Work Life Balance in ICT Sector in Ahmadabad

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ABSTRACT:

"Work-Life Balance" is abbreviated as WLB. This study explores it among the Employees Working in the ICT Sector. It is based on a Questionnaire of 33 Questions, in Google Docs and the Respondents' replies. It is an overview on "Work-Life Balance", a small but vital meditation on one of the burning issues in the area of the human resource management. Within its confines, this study strives to dig out some home truths about the straining circumstances and situations that most of the employees undergo while maintaining the balance with life. It succinctly tries to bring forth some factual details on the basis of the real-life situations. An employee, whether in ICT or other sectors, is a human being, and has his/her family, life and other responsibilities to perform in a family, in a society and among his friends.

Key Words: Information Technology, Communication, ICT Sector, Work, Life, Balance, WLB (Work Life Balance), Family

1. INTRODUCTION

This is a study of "Work-Life Balance among the Employees Working in the ICT Sector". It is often abbreviated as WLB. As a study or research, it is based on the Questionnaire (Comprising 33 Questions) composed in Google Docs and the Respondents' replies received thereafter during the stipulated time given to the Researcher as well as to the Respondents. As such, this is an overview on the Topic of "Work-Life Balance"; it is a small but vital meditation on one of the burning issues in the area of the human resource management. It is in no way, a final word, nor is it a bold claim of the scholastics in the ever-growing and fast-developing motivational topic of the Work-Life Balance in general. Within its confines, this study and research thereof strives to dig out some home truths about the straining circumstances and situations that

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most of the employees undergo while maintaining the balance with life when they are working to earn their lives. It succinctly tries to bring forth some factual details on the basis of the real-life situations. An employee, whether in ICT or other sectors, is a human being, and has his/her family, life and other responsibilities to perform in a family, in a society and among his friends. What are these things that matter more or less in a person's "life" when he/she is "working" to earn a being?

2. Definition and Explanation of "Work-Life Balance" (WLB):

According to the popular online Encyclopaedia *Wikipedia* "Work-life balance is a concept including proper prioritizing between "work" (career and ambition) and "lifestyle" (health, pleasure, leisure, family and spiritual development/meditation). This is related to the idea of lifestyle choice." (Accessed 22 March 2017). This definition-sentence tells everything about WLB in nutshell. It suggests that WLB is about giving "order", "hierarchy", "preference" or "priority" to "Work" and "Lifestyle". In this connection, there is one more explanatory definition related with business organization. It is given by Lewis (2000: 105). "Work-Life Balance" can be defined as "conceptualised as a two way process involving a consideration of the needs of employees as well as those of employers" (Lewis, 2000: 105). It is the satisfactory level or fit between the multiple roles in a person's life. It is about maintaining an overall sense of harmony in life. The study of "work-life balance" involves the examining people's ability to manage the multi-faceted demands of life, simultaneously. To engage employers in this process it is important to demonstrate the benefits that can be derived from employment policies and practices that support work-life balance, and the scope that exists for decreasing their negative effects on the management.

Although "work-life balance" has been assumed to involve the equal amounts of time to paid work and non-work activities, more recently the concept has been recognised as more complex and has been developed to incorporate additional components.

1. Time balance concerns the amount of time given to work and non-work activities

2. Satisfaction balance the level of satisfaction achieved from work and non-work activities.

3. Involvement balance Implies the level of psychological involvement and commitment towards work or non-work activities.

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3. LITERATURE REVIEW

Number of studies has addressed this issue in different perspectives. Some of the papers related to this subject are reviewed.

Vijaya Mani (2013) has revealed the major factors influencing the Work Life Balance of Women professionals in India such as role conflict, lack of recognition, organizational politics, gender discrimination, and elderly and children care issues, quality of health, problems in time management and lack of proper social support.

K.Santhana Lakshmi et al, (March 2013) have examined that the Educational institutions should address the Work Life Balance related issues among their staff, specifically women and take a holistic approach to design and implement the policies to support the teaching staff to manage their WLB. KumariK.Thriveni et al, (2012) have studied and analysed the significant relationship between the demographic variables and WLB. Shalini and Bhawna 2012 reported in their study, Quality of work life is being used by the organizations as a strategic tool to attract and retain the employees and more importantly to help them to maintain work life balance with equal attention on performance and commitment at work. Heather S.McMillan et al, (2011) suggested that the individual harmony and its effects has developed a new Harmony based on conflict and enrichment. N.Krishna Reddy et al, (2010) concluded that the married women employees indeed experience Work Family Conflict (WFC) while attempting to balance their work and family lives. Thus, Organization needs to formulate guidelines for the management of WFCs since they are related to job satisfaction and performance of the employees. Niharika and Supriya (2010) have studied the work based factors and family related factors that are considered to contribute to work life balance. Work based factors are flexi time, option to work part time and freedom to work from home and the family related factors are child care facility and flexibility to take care of emergencies at home. Masako SETO et al, (2004) have examined the effects of work related factors and Work Family Conflict on depressive symptoms among working women living with young children in a Japanese Metropolis

QUESTIONNAIRE:

Questions are framed in such a way that the answers reflect the ideas and thoughts of the respondents with regard to level of satisfaction of various factors of employee's Work Life Balance. And these questions are prepared in Google form and sent through mail to various employees from ICT sector. The questionnaire has

total 33 questions and Likert scaling techniques has been used for most Questions.

TYPE OF RESEARCH

There are various types of research as follows:

- Descriptive
- Analytical
- Applied
- Empirical
- Observational
- Exploratory etc

RESEARCH DESIGN:

A research design contains following things:

- Statement of research problem
- Techniques to be used for gathering information
- Population to be studied.

STATEMENT OF RESEARCH PROBLEM

"A study of WORK LIFE BALANCE among the Employees working in ICT Sector"

The above statement defines the problem based on which this research would be conducted.

TECHNIQUES TO BE USED FOR GATHERING INFORMATION: In this research I am going to use primary data collected through following ways:

- Questionnaires and Literature review

TARGET POPULATION:

The entire group of people, things or events of interest which the researcher is interested to investigate is called population. For this research, my population would be Employees working in ICT Sector.

SAMPLE SELECTION:

The subset of the population is called sample, which contains some elements selected from the population. The process of selecting a sufficient number of elements from the population is known as sampling. The researcher has proposed to fill up Questionnaires 200 Respondents working in ICT Sector in Ahmadabad.

DATA COLLECTION:

1) Primary Data

Primary data consists of information collected for the specific purpose of collecting primary data, survey research was used and the managerial personnel of banks were conducted. Survey research is the approach best suited for gathering description. Here the primary data is collected by questionnaires.

2) Secondary Data:

The secondary data consists of information that already exists somewhere. Any researcher begins the research work by first going through the secondary data. Secondary data can also be collected from magazines, newspapers, other surveys conducted by known research agencies, internet etc. I have collected it from Internet and Literature Review.

STATISTICAL TOOLS UED:

For the purpose of Analysis, Percentage, Tabulation, Chi-Square test of Goodness of Fit Test is used.

RESEARCH OBJECTIVES:

- To examine the patterns of quality of work (professional) life and quality of family/social life as experienced by the employees of ICT companies in Gujarat.
- To gauge any relationship that may exist between respondent based variables and the antecedents of work life balance.
- To identify the factors and dimensions influencing the work life balance of ICT professionals.
- To evaluate the perception of ICT employees with regard to the prioritization of various work life arrangements as expected from the organizations.
- To suggest strategies and policies that can be adopted at personal, organizational and governmental

level to effect an improvement in the work-life balance of ICT sector of employees.

Chi Square Test:

- Working Hours and Work Life Balance:

Ho: There is No Significant Difference between Observed Responses and Expected Responses about Satisfaction to the Hours Spent at Work.

H1: There is Significant Difference between Observed Responses and Expected Responses about Satisfaction to the Hours Spent at Work.

Table Showing Observed and Expected Responses about Satisfaction to the Hours Spent at Work

Responses	Observed	Expected	(O-E)	$(O-E)^2$	$(O-E)^2/E$
Very Happy	52	40	12	144	3.6
Happy	106	40	66	4356	108.9
Indifferent	23	40	-17	289	7.23
Unhappy	11	40	-29	841	21.02
Very Unhappy	8	40	-32	1024	25.6
					166.35

Degree of Freedom = n-1

$$= 5-1$$

$$= 4$$

5% Level of Significance

$x^2c > x^2t$

166.35>21.026   Thus Ho is Rejected

Analysis and Interpretation:

From the above Calculation, it can be stated that Null Hypothesis is Rejected due to Significant Difference in difference in Responses about Satisfaction to the Hours spent at Work.

- Quality Time with Family and Work Life Balance:

Ho: There is No Significant Differences between Observed Responses and Expected Responses about Missing out Quality Time with Family and Friends because of Work Pressure.

H1: There is Significant Differences between Observed Responses and Expected Responses about Missing out Quality Time with Family and Friends because of Work Pressure.

Table Showing Observed and Expected Responses about Quality Time with Family and Work Life Balance

Responses	Observed	Expected	(O-E)	$(O-E)^2$	$(O-E)^2/E$
Never	33	40	-7	49	1.225
Rarely	39	40	-1	1	0.025
Sometimes	97	40	57	3249	81.225
Often	27	40	-13	169	4.225
Always	4	40	-36	1296	32.4
					119.1

Degree of Freedom = n-1

           = 5-1

           = 4

5% Level of Significance

$x^2c > x^2t$

119.1>21.026   Thus Ho is Rejected

Analysis and Interpretation:

From the above Calculation, it can be stated that Null Hypothesis is rejected due to Significant Difference in difference in Responses about Quality Time with Family and Work Life Balance.

- Over-Time Work and Work Life Balance:

Ho: There is No Significant Differences between Observed Responses and Expected Responses about Over-Time Work.

Ho: There is Significant Differences between Observed Responses and Expected Responses about Over-Time Work.

Table Showing Observed and Expected Responses about Working Overtime and Work Life Balance

Responses	Observed	Expected	(O-E)	$(O-E)^2$	$(O-E)^2/E$
Never	52	40	12	144	3.6
Rarely	47	40	7	49	1.225
Sometimes	79	40	39	1521	38.025
Often	17	40	-23	529	13.225
Always	6	40	-34	1156	28.9
					84.975

Degree of Freedom = n-1

= 5-1

= 4

5% Level of Significance

$x^2c > x^2t$

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84.975>21.026   Thus Ho is Rejected

Analysis and Interpretation:

From the above Calculation, it can be stated that Null Hypothesis is Rejected due to Significant Difference in Responses about Working Overtime and Work Life Balance

- Attitude of Supervisors and Work Life Balance:

Ho: There is No Significant Differences between Observed Responses and Expected Responses about the Impact of Attitude of Supervisors on Work Life Balance.

H1: There is Significant Differences between Observed Responses and Expected Responses about the Impact of Attitude of Supervisors on Work Life Balance.

Table Showing Observed and Expected Responses about Attitude of Supervisors and Work Life Balance:

Responses	Observed	Expected	(O-E)	$(O-E)^2$	$(O-E)^2/E$
Never	43	40	3	9	0.225
Rarely	41	40	1	1	0.025
Sometimes	80	40	40	1600	40
Often	19	40	-21	441	11.025
Always	17	40	-23	529	13.225
					64.5

Degree of Freedom = n-1

= 5-1

= 4

5% Level of Significance

$$x^2c > x^2t$$

64.5>21.026   Thus Ho is Rejected

Analysis and Interpretation:

From the above Calculation, it can be stated that Null Hypothesis is Rejected due to Significant Difference in Responses about Attitude of Supervisors and Work Life Balance.

- Attitude of Colleagues/ Peers and Work Life Balance:

Ho: There is No Significant Differences between Observed Responses and Expected Responses about the Impact of Attitude of Colleagues and Peers on Work Life Balance.

H1: There is Significant Differences between Observed Responses and Expected Responses about the Impact of Attitude of Colleagues and Peers on Work Life Balance.

Table Showing Observed and Expected Responses about Attitude of Colleagues and Peers and Work Life Balance:

Responses	Observed	Expected	(O-E)	$(O-E)^2$	$(O-E)^2/E$
Never	50	40	10	100	2.5
Rarely	41	40	1	1	0.025
Sometimes	80	40	40	1600	40
Often	19	40	-21	441	11.025
Always	10	40	-30	900	22.5
					76.05

Degree of Freedom = n-1

$= 5-1$

$= 4$

5% Level of Significance

$x^2c > x^2t$

76.05>21.026   Thus Ho is Rejected

Analysis and Interpretation:

From the above Calculation, it can be stated that Null Hypothesis is Rejected due to Significant Difference in Responses about Attitude of Colleagues and Peers and Work Life Balance.

- Customization of Organizational Policies according Work Life Balance:

Ho: There is No Significant Differences between Observed Responses and Expected Responses about Customization of Organizational Policies according Work Life Balance.

Ho: There is No Significant Differences between Observed Responses and Expected Responses about Customization of Organizational Policies according Work Life Balance.

Table Showing Observed and Expected Responses about Customization of Organizational Policies according Work Life Balance:

Responses	Observed	Expected	(O-E)	(O-E)^2	(O-E)^2/E
Strongly Agree	74	40	34	1156	28.9
Agree	92	40	52	2704	67.6
Neutral	22	40	-18	324	8.1
Disagree	9	40	-31	961	24.025
Strongly Disagree	2	40	-38	1444	36.1
					164.725

Degree of Freedom = n-1

= 5-1

= 4

5% Level of Significance

$x^2c > x^2t$

164.725 > 21.026   Thus Ho is Rejected

Analysis and Interpretation:

From the above Calculation, it can be stated that Null Hypothesis is Rejected due to Significant Difference in Responses about Customization of Organizational Policies according Work Life Balance.

Findings of This Research:

Demographics of Respondents:

Out of total Respondents 60% respondents are Male and 40% are Female.

And 26% are below 25 years of Age. 22% from are between 25 to 35 years of Age. 26% from the Total Sample are between 35 to 45 years of Age. 22% from the Total Sample are between 45 to 55 years of Age. 4% from the Total Sample are more than 55 Years of Age.

65% of respondents are Married and 35% are Unmarried from Total Sample.

And 64% of respondents are Working Couples.

Organizational Policies:

When asked about what kind of Organizational Policies are helpful for WLB:

28% Person opted for More Flexible Working hours and the same no. of people choose the option of Support from Superiors and Colleagues.

16% person opted for Casual Leaves. 14% choose support from family.

Only 9% choose the Option of Job Sharing

Individual and WLB:

Also 92% of Respondents stated that their Company has no separate policy for Work Life Balance. But 91% of Respondents Agreed that WLB of Employees can make an Organization More Successful.

83% of Total Respondents Agreed that Organizational Policies should be Customized according to the Individual needs of every Employees.

Families and WLB:

56% of the Respondents have Children. While 35% do not have Children (including Unmarried People). 42% respondents stated that their Spouses took care of their Children while 26% respondents that parents and In-Laws took care of their Children during working hours. Only 3% people had help of Servants and Baby Care centres for their Children.

Stress and WLB:

About 51% of Respondents are Often/Always worried about their Work. But 53% are often happy about the Time spent at Work. About 54% of respondents manage the Stress from Workplace with the help of Media and Entertainment. The 34% of respondents Practice Yoga and Meditation to relieve the Stress from Workplace.

CONCLUSION

In order to achieve WLB, every woman should set the goal and excel both in career and family. Some of the strategies and skills at work such as planning, organizing and setting limits can be used at home and work place for accomplishing a satisfying and fulfilling well balanced life both professionally and personally. Women employee should care the family both physically and financially to satisfy the family needs. Also work for the accomplishment of organizational objectives and individual upliftment to satisfy the career needs. Organisations

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need to adopt human resource strategies and policies to overcome the issues of the work life balance of women in the current business environment. Frances and Patricia (200&) concluded that Family Policy, Welfare state provision and labour market structure behave jointly to determine distinct models of work family balance and the financial consequences associated with them.

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