

# A Study on Work Life Balance in the IT Sector “Wipro”

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**Abstract:** *Work life balance is a balance between flow and time, the flow of managing time by use of technology and setting priorities in life. The aim of this study is to examine the impact of organisation policies related to Work Life Balance on work and family in IT companies in Mumbai.*

*The Present study consists of primary data of employees of both male and female working in Mumbai. For the study data was collected through questionnaire method. The data are analysed using percentage analysis, chi-square and t- test. Excessive pressure leads to stress. Many of the stressful life events are related to the workplace. Employees who start to feel the pressure to perform are likely to get caught in a downward spiral of increasing effort in order to meet rising expectations but no increase in job satisfaction. Many organisations in Mumbai are trying to promote Work Life Balance (WLB) through initiatives which include flex times, part time work, provision of child care facilities etc. Yet, the respondents of this study have expressed their inability to balance professional and personal life. Gender aspect has also been considered vis-à-vis the variables of the study. Primary survey was conducted with a sample size by questionnaire method. The paper concludes by pointing out that WLB policies need to be implemented as much.*

**Keywords:** Work Life Balance

## I. INTRODUCTION

Work life balance has emerged as an important concept in today's organisation. It is a combination of three words which define the life of individuals working in an organisation that when you are at work be engaged in work and when you are at home be at home. i.e. to maintain a balance between work and personal life is Work life balance. It is also known as work life integration, work life coordination, work life reconciliation, Work life Masonic. "Work the term includes career and ambition of Individual while life style includes health, pleasure, leisure and family. The concept of work life was first used in United Kingdom in late 1970 to describe the balance between an individual's work and personal life then it came into focus in United States in 1986. Work life balance came into focus due to emerging technology as companies use email, computer and cell phones which empower employees to attain office work even beyond physical boundaries of office, so this affects employees' personal life as even at home they are busy in attending and completing office assignment which create less focus on family and hamper personal life which results into work life conflict of employees. If work life balance not maintained properly, this can result into stress which directly affects employee's health if an employee works into stressful environment, he will burnout. Another important thing is that work life balance is not gender specific it is just not related to female employees in fact includes both male and female employees it is true that female employees suffer more as they have complete responsibility of children and family and even have to challenge stereotype. Organisation and their policies play a very important role for employees to manage with work and life. Demographic profile plays a very important role in work life balance as it evolved from the changes that took place from demographic structure. Increase in number of women employees to make better living for their family, increase in age of retirement this let organisation to change and make policies related to easy working for this employer added services like crèches, rest room Work life balance is directly related with job satisfaction if the employees are not satisfied with the organisational policies related to work life balance it will directly affect the organisation in retaining and attracting efficient employees, as the success of an organisation depends on the quality of employees which result in high productivity.

After 2008 global recession insecurity in jobs has increased a lot of pressure on employees to save their job and to improve their career, they work more dedicatedly which can result in stress and this stress can even be carried home which may cause burnout. Even if an employee wants to make boundary between work and family he cannot as if one spouse is in stress automatically its affects another. Proper work life balance policies can result in decreasing the job stress these can be through proper communication use of technology. Due to globalisation and outsourcing there is a tremendous change in working hours, concepts like part time work, work from home, flexi timing, staggered hours has emerged which benefit the employees in managing their work and family and many companies especially IT industries. It has now become important to introduce flexible working to enhance work life balance. Enrichment programmes are a step ahead of work life balance but if provided by the company act as a support of organisation towards employees. It acts to improve and enrich life of employees, if we see only few companies provide enrich programmes but there is a need as employees are not able to find time with family group but by.

A decade back, employees used to have fixed working hours or rather a 9 to 5 job from Monday to Friday. The boundary between the work and home has disappeared with time. But with globalization and people working across countries, the concept of fixed working hours is fading away. Instead of just 7 or 8 a day, people are spending as much as 12-16 hours every day in office. The technological blessings like e-mail, text messaging and cell phones which were thought of as tools to connect them to their work being away from their workplace, have actually integrated their personal and professional lives. Now professionals find themselves working even when they are on vacations. The ever-increasing working hours leave the individuals with less time for themselves and to pursue his hobbies or leisure activities. This hinders the growth of the person as an individual in terms of his personal and spiritual growth. Professionals working in the BPO industry, doctors and nurses and especially IT professionals are the few examples who are facing the brunt of the hazard constantly.

#### **Reasons of imbalance:**

There are various reasons for this imbalance and conflicts in the life of an employee. From individual career ambitions to pressure to cope up with family or work, the reasons can be situation and individual specific. The speed of advancement of information technology, the increasing competition in the Talen supply market has led to a "performance-driven" culture creating pressures and expectations to performance more and better every time. Also, many a times, many people find it difficult to say "NO" to others especially their superiors. They usually end up over burdening themselves with work. The increasing responsibilities on the personal front with age can also create stress on personal and professional fronts. There was a time when employees showed up for work Monday through Friday and worked eight- to nine-hour days. The boundaries between work and home were fairly clear then. But the world has changed and, unfortunately, the boundaries have blurred for many workers. The main reasons are:

#### **Global economy**

As more skilled workers enter the global labour market and companies' outsourcer move more jobs to reduce labour costs, people feel pressured to work longer and produce more just to protect their jobs.

#### **International business**

Work continues around the world 24 hours a day for some people. If you work in an international organization, you might be on call around the clock for troubleshooting or consulting.

#### **Advanced communication technology**

Many people now have the ability to work anywhere from their home, from their car and even on vacation. And some managers expect this.

#### **Longer hours**

Employers commonly ask employees to work longer hours than they're scheduled. Often, overtime is mandatory. If you hope to move up the career ladder, you may find yourself regularly working more than 40 hours a week to achieve and exceed expectations.

### **Changes in family roles**

Today 'married worker is typically part of a dual-career couple, which makes it difficult to find time to meet commitments to family, friends and community.

### **OBJECTIVES OF THE STUDY**

1. To study the work life balance of working employees in WIPRO.
2. To analyse the differences in the perception of male and female working employees towards work life balance.
3. To examine the relationship and the impact of work life balance on working employee's personal life.
4. To examine the relationship and the impact of work life balance on working employee's professional life.
5. To find out reasons for work life balance of employees in WIPRO.
6. To find out effectiveness of work life balance of employees in WIPRO.
7. To find out how to improve work life balance of employees in WIPRO
8. Evaluate the existing work-life balance policies and practices at Wipro in the IT sector. Identify the extent to which employees perceive these policies as effective in promoting work-life balance.
9. Explore how different demographic groups within the IT sector perceive and prioritize work-life balance.
10. Assess the correlation between work-life balance and job satisfaction among Wipro IT sector employees.

## **II. REVIEW LITERATURE**

### **Culbertson S. S. et. Al. (2012)**

conducted a study on Work engagement and work-family facilitation. longitudinal, experience-sampling study was undertaken which aimed at determine the relationship between daily work engagement and work-to-family facilitation. The study was conducted among 52 extension agents responded to two daily surveys for two weeks. Results indicate that both work engagement and work-to-family facilitation vary considerably from day to day. Daily work engagement had a positive effect on family life. The effect of daily engagement in facilitating work-family relations was partially mediated by positive mood, and the relationship between work engagement and facilitation of work-family relations was moderated by work-family capitalization, or the sharing of positive work experiences at home [2].

### **Kumari, L. (2012)**

examined employees' perception on work life balance and its relation with job satisfaction in Indian public sector banks. Study explored the employee's perception towards the work life balance policies and practices in the public sector banks. Quota sampling method was followed. Data was collected from 350 respondents and analysed with the help of factor analysis, descriptive statistics, mean, t-test and Karl Pearson's correlation. The findings predicted each of the WLB factors on its own is a salient predictor of job satisfaction and there is a significant difference between the job satisfaction of female and male respondents with respect to various factors of WLB. The positive correlation indicates that job satisfaction is an important indicator of WLB. Results also suggested bank human resource managers to improve staff commitment and productivity along with designing of their recruitment and retention policies

### **Aggarwal, S. (2012)**

investigated the relationship between work-life balance initiatives and employee's attitudes toward work-life conflict and the workplace in general. The study aimed at gaining a greater understanding of employee's views towards work-life balance initiatives and identifying organizational factors that may be important for employees achieving a better balance between work and non-work life. The non-probability random sampling was adopted. The results showed that overall, the effectiveness of the Work Life Balance policies provided by Gujarat Refinery is satisfactory on almost all parameters. There is a strong perception among the employees that it is important to achieve balance between work & personal life, and it enables people to work better & should be a joint responsibility of Employer & Employee. To improve the organizational performance, Work life balance should be properly communicated to the employees & awareness regarding policies should be generated among the employees

### **Santhi, T. & Sundar (2012)**

examined work life balance of women employees in information technology industry. The study explored aspects to measure the level of satisfaction as perceived by the women-respondent employees on the varied determinants of work life balance, identified major factors that influence the work life balance among various categories of women

employees in I.T. Industry and measured the overall work life balance of women employees irrespective of cadres. Multi-stage random sampling was adopted. In the first phase, all the 13 companies listed in the BSEIT Index were selected. Second stage included 7 companies with a life span of more than 10 years having branches in Chennai. In the final stage women employees alone were chosen from each company. The sample size was fixed to 350 women employees. Findings revealed that work life programmes implemented by I.T. firms in Chennai satisfy different categories of employees differently. The overall satisfaction of the respondents across the various work life balancing parameters pointed the fact that 55 per cent of the employees were highly satisfied with the current work life initiatives [7].

**Dasgupta, M. (2010)**

explored the relationship between psychosocial variables and emotional intelligence of women employees in Information Technology Industry. The psychosocial variables included in the study were Quality of Work Life, Work Family Role Conflict and Perceived Happiness of female IT professionals. The sample consisted of 30 female IT professionals of Kolkata. Findings showed positive correlation between the Quality of Work Life and Happiness and indicated significant contribution of the above variables toward achieving higher quality of work life and greater perceived happiness. Also, quality of work life and perceived happiness variables were negatively correlated with both the domains of Work family Role Conflict, indicating that Emotional Intelligence tunes down the perception of Role conflict and thereby reduces the stress produced by it.

**Doble, N. &Supriya, M. (2010)**

studied work-life balance across genders. Both men and women experienced work life imbalance. Organizational efforts at providing a supportive work environment are appreciated as they go a long way towards enhancing work life balance. Study aimed to improve work life balance practices so as to enable employees to balance their lives. Data was collected from 110 employees of various sectors with the help of questionnaire. Findings suggested that both men and women have a strong belief that flexible working hours will enhance the work life balance. Working from home was the major factor which influenced the work life balance of both men and women. Both genders agreed that a supportive work environment is helpful in achieving work life balance. The study also brought about the need to introduce practices which improve productivity and at the same time enhance work quality [4].

**Vittal (2003)**

observed that in order to empower women in the IT sector in the real sense, it is necessary to investigate the social impact of IT sector on the women's community. Study indicated that men who are sharing the responsibility of the family might help women to be an active agent in the IT workforce and also observed that the dropout rates of women get increased with their marriage and childbirth. As childcare and housework remain women's responsibilities, irrespective of her income, educational level or employment. This places a great burden on women and restricts women's choices in terms of better job opportunities.

**III. CONCLUSION**

The goal of this study was to learn how information technology (IT) is applied and how work-life balance is impacted on a daily basis. The use may have a variety of effects, including improved worker health, reduced workplace stress, reduced workload, and many other things. Our research has led us to the conclusion that IT significantly affects every day Work-Life balance. IT can also have an impact on a worker's perception of the flexibility and stability of their regular work-life arrangement. Through the use of social media, the internet, and mobile devices, managers can now comprehend how a worker's work-life balance is impacted, and they can then adapt the environment to better suit their flexibility and ideas for change. It is well acknowledged that IT has a significant impact on the performance and productivity of both individuals and organizations. The idea regarding IT and work-life balance is still being improved by this study, which is continuously ongoing.

The accomplishment of antithesis amid plan and life/family responsibilities is capital for the all-embracing wellbeing of all advisers and the able operation of workplaces. The after-effects of this analysis reinforce the acute for administration and advisers in managing ancestors and affairs commitments. This behaviour should as well acquiesce all humans to participate to their adapted admeasurement in workforce, while ensuring that business for the alignment can abide to accomplish productively and efficiently. Work-life balance remains an issue that requires considerable attention from

society. The changing nature of the global economy, where organizations often operate on a 24/7 schedule and technological advances have made it possible for an employee to be connected at all times, has ushered the work-life balance issue into the forefront of the minds of many. In this study we were able to understand the concept of work-life balance that is prevailing in an Information Technology industry.

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