AN EMPIRICAL STUDY ON WORK-LIFE BALANCE AMONG THE IT EMPLOYEES IN CHENNAI CITY

Abstract

In India, IT (Information technology) and ITeS industry is divided into four major segments – a) IT services, b)Business Process Management (BPM), c) Software Products and Engineering Services, and d) Hardware. Chennai is the one of the largest information technology service providers in India. This sector in Chennai provides employment for many technical and non-technical graduates professionally. The leading companies provide high monetary and non-monetary benefits for their employees. The leading IT companies in Chennai are 1) Infosis, 2) TCS, 3) HCL, 4) WIPRO, 5) IBM, 6) HP, 7) HP, 8) DELL, 9) POLARIS etc. Work Life balance means the healthy balance between the professional life and personal life. The samples for this research study are collected by adopting stratified random sampling and random sampling methods. The samples are collected from the four regions (North, South, East and West) proportionately. The questionnaires were circulated among different age groups. The Sample size is 500.The data is analysed by using simple statistical tools like a. Percentage Analysis, b. Average Analysis, c. Chi -Square Method, d. One way ANOVA. From the study it is concluded that, there is the impact of Experience, Marital Status and educational qualification on work-life balance. Some of the most contributing factors in work life balance area. Salary, b. Location of work place, c. Holidays, d. Interest in Job, e. Career development opportunities, f. Leave arrangements, g. Flexible working hours, h. Training opportunities, i. Job security, j. Friendly environment. Among the leave benefit 'Maternity leave ranked the first, followed by other leave benefits like paternity leave, sick leave, sabbatical leave and bereavement leave. Flexible work time, work-from home and work from anywhere are the options provided by many organizations to improve the employee morale and to sustain the employees. Lot of employees are happy with these systems.

Keywords: Work life balance, IT employees, Work-life balance problems, IT & ITES industry.

Authors

Dr. Mohan Kumar S
MBA Department
Associate Professor
Annamalai University
Chidambaram
Tamilnadu, India

Dr. Prem Knowles S
Assistant Professor
Department of Management
Studies Madanapalle Institute
of Technology & Science
Madanapalle
Andhra Pradesh, India

I. INTRODUCTION

India is one of the world's largest sourcing destinations for the IT(Information Technology) industry and the market is valued as 67% of US$ 124 to 130 billion market. About ten million employees are employed in this industry. It is to be noted that this industry made the transformation of the country and altered the perception of India in the global economy. The main reasons for the boom of IT industry in India are 1) cost effectiveness 2) Skill potential and 3) globalized network. The Information Technology industry has created noteworthy demand in the Indian education field, especially for engineering and computer science. In India, IT (Information technology) and ITeS industry is divided into four major segments – a)IT services, b)Business Process Management (BPM), c)Software Products and Engineering Services, and d)Hardware.

1. Services provided by software companies in India

- Custom Business solutions
- Database Migration services
- ERP solutions
- I phone Apps development
- Quality assurance and testing services
- Collaborative Content Management
- Internet Marketing
- Web Branding Services
- Customization Services
- Application Development
- Outsourcing
- Collaborative Commerce
- Programming Services
- Multimedia offering
- Consulting

2. IT Business Sectors

The software companies in India operates with various business functions. Some of them to be mentioned here are;

- **Infrastructure Software:** These include i) OS ii) Middleware and iii) Databases.
- **Enterprise Software:** These are automate business process in diverse fields like a)Finance, b) Sales and Marketing, c) Production d) Logistics.
- **Security Software**
- **Contract Programming**
- **Industry-Specific Software**

3. Growth of Information Technology (IT) Industry in Chennai

Chennai is the one of the largest information technology service providers in India. This sector in Chennai provides employment for many technical and non-technical graduates

professionally. The leading companies provide high monetary and non-monetary benefits for their employees. The leading IT companies in Chennai are 1) Infosis, 2) TCS, 3) HCL, 4) WIPRO, 5) IBM, 6) HP, 7) HP, 8) DELL, 9) POLARIS etc. These companies recruit thousands of graduates every year every year. Because of the growth of IT industry, the standard of living and economy of the state have also increased. The Tamilnadu state government has also provided necessary facilities to boom this particular sector; for example a) Allocation of acres of land b) Infrastructure support c) Reduction in international communication and transportation cost etc. Rajeev Gandhi Salai in Chennai is also known as IT corridor of Chennai, because of having hundreds of IT park.

II. WORK LIFE BALANCE PROBLEMS

Work Life balance means the healthy balance between the professional life and personal life. Imbalance between the professional and personal life impact with negative consequences personally and professionally.

Signs of poor work/life balance include:

1. Failure in family life;
2. High level of employee stress;
3. High rates of absenteeism or staff sickness;
4. High level of staff turnover;
5. Poor mental and physical health;
6. Less life satisfaction;
7. Higher levels of stress;
8. Higher levels of emotional exhaustion;
9. Less physical exercise;
10. alcohol Consumption;
11. Increased anxiety and depression levels, poor appetite;

III. OBJECTIVES OF THE STUDY

The objective of this study are

1. To analyse the influence of educational qualification, marital status and experience on Work life balance
2. To study the leave benefit opportunities in IT sector

IV. HYPOTHESIS

1. There is no association between the marital status and work life balance (WLB).
2. There is no association between the monthly income and their work life balance (WLB).
3. There is no association between the total years of experience and their work life balance (WLB).

V. SAMPLING TECHNIQUE & STATISTICAL TOOLS

The samples for this research study are collected by adopting stratified random sampling and random sampling methods. The samples are collected from the four regions

(North, South, East and West) proportionately. The questionnaires were circulated among different age groups. The Sample size is 500.

The data is analysed by using simple statistical tools like a. Percentage Analysis, b. Average Analysis, c. Chi -Square Method, d. One way ANOVA.

VI. DATA ANALYSIS AND TABULATIONS

Table 6.1: Hypothesis Test to Analyse the Association between Educational Qualification of the Respondents and Their Work Life Balance

$H_0 = 0$: There is no association between the educational qualification of the respondents and work life balance.

$H_1 \neq 0$: There is association between the educational qualification of the respondents and work life balance.

Chi-Square Test – Educational Qualification and Work Life Balance

	Calculated χ^2 value	Degrees of freedom	P-Value
Pearson Chi-Square	5.724	3	0.126

Table 6.1, From the table it is inferred that there is no significant association between the educational qualification and work life balance of the respondents.

Calculated χ2 =5.724 @ three degrees of freedom

Probability value =0.126, > 0.05,implies that the null hypothesis cannot be rejected at 5% level of significance.

Table 6.2 Hypothesis Test to Analyse the Association between the Marital Status And Work Life Balance

$H_0 = 0$: There is no association between the marital status of the respondents and work life balance.

$H_2 \neq 0$: There is association between the marital status of the respondents and work life balance.

Chi-Square Test – Marital Status and Work Life Balance

	Calculated χ^2 value	Degrees of freedom	P-Value
Pearson Chi-Square	0.640	2	0.424

The above table 6.2, is inferred that there is no significant association between the marital status and work life balance (WLB) of the respondents.

Calculated χ^2 =0.640 @ two degrees of freedom.

Probability value=0.424,> 0.05, ie, the null hypothesis cannot be rejected at 5 % level of significance.

Table 6.3 Cross Tabulation between Monthly Income of the Respondents and Their Work Life Balance (WLB)

From the table 6.3, it is inferred that,

- 57% of the respondents from the income range Rs.11,000/- to Rs.20,000/- felt that their WLB is poor and 43% of them felt that their WLB is good .(215 respondents, income range between Rs.11,000/- to Rs.20,000/-)

- 58% of the respondents from the income range Rs.21,000/- to Rs.30,000/- felt that their WLB is poor and 42% of them felt that their WLB is good .(145 respondents, income range between Rs.21,000/- to Rs.30,000/-)

Work Life Balance	Monthly Income of the Respondents					Total
	Rs.11,000 - 20,000	Rs.21,000 - 30,000	Rs.31,000 - 40,000	Rs.41,000 - 50,000	Above Rs.51,000	
Poor	124	84	30	24	16	278
Better	91	61	32	20	18	222
Total	215	145	62	44	34	500

- 48% of the respondents from the income range Rs.31,000/- to Rs.40,000/- felt that their WLB is poor and 52% of them felt that their WLB is good .(62 respondents, income range between Rs.31,000/- to Rs.40,000/-)

- 55% of the respondents from the income range Rs.41,000/- to Rs.50,000/- felt that their WLB is poor and 45% of them felt that their WLB is good .(44 respondents, income range between Rs.41,000/- to Rs.50,000/-)

- 47% of the respondents from the income range > Rs.51,000/- felt that their WLB is poor and 53% of them felt that their WLB is good .(34 respondents, income range between Rs.31,000/- to Rs.40,000/-)

Table 6.4: Hypothesis Test to Analyse the Association between Years of Experience in the Current Organization and Work Life Balance (WLB) of the Respondents.

Ho = 0: There is no association between the years of experience in the current organization work life balance (WLB).

H$_4$ ≠ 0: There is association between the years of experience in the current organization and work life balance (WLB).

From the table 6.4, it is inferred that there is no significant association between the years of experience in the current organization and work life balance of the respondents.

Chi-Square Test – Year of Experience in the Current Organization and their Work life Balance

	Calculated χ^2 value	Degrees of freedom	P-Value
Pearson Chi-Square	1.520	2	0.468

$\chi2$=1.520 @ two degrees of freedom

Probability value =0.468, >0.05, ie null hypothesis cannot be rejected at 5% level of significance

Table 6.5 WLB Initiatives Based on Importance

S.No	Work Life Balance Initiatives	Expected Index	Ranking
1	Health and Wellness Program	83.40	1
2	Maternity Leave	82.40	2
3	Flexi Time	81.40	3
4	Relocation assistance	80.00	4
5	Compulsory vacation	78.10	5
6	Professional Counseling	77.40	6
7	Sabbatical Leave	76.40	7
8	Paternity Leave	74.40	8
9	Job sharing	72.10	9
10	Insurance for whole of our family or part of your family	69.42	10
11	Childcare program during school vacation	68.40	11
12	Compressed work sheet	67.00	12
13	Compressed working hours	66.10	13
14	Work-at-home programme	64.30	14
15	Home Telecommuting	62.40	15
16	Part-Time work	61.20	16
17	Holiday purchase scheme	60.40	17
18	Rotation of indoor and outdoor	58.40	18
19	Organizing periodic family get-togethers/programs/games/functions etc	58.00	19
20	Company run crèches	57.40	20
21	Program for emergency care of ill dependents	56.40	21
22	Paid Leave to take care of sick family members or elder care	55.10	22
23	Bereavement Leave	54.40	23
24	Dry Cleaning Services	51.40	24

Table 6.6: Leave Benefits

S. No	Work Life Balance Initiatives	Present	Absent	Total	Rank
1	Maternity Leave	354	146	500	1
2	Paternity Leave	284	216	500	2
3	Paid Leave to take care of sick family members or elder care	264	236	500	3
4	Sabbatical Leave	228	272	500	4
5	Bereavement Leave	218	282	500	5

Source: Questionnaire

From the table: 6.6 among the leave benefits, 'Maternity leave' ranked as first; 354 respondents reported that maternity leave is the primary leave benefit (note: female respondents are more in this study, in the ratio 3:1). Followed by maternity leave, paternity leave lined as second.

VII. CONCLUSION

From the study it is concluded that, there is the impact of Experience, Marital Status and educational qualification on work-life balance. Some of the most contributing factors in work life balance area. Salary, b. Location of work place, c. Holidays, d. Interest in Job, e. Career development opportunities, f. Leave arrangements, g. Flexible working hours, h. Training opportunities, i. Job security, j. Friendly environment. Among the leave benefit 'Maternity leave ranked the first, followed by other leave benefits like paternity leave, sick leave, sabbatical leave and bereavement leave.

In this digitalized and technology era, the organizations have realized the importance of work life balance among employees and taken necessary steps to balance their life. Flexible work time, work-from home and work from anywhere are the options provided by many organizations to improve the employee morale and to sustain the employees. Lot of employees are happy with these systems. Though we generally state that the organizations realized the importance of work life balance among employees, it is advised to do lot of researchers in this area.

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