



A Study on Work Life Balance with Special Reference towards Hinduja Global Solution Ltd.

Lakshmi .S^{1*} and Nandini R.G²

¹Professor, Department of Commerce and Management, Seshadripuram Academy of Business Studies, Bengaluru, Karnataka, India.

²Assistant Professor, Department of Commerce and Management, Seshadripuram Academy of Business Studies, Bengaluru, Karnataka, India.

Received: 04 Apr 2023

Revised: 05 May 2023

Accepted: 06 June 2023

*Address for Correspondence

Lakshmi .S¹

Professor, Department of Commerce and Management
Seshadripuram Academy of Business Studies,
Bengaluru, Karnataka, India.

E.Mail: lakshmishastry2011@gmail.com



This is an Open Access Journal / article distributed under the terms of the Creative Commons Attribution License (CC BY-NC-ND 3.0) which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited. All rights reserved.

ABSTRACT

In an organization, work-life balance refers to the sense of balancing professional and personal life among employees. It is also one of the most challenging tasks for people who are able to meet their obligations in both places while giving time to their own personal engagements. The objective of this paper is to study the existing system of work-life balance for employees in HGS Ltd and to know the various factors that influence work-life balance through a survey of around 50 employees responding to questionnaires. This study found the majority of the employees feel stressed, and they engage themselves in entertainment activities to reduce the stress level. The study concluded that companies need to make efforts to conduct more activities and programs to balance work and life. This paper attempts to identify policies that require employees to balance their personal and professional lives.

Keywords: Work life, Personal, Professional, Employee

INTRODUCTION

Human resource management plays a vital role in providing various aspects for the overall improvement of an employee in an organization, especially training, opportunity, appraisal, safety, and security, with the main aim of achieving an organization's goal. It leads to professional growth and creates opportunities to build a better relationship between the union and management. Employee personal and organizational wellbeing always depends upon how they balance their work and personal lives. Now a days, it's the most essential part, which can also impact the organizational goal. So, in order to avoid risk management, employees should be involved in various





work-life balance activities like relaxation exercises, meditation practices, and building supportive work cultures among themselves to improve productivity.

LITERATURE REVIEW

Here the author made efforts to study the employee work-life balance on three different satisfaction levels (Saleh, 2015). The author identified that a poor organizational culture will also have a bad effect on work life balance practices (Ngozi, 2015). The author used the snowball sampling technique to collect data from the millennial generation to study the factors influencing the work-life balance of the employee (Capnary *et al.*, 2018). According to research by V Madhusudhan *et al.* (2013), the following characteristics contribute to work-life balance: dependents, time flexibility, role clarity, coworker support, family culture, working hours, and leadership support. To manage work-life balance, management must focus on time flexibility, clear roles, team support, and working hours. According to Eikhofet *et al.* (2007), re conceptualization is necessary to examine both the relationship between work and life and the work-life balance. This suggests that present work-life balance strategies are naive in how they handle the needs and goals of employees. According to Jawaharani (2011) and Rania.S *et.al* (2011), work-life balance is an important factor in employee happiness, as it contributes to the hiring and retention of skilled labour, decreased absenteeism, decreased employee stress, access to health benefits, job satisfaction, and better life balance. Interpreting data It is obvious that managing both job and family is important for achieving a better balance.

Statement of the Problem

To study the work-life imbalance among the IT professionals in India, identify the problems that it brings into their lives, both personal and professional, and suggest a few ways by which the organizations can help bring back the balance in work and in family life. In this generation, the organization desires to find many ways to improve performance. One of the ways to increase employee performance by the job characteristics is to increase employee motivation, satisfaction, and commitment. A study has been done with a sample of 50 employees of HGS for the purposes of validating the concept and arriving at conclusions.

Objectives of the Study

To study the existing system of work-life balance of Employees at HGS

To find out

This study is mainly empirical in nature. Analysis of primary and secondary data combined with the researcher's knowledge and taught towards work-life balance provides a strong base for descriptive analysis. Data was mainly collected from 50 respondents using questionnaire techniques.

Sources of Data Collection Tools

Primary Data

It is original and first-hand data collected by employees working at HGS Ltd through questionnaire techniques.

Secondary Data

It is second-hand data collected through books, articles, journals, and online sites.

Sample Size

The total sample size is 50 employees working at HGS Ltd.

Sampling Technique

For the study, no probability sampling techniques were used and data was collected from employees who were conveniently available to collect data.



**Lakshmi and Nandini****Techniques for analyzing data**

Data analysis is done through the use of graphs, tables, and percentile analysis.

Limitations of the study

The findings are based on data gathered by HGS employees only. Due to time constraints, the study was restricted to 50 respondents.

Table Graph Interpretation**Analysis and Interpretation**

Table 1 It can be analyzed from the above table that, 34% of employees are between the ages of 18-25, 42% of employees are between 25-35, 24 % of employees are between the ages of 35-45.

Analysis and Interpretation

Table 2 It can be analyzed from the above table that out of 50 respondents, 30% of employees are Male, 70% of employees are Female.

Analysis and Interpretation

Table 3 It can be analyzed from the above table that out of 50 respondents 4% of employees are PU/diploma, 90% of the employees are Graduates, and 6% of the employees are Others.

Analysis and Interpretation

Table 4 According to the above table, out of 50 respondents, 6% work in the HR department, 54% work in the Operations Department, 10% work in the Training Department, 4% work in the Quality Department, and 26% work in other departments.

Analysis and Interpretation

Table 5 As can be seen from the above table, out of 50 respondents, 64% of employees work for 5 days in a week, 34% of employees work for 6 days in a week, and 2% of employees work for 7 days in a week.

Analysis and Interpretation

Table 6 According to the above table, 70% of the employees confirmed that they work on weekends and holidays, while 30% of the employees do not work on weekends and holidays.

Analysis and Interpretation

Table 7 From the above table, we see that out of 50 respondents, 2% of the employees always used to lose temper at work, 6% of the employees usually used to lose temper at work, 12% of the employees often used to lose temper at work, 46% of the employees sometimes used to lose temper at work, and 34% of the employees never used to lose temper at work.

Analysis and Interpretation

Table 8 According to the above table, 30% of respondents work on general shifts/day shifts, 12% work on night shifts, and 58% work on both shifts.

Analysis and Interpretation

Table 9 The above table shows that, out of 50 respondents, 36% of the employees work for their personal satisfaction, 32% work for financial independence, 10% work with support from family, and 22% work to learn new things. The above graph shows that 37.3% of the employees work for their personal satisfaction.





Lakshmi and Nandini

Analysis and Interpretation

Table 10 From the above table, we see that, out of 50 respondents, 20% of the employees responded that they never felt tired or depressed about their work, 28% of the employees responded that they rarely felt tired or depressed about their work, 44% of the employees responded that they sometimes felt tired or depressed about their work, 6% of the employees responded that they often felt tired or depressed about their work, and 2% of the employees responded that they always felt tired or depressed about their work. From the above graph, it is clear that 44% of the employees said that sometimes they felt tired or depressed about their work.

Analysis and Interpretation

Table 11 From the above table, it is clear that out of 50 respondents, 10% of the employees responded that they do yoga to manage their stress, 6% responded that they do meditation to manage their stress, 70% of the employees responded that they do entertainment to manage their stress, and 14% responded to others. The above graph shows that 70% of the employees have responded to entertainment to manage stress arising from their work.

Analysis and Interpretation

Table 12 From the above table, it can be seen that out of 50 respondents, 24% of the employees strongly agree that work-life balance policies in organizations should be customized to individual needs. 68% of the employees have agreed that work-life balance policies in organizations should be customized to individual needs, 6% of the employees disagree that work-life balance policies in organizations should not be customized to individual needs. 2% of employees strongly agree that work-life balance policies in organizations should be customized to individual needs. The graph shows that 68% of the employees agree that work-life policies in organizations must be customized to individual needs.

Findings

1. The majority of the employees are female.
2. The majority of the workforce is between the ages of 25 and 35.
3. The majority of the employees are from the operations department.
4. It was found that 58% of the employees work on both the general/day shift and the nightshift.
5. The majority of employees educational qualifications are graduates.
6. It was found that 36% of the employees work to motivate themselves for their personal
7. The majority of the employees sometimes felt tired or depressed about their
8. The majority of the employees chose entertainment to manage their work.
9. The majority of the employees had the time and energy to fulfill their responsibilities outside of work to their satisfaction
10. It was found that 68% of the employees agree that work-life balance policies in the organization must be customized to individual needs.
11. It was found that the partners or children of the employees never complained about not spending quality time with them.
12. The majority of the employees have not suffered from stress related diseases and do not engage themselves in stress-relieving programs.
13. It was found that 84% of the employees find their job exciting and
14. The majority of employees are pleased with how management recognizes them.
15. It was found that 70% of the employees work on weekends and
16. Employees of HGS work for five days in a
17. It was found that the company provides work-life programs for the
18. The majority of the employees sometimes used to lose their temper at work.



**Lakshmi and Nandini****Suggestions**

1. The company must provide more stress-related programs to overcome their problems.
2. Employees should take part in more activities to manage their stress from work.
3. The company can also provide gaming facilities to employees so they don't get tired or depressed from their work.
4. The company can provide more motivational programs to work for their organizational goals.

CONCLUSION

From the analysis and interpretation drawn, we can come to the conclusion that working 24/7 and the stress involved with work affect mental ability, which is a prime concern for employees. The sector is working on balancing work-life balance and employee's commitment to the organization. Through work-life balance, the individual will feel relaxed and organized. It will improve relationships with families and friends, we will be able to make priorities and sacrifices. Leisure time is also added for work-life balance. This research can also assist the organization in balancing work and life. So, companies need to make efforts to develop work-life balance programs to motivate employees. In general, it can be concluded that motivation can significantly impact employee commitment to the organization.

REFERENCES

1. AL-Omari, G. I., Hanandeh, R., Al-Somaidadee, M. M., Al Jarrah, M. A., & Alnajdawi, S. (2020). Work-life balance and its impact on employee satisfaction on five star hotels. *Management Science Letters*, 10(4), 871–880. <https://doi.org/10.5267/j.msl.2019.10.009>
2. Anand, V. V., Rengarajan, V., Renganathan, R., Swathi, B., Udhaya, S., & Vardhini, N. (2016). Employee work-life balance - a study with special reference to rural employees. *Indian Journal of Science and Technology*, 9(27). <https://doi.org/10.17485/ijst/2016/v9i27/97622>
3. Balamurugan, G., & Sreeleka, M. (2020). a Study on Work Life Balance of Women Employees in It Sector. *International Journal of Engineering Technologies and Management Research*, 7(1), 64–73. <https://doi.org/10.29121/ijetmr.v7.i1.2020.499>
4. Capnary, M. C., Rachmawati, R., & Agung, I. (2018). The influence of flexibility of work to loyalty and employee satisfaction mediated by work life balance to employees with millennial generation background in Indonesia startup companies. *Business: Theory and Practice*, 19, 217–227. <https://doi.org/10.3846/btp.2018.22>
5. Chandra Putra, K., Aris Pratama, T., Aureri Linggautama, R., & Wulan Prasetyaningtyas, S. (2020). The Impact of Flexible Working Hours, Remote Working, and Work Life Balance to Employee Satisfaction in Banking Industry during Covid-19 Pandemic Period. *Journal of Business Management Review*, 1(5), 341–353. <https://doi.org/10.47153/jbmr15.592020>
6. Krishnan, R., & Loon, K. W. (2018). The Effects of Job Satisfaction and Work-Life Balance on Employee Task Performance. *International Journal of Academic Research in Business and Social Sciences*, 8(3), 652–662. <https://doi.org/10.6007/ijarbss/v8-i3/3956>
7. Ngozi, C. D. (2015). Work life balance and employee performance in selected commercial banks in lagos state. *European Journal of Research and Reflection in Management Sciences*, 3(4), 63–77.
8. Saleh, H. (2015). Work-life balance (WLB) relationship with employees satisfaction : An evidence from Malaysia higher education institution. *International Journal of Science Commerce and Humanities*, 3(2), 50–60.
9. Suryanto, E., Syah, T. Y. R., Negoro, D. A., & Pusaka, S. (2019). Transformational Leadership Style and Work Life Balance: the Effect on Employee Satisfaction Through Employee Engagement. *Russian Journal of Agricultural and Socio-Economic Sciences*, 91(7), 310–318. <https://doi.org/10.18551/rjoas.2019-07.36>
10. Vyas, A., & Shrivastava, D. (2017). Factors Affecting Work Life Balance - A Review. *Pacific Business Review International*, 9(7), 194–200.





Lakshmi and Nandini

11. Madhusudhan V.G. and Nagaraju, K (2013) Work Life Balance of Teaching Faculty with Reference to Andhra Pradesh Engineering Colleges. Global Journal of Management and Business Studies, Volume 3 Number , pp 891-896.

Table 1 Showing Age Group Of Respondents

AGE	NO. OF RESPONDANTS	PERCENTAGE %
18-25	17	34%
25-35	21	42%
35-45	12	24%
ABOVE-45	NIL	NIL
TOTAL	50	100%

Table 2 Showing Genders Of Respondents

GENDER	NO. OF RESPONDANTS	PERCENTAGE %
MALE	15	30%
FEMALE	35	70%
TOTAL	50	100%

Table 3 Showing Educational Qualifications Of The Respondents

EDUCATIONAL QUALIFICATION	NO. OF RESPONDANTS	PERCENTAGE %
SSLC	NIL	NIL
PU/DIPLOMA	2	4%
GRADUATE	45	90%
OTHER	3	6%
TOTAL	50	100%

Table 4 Showing Working Departments Of The Respondents

DEPARTMENT	NO. OF RESPONDANTS	PERCENTAGE %
HR	3	6%
OPERATIONS	27	54%
TRAINING	5	10%
QUALITY	2	4%
OTHERS	13	26%
TOTAL	50	100%

Table 5 Showing That No Of Days Employees Works In A Week

WORKING DAYS	NO. OF RESPONDENTS	PERCENTAGE %
LESS THAN 5 DAYS	NIL	NIL
5 DAYS	32	64%
6 DAYS	17	34%
7 DAYS	1	2%
TOTAL	50	100%





Lakshmi and Nandini

Table 6 Showing Working Of Employees During Weekends And Holidays

OPINION	NO. OF RESPONDENTS	PERCENTAGE %
YES	35	70%
NO	15	30%
TOTAL	50	100%

Table 7 Showing Employees Lost Temper At Workplace

OPINION	NO. OF RESPONDENTS	PERCENTAGE %
ALWAYS	1	2%
USUALLY	3	6%
OFTEN	6	12%
SOMETIMES	23	46%
NEVER	17	34%
TOTAL	52	100%

Table 8 Showing Work Shifts Of The Employees At The Company

WORKING SHIFTS	NO. OF RESPONDENTS	PERCENTAGE %
GENERAL/DAY SHIFT	15	30%
NIGHT SHIFT	6	12%
BOTH	29	58%
TOTAL	50	100%

Table 9 Graph showing the factors that Motivates Employees to work

FACTORS	NO. OF RESPONDENTS	PERCENTAGE %
PERSONAL SATISFACTION	18	36%
FINANCIAL INDEPENDENCE	16	32%
SUPPORT FROM FAMILY	5	10%
LEARNING NEW THINGS	11	22%
TOTAL	50	100%

Table 10 And Graph Showing Employees Opinion Towards Depression During Work

OPINION	NO OF RESPONDANTS	PERCENTAGE %
NEVER	10	20%
RARELY	14	28%
SOMETIME	22	44%
OFTEN	3	6%
ALWAYS	1	2%
TOTAL	50	100%

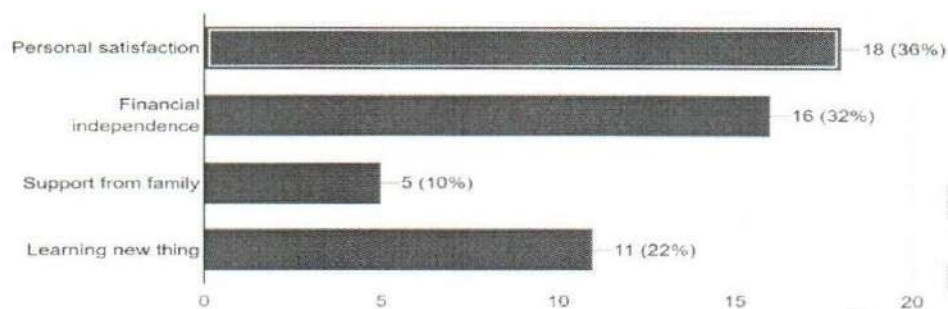




Lakshmi and Nandini

From the following select the factor that motivates you to work

50 responses



Do you feel tired or depressed about your work

50 responses



**PROVISIONAL PILD REGISTRATION MEMO**

Sub: Application of **Nandini R G**, for Ph.D. Registration in the Subject of **Commerce** under the guidance of **Dr. Safeer Pasha M**.

- Ref: 1. Notification No. EX-II/Ph.D./Adm/Entrance-Non Entrance/2023, dated: 13.04.2023.
2. Ph.D. Entrance Examination held on dated: 16.07.2023.
3. Ph.D. Counselling held on 25.09.2023.
4. G.O's. dated: 28.12.2022, 11.04.2023, 13.05.2014 & 25.09.2020 (27.12.2016).

Nandini R G, is hereby informed that the application is provisionally considered for registration to Ph.D. Degree in **Commerce** under the guidance of **Dr. Safeer Pasha M** with effect from 25.09.2023, (Date of Counselling) on **Part Time** basis, under category **IIA**.

The candidate shall be governed by the Regulations Governing Doctoral Degree Programme, 2016 (Amendments 2023) and any other rules framed from time to time. The candidate shall abide by the decision of the University.

The candidate shall not be permitted to join any course of study other than that connected with Ph.D. Programme in the subject concerned during the period of registration. The candidate shall attend the Course work in the respective Post Graduate Departments. The course work examination shall be conducted in the respective P.G. Department of the University, Bangalore University as per Ph.D. Regulations 2016 (Amendments 2023) Clause 10.1, 10.2, 10.3, and 10.16.

After completion of the Course Work, every candidate shall submit application in Form 'C' to the **Registrar (Evaluation)** within one month from the declaration of the result, along with the research proposal/outline for confirmation of the Ph.D. Registration, Bangalore University Ph.D. Regulations 2016 (Amendments 2023) Clause 14.1 to 14.5

Payment of Fees:

The candidates shall pay the prescribed fee (as notified from time to time). After confirmation of registration, the candidate shall submit half-yearly progress report regularly in the months of January and July to the Registrar (Evaluation) through the Research Supervisor and Chairperson of the P.G Departments. As per Clause 14.1.1 to 14.1.10 the half-yearly Progress Reports should cover, among other things, the aspects such as review of literature, new data collected/obtained, techniques developed, progress in research, discussion of the work done including findings, for continuation of research work, failing which, registration shall be cancelled and informed accordingly (as per Clause 14.5. of the Regulation 2016 (Amendments 2023)).

All communications should be routed through the Guide & Chairperson of the P.G Department/ Principal of an affiliated College or Head of the recognized Research Centre.

NOTE: Your Ph.D Enrolment/Registration is subject to outcome of Writ Petition No. 21350/2023 pending in the Hon'ble High Court.

**REGISTRAR (EVALUATION)**

To,

- **Nandini R G**, Research Scholar, Dept. of Commerce, BUB.
(Residential Address: # 172, Vinayaka Nagar, Ramohalli Post, Kengeri Hobli, Bangalore South - 560 074.)

Copy to:

1. The Chairperson, Dept. of Commerce, BUB.
2. Guide: **Dr. Safeer Pasha M**, Associate Professor, Dept. of Commerce, St. Claret College, Bengaluru - 560 013.
3. Personal File.

Research Work Details

Name of the faculty: **Nandini RG Dept of Commerce and Management**

Sl.No	Title of the paper	Year of Publication	Name of the Publication	Name of the Journal	Volume	ISSN/ISBN Number	Link
1	A Study on impact of mobile banking towards customer satisfaction	2020-2021	A peer reviewed Journal - Journal of Education : Rabindra Bharati University	A peer reviewed Journal -Journal of Education : Rabindra Bharati University	Vol: XXIII No:7	ISSN 0972-7175	https://drive.google.com/file/d/1qSaWpJz3YX6XgoCJqK4hq4Lrw6PMTaH8/view?usp=sharing
2	Online Reputation Management : company purview	Mar-19	Suraj punj journal for multidiciplinary research	Suraj punj journal for multidiciplinary research	NA	ISSN 2394-2886	https://drive.google.com/file/d/1qpoiM13f7srcJaVS0P2QUvylXrwR47TB/view?usp=share_link
3	A study on factor influencing shopping in Bangalore city with special reference to online platform	Mar-22	Shodhsamhita	Shodhsamhita	Vol- IX Issue III(I)	ISSN 2277-7067	https://drive.google.com/file/d/1FJWi8EH9lh2wuS7wmWl1KxHBsTCK5_o_/view?usp=share_link
4	Interplays of research and development expenditure on patents in Energy, IT and Auto sector: Emperical Evidence from Nifty Listed Companies	Apr-23	Journal of data acquisition and processing	Journal of data acquisition and processing	NA	ISSN 1004-9037	https://drive.google.com/file/d/12hCT6w29OufU0osSgWxPCc3QKfyvMgWJ/view?usp=share_link
5	A Study on Work Life Balance with Special Reference towards Hinduja Global Solution Ltd.	01/08/2023	Indian Journal of Natural Sciences / International Bimonthly -Open Access	Indian Journal of Natural Sciences / International Bimonthly -Open Access	Vol.14/Issue 79	ISSN: 0976-0997	https://drive.google.com/file/d/1Q55kzVrjPgYbto9TjDtAlcOzq1hx2leU/view?usp=sharing

<https://drive.google.com/file/d/1qSaWpJz3YX6XgoCJqK4hq4Lrw6PMTaH8/view?usp=sharing>

PhD Details

Name	Title of Thesis	University	Year of joining	Year of Award	Link
NANDINI R G		BANGALORE UNIVERSITY	2023		https://drive.google.com/file/d/1UFQxjQo-zyxGF9cn9eCf-rT4Mqy7j4Ts/view?usp=sharing