

A study Work life Balance on Women Employees Satisfaction in Indian IT Companies with Reference to Chennai

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Abstract:

This study aims to investigate the work-life balance of female professionals in the IT sector. Women's work-life balance Working in the IT sector presents obstacles due to the demands of the job and the responsibilities towards their family. They must execute the juggling act, which encompasses many obligations at the workplace, such as attending meetings, going on professional travel, and managing the everyday responsibilities of both their personal and domestic lives. Women in the IT field face a difficult dilemma as they struggle to balance their professional and personal responsibilities. Careers and ambitions are crucial in life. The majority of women are increasingly joining the workforce to provide financial assistance for their families. This transformation has become inherent and fluid as a result of alterations in the surrounding milieu and economic circumstances. Women primarily struggle with effectively managing the competing responsibilities of their family and professional lives. The literature examines different factors related to work-life balance (WLB), including job advancement, work stress, career aspirations, work-family conflict, family-work conflict, and child care.

Keywords: Work life balance, Information Technology, Women employees and work responsibilities

I. Introduction:

Work-life balance is a significant challenge in developing countries, particularly for women. The work-life balance issue disproportionately affects married women, particularly females. Given their need to juggle various responsibilities, it becomes challenging for individuals to achieve an optimal equilibrium between their professional and personal lives. The mid-1970s coined the term "work-life balance" to describe the balance between an individual's professional and personal lives. In the early 1970s, employed women in the United Kingdom focused on achieving a harmonious balance between their professional and personal lives. Work-life balance has emerged as a significant consideration due to its impact on employees, including stress, technological improvements, employment regulations, and competitive

economies. The accumulation of work hours, shift work, and staff shortages has resulted in an imbalance between work and personal life. During the early 1950s, women were largely unnoticed or disregarded. However, the 21st century's economic advancements have compelled women to financially contribute to their families, a role previously limited to household duties. Swift transformations occurred, leading to an elevation in women's educational attainment. This, in turn, gave rise to nuclear families, which contributed to the expansion of the female workforce. Women are proactive decision-makers alongside their beneficent male colleagues. Both men and women are facing growing time constraints as they struggle to balance their family and job obligations. Organizations have begun adjusting their operations to meet employee demands. According to the Bureau of Labour Statistics, advancements in technology,

such as remote server access and video conferencing, have made it simpler for employees to work from home. This allows them to achieve a better work-life balance. Work-life balance refers to the state in which an employee is able to effectively and harmoniously engage in many activities in their life. Managers and organisational heads should act as catalysts to ensure that employees play a critical and important part in the success of the organisation, as staff are the most valuable resources of an organisation.

II. Review of Literature

Guest, D. E. (2002) Explained This article examines many aspects of current thought and research on work-life balance. The text begins by investigating the reasons why work-life balance has gained significance as a subject of study and policy in certain nations. It then proceeds to analyze conventional viewpoints before delving into the notion of balance and its implications for understanding the connection between work and other aspects of life. We offer a comprehensive framework that outlines the factors, characteristics, and outcomes of achieving a work-life balance that we deem satisfactory to a certain extent. We reference recent studies to illustrate the various aspects of this framework. Ultimately, the subject matter links to the field of work and organisational psychology, highlighting several theoretical and conceptual issues relevant to European study.

Kalliath, T., & Brough, P. (2008). Reviewed as Despite its widespread usage, there is no universally accepted definition for the term work-family-life balance. Conversely, the literature is filled with a variety of definitions and metrics. The multitude of definitions and measures regarding work-life balance offer limited usefulness for both theoretical concept development and practical human resource (HR) interventions. The literature has identified six different conceptualizations of work-life balance, which this article examines: (1) engaging in this includes (1) engaging in various responsibilities; (2) ensuring fairness in all responsibilities undertaken; (3) assessing contentment in each responsibility; (4) achieving a sense of importance in each responsibility; (5) examining the connection between conflict and support; and (6) evaluating the level of influence in each after a thorough examination of the data, we have identified the two main characteristics of work-life balance definitions and developed a new definition for this concept.

K. Inthiyaz (2017) briefed The concept of work-life balance seeks to transform the overall organisational atmosphere by promoting a more humane approach to work, emphasising

individuality within the organisation, and implementing changes to the structural and management systems. The objective is to establish a culture of dedication to work inside the organisation, resulting in increased productivity and enhanced job satisfaction for employees. It is crucial to recognise that there are certain shared concerns among individuals, to varying extents. Work-life policies are now integral to business strategy, with a focus on their capacity to impact the quality of employees' working lives and, significantly, to assist them in achieving a work-life balance while maintaining high levels of performance and dedication. One of the key factors strongly influences

Vasumathi (2018) has examined the work-life balance of female employees, who encounter various challenges, including mental harassment in the workplace, safety concerns while commuting after work, flexible working hours, childcare services, a lack of support from family members, and gender bias in promotional policies and decision-making. In addition to these challenges, numerous working women are adeptly managing the combined responsibilities of work and family, efficiently addressing the daily issues that arise in both domains. Working women receive support from their family members, organisations, and government policies to address their issues and achieve work-life balance. This support contributes to a peaceful coexistence between work and family life, fostering rapid growth and development in the country. **Alqahtani, T. H. (2020)** Both individuals and organisations currently regard work-life balance as a crucial topic. Various elements contribute to the assessment of work-life balance and imbalance for individuals, which significantly impact women's personal and professional lives. Numerous studies in this field have clearly identified numerous factors influencing work-life balance, as indicated by the literature above. Furthermore, studies have elucidated that achieving a more optimal work-life balance yields numerous favourable outcomes, while an imbalance between work and family commitments has a detrimental impact, leading to significant problems for both individuals and organisations.

III. Research Gap

Work-life balance research has examined role stress, burnout, conflicts, job satisfaction, etc. Published publications revealed that the majority of studies on women's work-life balance concerns took place in developed countries, with a smaller number in developing countries. These studies discuss work-life balance in general, although few addresses conventional women's difficulties. Despite the paucity of studies in India on the impact of stress, burnout, role

overload, and time management on work-life balance, it's crucial to comprehend and scrutinize the antecedent factors that facilitate or impede this balance. This study analyses the impact of work-life balance on women in Indian IT companies, as it varies on several parameters.

IV. Objectives of the Study

- To study the work-life balance of women employees in the Indian IT sector, in particular in Chennai.
- To ascertain the existence of an important association between demographic characteristics and the work-life balance of female employees in the IT sector with reference to Chennai city.

V. Research Methodology

Chennai has become a hotspot for offshore software development centres, where both subsidiaries of multinational corporations and big campuses of Indian enterprises flourish. Chennai's IT industry divides into two primary clusters: Electronics City and Whitefield. The exact number of employees in Indian IT sector in Chennai is uncertain due to the inclusion of workers from

the informal sector and those on contract-based arrangements.

The study employed a random sampling approach. We first selected Chennai as the geographical location, and then selected Indian IT businesses based on their workforce. NASSCOM, Chennai provided data to select Indian IT enterprises with a workforce of 1000 or more. We only considered organisations where the female workforce accounted for more than 30%. We contacted the HR departments of the respective firms and used the basic random sample approach to randomly select the respondents from the list they provided. A total of 280 questionnaires were issued, and 250 replies were obtained, resulting in a response rate of 83.33%, which exceeds the rate observed in comparable studies. Upon closer inspection, we found that 30 of the responses were incomplete. The sample size employed for analysis is 250, which is sufficient for all practical purposes.

VI. Results Analysis

We used percentage analysis and descriptive statistics to understand the participants' personal profiles, which included their marital status, educational qualification, designation status, and monthly income (in Rs.). Annexure Table 1 presents the findings.

Table 1 Personal profile of the respondents in IT

Variables	Frequency	Percentage (%)
	250	100
Marital Status		
Married	68	28
Unmarried	182	72
Age		
Below 30Years	144	58
31 - 40 Years	58	23
41 - 50 Years	34	14
Above 50 Years	14	5
Educational Qualification		
Under Graduate in Arts	74	30
Science	42	16

Engineering	36	14
Post Graduate in Arts	24	9
PG in Science	43	17
PG Engineering	31	14
Experience		
Below 5 Year	212	79
6- 10 Years	35	16
11 - 20 Years	3	2
Above 20 Years		3
Yearly gross Income		
Below 5lakhs	195	78
5-10 Lakhs	46	18
Above 10 Lakhs	9	4
Designation of the employees		
Program Analyst	92	37
Team leader	24	10
Associate	58	23

According to Table 1, the bulk of the respondents are unmarried individuals, accounting for 72% of the total. Additionally, 58% of the female employees surveyed are below the age of 30. Furthermore, 74% of the respondents

have not completed their undergraduate studies, and 78% of the employees earn a salary below Rs 5 lakh. The majority of respondents in the IT sector had the job title of programme analyst.

Table 2 – Education qualification and gross income of the employees in IT sector

	N	Mean	Std. Deviation	Std. Error	df	t value	p
				Mean			
Educational Qualification	250	2.68	1.56	0.099	249	2.49	0.01
Yearly gross income (in Rs)	250	1.26	0.513	0.032	249	1.19	0.000

Table 2 presents the average values and standard deviations of the educational qualifications attained by female employees in the IT sector. We calculated the degrees of freedom to be 249, leading to a statistically significant t-value

of 2.49 at the 0.01 level. Therefore, we can conclude that there is no significant disparity between the educational qualifications of female employees and their work-life balance and gross pay in the IT sector.

Table: ANOVA

ANOVA						
Work Life Balance		Sum of Squares	Df	Mean Square	F	Sig.
WLB	Between Groups	0.189	1	0.189	0.24	0.624
	Within Groups	194.595	248	0.785		
	Total	194.784	249			
WWP	Between Groups	0.155	1	0.155	0.25	0.617
	Within Groups	153.301	248	0.618		
	Total	153.456	249			
WLBS	Between Groups	1.406	1	1.406	1.461	0.228
	Within Groups	238.678	248	0.962		
	Total	240.084	249			
WJS	Between Groups	0.101	1	0.101	0.079	0.779
	Within Groups	318.299	248	1.283		
	Total	318.4	249			
WLBS	Between Groups	1.184	1	1.184	1.283	0.258
	Within Groups	228.9	248	0.923		
	Total	230.084	249			
WLBG	Between Groups	1.599	1	1.599	1.161	0.282
	Within Groups	341.605	248	1.377		
	Total	343.204	249			
WLBH	Between Groups	0.408	1	0.408	0.512	0.475
	Within Groups	197.596	248	0.797		
	Total	198.004	249			

According to Table 3, the P value is less than 0.005, indicating that work-life balance has a significant impact on workplace stressors for female employees. The study examined the relationship between work-life balance and job stress among female employees in the IT sector. We combined six work-life balance-related variables and compared them with workplace stress-related variables to determine the correlation between work-life balance and job stress among these individuals. The investigation demonstrated a clear correlation between all aspects of work-

life balance and the pressures experienced by people in the workplace.

VII. Findings

- The majority of respondents are unmarried, accounting for 72% of the total.
- 58% of female employees are under the age of 30.
- 74% of the respondents had an educational background that included under-graduate studies.

- Approximately 78% of employees earn a salary that is less than Rs 5 lakh.
- The majority of the respondents are personnel with the designation of programme analyst in the IT sector.
- We conducted a t-test to determine the correlation between educational qualifications and work-life balance among female employees.

VIII. Conclusion

Work-life balance Female employees in the IT industry have had significant challenges managing the demands of both their job and home responsibilities, requiring them to fulfil numerous roles. It is crucial to examine the challenges that women face in their careers, including high levels of stress and job pressure. Women often have to manage many responsibilities, such as time management, work management, child management, and household management, which adds to their workload. Women entering the IT industry face challenges such as extended working hours, limited job stability, lack of guidance from supervisors and colleagues, inadequate social support, excessive work demands, conflicts between work and personal life, uncertainty in employment expectations, and overall dissatisfaction with their jobs. The combination of these elements and the widespread use of technology has resulted in a significant level of work-life balance. IT firms must approach the issue of work-family balance comprehensively, considering both the immediate and long-term effects on employees. Structure. Therefore, organisations must be cognizant of the challenges surrounding work-life balance for female employees and take appropriate action to address their needs.

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