

An Analysis of Work-Life Balance in IT Companies in India and Government Policies

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Abstract: The goal of the article is to assess the work-life balance and quality of work life (QWL) of employees in Hyderabad who work in various public and commercial sectors. Both industries are experiencing a tremendous increase in employment prospects, and for workers to be effective, their requirements must be met. The sector that is performing well and the areas that require improvement are identified in this report. 120 people make up the sample. T-test was used to analyse the data and determine how employees in both industries generally felt about the various elements affecting their quality of work life (QWL). It has also been noted that few studies have been conducted that take into account the various types of work in each industry. For the purpose of controlling the variable, 12 different work kinds were considered in this study, divided into two major categories: desk jobs and field jobs. The study's findings and conclusions demonstrate that employees in the public sector have much higher work-life quality than those in the private sector. The study's findings will serve as a reference for future research and are helpful to government managers, academics, and policymakers.

Keywords: quality of work life, work life balance public sector, private sector, t-test, chhattisgarh, desk job, field job.

I. INTRODUCTION

India contains 10 of the world's top 30 fastest-growing urban areas, with 700 million people Expected to migrate to cities by 2050. (Goldman Sachs, 2003). In addition, India's GDP per capita is predicted to treble by 2043, surpassing the United States (Goldman Sachs, 2003). Even in the midst of aglobal recession, India's strong economic expansion has given rise to a booming urban middle class, which is predicted to grow from around 5% of the population (50 million) to 40% (580 million), makingIndia the world's 5th largest consumer market (McKinsey Global Institute, 2007). In India, higher wagesand urbanization are projected to have a major impact on family formations. The distribution of work and family roles along gender and class lines, in particular, is likely to change dramatically (De Silva, 2003). In light of this, it is vital that Indian businesses begin paying close attention to balancing employees' professional and personal lives.

People are the most important resource in the organization because they are trustworthy, responsible, andcapable of making a useful contribution, and they should be treated with dignity and respect, according to QWL. Although much study has been done on job satisfaction, and there has recently been an interestin the ideas of strain and subjective well-being, the specific nature of said relationship between these concepts has yet to be investigated. Human resource managers and behavior scientists are interested in the QWL. They see QWL's attention and correct perception as a tool for bettering managementperformance. Well-defined policies and procedures, as well as reactive policies, are required for healthyemployee relations and improved job efficiency.

The increase in information technology has made work-life balance one of the primary challenges of thenew generation in the twenty-first century (scientific research, telecom, travel and internet at workplace).Work-life balance is a strategy for balancing work and family obligations. People nowadays spend far too much time in the office dealing with clients, and the stress of their jobs interferes with and impacts their home lives, making it impossible to fulfil household responsibilities. Many people are emphasizingthe importance of striking a balance between their personal and professional lives.

While quality of life has been examined more extensively, it remains largely unknown and unexplained.Where the topic of working life quality has been discussed, authors have differing opinions on the key components. The better awareness of interrelationships between the many aspects of work-place QWL allows for even better analysis of the cause and effect in workplace. Rapid technology advancements andtheir application in business have led in the development of a situation in which employees have begun to feel powerless, normless, social isolation, and self-estrangement. As a result of this perception, production has increased at a slower rate than anticipated when a new technology was implemented. Thisprompted scholars and practitioners to consider workplace challenges from a new angle, namely, a socialone, leading to the conclusion that employee productivity was influenced not just by the technology used,but also by the office atmosphere. This led to the development of the QWL idea in the 1970s, which triesto integrate people's socio-psychological demands into the workplace. The technological requirements, the structure and activities of the organization, and the socio-cultural setting. QWL's concept spread beyond the shop floor to other areas of the firm, including white-collar workers and even management.

II. LITERATURE REVIEW

Parminder Walia, (2015) attempted to investigate the relationship between demographic variables such as gender and age, as well as the work-life balance of IT and ITES workers. According to the findings, females view work to be more interfering with their personal lives than males. The findings also suggestthat, while work-life balance may not be age-related, employees of any age may view it as such based ontheir own circumstances.

Mohan and Ashok (2011) assessed the role of QWL on employee's work-performance in the context of textile mills and weaving

mills. Many advantages derived from quality of work life. They examined all the variables related to quality of work life such as adequate & fair pay, health and well-being, job security, job satisfaction, growth opportunities, interpersonal relations and work and non-work life balance. The research concluded that QWL is challenging both to the individuals and organizations, that the welfare measures have important implications on their performance.

Reid (1992) identified pay as being one of the five important components of QWL. Stein returns includes pay/salary under the external rewards, which in addition to pay include promotion or position, & rank or status.

Selvakumar et al. (2015) investigated the elements influencing workers' quality of work life in India's private sector banks. They discovered that self-development, constitutional guarantees, organizational culture and climate, benefits and facilities, career growth, work-life balance, social integration, and fair compensation all influence the quality of work life of private sector bank employees after conducting the study.

Barkha & Anukool (2013) found that employees in the banking sector believe their jobs are reasonably secure. According to the findings, respondents are supplied with a reasonably healthy working environment. On QWL, there is no significant difference in experience, age, income, or overall mean scores of employees of nationalised banks. Employees in nationalised banks have a higher degree of QWL due to factors such as job stability and status. Employees who have worked for the same company for a long time have a higher QWL. Similarly, respondents' income was found to have a strong relationship with QWL. When compared to other variables, it exhibited the strongest association.

Ambily (2011) conducted the research with the goal of learning about the Quality of Work Life in Kerala's public and private manufacturing firms. The study's data was gathered from five public and private sector organizations in Kerala. The study concludes that socioeconomic factors such as age, education, income, and experience have a substantial impact on the employees' quality of work life. The compensation received by the respondents in the survey was the least satisfactory. When comparing public and private sector businesses, the quality of work life was determined to be higher in the public sector.

Arti Gaur & Suman (2011) sought to determine the value of flexible employment alternatives for work-life balance in the business setting, as regarded by the employer, employee, organisation, trade union, and government. With 300 respondents from the top, middle, and lower levels, the survey was done at public and private sector banks and insurance branches in Haryana State. The analysis discovered that the organisation, employee, trade union, employer, and government are the most essential critical components in achieving work-life balance. According to the authors, the findings clearly show that flexi-time will enable employees to achieve a better work-life balance as well as increased job and life happiness.

Indian Express (2011) According to the Indian Express poll, working in a third place, which is neither an office nor a home, has become increasingly popular in recent years. It claims that working in a location close to home increases people's work-life balance, job happiness, and productivity significantly. Business centres, clubs, libraries, and informal spaces such as coffee shops make up the third place to work. Working in a third-place setting has a number of advantages, including enhanced work-life balance, less stress, and increased productivity for employees, as well as cost savings. The majority of respondents said they didn't want to work from home. According to the research, they wished to work with those who are driven by the synergy and common goal of those around them.

Clare and Dierdre (2009) looked at the effects of adopting flexible working practises. Following the study, the authors give evidence that flexible workers had greater levels of job satisfaction and organisational commitment than employees who do not operate in a flexible manner. Flexibility workers were also happier with their work-life balance.

Objectives of the study

1. To compare the quality of work life & work life balance of Employee Working at Public Sector and Private Sector.
2. To analyze the problem faced by the employee while working at public sector and private sector.
3. To know which Sector is performing well and in which dimension it needs improvement.
4. The importance of the study reveals that now days it is crucial that the employees need should be fulfilled.
5. In order to get the work done from employees in any sector the quality of work life should be improved. Then only, irrespective of their work sector there will be more employment opportunities for employees to find job so it is important to determine that in which sector quality of work life is better.

III. METHODOLOGY

Respondents were randomly selected from major well-known Indian IT organizations and participate in the survey, out of them 120 employees agreed to participate and filled the questionnaire. Data is analyzed by using SPSS 16 version. Descriptive statistics is used to analyze the demographical characteristics of the respondents. Decision on hypotheses is taken based up on t- values at 0.05 significant level.

Hypothesis

NULL HYPOTHESIS: There will be no significant difference in Quality of work life of employees working in public sector and the employees working in IT sector group of sample.

H1: Work Life Balance & Quality of work life of employees working in IT sector is significantly higher than the employees working in private sector.

IV. RESULT & CONCLUSION

Employee performance is a major concern for scholars and managers in the fields of psychology and human resource management because of its impact on productivity and organizational success.

As a result of the findings, this study would like to make some recommendations in order to improve the job performance of employees in the public and private sectors in Chhattisgarh. To begin, the study validated and supported the major disparity in QWL & W-L Balance between the public and private sectors Organizations. It means that the official with the highest score in the majority of the dimensions/Factors will produce better results. As a result, the Department should place a greater emphasis on employee work quality in order to complete the organization's purpose.

It is being witnessed that the Employee working under Government Sector scored comparatively **High** on the following factors and therefore has a better QWL: *“Stability of Tenure, Growth Opportunities, Employee Satisfaction, Competent Employees, Work life balance, Human Relation, Challenging Activities.”* Whereas scored **Low** on *“Learning Organization, and Innovative Practices”*

It is been witnessed that the Employee working under Private Sector scored comparatively **High** on the following factors and therefore has an average QWL and needs further Improvements. *“Learning Organization and Innovative Practices.”* Whereas scored **Low** in *“Learning Organization, Stability of Tenure, Growth Opportunities, Employee Satisfaction, Work life balance, Human Relation, Challenging Activities.”*

Null Hypothesis: There is no significant difference between the Quality of work life of employees working under working under IT Sector

The problem of the study pertains QWL & W-L Balance of Employees working under government sector and Employees working under IT sector.

It was hypothesized that the QWL of employees working in IT and private sector is significantly higher than the employees working in IT sector.

Table 1 QWL of employees working in IT and private sector

	IT Sector	Private Sector
N	60	60
Range Stat.	89	137
Minimum Stat.	98	63
Maximum Stat.	187	200
Mean stats.	157.58	130.78
Std. Error	2.919	3.775
Std. Deviation	22.606	29.242
Variance	511.129	855.122

It is clear from table above that the mean of group 1 i.e., QWL of IT Employees (157) is higher than the mean of group 2 i.e., QWL of Pvt. Employees (130.79) The obtained t-value for this difference was significant at 0.05 level of significance for 59 degrees of freedom, and that provide an empirical background to retain the research hypothesis in this regard.

Null Hypothesis: There is no difference in the level of work life balance in Employees working in IT sector and Private Sector Employees.

Here the aim is to test if there is any significant difference in work life balance in Employees working in IT sector and the employees working in private sector.

Further Suggestions

It is seen that the Employee working under Government Sector scored **High** on the following factors and therefore has a better QWL: *“Stability of Tenure, Growth Opportunities, Employee Satisfaction, Competent Employees, Work life balance, Human Relation, Challenging Activities.”* Whereas scored **Low** on *“Learning Organization, and Innovative Practices”* Therefore needs improvement in the organization

Learning companies are those where people are always learning how to learn together, where new and expanded patterns of thought are nourished, where connected components is set free, or where people are regularly expanding their potential to generate the results they actually desire. Employees with good training will be able to learn the latest technical breakthroughs (which are often lacking in the IT sector) and address new types of problems. Employees having prior work experience could be invited to a special gathering to share their knowledge.

It is proposed that the department organize a time management refresher training for all of its employees. The value of quality time over quantity cannot be overstated. It is seen that the Employee working under Private Sector scored **High** on the following factors and therefore has an average QWL and needs further Improvements. *“Learning Organization and Innovative Practices.”* Whereas scored **Low** in *“Learning Organization, Stability of Tenure, Growth Opportunities, Employee Satisfaction, Work life balance, Human Relation, Challenging Activities. Therefore following are the suggestions to mend out the loop holes in the organizations.*

It is proposed that the department host a number of yoga and meditation sessions for both its employees and needy family members. Periodic medical examinations could also be provided.

It is advised that the department can immediately motivate all of its staff with cash, words, or awards. This would improve the organization's morale.

The researcher would advise the department to schedule regular counselling sessions for all of its personnel and their families. Life skills, as per the World Health Organization (WHO), are the adaptive and constructive behaviours that enable people to deal well with the demands and obstacles of everydaylife.

It is advised that the senior officials convene a collective get-together meeting once a month to address all of their issues. A weekly review meeting might also be established to resolve the issue right away.

It is encouraged that the employee, whether male or female, communicate their nature of the work with rest of the family members in the form of a dialogue. Family members would appreciate their efforts andbe more sympathetic to them.

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