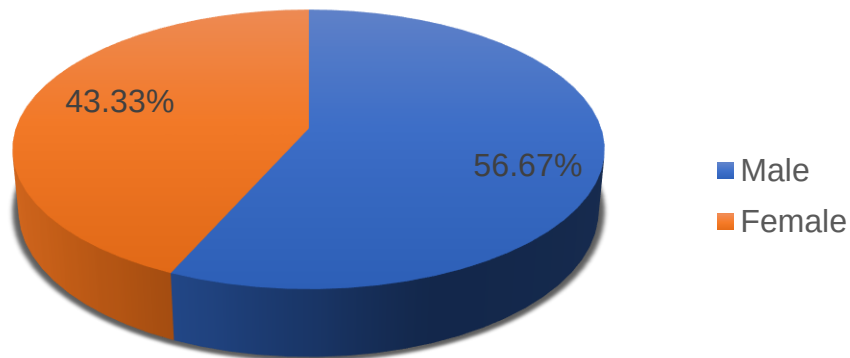


Chart 4.1.1: Showing Gender wise classification of respondents

Interpretation:

From the above table it is interpreted that 56.67% are Male respondents and 43.33% are Female respondents.

Table 4.1.2: Showing Age wise classification of respondents

Particulars	No. of Respondents	Percentage
Below 25 Years	42	35.00%
25-35 Years	50	41.67%
35-45 Years	20	16.67%
Above 45 Years	8	6.67%
Total	120	100.00%

Source: Primary Data

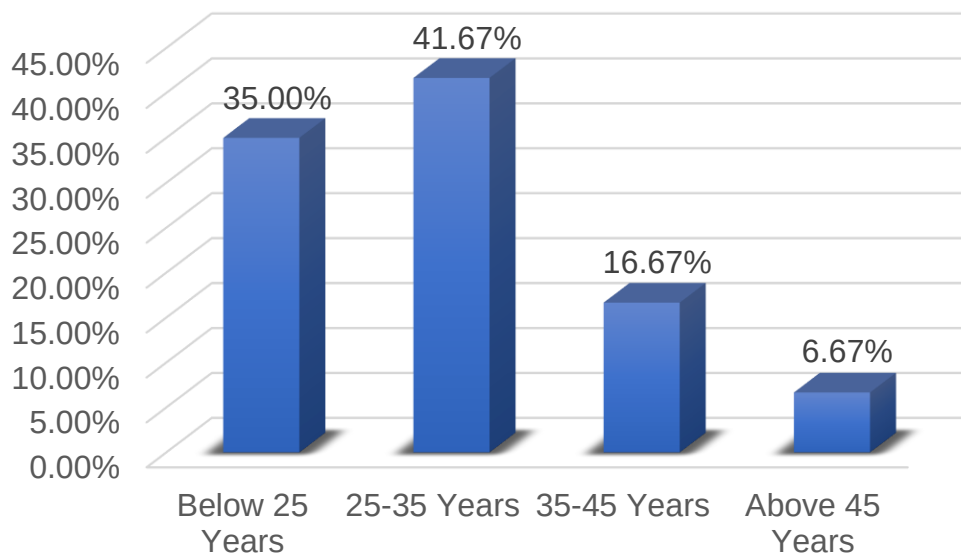


Chart 4.1.2: Showing Age wise classification of respondents

Interpretation:

From the above table it is interpreted that 35.00% are Below 25 Years respondents, 41.67% are between 25-35 Years respondents, 16.67% are between 35-45 Years respondents and 6.67% are Above 45 Years respondents.

Table 4.1.3: Showing Marital Status wise classification of respondents

Particulars	No. of Respondents	Percentage
Married	54	45.00%
Unmarried	66	55.00%
Total	120	100.00%

Source: Primary Data

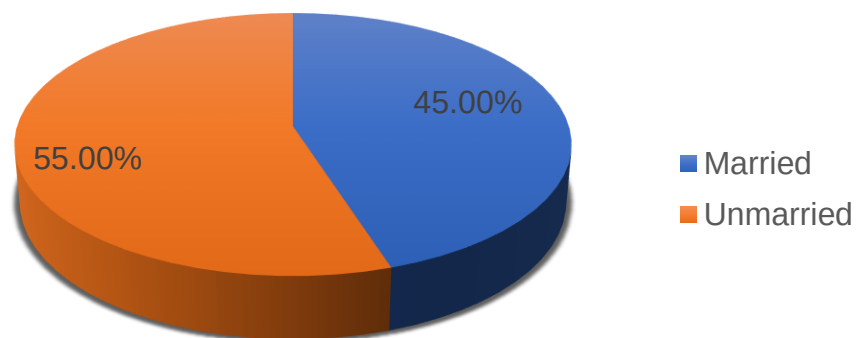


Chart 4.1.3: Showing Marital Status wise classification of respondents

Interpretation:

From the above table it is interpreted that 45.00% are Married respondents and 55.00% are Unmarried respondents.

Table 4.1.4: Showing Qualification wise classification of respondents

Particulars	No. of Respondents	Percentage
Diploma	5	4.17%
Under Graduate	38	31.67%
Post Graduate	40	33.33%
PhD & Above	37	30.83%
Total	120	100.00%

Source: Primary Data

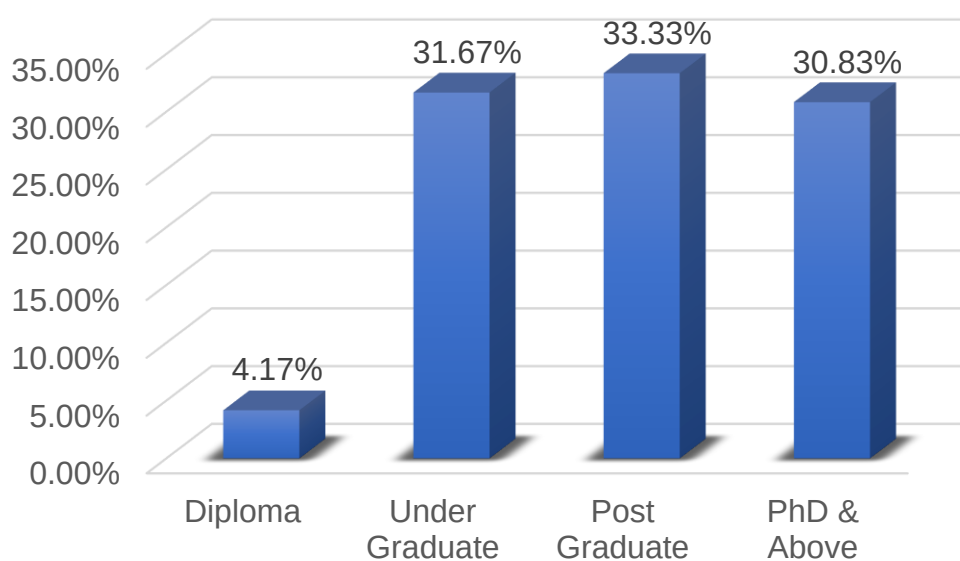


Chart 4.1.4: Showing Qualification wise classification of respondents

Interpretation:

From the above table it is interpreted that 4.17% are Diploma respondents, 31.67% are Under Graduate respondents, 33.33% are Post Graduate and 30.83% are PhD & Above respondents.

Table 4.1.5: Showing Organisation wise classification of respondents

Particulars	No. of Respondents	Percentage
IT Sector	43	35.83%
Banking Sector	40	33.33%
Education Sector	37	30.83%
Total	120	100.00%

Source: Primary Data

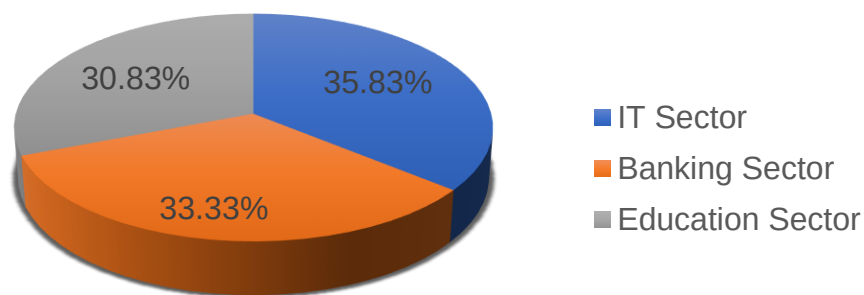


Chart 4.1.5: Showing Organisation wise classification of respondents

Interpretation:

From the above table it is interpreted that 35.83% are IT Sector respondents, 33.33% are Banking Sector respondents and 30.83% are Education Sector respondents.

Table 4.1.6: Showing Work Experience wise classification of respondents

Particulars	No. of Respondents	Percentage
Less than 2 Years	38	31.67%
2-4 Years	31	25.83%
4-6 Years	22	18.33%
More than 6 Years	29	24.17%
Total	120	100.00%

Source: Primary Data

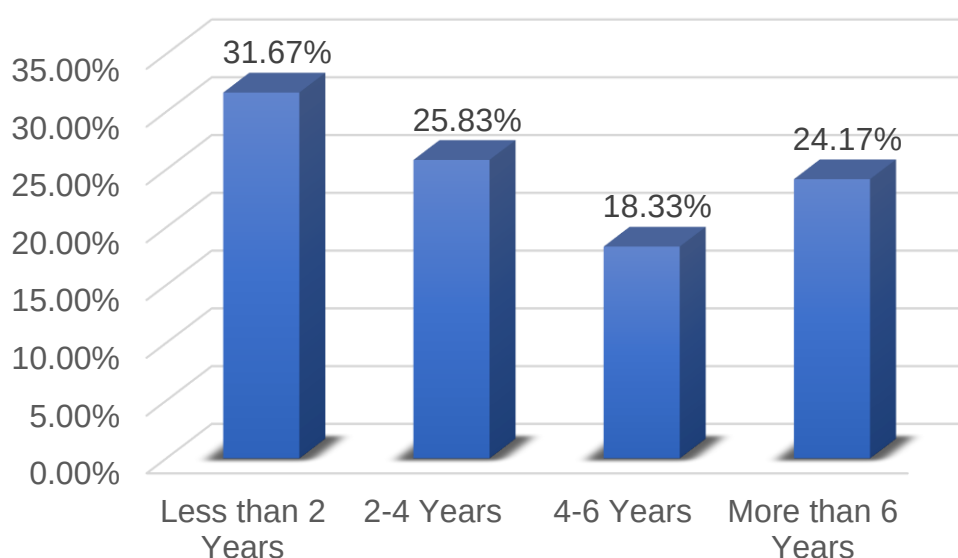


Chart 4.1.6: Showing Work Experience wise classification of respondents

Interpretation:

From the above table it is interpreted that 31.67% are Less than 2 Years experience respondents, 25.83% are 2-4 Years experience respondents, 18.33% are 4-6 Years experience respondents and 24.17% are More than 6 Years experience respondents.

Table 4.1.7: Showing Working Hours Per Day wise classification of respondents

Particulars	No. of Respondents	Percentage
Less than 7 Hours	10	8.33%
7-8 Hours	44	36.67%
8-9 Hours	55	45.83%
More than 9 Hours	11	9.17%
Total	120	100.00%

Source: Primary Data

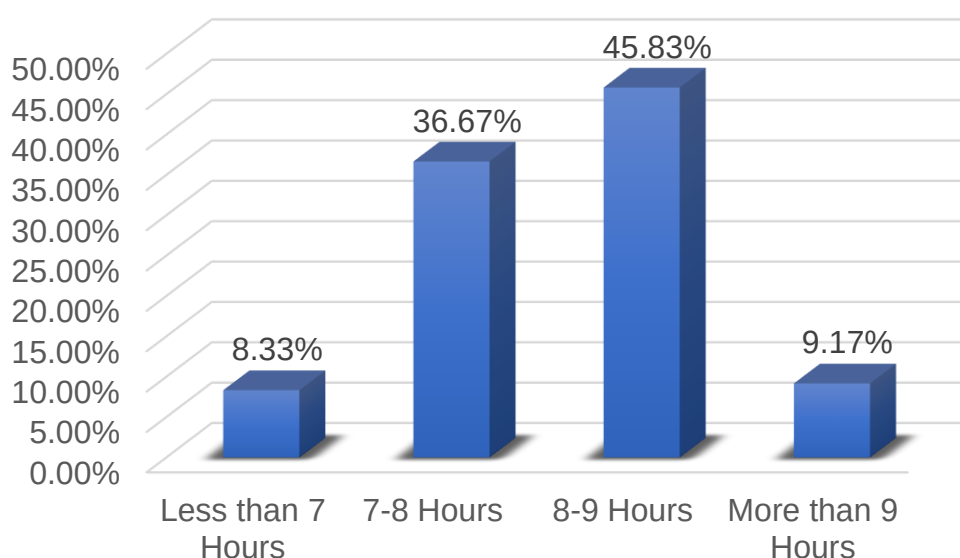


Chart 4.1.7: Showing Working Hours Per Day wise classification of respondents

Interpretation:

From the above table it is interpreted that 8.33% are Less than 7 Hours working respondents, 36.67% are 7-8 Hours working respondents, 45.83% are 8-9 Hours working respondents and 9.17% are More than 9 Hours working respondents.

Table 4.1.8: Showing Work-Life Balance Policy wise classification of respondents

Particulars	No. of Respondents	Percentage
Yes	71	59.17%
No	32	26.67%
Maybe	17	14.17%
Total	120	100.00%

Source: Primary Data

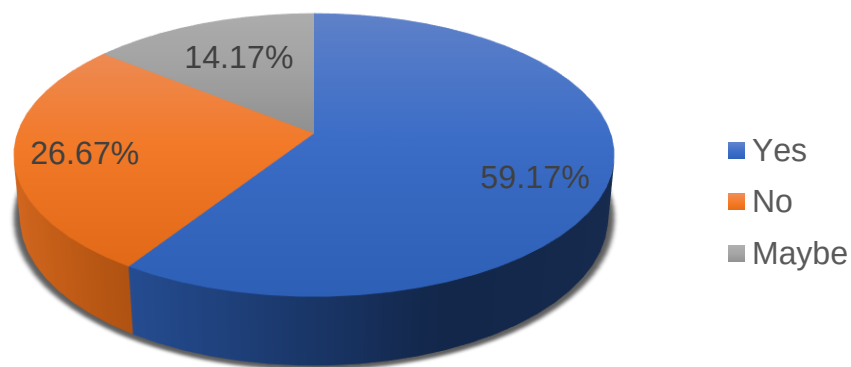


Chart 4.1.8: Showing Work-Life Balance Policy wise classification of respondents

Interpretation:

From the above table it is interpreted that 59.17% are Yes respondents, 26.67% are No respondents and 14.17% are Maybe respondents.

Table 4.1.9: Showing Flexible Work Routine wise classification of respondents

Particulars	No. of Respondents	Percentage
Work from Office	26	21.67%
Work from Home	37	30.83%
Both	57	47.50%
Total	120	100.00%

Source: Primary Data

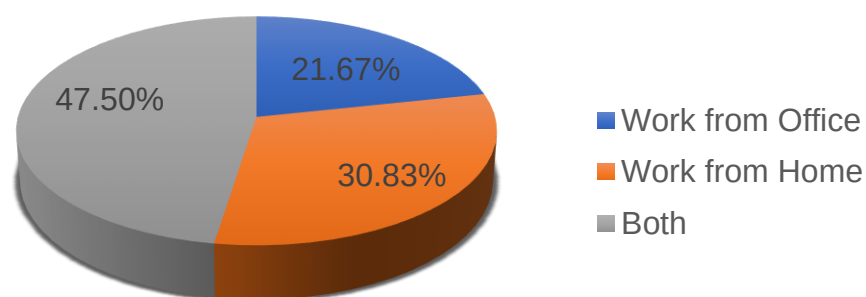


Chart 4.1.9: Showing Flexible Work Routine wise classification of respondents

Interpretation:

From the above table it is interpreted that 21.67% are Work from Office respondents, 30.83% are Work from Home respondents and 47.50% are Both respondents.

Table 4.1.10: Showing Flexible Time enables Work-Life Balance wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	28	23.33%
Agree	35	29.17%
Neither Agree or Disagree	33	27.50%
Disagree	16	13.33%
Strongly Disagree	8	6.67%
Total	120	100.00%

Source: Primary Data

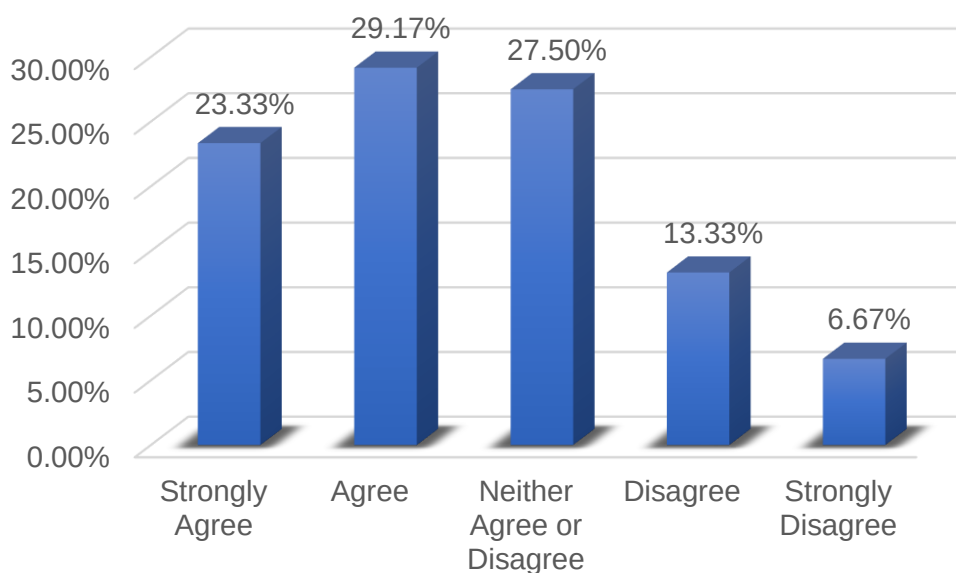


Chart 4.1.10: Showing Flexible Time enables Work-Life Balance wise classification of respondents

Interpretation:

From the above table it is interpreted that 23.33% are Strongly Agree respondents, 29.17% are Agree respondents, 27.50% are Neither Agree or Disagree respondents, 13.33% are Disagree respondents and 6.67% are Strongly Disagree respondents.

Table 4.1.11: Showing Stress Level of Employees wise classification of respondents

Particulars	No. of Respondents	Percentage
Always	13	10.83%
Often	28	23.33%
Sometimes	46	38.33%
Occasionally	29	24.17%
Never	4	3.33%
Total	120	100.00%

Source: Primary Data

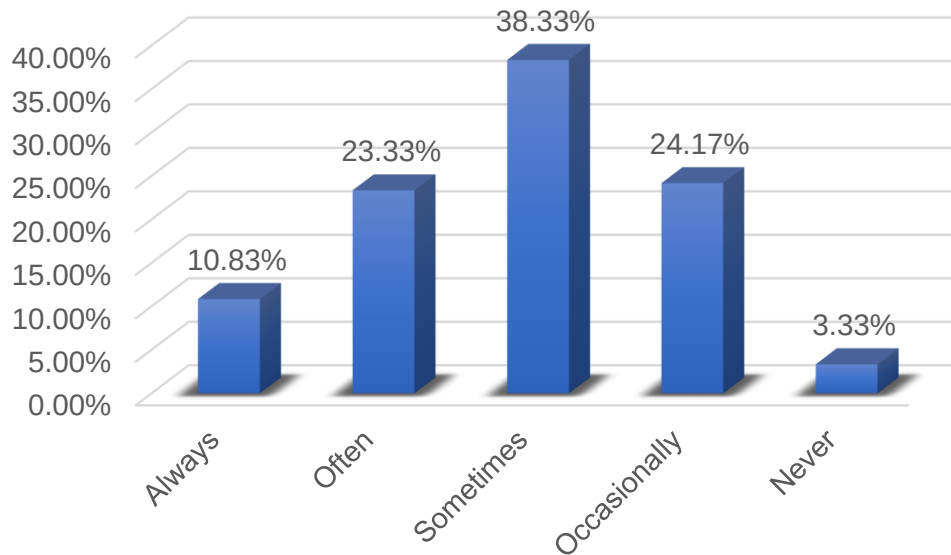


Chart 4.1.11: Showing Stress Level of Employees wise classification of respondents

Interpretation:

From the above table it is interpreted that 10.83% are Always stress respondents, 23.33% are Often stress respondents, 38.33% are Sometimes stress respondents, 24.17% are Occasionally stress respondents and 3.33% are Never stress respondents.

Table 4.1.12: Showing Good Work-Life Balance wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	18	15.00%
Agree	45	37.50%
Neither Agree or Disagree	40	33.33%
Disagree	14	11.67%
Strongly Disagree	3	2.50%
Total	120	100.00%

Source: Primary Data

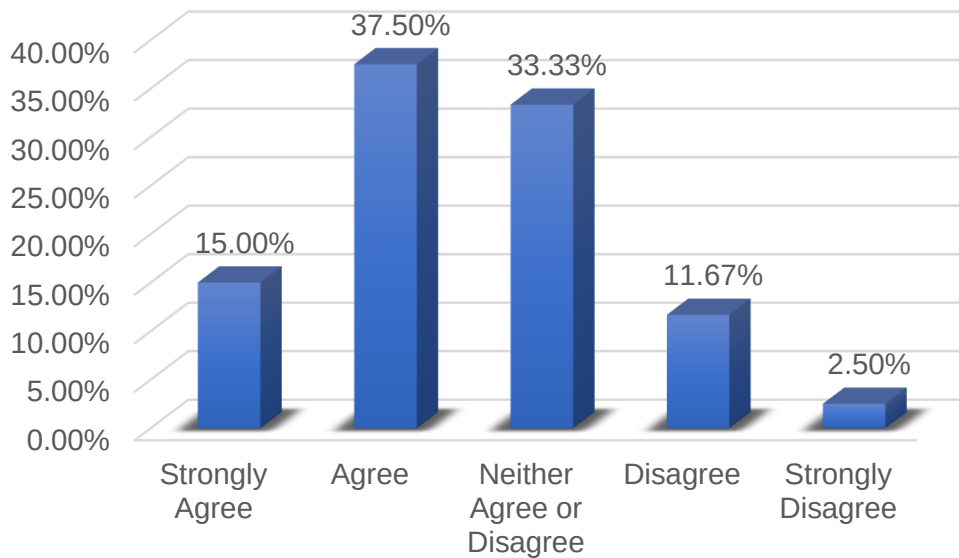


Chart 4.1.12: Showing Good Work-Life Balance wise classification of respondents

Interpretation:

From the above table it is interpreted that 15.00% are Strongly Agree respondents, 37.50% are Agree respondents, 33.33% are Neither Agree or Disagree respondents, 11.67% are Disagree respondents and 2.50% are Strongly Disagree respondents.

Table 4.1.13: Showing Work Allotted wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	10	8.33%
Agree	28	23.33%
Neither Agree or Disagree	50	41.67%
Disagree	23	19.17%
Strongly Disagree	9	7.50%
Total	120	100.00%

Source: Primary Data

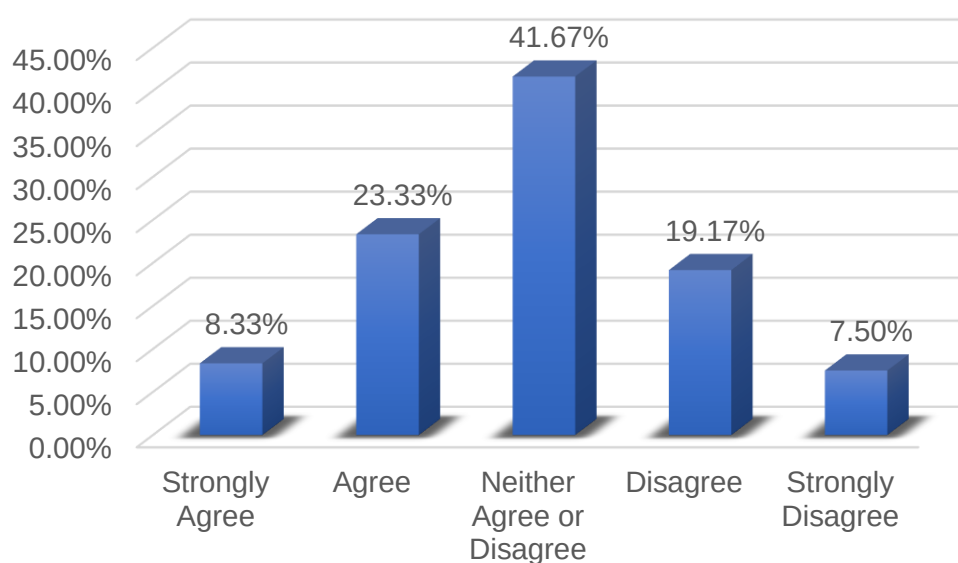


Chart 4.1.13: Showing Work Allotted wise classification of respondents

Interpretation:

From the above table it is interpreted that 8.33% are Strongly Agree respondents, 23.33% are Agree respondents, 41.67% are Neither Agree or Disagree respondents, 19.17% are Disagree respondents and 7.50% are Strongly Disagree respondents.

Table 4.1.14: Showing Long Working Hours wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	12	10.00%
Agree	15	12.50%
Neither Agree or Disagree	29	24.17%
Disagree	38	31.67%
Strongly Disagree	26	21.67%
Total	120	100.00%

Source: Primary Data

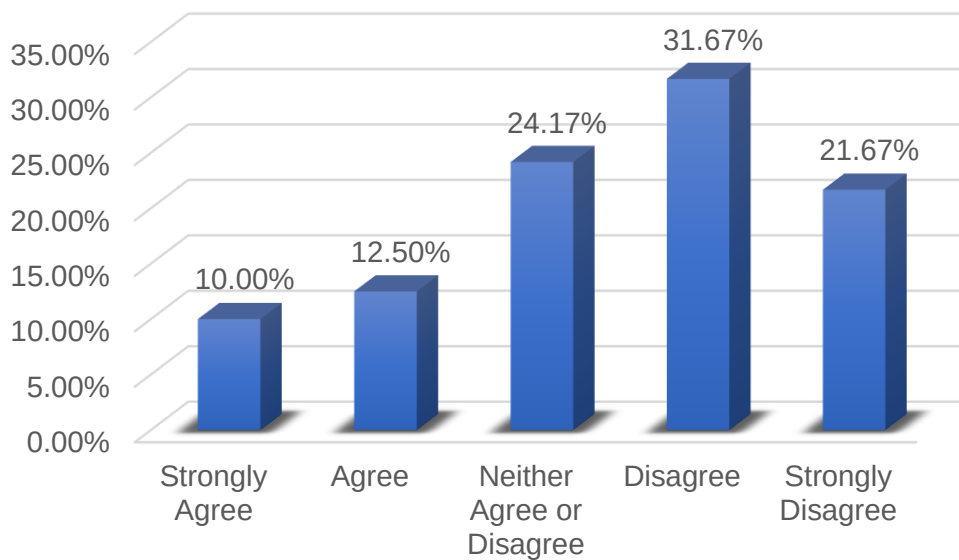


Chart 4.1.14: Showing Long Working Hours wise classification of respondents

Interpretation:

From the above table it is interpreted that 10.00% are Strongly Agree respondents, 12.50% are Agree respondents, 24.17% are Neither Agree or Disagree respondents, 31.67% are Disagree respondents and 21.67% are Strongly Disagree respondents.

Table 4.1.15: Showing Repetitive and Monotonous Work wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	20	16.67%
Agree	36	30.00%
Neither Agree or Disagree	37	30.83%
Disagree	20	16.67%
Strongly Disagree	7	5.83%
Total	120	100.00%

Source: Primary Data

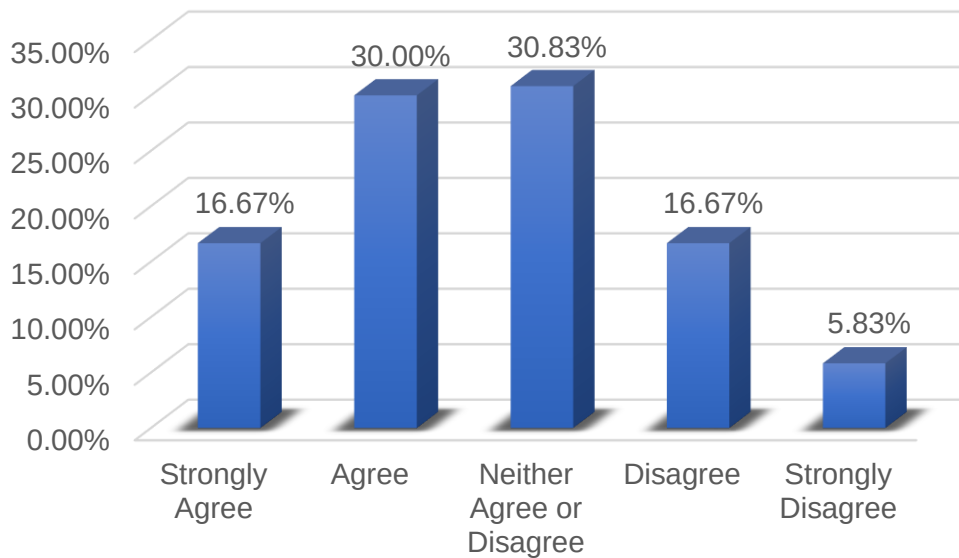


Chart 4.1.15: Showing Repetitive and Monotonous Work wise classification of respondents

Interpretation:

From the above table it is interpreted that 16.67% are Strongly Agree respondents, 30.00% are Agree respondents, 30.83% are Neither Agree or Disagree respondents, 16.67% are Disagree respondents and 5.83% are Strongly Disagree respondents.

Table 4.1.16: Showing Rest Breaks to Relax wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	10	8.33%
Agree	17	14.17%
Neither Agree or Disagree	17	14.17%
Disagree	40	33.33%
Strongly Disagree	36	30.00%
Total	120	100.00%

Source: Primary Data

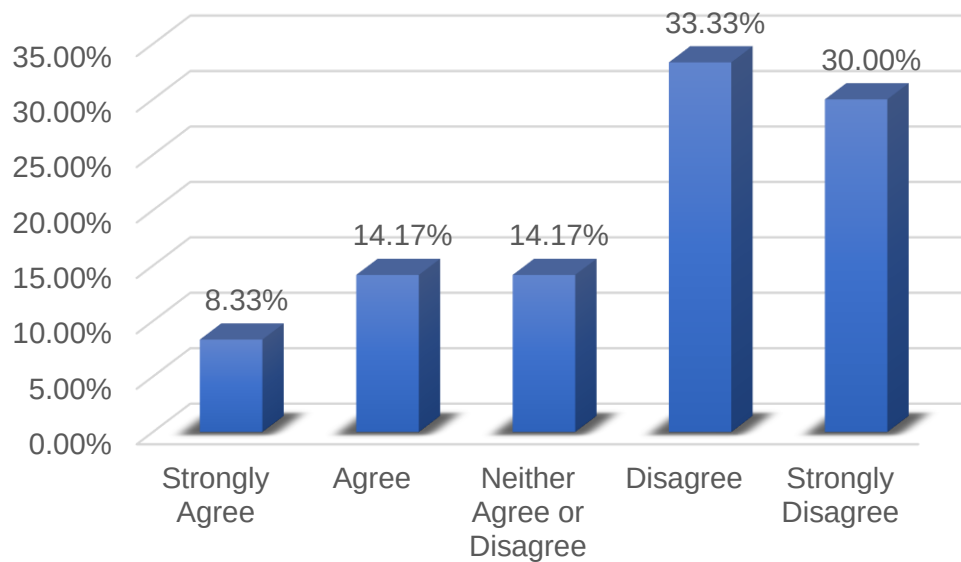


Chart 4.1.16: Showing Rest Breaks to Relax wise classification of respondents

Interpretation:

From the above table it is interpreted that 8.33% are Strongly Agree respondents, 14.17% are Agree respondents, 14.17% are Neither Agree or Disagree respondents, 33.33% are Disagree respondents and 30.00% are Strongly Disagree respondents.

Table 4.1.17: Showing Sufficient Time to Complete Work wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	11	9.17%
Agree	26	21.67%
Neither Agree or Disagree	43	35.83%
Disagree	23	19.17%
Strongly Disagree	17	14.17%
Total	120	100.00%

Source: Primary Data

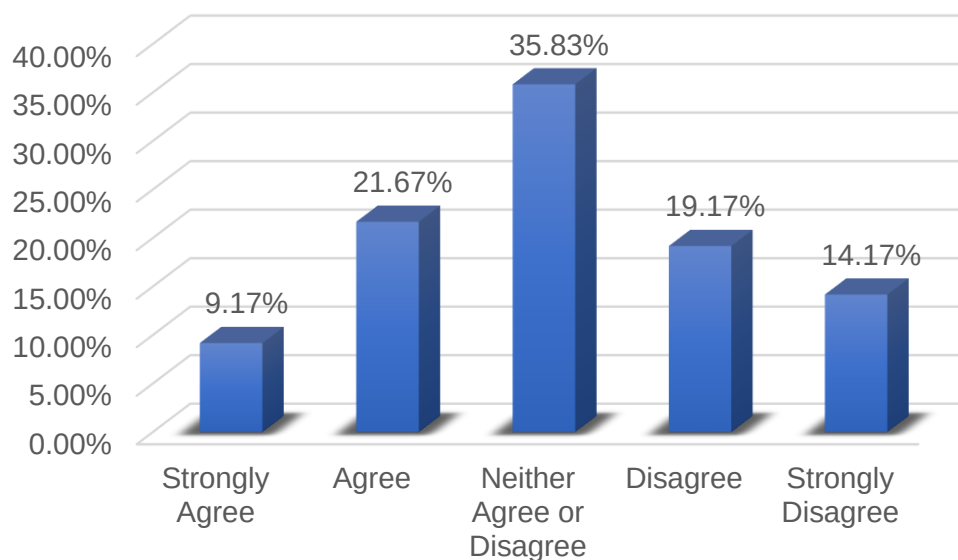


Chart 4.1.17: Showing Sufficient Time to Complete Work wise classification of respondents

Interpretation:

From the above table it is interpreted that 9.17% are Strongly Agree respondents, 21.67% are Agree respondents, 35.83% are Neither Agree or Disagree respondents, 19.17% are Disagree respondents and 14.17% are Strongly Disagree respondents.

Table 4.1.18: Showing Work Demands make Personal Life Stressful wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	19	15.83%
Agree	32	26.67%
Neither Agree or Disagree	38	31.67%
Disagree	20	16.67%
Strongly Disagree	11	9.17%
Total	120	100.00%

Source: Primary Data

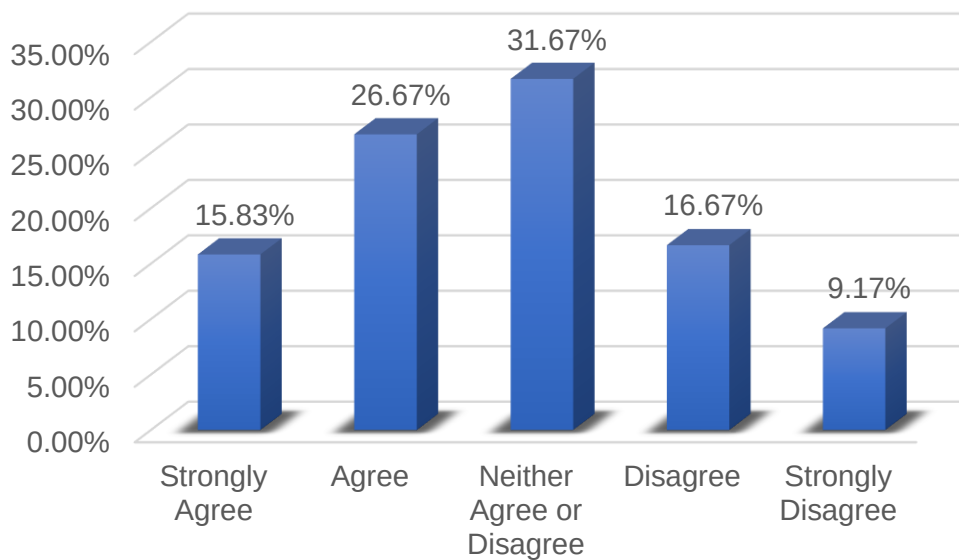


Chart 4.1.18: Showing Work Demands make Personal Life Stressful wise classification of respondents

Interpretation:

From the above table it is interpreted that 15.83% are Strongly Agree respondents, 26.67% are Agree respondents, 31.67% are Neither Agree or Disagree respondents, 16.67% are Disagree respondents and 9.17% are Strongly Disagree respondents.

Table 4.1.19: Showing Preoccupied with Office Tasks at Home wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	14	11.67%
Agree	28	23.33%
Neither Agree or Disagree	38	31.67%
Disagree	24	20.00%
Strongly Disagree	16	13.33%
Total	120	100.00%

Source: Primary Data

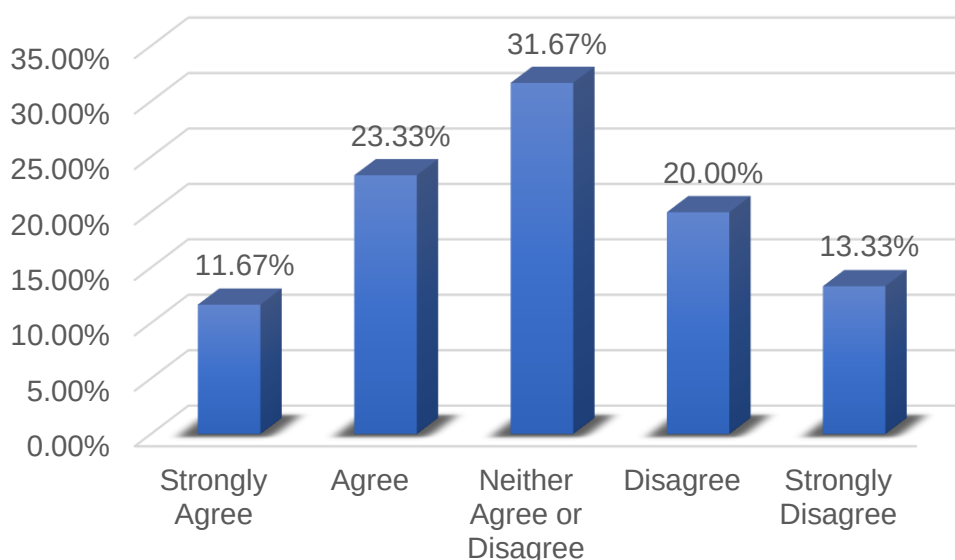


Chart 4.1.19: Showing Preoccupied with Office Tasks at Home wise classification of respondents

Interpretation:

From the above table it is interpreted that 11.67% are Strongly Agree respondents, 23.33% are Agree respondents, 31.67% are Neither Agree or Disagree respondents, 20.00% are Disagree respondents and 13.33% are Strongly Disagree respondents.

Table 4.1.20: Showing Work takes up Time to Spend with Family wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	10	8.33%
Agree	21	17.50%
Neither Agree or Disagree	26	21.67%
Disagree	30	25.00%
Strongly Disagree	33	27.50%
Total	120	100.00%

Source: Primary Data

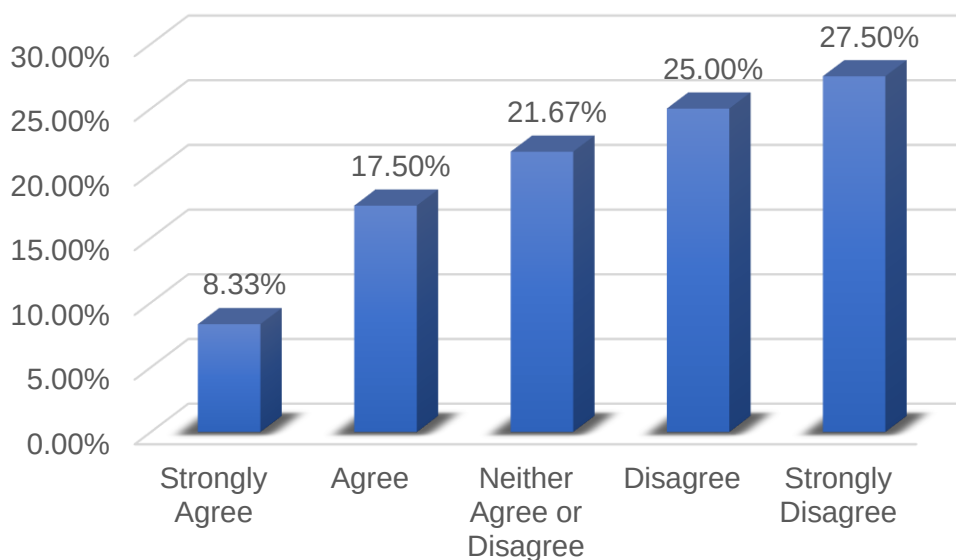


Chart 4.1.20: Showing Work takes up Time to Spend with Family wise classification of respondents

Interpretation:

From the above table it is interpreted that 8.33% are Strongly Agree respondents, 17.50% are Agree respondents, 21.67% are Neither Agree or Disagree respondents, 25.00% are Disagree respondents and 27.50% are Strongly Disagree respondents.

Table 4.1.21: Showing Family Life Interfere with Work wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	7	5.83%
Agree	18	15.00%
Neither Agree or Disagree	19	15.83%
Disagree	34	28.33%
Strongly Disagree	42	35.00%
Total	120	100.00%

Source: Primary Data

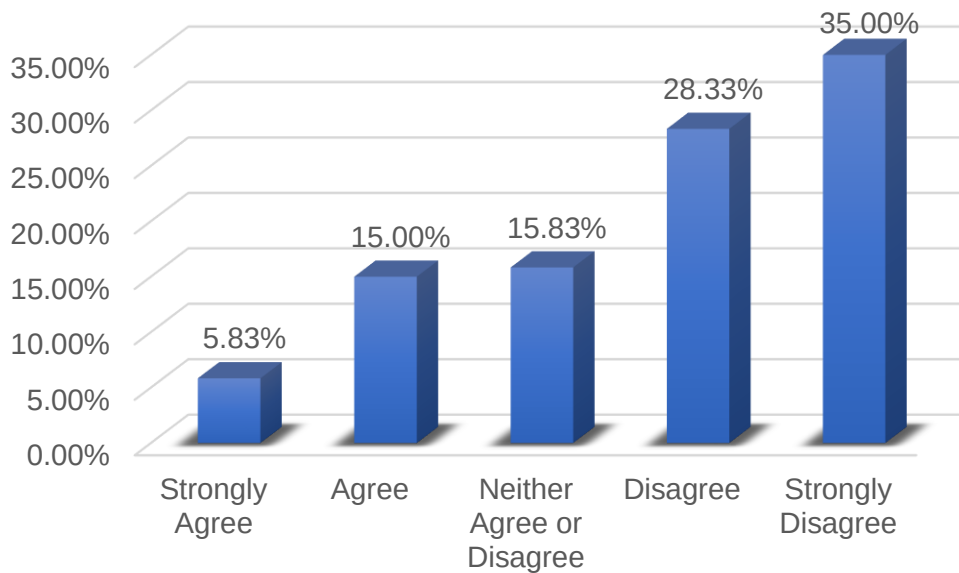


Chart 4.1.21: Showing Family Life Interfere with Work wise classification of respondents

Interpretation:

From the above table it is interpreted that 5.83% are Strongly Agree respondents, 15.00% are Agree respondents, 15.83% are Neither Agree or Disagree respondents, 28.33% are Disagree respondents and 35.00% are Strongly Disagree respondents.

Table 4.1.22: Showing Preoccupied with Home Thoughts at Work wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	35	29.17%
Agree	32	26.67%
Neither Agree or Disagree	37	30.83%
Disagree	10	8.33%
Strongly Disagree	6	5.00%
Total	120	100.00%

Source: Primary Data

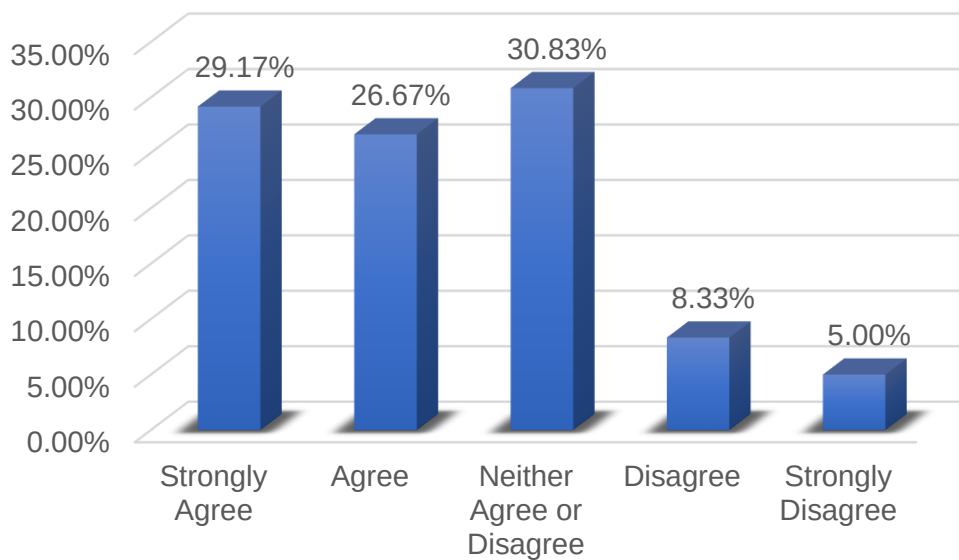


Chart 4.1.22: Showing Preoccupied with Home Thoughts at Work wise classification of respondents

Interpretation:

From the above table it is interpreted that 29.17% are Strongly Agree respondents, 26.67% are Agree respondents, 30.83% are Neither Agree or Disagree respondents, 8.33% are Disagree respondents and 5.00% are Strongly Disagree respondents.

Table 4.1.23: Showing Personal Life takes up Time to Spend at Work wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	10	8.33%
Agree	17	14.17%
Neither Agree or Disagree	26	21.67%
Disagree	42	35.00%
Strongly Disagree	25	20.83%
Total	120	100.00%

Source: Primary Data

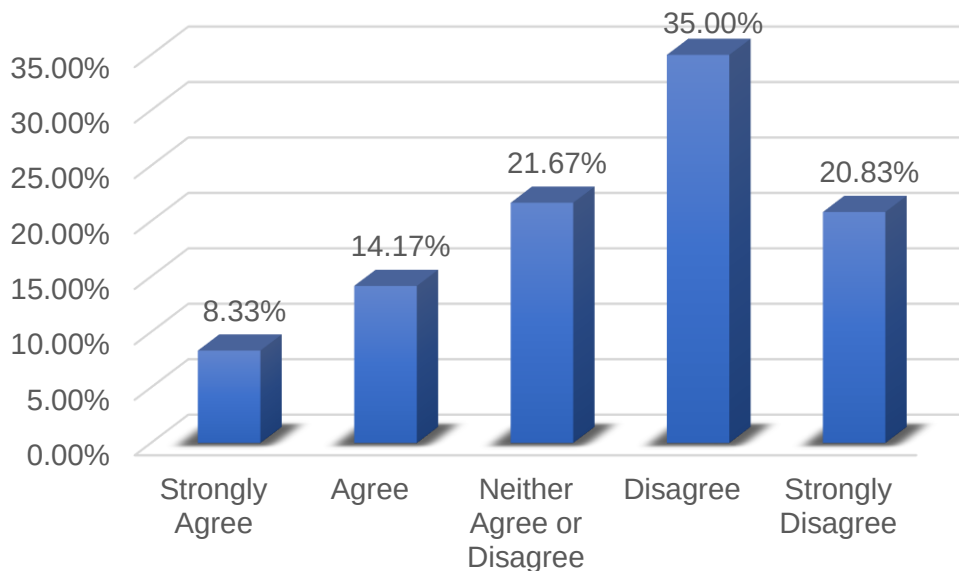


Chart 4.1.23: Showing Personal Life takes up Time to Spend at Work wise classification of respondents

Interpretation:

From the above table it is interpreted that 8.33% are Strongly Agree respondents, 14.17% are Agree respondents, 21.67% are Neither Agree or Disagree respondents, 35.00% are Disagree respondents and 20.83% are Strongly Disagree respondents.

Table 4.1.24: Showing Work Stress Measures at Work wise classification of respondents

Particulars	No. of Respondents	Percentage
Counselling Services	22	18.33%
Health Program	27	22.50%
Exercise Facilities	17	14.17%
Parenting or Family Support Programs	23	19.17%
Extended Annual Leave	12	10.00%
Recreational Facilities	4	3.33%
Organising a Picnic or Tour	15	12.50%
Total	120	100.00%

Source: Primary Data

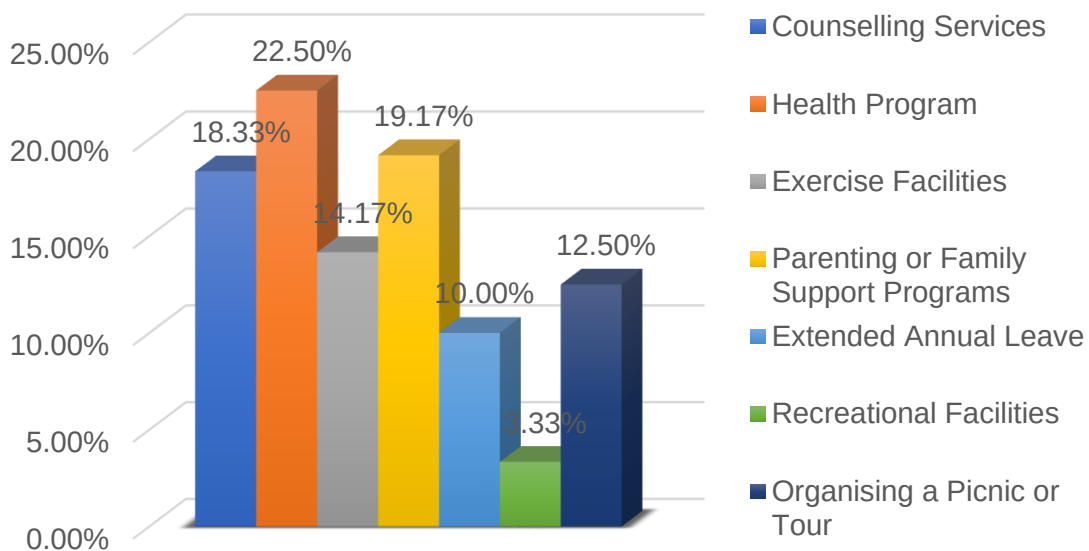


Chart 4.1.24: Showing Work Stress Measures at Work wise classification of respondents

Interpretation:

From the above table it is interpreted that 18.33% respondents use Counselling Services, 22.50% respondents use Health Program, 14.17% respondents use Exercise Facilities, 19.17% respondents use Parenting or Family Support Programs, 10.00% respondents use Extended Annual Leave, 3.33% respondents use Recreational Facilities and 12.50% respondents use Organising a Picnic or Tour.

Table 4.1.25: Showing Work Stress Measures at Home wise classification of respondents

Particulars	No. of Respondents	Percentage
Yoga	12	10.00%
Exercise	37	30.83%
Meditation	15	12.50%
Entertainment	56	46.67%
Total	120	100.00%

Source: Primary Data

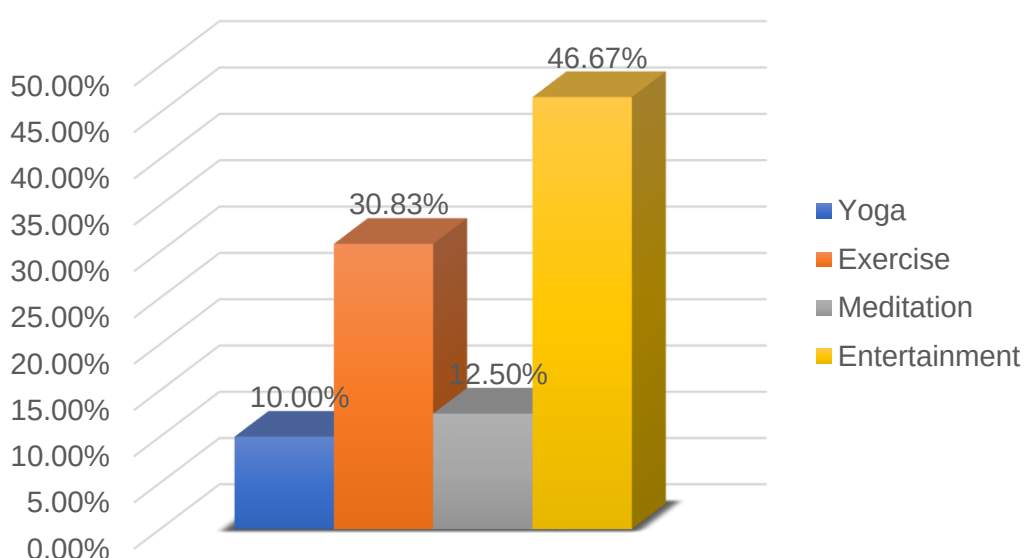


Chart 4.1.25: Showing Work Stress Measures at Home wise classification of respondents

Interpretation:

From the above table it is interpreted that 10.00% respondents use Yoga, 30.83% respondents use Exercise, 12.50% respondents use Meditation and 46.67% respondents use Entertainment.

Table 4.1.26: Showing Stress Management aims at Work-Life Balance wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	27	22.50%
Agree	39	32.50%
Neither Agree or Disagree	46	38.33%
Disagree	6	5.00%
Strongly Disagree	2	1.67%
Total	120	100.00%

Source: Primary Data

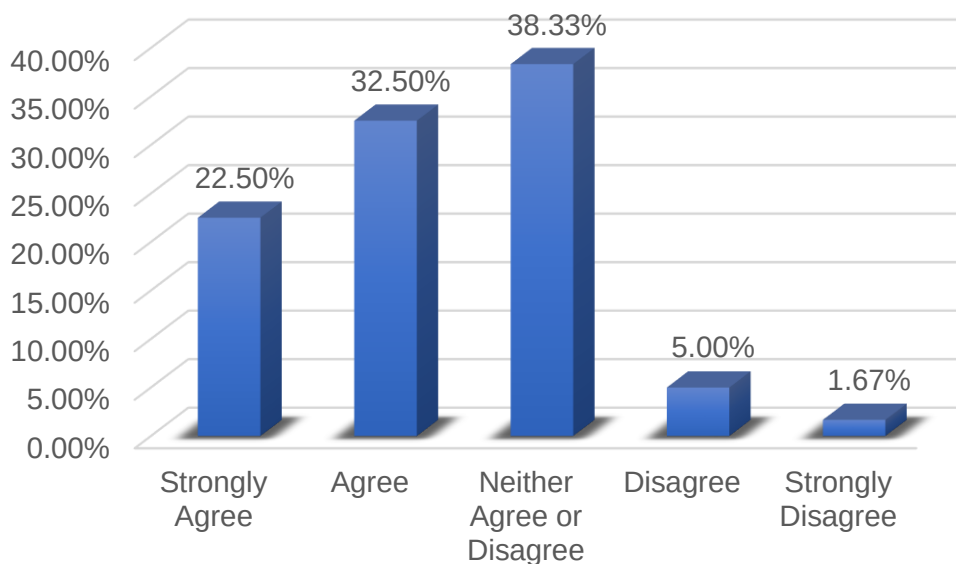


Chart 4.1.26: Showing Stress Management aims at Work-Life Balance wise classification of respondents

Interpretation:

From the above table it is interpreted that 22.50% are Strongly Agree respondents, 32.50% are Agree respondents, 38.33% are Neither Agree or Disagree respondents, 5.00% are Disagree respondents and 1.67% are Strongly Disagree respondents.

Table 4.1.27: Showing Working at Home reduces Stress Level wise classification of respondents

Particulars	No. of Respondents	Percentage
Strongly Agree	27	22.50%
Agree	34	28.33%
Neither Agree or Disagree	40	33.33%
Disagree	13	10.83%
Strongly Disagree	6	5.00%
Total	120	100.00%

Source: Primary Data

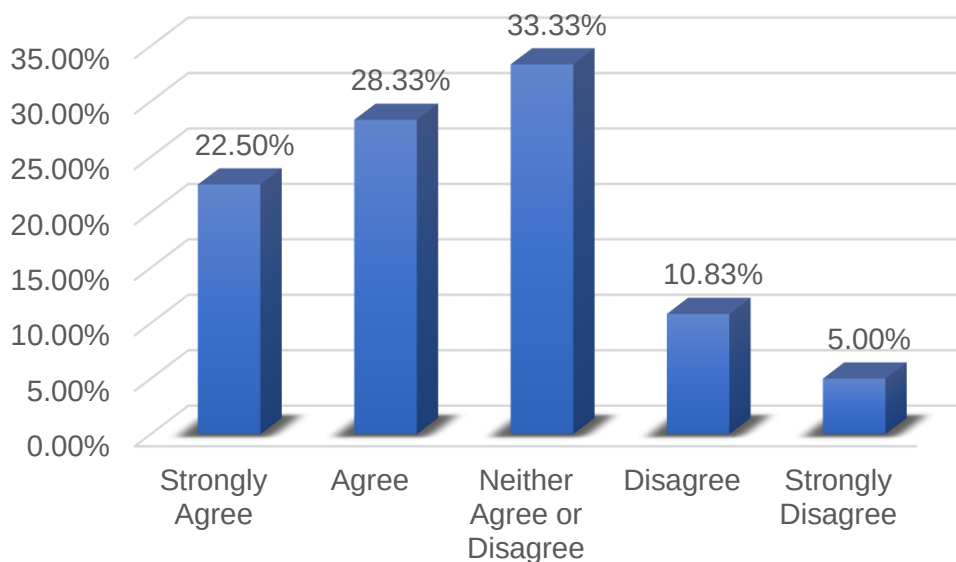


Chart 4.1.27: Showing Working at Home reduces Stress Level wise classification of respondents

Interpretation:

From above table it is interpreted that 22.50% are Strongly Agree respondents, 28.33% are Agree respondents, 33.33% are Neither Agree or Disagree respondents, 10.83% are Disagree respondents and 5.00% are Strongly Disagree respondents.

Table 4.1.28: Showing Job Satisfaction of Employees wise classification of respondents

Particulars	No. of Respondents	Percentage
Highly Satisfied	24	20.00%
Satisfied	46	38.33%
Neither Satisfied or Dissatisfied	41	34.17%
Dissatisfied	7	5.83%
Highly Dissatisfied	2	1.67%
Total	120	100.00%

Source: Primary Data

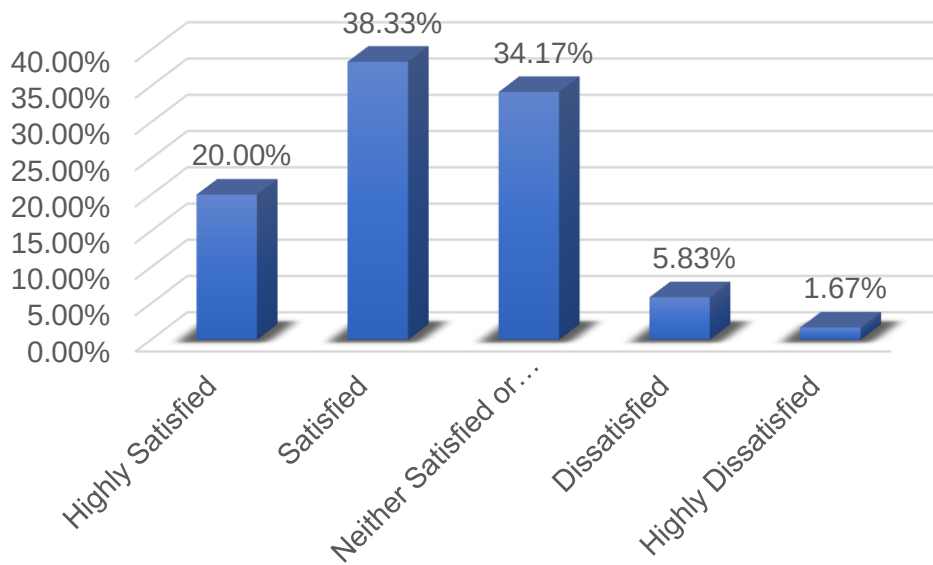


Chart 4.1.28: Showing Job Satisfaction of Employees wise classification of respondents

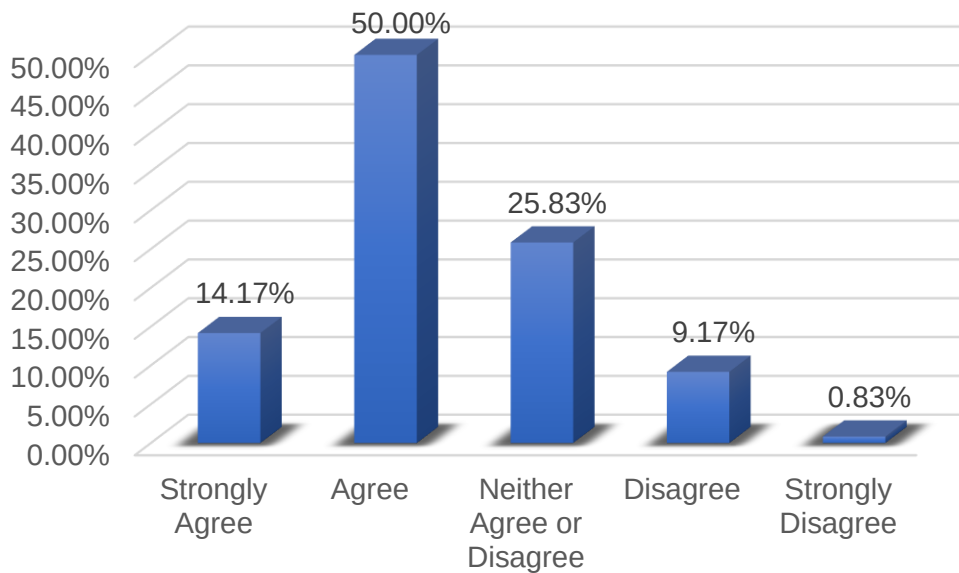
Interpretation:

From above table it is interpreted that 20.00% are Highly Satisfied respondents, 38.33% are Satisfied respondents, 34.17% are Neither Satisfied or Dissatisfied respondents, 5.83% are Dissatisfied respondents and 1.67% are Highly Dissatisfied respondents.

**Table 4.1.29: Showing Fulfilling Personal Life and Work Responsibilities
wise classification of respondents**

Particulars	No. of Respondents	Percentage
Strongly Agree	17	14.17%
Agree	60	50.00%
Neither Agree or Disagree	31	25.83%
Disagree	11	9.17%
Strongly Disagree	1	0.83%
Total	120	100.00%

Source: Primary Data



**Chart 4.1.29: Showing Fulfilling Personal Life and Work Responsibilities
wise classification of respondents**

Interpretation:

From above table it is interpreted that 14.17% are Strongly Agree respondents, 50.00% are Agree respondents, 25.83% are Neither Agree or Disagree respondents, 9.17% are Disagree respondents and 0.83% are Strongly Disagree respondents.

4.2 CORRELATION

Table 4.2.1: Showing Age and Stress Level of Employees

Correlations			
		Age	Stress Level of Employees
Age	Pearson Correlation	1	.252**
	Sig. (2-tailed)		0.005
	N	120	120
Stress Level of Employees	Pearson Correlation	.252**	1
	Sig. (2-tailed)	0.005	
	N	120	120

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

Inference:

The p-value is 0.005 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a relationship between age and stress level of employees.

Table 4.2.2: Showing Gender and Fulfilling Personal Life & Work Responsibilities

Correlations			
		Gender	Fulfilling Personal Life & Work Responsibilities
Gender	Pearson Correlation	1	.214*
	Sig. (2-tailed)		0.019
	N	120	120
Fulfilling Personal Life & Work Responsibilities	Pearson Correlation	.214*	1
	Sig. (2-tailed)	0.019	
	N	120	120

*. Correlation is significant at the 0.05 level (2-tailed).

Inference:

The p-value is 0.019 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a relationship between gender and fulfilling personal life & work responsibilities.

4.3 ANOVA

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Long Working Hours and Organisation.

H1 (Alternate Hypothesis): There is a significant difference between Long Working Hours and Organisation.

Table 4.3.1: Showing Long Working Hours and Organisation

ANOVA					
Long Working Hours					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	19.533	2	9.767	6.977	0.001
Within Groups	163.792	117	1.400		
Total	183.325	119			

Inference:

The p-value is 0.001 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between long working hours and organisation.

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Rest Breaks to Relax and Organisation.

H1 (Alternate Hypothesis): There is a significant difference between Rest Breaks to Relax and Organisation.

Table 4.3.2: Showing Rest Breaks to Relax and Organisation

ANOVA					
Rest Breaks to Relax					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	13.961	2	6.980	4.533	0.013
Within Groups	180.164	117	1.540		
Total	194.125	119			

Inference:

The p-value is 0.013 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between rest breaks to relax and organisation.

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Work takes up Time to Spend with Family and Organisation.

H1 (Alternate Hypothesis): There is a significant difference between Work takes up Time to Spend with Family and Organisation.

Table 4.3.3: Showing Work takes up Time to Spend with Family and Organisation

ANOVA					
Work takes up Time to spend with Family					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	50.759	2	25.379	20.195	0.000
Within Groups	147.033	117	1.257		
Total	197.792	119			

Inference:

The p-value is 0.000 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between work takes up time to spend with family and organisation.

4.4 T-TEST

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Rest Breaks to Relax and Gender.

H1 (Alternate Hypothesis): There is a significant difference between Rest Breaks to Relax and Gender.

Table 4.4.1: Showing Rest Breaks to Relax in between Work and Gender

Independent Samples Test							
		Levene's Test for Equality of Variances		t-test for Equality of Means			
		F	Sig.	t	df	Sig. (2-tailed)	Std. Error Difference
Rest Breaks to Relax in between Work	Equal variances assumed	13.681	0.000	2.428	118	0.017	0.231
	Equal variances not assumed			2.516	118.000	0.013	0.223

Inference:

The p-value is 0.013 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between rest breaks to relax and gender.

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Family Life Interfere with Work and Marital Status.

H1 (Alternate Hypothesis): There is a significant difference between Family Life Interfere with Work and Marital Status.

Table 4.4.2: Showing Family Life Interfere with Work and Marital Status

Independent Samples Test							
		Levene's Test for Equality of Variances		t-test for Equality of Means			
		F	Sig.	t	df	Sig. (2-tailed)	Std. Error Difference
Family Life Interfere with Work	Equal variances assumed	14.363	0.000	-3.413	118	0.001	0.220
	Equal variances not assumed			-3.507	117.359	0.001	0.214

Inference:

The p-value is 0.001 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between family life interfere with work and marital status.

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Personal Life takes up Time to Spend at Work and Marital Status.

H1 (Alternate Hypothesis): There is a significant difference between Personal Life takes up Time to Spend at Work and Marital Status.

Table 4.4.3: Showing Personal Life takes up Time to Spend at Work and Marital Status

Independent Samples Test							
		Levene's Test for Equality of Variances		t-test for Equality of Means			
		F	Sig.	t	df	Sig. (2-tailed)	Std. Error Difference
Personal life takes up Time to Spend at Work	Equal variances assumed	9.085	0.003	-3.021	118	0.003	0.215
	Equal variances not assumed			-3.110	117.010	0.002	0.208

Inference:

The p-value is 0.002 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between personal life takes up time to spend at work and marital status.

CHAPTER - 5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS OF THE STUDY

- It is found that 56.67% of the majority respondents are males.
- It is found that 41.67% of the majority respondents are between 25 to 35 years of age.
- It is found that 55.00% of the majority respondents are unmarried.
- It is found that 33.33% of the majority respondents have completed their post graduate degree.
- It is found that 35.83% of the majority respondents are working in IT sector.
- It is found that 31.67% of the majority respondents have less than 2 years of work experience.
- It is found that 45.83% of the majority respondents are working between 8 to 9 hours per day.
- It is found that 59.17% of the majority respondents have told yes for the organisation has work-life balance policy.
- It is found that 47.50% of the majority respondents are working in both flexible work routine during covid-19.
- It is found that 29.17% of the majority respondents agree that flexible time enables work-life balance during covid-19.
- It is found that 38.33% of the majority respondents said that they have stress sometimes.
- It is found that 37.50% of the majority respondents agree that they have good work-life balance.
- It is found that 41.67% of the majority respondents neither agree or disagree for too much work allotted.
- It is found that 31.67% of the majority respondents disagree that they have long working hours.
- It is found that 30.83% of the majority respondents neither agree or disagree that work is repetitive and monotonous.
- It is found that 33.33% of the majority respondents disagree that they don't have enough rest breaks to relax in between work.

- It is found that 35.83% of the majority respondents neither agree or disagree that they don't have sufficient time to complete work.
- It is found that 31.67% of the majority respondents neither agree or disagree that work demands make personal life stressful.
- It is found that 31.67% of the majority respondents neither agree or disagree that they are preoccupied with office task at home.
- It is found that 27.50% of the majority respondents strongly disagree that work takes up time to spend with family.
- It is found that 35.00% of the majority respondents strongly disagree that family life interfere with work.
- It is found that 30.83% of the majority respondents neither agree or disagree that they are preoccupied with home related thoughts during work hours.
- It is found that 35.00% of the majority respondents disagree that personal life takes up time to spend at work.
- It is found that 22.50% of the majority respondents mostly use health program measures to manage work stress at work.
- It is found that 46.67% of the majority respondents mostly manage their work stress at home by entertainment.
- It is found that 38.33% of the majority respondents neither agree or disagree that stress management aims at work-life balance.
- It is found that 33.33% of the majority respondents neither agree or disagree that working at home reduces stress level.
- It is found that 38.33% of the majority respondents are satisfied with their job.
- It is found that 50.00% of the majority respondents agree that they have fulfilling personal life and work responsibilities.
- **Correlation Findings:**
 - The p-value is 0.005 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a relationship between age and stress level of employees.
 - The p-value is 0.019 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a relationship between gender and fulfilling personal life & work responsibilities.

- ***ANOVA Findings:***

- The p-value is 0.001 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between long working hours and organisation.
- The p-value is 0.013 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between rest breaks to relax and organisation.
- The p-value is 0.000 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between work takes up time to spend with family and organisation.

- ***T-Test Findings:***

- The p-value is 0.013 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between rest breaks to relax and gender.
- The p-value is 0.001 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between family life interfere with work and marital status.
- The p-value is 0.002 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between personal life takes up time to spend at work and marital status.

5.2 SUGGESTIONS

As a result of this certain suggestions are put forth in order to reduce stress level of employees and increase the work-life balance of employees.

- Many employees have suggested for motivation, incentives and performance appraisal is necessary.
- Also, many employees indicated that planning and deciding the task accordingly will increase the work-life balance.
- Counselling measures will have a good work-life balance.
- Enjoying your work and maintain healthy conversation with colleagues.
- Organization has to conduct proper fun activities with proper guidelines and have to do some mind and relaxation activities in that program.
- Guiding and directing employees towards the goal.
- Changing organisation work culture and working conditions.
- Employees indicates that time management is one of the key aspects for a good work-life balance.
- Understanding the needs of every individual, some are committed to family, friends or self. The needs of each individual are different and must identified and fulfilled to enable good work life balance.

5.3 CONCLUSION

The above study concluded that reducing stress level is the major role of employees and organisation. The study states that during covid-19, working at home reduces the stress level for employees of IT, Banking and Education sector. Most of the employees knows to manage their stress. Whereas some of the employees are to be guided by the organisation to reduce stress. This study also states that flexible time provided by the organisation helps the employees to manage work and life. This study also indicated that some service sector organisation work leads to increase in stress level. Finally, I conclude that in this study most of the employees have good work-life balance and for some employee's measures are to implemented by the organisation to manage stress.

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APPENDIX - I (Questionnaire)

A STUDY ON WORK-LIFE BALANCE DURING COVID-19 WITH SPECIAL REFERENCE TO EMPLOYEES OF IT, BANKING & EDUCATION SECTOR AT CHENNAI

1. Name: _____
2. Gender:
(a) Male (b) Female
3. Age:
(a) Below 25 Years (b) 25-35 Years (c) 35-45 Years
(d) Above 45 Years
4. Marital Status:
(a) Married (b) Unmarried
5. Qualification:
(a) Diploma (b) Under Graduate (c) Post Graduate (d) Phd & Above
6. Type of Organisation:
(a) IT Sector (b) Banking Sector (c) Education Sector
7. Work Experience
(a) Less than 2 Years (b) 2-4 Years (c) 4-6 Years (d) Above 6 Years
8. How many hours do you work per day?
(a) Less than 7 Hours (b) 7-8 Hours (c) 8-9 Hours
(d) More than 9 Hours
9. The Organisation has a policy on Work-Life Balance.
(a) Yes (b) No (c) Maybe

10. Which flexible work routine is available in your organisation during Covid-19?

- (a) Work from Office (b) Work from Home (c) Both

11. Flexible time provided by company enables you to balance the work and life during covid-19?

- (a) Strongly Agree (b) Agree (c) Neither Agree or Disagree
(d) Disagree (e) Strongly Disagree

12. Rate how often you have stress.

(1-Never, 2-Occasionally, 3-Sometimes, 4-Often, 5-Always)

	1	2	3	4	5	
Never	☐	☐	☐	☐	☐	Always

13. I have good Work-Life Balance.

(1-Strongly Disagree, 2-Disagree, 3-Neither Agree or Disagree, 4-Agree, 5-Strongly Agree)

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

14. I have too much work allotted to me.

(1-Strongly Disagree, 2-Disagree, 3-Neither Agree or Disagree, 4-Agree, 5-Strongly Agree)

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

15. I have very long working hours.

(1-Strongly Disagree, 2-Disagree, 3-Neither Agree or Disagree, 4-Agree, 5-Strongly Agree)

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

16. My work is repetitive and monotonous.

(1-Strongly Disagree, 2-Disagree, 3-Neither Agree or Disagree, 4-Agree, 5-Strongly Agree)

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

17. I don't have enough rest breaks to relax in between work.

(1-Strongly Disagree, 2-Disagree, 3-Neither Agree or Disagree, 4-Agree, 5-Strongly Agree)

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

18. I don't have sufficient time to complete my work.

(1-Strongly Disagree, 2-Disagree, 3-Neither Agree or Disagree, 4-Agree, 5-Strongly Agree)

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

19. The demands arising from my work make my personal life stressful.

- | | | |
|--------------------|-----------------------|-------------------------------|
| (a) Strongly Agree | (b) Agree | (c) Neither Agree or Disagree |
| (d) Disagree | (e) Strongly Disagree | |

20. I am often preoccupied with office tasks even after I get home.

- | | | |
|--------------------|-----------------------|-------------------------------|
| (a) Strongly Agree | (b) Agree | (c) Neither Agree or Disagree |
| (d) Disagree | (e) Strongly Disagree | |

21. My work takes up time that I'd like to spend with family/friends.

- | | | |
|--------------------|-----------------------|-------------------------------|
| (a) Strongly Agree | (b) Agree | (c) Neither Agree or Disagree |
| (d) Disagree | (e) Strongly Disagree | |

22. The needs and demands of my family members interfere with my work-related activities.

- (a) Strongly Agree (b) Agree (c) Neither Agree or Disagree
(d) Disagree (e) Strongly Disagree

23. I am often preoccupied with home related thoughts during work hours.

- (a) Strongly Agree (b) Agree (c) Neither Agree or Disagree
(d) Disagree (e) Strongly Disagree

24. My personal life takes up time that I'd like to spend at work.

- (a) Strongly Agree (b) Agree (c) Neither Agree or Disagree
(d) Disagree (e) Strongly Disagree

25. Which measures you mostly used to manage your work stress at work?

- (a) Counselling Services (b) Health Program (c) Exercise Facilities
(d) Parenting or Family Support Programs (e) Extended Annual Leave
(f) Recreational Facilities (g) Organising a Picnic or Tour

26. Which measures you mostly used to manage your work stress at home?

- (a) Yoga (b) Exercise (c) Meditation (d) Entertainment

27. Do you agree stress management aims at balancing different work life balance situations.

- (a) Strongly Agree (b) Agree (c) Neither Agree or Disagree
(d) Disagree (e) Strongly Disagree

28. Do you Agree working at home reduces your stress level.

- (a) Strongly Agree (b) Agree (c) Neither Agree or Disagree
(d) Disagree (e) Strongly Disagree

29. Rate your satisfaction level of job.

(1-Highly Dissatisfied, 2-Dissatisfied, 3-Neither Satisfied or Dissatisfied, 4-Satisfied, 5-Highly Satisfied)

	1	2	3	4	5	
Highly Dissatisfied	☐	☐	☐	☐	☐	Highly Satisfied

30. I am able to have a fulfilling personal life and adequately perform my work responsibilities.

- | | | |
|--------------------|-----------------------|-------------------------------|
| (a) Strongly Agree | (b) Agree | (c) Neither Agree or Disagree |
| (d) Disagree | (e) Strongly Disagree | |

31. Give any suggestion for good work-life balance.

Ans: _____

APPENDIX - II (Article)

A STUDY ON WORK-LIFE BALANCE DURING COVID-19 WITH SPECIAL REFERENCE TO EMPLOYEES OF IT, BANKING & EDUCATION SECTOR AT CHENNAI

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ABSTRACT

The Covid-19 made the impact in employees work and life in all service sector. In India, IT sector introduced working at home measure to manage their personal life and work. Also Banking sector was down due to the pandemic situation and all employees were at home with more stress due to the job insecurity. And Education sector also implemented online and offline methods, where employees were able to manage their work and family life. In the period of Covid-19, many employees were stressful due to the working conditions of the organisation. The study is conducted in three sectors IT, Banking and Education at Chennai. This study is about examining the causes of stress factors that leads to Work-Life imbalance during Covid-19. Where stress factors of good work-life balance, too much work, long working hours, repetitive work, rest breaks and sufficient time are taken for study. And also Work Interference with Personal Life and Personal Life Interference with Work are also taken for study. It also indicated the stress management measures and work-life measures to have good Work-Life Balance. The study used SPSS analytical tools such as Correlation, ANOVA and Independent T.test. This tool is used and found that many employees have issues in working conditions of organisation. Finally, the result showed that in this pandemic situation most of the employees were able to manage the personal life and work.

Key words: Work-Life Balance, Stress, Employees, Covid-19

INTRODUCTION

During covid-19, companies are affected and this leads to more unemployment. Employees who are working also gets affected in balancing their work and life. Due to government restriction proposed, companies changed the policies and procedures in working from home. Pandemic made employees to learn and develop their Work-Life during working from home. The COVID-19 crisis revealed several unexpected positives over the last few months. It also showed that companies are prepared to match their health and safety measures with benefits that help employees cope better with the situation. But at the same time, it has made work-life balance even less achievable than previously, as working from home erased the boundaries between the time that should be dedicated to work. Many employers moved to virtual work when the COVID-19 pandemic hit. Having to work from home blurred the line between professional and personal life and made it harder for many employees to maintain a work-life balance. A work-life imbalance can impact an employee's Professional responsibilities and performance, Personal life and Health.

STATEMENT OF THE PROBLEM

To find the work-life imbalance and stress level of employees during Covid-19. And find the ways to reduce stress Level and work-life imbalance.

NEED FOR THE STUDY

Work-life balance refers to the level of prioritisation between personal and professional activities in an individual's life and the level to which activities related to their job are present in the home. Work-Life Balance becomes a major issue for employees working in organisation. During Covid-19, work life balance of employees is reduced due to the stress. This study measures the stress factors that affects the Work-Life balance of employees in services industry of IT, Banking and Education Sector. This study is helpful in reducing the stress level of employees in service sector. And also finds out the methods to increase the Work-Life Balance during the pandemic period.

OBJECTIVES OF THE STUDY

- To examine the factors of stress level of employees in IT, Banking and Education sector during pandemic situation.

- To examine the demographic variables with employee's stress and work-life balance during Covid-19.
- To analyze the imbalance in work and life factors with demographic variables during pandemic situation.
- To develop suggestion to reduce work-life imbalance of employees in selected Services Sector.

REVIEW OF LITERATURE

Dr. Anila K.P and Dr. V. Krishnaveni (2019), focused on the women employees work life balance in Public Sector Undertaking. This study finds that it has moderate level of work-life balance among the women employees. Finally, this study also has the factors of working environment and family environment which has the impact on the work-life balance.

Dr. K. Niranjanaa Devi and K. Jothimani (2017), discussed about the stress level, stress management and quality of work life. Where it states that women employees can manage stress by the strategy provided by the company. The study finds that the women employee's issues in their family life and work is due to the authoritative policies and work load.

Prerana Mishra and Dr. Vandana Bharti (2020), discussed on the concern of management and the employee's well-being for balancing their work and life. In the period of Covid-19, the study states that the work-life balance is the responsibility of the management and it increases during this period towards the employees. It finds that lesser work-life balance and organization support is due to circumstances of different employees.

R.Geetha and Dr.R.Umamaheswari (2018), discussed on the work-life balance of employees and management of its factors. In this study it discussed about how IT employees are managing professional and personal life. It also finds that IT women employees has difficulty in balancing their work and life because of work load, work pressures and limited time to spend with family.

Stuti Prakash and Dr. Vanishree Pabalkar (2020), discussed on the work-life balance and occupational stress of medical professionals. Where this study states that stress in hospitals is caused due to burnout and fatigue experiences. This study

finds that Covid-19 pandemic is the reason for the workplace stress and also discussed about to protect the emotional health of doctors.

RESEARCH METHODOLOGY

- **Research Design:** In this study, Descriptive Research Design is used in research topic.
- **Sampling Technique:** The method of sampling adopted to conduct survey is Convenience Sampling Method. The area of research is concentrated on Services Industry of IT, Banking and Education sector at Chennai Region.
- **Sources of Data:** The primary data for this study is collected through questionnaire consisting of multiple choice questions. The secondary data is collected by referring by websites, journals, articles and research paper.
- **Structure of Questionnaire:** Multiple choice questions and Likert's scale questions.
- **Sample Size:** Sample Size of 120 employees working in Services Industry of IT, Banking and Education sector located at Chennai.
- **Period of Study:** The period of study is carried out from December 2020 to February 2021.
- **Analytical Tools:**
 - Correlation.
 - ANOVA.
 - Independent T.test.

RESULT ANALYSIS AND DISCUSSION

CORRELATION

Table Showing Age and Stress Level of Employees

Correlations			
		Age	Stress Level of Employees
Age	Pearson Correlation	1	.252**
	Sig. (2-tailed)		0.005
	N	120	120
Stress Level of Employees	Pearson Correlation	.252**	1
	Sig. (2-tailed)	0.005	
	N	120	120

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

Inference:

The p-value is 0.005 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a relationship between age and stress level of employees.

ANOVA

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Work takes up Time to Spend with Family and Organisation.

H1 (Alternate Hypothesis): There is a significant difference between Work takes up Time to Spend with Family and Organisation.

Table Showing Work takes up Time to Spend with Family and Organisation

ANOVA					
Work takes up Time to spend with Family					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	50.759	2	25.379	20.195	0.000
Within Groups	147.033	117	1.257		
Total	197.792	119			

Inference:

The p-value is 0.000 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between work takes up time to spend with family and organisation.

T-TEST

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Rest Breaks to Relax and Gender.

H1 (Alternate Hypothesis): There is a significant difference between Rest Breaks to Relax and Gender.

Table Showing Rest Breaks to Relax in between Work and Gender

Independent Samples Test							
		Levene's Test for Equality of Variances		t-test for Equality of Means			
		F	Sig.	t	df	Sig. (2-tailed)	Std. Error Difference
Rest Breaks to Relax in between Work	Equal variances assumed	13.681	0.000	2.428	118	0.017	0.231
	Equal variances not assumed			2.516	118.000	0.013	0.223

Inference:

The p-value is 0.013 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between rest breaks to relax and gender.

LIMITATIONS OF THE STUDY

- The study is restricted to the employees of IT, Banking and Education sector at Chennai.
- In this study, vast area is not covered in Chennai region.
- Some of the respondents did not take time to fill the questionnaire.

SUGGESTIONS

- Many employees have suggested for motivation, incentives and performance appraisal is necessary.
- Also, many employees indicated that planning and deciding the task accordingly will increase the work-life balance.
- Organization has to conduct proper fun activities with proper guidelines and have to do some mind and relaxation activities in that program.
- Understanding the needs of every individual, some are committed to family, friends or self. The needs of each individual are different and must identified and fulfilled to enable good work life balance.

CONCLUSION

The above study concluded that reducing stress level is the major role of employees and organisation. The study states that during covid-19, working at home reduces the stress level for employees of IT, Banking and Education sector. Most of the employees knows to manage their stress. Whereas some of the employees are to be guided by the organisation to reduce stress. This study also states that flexible time provided by the organisation helps the employees to manage work and life. This study also indicated that some service sector organisation work leads to increase in stress level. Finally, I conclude that in this study most of the employees have good work-life balance and for some employee's measures are to implemented by the organisation to manage stress.

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