

**A STUDY ON WORK LIFE BALANCE OF FEMALE  
WORKING PROFESSIONALS AND ITS IMPACT ON  
ORGANIZATION AT MNC'S IN BANGALORE**

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**Abstract**

Work Life balance is one of the most discussed subjects of 2014. Some say it is impossible, and some say it is vital to the success of a business. Work-life balance is basically the possible relationship between work and other equally important activities in life which include family leisure etc. Work life balance is very vital for both social and professional life. Balance work life leads to happiness and peace of mind. Employees are more likely to take a job that offers less money if their work-life balance is increased.

Women professional working in MNC's will have lots of family and professional stress. Balance work life helps in enhancing employees' loyalty and productivity. This study helps in understanding various indicators for work life balance of female professionals in MNC's Bangalore and its impact on organization. The negative effects of work life leads to various issues in family life, professional life, health issues, depression, weight gain etc.

*Keywords: Bangalore, Work Life Balance, Organization, MNC's*

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## INTRODUCTION

“Human resources are like natural resources, they often buried deep. You have to go looking for them; they’re not just lying around on the surface. You have to create the circumstances where they show themselves”.

Is a concept that supports the efforts of employees to split their time and energy between work and the other important aspects of their lives. Work-life balance is a daily effort to make time for family, friends, community participation, spirituality, personal growth, self-care, and other personal activities, in addition to the demands of the workplace.

Work-life balance is assisted by employers who institute policies, procedures, actions, and expectations that enable employees to easily pursue more balanced lives.

The pursuit of work-life balance reduces the stress employee’s experience. When they spend the majority of their days on work-related activities and feel as if they are neglecting the other important components of their lives, stress and unhappiness result. Work-life balance enables employees to feel as if they are paying attention to all the important aspects of their lives.

Because many employees experience a personal, professional, and monetary need to achieve, work-life balance is challenging. Employers can assist employees to experience work-life balance by offering such opportunities as Flexible work schedule, responsible time and communication expectations, and company-sponsored family events and activities.

Managers are important to employees seeking work-life balance. Managers who pursue work-life balance in their own lives model appropriate behavior and support employees in their pursuit of work-life balance. They create a work environment in which work-life balance is expected, enabled, and supported. They retain outstanding employees to whom work-life balance is important.

Every organization helps to manage the work life and personal life to secure their life and increase their lively hood, increase companies productivity.

### Definitions:

**Work Life Balance is a concept including proper prioritizing between work (career and ambition) and life style (health, pleasure, leisure, family and spiritual development and mediation)**

**Work and Life integrated moments in life that happens throughout the day. Also the concept of work –life balance is not just associated with Women or busy executives. It's a process applicable to everyone to increase the level of employee workplace productivity and motivation.**

Benefits to Employees and Employer: When you increase a person's satisfaction level, they will benefit mentally and physically which will in turn, cause the culture of business to improve. The balance makes everyone at home happy and everyone at work happy. Employee- employer relations will most likely improve. Turnover rates decreases while productivity increases. Less sick days.

#### **MAIN CRITERIA**

##### **Involvement of the workers:**

Employee involvement is creating an environment in which people have an impact on decisions and actions that affect their jobs. Employee involvement is not the goal nor is it a tool, as practiced in many organizations. Rather, it is a management and leadership philosophy about how people are most enabled to contribute to continuous improvement and the ongoing success of their work organization.

##### ➤ **Support and recognition :**

- a. Contributing to a positive culture within the department/work unit
- b. Bringing the "best" of themselves to work on a regular basis throughout the year in performing her regular job duties
- c. Exceptional service to clients
- d. Innovative and enthusiastic approach to work
- e. Team work Contributing to a healthy work environment/wellness

##### ➤ **Work life balance :**

Proper prioritizing between "work" (career and ambition) and "lifestyle" (health, pleasure, leisure, family and spiritual development/meditation). Related, though broader, terms include "lifestyle calm balance" and "lifestyle choices".

➤ **Job satisfaction:**

It is simply how content an individual is with his or her job, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision

**Literature Review:**

- 1) Taylor (1979) more programmatically identified the essential component of quality of working life as; basis extrinsic job factors of wages, hours and working condition and the intrinsic job notion of the nature of the work itself. He suggested that relevant quality of working life concepts may vary according to organization and employee group.
- 2) Miruis and lawler (1984) suggested that quality of working life was associated with satisfaction with wages , hours and working conditions describing the “basic element of a good quality of work life “ as , safe work environment , equitable wages , equal employment opportunities for advancement
- 3) Baba and jamal (1991) listed what they described as typical indicators of quality of working life ,including ,job satisfaction , job involvement , work role ambiguity , work role conflicts , work role overload , job stress organizational commitments and turn over intentions
- 4) Bertrand and scott(1992) in their study “ designing quality into work life “ found that improvements in the quality of work life are achieved not only through internal or structural modifications , but more importantly through improved relations between supervisors and subordinates
- 5) Datta (1999) in his study “ quality of work life : A human values approach “ says that in a deeper sense , quality of work life refers to the quality life of individuals in their working organistions - commercial , educational , cultural , religious , philanthropic or whatever they are modern society in organistional society individual spend much of their lives in organistion . hence , the importance of quality of work life is unquestionable
- 6) Normal and daud (2010) in their study “ investigating the relationship between quality of work life and organizational commitment amongst employees in Malaysian firms say that the quality of work life of employees in an important consideration for employers interested in improving employees job satisfaction and commitment

**Statement of Problem:**

It is an open truth that working women have to balance their working life just by virtue of their being women. Women find employment in all sectors. The study aims to analyse the working life of employees and life at homes how these two are balanced effectively. The study also aims to analyse stress caused by the job for MNC's professionals and its impact on employees work life. The study is useful for IT professionals who are facing stress in their job, which affects the individual personality which in turn affects her family life. All these developments effects society at large. Therefore, work life balance is extremely important especially for IT professionals.

Work life balance is a broad concept including proper prioritizing between work and life on the other work life balance is about creating a productive work culture where the potential for tensions between work and other parts of people lives is minimized..

Balance is the key to lead a successful and beautiful life of women employee. In our everyday life, it is the work which occupies the major part of our life and many people get so occupied with their work that they end up neglecting other important things of their life. In corporate world where there is huge pressure on employees to meet their deadlines and long working hours, people really have lost balance in their lives. Sometimes some goal or target grab so much of attention that we forget everything else and devote all our energy in accomplishing that goal. Achieving goal or target is not bad but leaving everything else behind for that particular goal or target can be harmful for an individual. This study tries to gain information about the work life balance policies and practices among the software engineers and their impact on the organization. It also outlines the meaning of work life balance in the context of employment relation and the importance of work life balance for employers and also talks about employee engagement. The study is to find out the balance of work life of women based in MNC's companies.

**OBJECTIVES OF THE STUDY**

- To study the different views of women employees regarding their work life
- To know the positive outcomes of implementing work life balance measures
- To understand the work culture of MNC's industry

- To study the policies adopted by the management towards the work life balance in IT companies
- To analyse how employee balance their work & personal lives.
- To analyse the factor that help in maintaining the work life balance.
- To analyse how organization support an employee in maintaining work life balance.

### Scope of the study:

The study is chosen because to know the employees how they believe in their capabilities and goals. The study will further give the weight age for understanding the people perception towards balancing their work life

The study focuses on work life balance of women employee in IT companies and to know their working life and condition of the women

### Limitations of the Study

- Information which will be provided by the respondents is assumed to be true.
- The analysis is based on the opinion which will be obtained from the sample of women employees in Bangalore only.
- The study is restricted to the women employees of IT industry, Bangalore only.

### Data and Methodology:

The sample design is a definite plan for obtaining a sample from given population. The survey was conducted with the women employed in MNC's Bangalore.

- Accenture services Pvt ltd
- Cognizant technology solutions
- HCL technologies
- Wipro technologies
- Infosys Pvt ltd



**ANALYSIS AND INTERPRETATION:****Introduction:**

In order to analyses and interpret the data, data is gathered through Primary data, a survey through questionnaire has been conducted from various women employees in MNC's among a group of 100 respondents located Bangalore city.

**QUESTIONNAIRE:**

The questionnaire was used to collect the required information. The respondents were asked to evaluate the ideas using 5 point Likert scale, where 5- strongly agree, 4- Agree, 3- neutral, 2- disagree, 1-strongly disagree. The Likert scale questionnaire provides a consistent means of obtaining data. It helps to reduce bias.

The survey of questionnaire has been sent to 150 women employees working in MNC's in Bangalore. In this we received response rate is 100 percent that is from 150 respondents.

The survey asked about 25 Likert scale questions relating to the work life balance of working females in IT sector in this research we have applied Mean, standard deviation and variance for interface the results. The 25 questions have been divided into 4 main indicators.

SI Nos.	Questions	Criteria	Includes
1.1-1.10	I-VII	Demographic Factors	Employee name, age, qualification, marital status, same position, work experience, size of the organisation etc.
2.1-2.6	1-6	Involvement of the worker	Efficiency, skill sets , smartness, pro activeness
3.1-3.6	7-12,	Recognition and support	Team members support, achievements
4.1-4.11	13-23	Work life balance	Balancing of personal life and professional life
5.1-5.6	24-25	Job satisfaction	Salary ,work environment, job enrichment

In order to make difference in the criteria different types of charts have been used in the analysis and interpretation part.

**A. Evaluation of criteria and results:**

Sl. No.	Criteria	Mean	Standard Deviation	Variance	Ranking Of Criteria
<b>A.</b>	<b>Involvement of workers</b>				
2.1	My personal life suffer because of work	3.52	0.78	0.61	3
2.2	My job makes personal life difficult	3.3	0.23	0.49	4
2.3	I neglect personal needs because of work	3.63	0.48	0.23	1
2.4	I put personal life on hold for work	3.37	0.84	0.72	5
2.5	I miss personal activities because of work	3.6	0.80	0.64	2
2.6	I struggle to balance work and non-work	3.07	0.7	0.49	6
<b>B.</b>	<b>Recognition and Support</b>				
3.1	I am happy with the amount of time for non-work activities	2.61	0.85	0.72	4
3.2	I feel exhausted at the end of days' work	2.2	0.60	0.36	6
3.3	My family support me in my professional life	2.38	0.63	0.39	5
3.4	My boss or company recognize the importance of my personal life	2.91	0.66	0.44	2
3.5	Lack of work life balance has had on adverse impact on my career	3.22	0.92	0.86	1
3.6	My challenges have resigned and taken a career break because of work life balance issues in the last one year.	2.71	0.76	0.59	3
<b>C.</b>	<b>Work-Life Balance</b>				
4.1	Work on your days off ( weekends)	3.03	0.17	0.02	3
4.2	Bring things home at work on	3.14	0.76	0.58	2
4.3	Take work related phone calls at home	2.93	0.59	0.34	4
4.4	Carry a call phone for work so you can be reached after normal business hours.	2.96	0.80	0.64	5
4.5	Check your email or voice mail from home after returning from work	2.86	0.73	0.54	6



4.6	Stay at work after normal business hours or work over time	3.03	0.78	0.61	3
4.7	Work late night at home	3.26	0.82	0.67	1
4.8	Attend work related function on personal time	2.83	0.72	0.52	7
4.9	Working during vacations	2.62	0.48	0.23	8
4.10	Rearrange after of cancel personal plans because of work	2.96	0.80	0.64	5
4.11	Check back with the office even when you are on vacation	2.86	0.73	0.54	6
<b>D.</b>	<b>Job Satisfaction</b>				
5.1	Participate in community activities for the benefit of the company or organization	2.45	0.01	0.411	2
5.2	I'm satisfied with my job and working hours	2.99	0.1	0.01	1

**B. Main groups criteria and results:**

SI no.	Main groups criteria and results	Mean	Standard Deviation	Variance
A.	<b>Involvement of workers</b>	3.63	0.48	0.23
B.	<b>Recognition and Support</b>	3.22	0.92	0.86
C.	<b>Work-Life Balance</b>	3.26	0.82	0.67
D.	<b>Job Satisfaction</b>	2.99	0.1	0.01

**C. Top 5 evaluation criteria's and results:**

SI No.	Criteria	Mean	Standard Deviation	Variance	Ranking Of Criteria
1.	I neglect personal needs because of work	3.63	0.48	0.23	1
2.	My personal life suffer because of work	<b>3.52</b>	<b>0.78</b>	<b>0.61</b>	2
3.	My job makes personal life difficult	3.3	0.23	0.49	3

4.	I put personal life on hold for work	3.37	0.84	0.72	4
5.	Work late night at home	3.26	0.82	0.67	5

**Finding:**

1. The maximum numbers of women employees working are under age group below 35 years. It means that the women employees working are young and energetic
2. Most of women employees are married.
3. Most of them are graduated and working
4. The majority of the women employees have 2-3 years of total experience in same position and in one organisation.
5. Most of them have 3-5 years of experience and 10-15 years of experience being in IT industries
6. And these are total experience gained by individual professional life
7. Many of women are working in an organisation where there are more than 500-100 employees are being employed, which shows they are employed in well reputed company.
8. Almost all the working females feels that their job is not making their personal life difficult in any circumstances
9. Every women employees are not neglecting any personal life activities because of work , so they are very happy in balancing both their personal and professional life
10. Most of the IT working females are not keeping their personal life transactions on hold for their job / work assigned to them in their respective organisation
11. Many of them don't miss their personal activities or family affair because of their work they are doing it
12. Almost 40% of them strongly disagree and disagree saying that they don't struggle to balance their work with non-work
13. Majority of the women feels that they are happy with the amount of time they are getting for non-work activities
14. Most of them don't feel exhausted at the end of the day , they remain proactive to handle things when they are back home

15. Almost all the females are getting support from their respective family members to carry out their professional life successfully
16. Majority of the women's stated that their personal life are recognized by their superiors or company
17. Actually , we found very less number of people saying that they are not adversely affected work life balance which had impact on their carrier
18. Most of the female working employees says that they have not taken any break from their past carrier life because of work life balance issues
19. They also stated that Majority of the time they don't work on weekdays , instead they be their family
20. Majority of them don't get things from office to work on , which are related to their works
21. They also don't take work related calls when they are at home
22. In most of the cases they agreed that they carry their cell phones , so can be reached after normal business hours
23. Many of them agreed that they don't check back their mails or voice mails related to their professional work after returning home
24. Majority of them don't work over time except normal working hours , they are sure that they complete their work within an given target
25. Almost 94% of the females agrees that they don't work late night regarding their professional work all time after returning to home
26. Majority of them strongly agree that they attend work related function in personal time because that might be some business agreement which is more important or may be made as mandatory by their superior
27. Most of the working females will not work on vacations , rather they prefer to do it only on week days
28. Many of them don't rearrange their personal plans because of work
29. Same as above , most of them don't check back office during their vacations
30. Frequency of attending community activities is more for the benefit of the company's growth

31. Almost all the females are satisfied for the job or work they are doing it, which makes them motive and proactive for the entire work they are assigned to do so.

**Suggestion:**

1. There should be encouragement of social functions in the organization which helps the women employees to have better understanding and develop good rapport.
2. Women employees should not have hectic in work schedule as they may find it difficult to give quality of time to their family.
3. Company should plan some relaxation program so that they can cope up with the work.
4. Companies should take feedback regarding the issues relating to the work satisfaction of the women employees.
5. Companies should provide important provision to their women employees like transportation, food coupons, and counselling.
6. Companies should not put too much of work pressure on their women employees as it may create imbalance in their work life and also employee may go undergo some kind of stress
7. Companies should arrange counselling for their women employees who are unable to balance their work life.
8. Companies should arrange some activities to de-stress their women employees between work pressures in company like in indoor games and gym.
9. Companies should concentrate on other factors also such as job sharing, crèche facility for their women employees.
10. Companies should reward the employee's performance.
11. Companies should concentrate on other special facilities for their women employees provided by the company, because flexi time and work from home is the main factor that women employee's feel that they can spend their quality time with their family.
12. The company should motivate especially to those women employees who feel they are not capable for job responsibility.
13. The company's work life balance policies to make the women employees more efficient in work life balance.

14. The one who is not able to balance their work life, company has to provide work from home and flex time. So that employee can balance their work life by having the option of doing the work at home or at office. It will reduce to work stress of the employee

**Further scope of study:**

This survey takes consideration Female employees working in MNC's like Accenture services Pvt ltd, Cognizant technology solutions HCL technologies Wipro technologies Infosys Pvt ltd Further research can be continued in the field by taking consideration into other sectors like Professional Institutions, Call canters etc.

**Conclusion:** Today's women's careers are continually challenged by the demands of full-time work and when the day is done at the office, they carry more of the responsibilities and commitments at home. When I conducted a survey, I discovered that the majority of women are able to balance their work life because of work ambience

The research was basically done to know the work life balance of working females in MNC's that is the balancing powers of their both work life as well as personal life. And most of the employees are able to balance their work life and personal life as well. Here companies are providing some factors to their employees to help in balancing their work life and trying to satisfy their employees.

Doing my project on work life balance of working females inMNC's Bangalore, gave me a great experience, as I got to know about several new policy and measures which are adopted in the companies.

Finally, Conclusion for working females, getting caught in the work life balance trap will continue to be an ongoing challenge. Careful planning and personal effort is the advice from those who have found balance in both career and home life. Work-life balance is a person's control over the conditions in their workplace. It is accomplished when an individual feels dually satisfied about their personal life and their paid occupation. It mutually benefits the individual, business and society when a person's personal life is balanced with his or her own job. In our increasingly hectic world, the work-life strategy seeks to find a balance between work and play.

A sentence that brings the idea of work life balance to the point is: "Work to live. Don't live to work."

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