THINK INDIA JOURNAL

ISSN:0971-1260
Vol-22- Issue-14-December-2019

Impact Of Work Life Balance On Quality Of Work Life In Select It Companies In Tamil Nadu

N. Saravanan[1] , Dr. V. Ganeshkumar[2]
[1]Assistant Professor of Commerce,
BWDA Arts and Science College, Kolliyangunam,
Villupuram District- 604 304.Tamilnadu,
[2]Head of the Department and Research Supervisor,
Department of Commerce,
BWDA Arts and Science College, Kolliyangunam,
Villupuram District- 604 304.Tamilnadu,

ABSTRACT

The chief aim of the study is to study the relationship between work life balance and quality of work life. The sample size of the present study has been fixed 400 women professionals from TCS and Infosys companies. The descriptive statistics, independent t – test, one way ANOVA, K – means cluster and chi – square is applied to know the relationship between work life balances has been used to measure the attitude and opinion of the respondents to ascertain the level of quality of work life. It concludes that work life balance is association with educational qualification; total experience and monthly income play a vital role in the work life balance of the women professional in their organization.

1. INTRODUCTION

For better Quality of Work Life there should be a proper balance between work life and personal life of the employees. Lewis (1997) made a study to analysis and stated that expressing a strong desire to have a harmonious balance among career, family life and leisure activities are more likely today. For the improvement of Working life of the employees in many companies this has been suggested at the international level as the need for national policies. Allen et al. (2000) Provides information about the relationship that emphasized the problems associated with family responsibilities as additional sources that may reduce Quality of Work Life among IT professionals. In addition, they state that there will be more overflow of negative work outcomes on family life when an employee has higher work responsibility at the work place. The demands of higher responsibility at home and work are also a possible source of stress because it allows a spread out to family life thus creating an imbalance working environment. Drew et al. (2003) identified that "personal fulfillment is an important inside work and that satisfaction an outside work may improve employees' contribution to work". Work Life Balance is measured in seven items in five point Likert scale captioned as always, often, sometimes, rarely and never.

2. REVIEW OF LITERATURE

SANGEETA BHATNAGAR AND JAIN (2014) Attempt proper prioritizing between career and ambition on one hand, compared with pleasure, leisure, family and spiritual development on the

ISSN:0971-1260
Vol-22- Issue-14-December-2019

other striking a balance is the real fulfillment life. The authors used the convenient sampling and collected data from 100 respondents. The researcher found that Indian women, who were mostly found in a socially acceptable employment like teaching, nursing, banking etc. in the last decade, are diverted now and actively participate in the information technology revolution. Further the researchers suggest to the organization should increase work life balance programs to reduce family work conflict. Finally, the authors conclude this study has provided some clear indication of employees general views on work life balance their experience & their needs for flexible working.

MARAN AND USHA (2014) Further, more workplace support, personal, family support, procedure and policies, and child care are the factors of work life balance. The authors used convenience sampling method and collected 540 respondents from five IT companies in Chennai city. Finally the authors conclude in the present scenario most of the software employees are under the categories of women, in the recent survey insist about quality of work life balance of women employees in software industry is steadily shows the decreasing trend from 85% to 52% in the last ten years and more over 80% of women employees in software industry having more health issues and also not in the position to balancing their family as well as highly pressure working environment in IT industry.

HARIDAS (2014) Indicates that the job sharing scheme, telecommuting, teleconferencing, energy efficient office space, transportation pooling, flexible work schedule, employee assistant program, and wellness program is measuring elements of green work life balance. The authors used convenience sampling method and collected 100 IT professionals in the Kerala IT industry. This job related employee stress and poor working conditions, can lead to lack of commitment to the organization. The researcher's findings the green work life balance practice that lead to lowest satisfaction is an efficient office place and transport pooling. Finally, the authors conclude the nature of their work involves high level autonomy and they will show a strong commitment to their jobs.

RASHIDA BANU AND DURAIPANDIYAN (2014) Point out on workplace support, work interference with personal life, personal life interfere with work, satisfaction with work life balance, effectiveness at work are the measuring instrument of work life balance. The author's used non random sampling method and collected 387 samples. The researcher's findings have negative relationship is work interference with personal life and personal life interfere with work. The authors conclude IT professionals encounter mercurial swings in both global and local cycles and events, almost on a daily basis. Finally, the authors conclude salary, status and other benefits promote high commitment to work and long working hours where necessary.

SHANTHI AND SUNDAR (2012) A STUDY ON THE WORK LIFE BALANCE OF WOMEN EMPLOYEES IN IT INDUSTRY. Discuss that support system in the family, child care, benefits, relocation, working hours, recreation, job environment are the measuring elements of work life balance. The researcher used simple percentage analysis method and collected 350 samples. The author's findings are alternate work option the IT industry is known for its extended working hours and unusual working timings as they work for foreign clients also. This result in health hazards, stress, cultured shock and change which has a negative impact on the family life. Finally, the authors conclude that 45% of employees across the cadre and seek to address the issues of dissatisfaction among the dissatisfied employees.

ISSN:0971-1260
Vol-22- Issue-14-December-2019

STATEMENT OF THE PROBLEM

The standard of living of professionals of Information and Technology sector has improved phenomenally. The size of women professionals at the entry level jobs in I.T. sector is spectacular. But their presence at the high end jobs in managerial hierarchy of I.T companies in negligible. Many research studies conducted in the past have disclosed the fact that the quality of work life experienced by women folk in I.T. industry is one of the factors discouraging increasing presence of women at high echelons of management. Though women folk has been provided with congenial physical environment factors like marriage health issue, inability to balance work and home life, night shift work, deputation to foreign countries on work assignment, need to take care elder's, back breaking work schedule to meet the deadlines, need to take care new born babies, absence of support system in the house, workplace harassment etc., have been reported to be barrier to the mobility of women folk to higher slots of managerial hierarchy. It is the concern of the management to establish and meet certain expectations whether these be making profit or delivering a service efficiently and cost effectively. It is being recognized that reaching organizational goals is not the only responsibility of the management; they also bear the responsibility of the well-being of their employees, so that they have committed, involved, responsible and motivated subordinates. In this backdrops impact of work life balance on quality of work life of the women professionals in select IT companies in Tamilnadu is smooth sailing or facing rough whether in a problem worth pursuing

3. OBJECTIVE OF THE STUDY

To study the impact of work life balance on quality of work life in select IT companies in Tamil Nadu

.

4. METHODOLOGY
SAMPLING

Top two IT companies chosen for the present study based on NASSCOM report namely TCS and Infosys. 200 respondents' choosen from each company namely TCS and Infosys based on proportionate random sampling method.

COLLECTION OF DATA

The primary data collected through questionnaire from the respondents belongs to TCS and Infosys. Secondary data collected from magazines, news papers, journals, web sites and etc.,

PERIOD OF STUDY

Data were collected from the respondents for 3 months from April to June 2015.

FRAMEWORK OF ANALYSIS

Data collected have been presented in tabular form and analysis has been made, using the descriptive statistics independent t – test, one way ANOVA, K – means cluster and chi - square is

ISSN:0971-1260
Vol-22- Issue-14-December-2019

applied to know the relationship between work life balance and quality of work life has been used to measure the attitude and opinions of the respondents to ascertain the level of quality of work life.

WORK LIFE BALANCE

TABLE 1: DESCRIPTIVE STATISTICS AND INDEPENDENT T-TEST OF WORK LIFE BALANCE IN RESPECT TO AGE GROUP

Company	Age	N	M	SD	*t*	*p*	H_0
TCS	21 - 30	173	3.63	0.858	2.337[b]	0.020	Rejected
	Above 30	27	3.24	0.363			
Infosys	21 - 30	168	2.69	0.753	-5.915[a]	0.000	Rejected
	Above 30	32	3.61	1.028			

NOTE: M-Mean; SD-Standard Deviation; *t* – t-statistics; *p* – Probability. a and b denotes significant at 1 and 5 percent level respectively.

SOURCE: Primary data and complied through SPSS 21.

H_0: There is no significant difference in the mean score of work life balance among age group.

Table 1 shows the descriptive statistics and independent t- test results of work life balance in respect to age group. In TCS, mean score of work life balance of 21 - 30 ages and above 30 ages are 3.63 and 3.24 respectively. The standard deviation of the respondents the age group of 21 - 30 has higher than above 30 ages. The t value is 2.337, which is significant at 5 percent level. So the null hypothesis rejected i.e. there is significant difference the mean score of work life balance among the age group. The mean score of work life balance among the age group are above 3.

In Infosys, the mean score of work life balance in respect to 21 - 30 ages and above 30 are 2.69 and 3.61 respectively. The standard deviation found to be high on above 30 ages. The t value is – 5.915 which are significant at 1 percent level. So null hypothesis is rejected i.e. There is significant difference the mean score of work life balance among the age group. From the mean score of TCS, respondents in the age of 21- 30 have more work life balance than below 30 years of age. But is not result similar to Infosys, respondents in the age of above 30 have more work life balance than 21- 30 years of age.

TABLE 2: DESCRIPTIVE STATISTICS AND ANOVA OF WORK LIFE BALANCE IN RESPECTED TO EDUCATIONAL QUALIFICATION

COMPANY	EDUCATION	N	M	SD	*F*	*p*	H_0
TCS	Arts / Management	26	4.09	0.364	20.669[a]	0.000	Rejected
	Science / Mathematics	14	2.50	1.260			
	Engineering	160	3.59	0.738			
Infosys	Arts / Management	8	1.86	0.000	9.586[a]	0.000	Rejected

ISSN:0971-1260
Vol-22- Issue-14-December-2019

	Science / Mathematics	16	3.43	1.328			
	Engineering	176	2.83	0.793			

NOTE: M-Mean; SD-Standard Deviation; *F* – *F*-statistics; p – Probability. a denotes significant at 1 percent level.

SOURCE: Primary data and complied through SPSS 21.

H_0: There is no significant difference in the mean score of work life balance among educational qualification.

Table 2 depicts the descriptive statistics and ANOVA results of work life balance in respect to education. In TCS, mean score of work life balance of arts / management, science / mathematics,

and engineering education are 4.09, 2.50, and 3.59 respectively. The standard deviation of the respondents the education group of science / mathematics has higher than arts / management and engineering. The F value is 20.669, which is significant at 1 percent level. So the null hypothesis is rejected i.e. there is significant difference the mean score of work life balance among the education group.

In Infosys, the mean score of work life balance in respect to arts / management, science mathematics, and engineering are 1.86, 3.43, and 2.83 respectively. The standard deviation is found to be high on science / mathematics. The F value is 9.586 which are significant at 1 percent level. So the null hypothesis is rejected i.e. there is significant difference the mean score of work life balance among the education group. Work life balance induces the quality of work life among the educational qualification of women professionals in TCS except science / mathematics graduates. In Infosys work life balance step – down the quality of work life between the educational qualifications of women professionals of science / mathematics graduates only.

TABLE 3: WORK LIFE BALANCE ONE WAY ANOVA IN RELATED TO TOTAL EXPERIENCE

COMPANY	TOTAL EXPERIENCE	N	M	SD	*F*	*p*	H_0
TCS	Less than 1 year	12	2.79	0.970	11.315 [a]	0.000	Rejected
	1 - 5 years	101	3.84	0.733			
	5 - 10 years	55	3.50	0.926			
	10 - 15 years	32	3.18	0.339			
Infosys	Less than 1 year	37	3.13	0.673	39.891[a]	0.000	Rejected
	1 - 5 years	100	2.47	0.657			
	5 - 10 years	47	2.85	0.842			
	10 - 15 years	16	4.43	0.295			

NOTE: M-Mean; SD-Standard Deviation; *F* – *F*-statistics; p – Probability. a denotes significant at 1 percent level.

SOURCE: Primary data and complied through SPSS 21.

H_0: There is no significant difference in the mean score of work life balance among total experience.

Table 3 points out the descriptive statistics and ANOVA results of work life balance in respect to total experience. In TCS, mean score of work life balance of less than 1 year, 1 - 5 years,

ISSN:0971-1260
Vol-22- Issue-14-December-2019

5 - 10 years, and 10 - 15 years' experience are 2.79, 3.84, 3.50, and 3.18 respectively. The standard deviation of the respondents the total experience of less than 1 year has higher than others. The F value is 11.315, which is significant at 1 percent level. So the null hypothesis is rejected i.e. there is significant difference the mean score of work life balance among the total experience.

In Infosys, the mean score of work life balance in respect to less than 1 year, 1 - 5 years, 5 - 10 years, and 10 - 15 years total experience are 3.13, 2.47, 2.85, and 4.43 respectively. The standard deviation found to be high on 5 - 10 years experience. The F value is 39.891 which are significant at 1 percent level. So the null hypothesis is rejected i.e. there is significance difference the mean score of work life balance among the total experience group. In TCS, work life balance enhance the quality of work life among all level of working experience of the respondents other than less than one year experience. In case of Infosys, work life balance increase the quality of work life within working experience of less than 1 year and more than 10 years experience of the women professionals only.

TABLE 4: WORK LIFE BALANCE ONE WAY ANOVA IN RELATED TO MONTHLY INCOME

COMPANY	MONTHLY INCOME (`)	N	M	SD	*F*	*P*	H_0
TCS	Below 20,000	21	3.86	0.316	5.332 [a]	0.000	Rejected
	20,001 - 30,000	85	3.72	0.932			
	30,001 - 40,000	28	3.18	1.143			
	40,001 - 50,000	27	3.79	0.473			
	Above 50,000	39	3.25	0.341			
Infosys	Below 20,000	8	3.57	0.000	36.416 [a]	0.000	Rejected
	20,001 - 30,000	52	3.27	0.712			
	30,001 - 40,000	93	2.28	0.501			
	40,001 - 50,000	15	2.67	0.738			
	Above 50,000	32	3.64	0.971			

NOTE: M-Mean; SD-Standard Deviation; *F*– *F*-statistics; *p* – Probability. a denotes significant at 1 percent level.

SOURCE: Primary data and complied through SPSS 21.

H_0: There is no significant difference in the mean score of work life balance among monthly income.

Table 4 reveals that the descriptive statistics and ANOVA results of work life balance in respect to monthly income. In TCS, mean score of work life balance of below `20,000, `20,001 - 30,000, `30,001 - 40,000, `40,001 - 50,000, and above `50,000 monthly incomes are 3.86, 3.72, 3.18, 3.79, and 3.25 respectively. The standard deviation of the respondents the monthly income of `30,001 - 40,000 has higher than others. The F value is 5.332, which is significant at 1 percent level. So the null hypothesis is rejected i.e., it denotes there is significant difference in the mean score among monthly income.

ISSN:0971-1260
Vol-22- Issue-14-December-2019

In Infosys, the mean score of work life balance in respect to monthly income below `20,000, `20,001 - 30,000, `30,001 - 40,000, `40,001 - 50,000, and above `50,000 are 3.57, 3.27, 2.28, 2.67, and 3.64 respectively. The standard deviation is found to be high on above `50,000 monthly incomes. The F value is 36.416 which are significant at 1 percent level. So the null hypothesis is rejected i.e there is significant difference the mean score of work life balance among the monthly income. Work life balance raises the quality of work life among all category of monthly income in TCS respondents. In case of Infosys, work life balance increases the quality of work life between the income level of below `20,000, `20,001 – 30,000 and above `50,000 only.

TABLE 5: FINAL CLUSTER CENTERS

STATEMENTS	**CLUSTER**		
	1	**2**	**3**
Heavy work and late sitting do not allow me to spend quality time with my family members	4	2	4
Due to heavy work pressure demanding my presence at office for long hours, I am unable to attend my domestic duties.	4	2	4
Back breaking work schedule leaves me with little time for my daily work out	4	2	4
Professional duties do not permit me to attend important functions, events, ceremonies and so on As a result; I very often feel the loss of socialization opportunity.	4	2	4
My presence at home for a limited hour in a day makes it difficult for me to help my children with their studies.	3	2	4
My parents / partner feel my absence dearly even during my non-office hours.	3	2	4
Inability to spend time to unwind myself due to my heavy work pressure affects my concentration at work.	3	2	4
Average score	3	2	4
RANK	II	III	I
Cluster name	Moderate Work life Balance	Low Work life Balance	High Work life Balance

SOURCE: Primary data and complied through SPSS 21.

ISSN:0971-1260
Vol-22- Issue-14-December-2019

Table 5 display the result of final cluster of the work life balance statement. The respondents have been cluster into 3 categories. The mean score of cluster one, two and three are 4, 3, and 2 respectively. The highest mean score found in cluster 1 and it has been labeled as high work life balance. The cluster 2 has higher mean score than cluster 3 and lowest than cluster 1. It has been labeled as moderate work life balance. The third cluster can be designated as low work life balance because it has lowest mean score.

TABLE 6: NUMBER OF RESPONDENTS IN EACH CLUSTER

CLUSTER	NO. OF RESPONDENTS	PERCENTAGE
High work life balance	152	38.00
Moderate work life balance	142	35.50
Low work life balance	106	26.50
Total	**400**	**100.00**

SOURCE: Primary data and complied through SPSS 21.

From the above table 6 shows the number of respondents in each cluster 38 percent of the respondents comes under high work life balance cluster, 35.50 percent and 26.50 percent of the respondents comes under moderate and low work life balance cluster respectively. Most of the women professional feel high work life balance in their job.

TABLE 7: CHI-SQUARE: WORK LIFE BALANCE CLUSTER AND DEMOGRAPHIC VARIABLES

VARIABLES	X^2	*P*	SIGNIFICANT OR NOT
Work life balance and age	3.618	0.164	Not significant
Work life balance and educational qualification	24.332[a]	0.000	Significant
Work life balance and total experience	36.829[a]	0.000	Significant
Work life balance and monthly income	133.281[a]	0.000	Significant

SOURCE: Primary data and complied through SPSS 21.

H_0: There is no association between work life balance and demographic profile.

The association between work life balance and demographic profile the chi – square is shown in the table 7 the chi – square found significance for education, total experience, monthly income, and distance it denotes that there is an association between work life balance and education, total experience and monthly income.

5. CONCLUSION

For better quality of work life there should be a proper balance between work life and personal life of the women professionals a strong desire to have a harmonious balance among career, family life, and leisure activities are more likely today. TCS respondents belongs to the age of 21 – 30, education background of arts / management, 1 – 5 years, of experience and monthly income of below 20,000 have better work life balance. Infosys respondents belongs to the age of above 30, education background of science, 10 – 15 years of experience and monthly income above 50,000 have expressed better work life balance in their organization. Work life balance is association with

ISSN:0971-1260
Vol-22- Issue-14-December-2019

educational qualification, total experience and monthly income. This demographic factor plays a vital role in the work life balance of the women professionals in their organization.

6. REFERENCE

1. Lewis, s. (1997), "An International Perspective on Work – Family Issues", In : sarasuraman and J.H.Greenhauseds Integrating Work and Family : Challenges and Choices for a Changing World. West port , CN: Quorum Books.
2. Allen, T.D., Herst, D.E., Bruck, C.S. and Sutton, M., "Consequence Associated with Work – to – Family Conflict: A Review and Agenda for Future Research", Journal of Occupational Health Psychology, Vol.5, (2000), Pp. 278-308
3. Drew, E., Humphreys, P.C. and Murphy, C. (2003), Off the Treadmill: Achieving Work / Life Balance: National Frame work committee for Family Friendly policies, Dublin.
4. Sangeeta Bhatnagar and PK. Jain, "Management of work life balance with special reference to Its professionals in metro cities", International journal of science and research, 3. 2 (2014): 243 - 248.
5. Dr. K. Maran and Mrs. S. Usha, "Work life balance of women employees satisfaction – a study with reference to IT sector in India", Asia Pacific journal of research, i. XV (2014): 127 - 133.
6. P.K Haridas, "Work life balance and IT professionals: a green HRM perspective", Indian streams research journal, 4. 7 (2014): 1 - 5.
7. A. Rashida Banu and K. Duraipandian, "Development of an instrument to measure work life balance of IT professionals in Chennai", International Journal of management, 5. 11 (2014): 21 - 33.
8. T.S. Shanthi Dr. K. Sundar, "A study on the work life balance of women employees in Information Technology industry", ZENITH International Journal of business economics & management research, 2. 1 (2012): 82 - 96.

