

Major Project Report on
A STUDY ON THE WORK-LIFE
BALANCE WHILE WORKING FROM
HOME DURING PANDEMIC

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CERTIFICATE

This is to certify that the project report entitled '**A study on the work-life balance while working from home during pandemic**' submitted to Delhi School of Management, DTU in partial fulfillment of the requirement for the award of the post graduate degree of MASTER OF BUSINESS ADMINISTRATION (MBA), is an original work carried out by **Ms. Jigyasa Rawat** Roll No.: **2K19/DMBA/41** under the guidance of **Asst. Prof. Dr. Deep Shree**.

DECLARATION

This is to declare that I have carried out this project titled '**A study on the work-life balance while working from home during pandemic**' myself in partial fulfillment of the Post Graduate Degree of Master of Business Administration from Delhi Technological University is a record of original work done under the guidance of **Asst. Prof. Dr. Deep Shree**.

The information & data given in the report is authentic to the best of my knowledge.

ACKNOWLEDGEMENT

It gives me immense pleasure to be associated with this project. The project was a joyous learning process. The presentation of the report in the way required has been made possible by the way of contribution of various people.

First of all, I would like to express my gratitude towards Dr Deep Shree, my faculty guide, for his valuable advice, guidance, support, precious time & encouragement that she offered to me during the course of project preparation, it made actual complexities of the world a lot easier to handle.

I would like to thank all my beloved teachers for their support & confidence in me.

ABSTRACT

Now a day people are so involved in their work that they forget there is a life outside the workplace. Work-Life balance term and its importance is understated in our lives. It's even harder for employees to find the balance between their home life and work life. With the pandemic situations the lines have been blurred and often the work-life balance is disrupted. This study is conducted to understand the management practices with reference to the work from home that has been affected during the Covid-19 and the impact it has on the psyche and working of the individuals or employees.

Given the need of social distancing the organizations have often in some way created the right amount of balance for their employees who are WFH to make sure their work life balance is obtained. It is seen the obstruction of one's professional life with personal life has a negative impact. This study is conducted to analyze whether the employees are satisfied with working from home at the time of this crisis and whether the situation has resulted in low morale of the employees.

There is a need to recognize that with Covid 19 the work and personal ethics have changed and it time to let go the model we have created mentally that work and home timer being distinct. In this study a questionnaire was used to collect the responses in India. The data was analyzed with the help of SPSS software.

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CHAPTER 1

1.1 Introduction

The Covid-19 pandemic has shown every individual significance of prosperity. In these times we all have struggled through a lot of hardships and same is reflected in our daily life routines. In the present times the work life balance has become a persuasive matter for the employer as well as employee. There are several demographic changes which have occurred with time in the workforce. Now the workplace has seen an increasing growth in the dual career families and number of working women which has resulted in increasingly diverse workforce. With that there is a great need for employees to balance their work and private life. To deal with such situations employers have innovative practices which allows employees to find a good balance between work and life (Friedman, Christensen, & DeGroot, 1998).

Ascend in Attrition rates and increasing interest of balance between work and personal life has constrained associations to look past HR intercessions. Adaptable working hours, Alternate working game plans, leave approaches and advantages for family care and representative help program are the aftereffect of such reason. Such drives are for the most part alluded to as 'family-accommodating strategies' (FFP's) or work life advantages and practices. Suggestions and meaning of such HR mediations are way many. Finding from research recommends that WLBP's assists the representatives with dealing with their work and family jobs better and furthermore have an incredible effect on worker demeanor and conduct like hierarchical responsibility (Grover and Crooker, 1995), Satisfaction in work (Kossek and Ozeki, 1998), stopping expectation ((Lobel and Kossek, 1996). WLBP's arrangements likewise add to the authoritative presentation and viability (Sands and Harper, 2007).

Anyway worry for representatives family lives by the business is certifiably not another marvel. Managers do give representatives a few government assistance estimates like great working conditions, wellbeing, wellbeing, and security arrangements to the representatives from the hour of industrialization. Afterwards these welfare activities took toll as norms of

the organization and factories either as result of the employers concern for its workforce or their families or unions conscious efforts by bargaining towards employee's welfare.

1.1.1 Work-Life Balance

Work life balance alludes to the prioritization level in the individual personal and



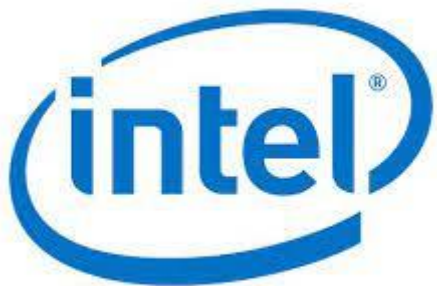
professional existence and the degree to which the business related exercises that are available at home. In straightforward words it is a proportion of control which individuals hold over how, when and where they work. Balance between fun and serious activities is accomplished when the privileges of the person to a satisfied just inside and outside the paid work space is acknowledged and regarded as the standard, for the common advantage of society,

business and people.

1.1.2 Work-Life Balance in India

Work-life balance in companies

Intel India



Intel India has taken key reaction to the progressions which have altogether occurred in work and family circles. The organization is submitted towards giving devices and workplace arrangements to diminish work and individual life challenges, augmenting commitments of representatives and upgrading the organization's worth of "Incredible Place to work". Not only do

they provide 5 working days in a week along with flexible working hours. The company provides several benefits to its employees and their families which includes the following:

- (i) Hospitalization protection strategy covers repayment of the expenses done in hospitals for injury/illness by employees on them or their dependants are covered by the company under a floater policy. The company pays 100% premium for the employees and 80% for their dependants.
- (ii) The organization gives clinical service to full time as well as part time Indian employees under its Business Traveler Medical Plan, at zero cost, for the time they travel for business abroad for the period up to 90 days.
- (iii) They likewise give group extra security that guarantees single amount installment to the representative's lawful beneficiary after the passing of the protected worker where Intel pays the 100% premium.
- (iv) Hospitalization insurance provided by Intel India covers maternity insurance for employees spouse and them as well. In case of female employees they provide 84 days paid maternity leave.
- (v) Intel employees under Annual Leave Time, in their initial two years receive 15 paid leaves (working day) per calendar year. Afterwards it is increased to 20 days of leave which excludes paid 12 public holidays. This further extends to facilities they provide that includes flexible work schedules, alternate work schedules, and compressed work weeks, wellness benefits etc.

Intel also takes initiative to address the specific childcare needs of its employees by taking into consideration approach which is site-based. For example Intel in Israel has partnered with community to support childcare centers that are located nearby its premises, who best fits the requirement of its employee. Similarly in Ireland it has provided on-site resource and referral service in helping employees to locate childcare services. In United States they offer referral service and resources like a pretax dependent care spending account and several discounts.



IBM India

IBM India also provides facilities like flexible work schedules, option to work from home, part time jobs, counseling for and with family, and absence program under work life balance program. It is stated in the policy manual of IBM that give importance to help employees in achieving their career balance. Apart from this they provide provisions such as study reimbursements, recreational activities, global opportunities, and helps employees of organization to deal with major life events which include wedlock to taking a career break. IBM attracts and retains the best talent available in technology industry through the strategic work life balance initiative.



TATA Group

India's oldest company TATA group is the largest and most respected firm. It is notable as the People-focused company. On practically all the government assistance boundaries the firm scores high. At Tata the workforce includes employees of different strata and therefore the initiatives differ accordingly because they are tailored as per the unique needs of the employees.

In Tata Manufacturing Plants larger proportion of workforce is illiterate and placed in the lower strata of the society, so the company took the initiative and introduced adult education programmes and also as a part of welfare programme the company educate them about family planning also.

Where the percentage of female is more than 20% Tata group provides the facility of Crèche. The company in a way has extended the welfare practices domain. It involves the employees in social responsibilities such as community development programs.

TATA Consultancy



Tata group Tata Consultancy Services (TCS) is an arising new economy organization which holds a pool of educated executive employees.

Work flexibility time is provided by TCS to its employees with certain mandatory work hours and a provision to work 5 days a week. It also educates its employees on sensitive issues by conducting seminars on different topics on a regular basis like stress management, better living, and nutrition.

1.2 Objective of the study.

1.2. A. To find the factors responsible for dissatisfaction towards Working from Home

1.2. B. To study the relationship of work-Life balance and work from home.

1.3 Research Hypothesis

H1. Overall satisfaction gained with current work from home arrangement differs when you have dedicated workspace at home.

1.4 Scope of the Study

For purpose of the research the data was collected from the employees who are working from home and the data is gathering from point of view of an employee to gain insights about their work from home experience as well as the problems they face during working from home at the times of global pandemic COVID-19. The scope of the study is to provide information about the problem which employees are facing while working from home and their Work life balance. The research was conducted with the help of Questionnaire survey method which was floated online and all the questions were pre-planned. No problem was already existed and the research was conducted at exploratory mode.

CHAPTER 2

Literature Review

For an individual's well being, society's functioning and organizational performance work-life balance is essential (Grady et al., 2008). Around definition, measure and research of work-life balance there are different beliefs (Grzywacz & Carlson, 2007). There are a few terms utilized by the scientists to characterize and allude to 'balance between serious and fun activities'. A portion of the case of such reference are the means by which, Greenhaus et al.(2003), Clark (2000) and Frone (2003) allude it as 'work-family balance'; Clarke et al.(2004) utilize the term 'work-family fit'; 'work-individual life' by Burke (2000) and 'balance between serious and fun activities by Grady et al.

The term 'balance between serious and fun activities' is will in general be more complete and furthermore incorporates "family, amusement, local area and individual time" according to Grady et al (2008). He additionally expressed that WLB catches all parts of representatives' work and individual life balance in the more extensive sense. Various meanings of WLB is demonstrated in the writing. Like Clark(2000) alludes WLB as "fulfillment and great working at work and at home, with at least job struggle" WLB characterized by Clarke et al. (2004) "balance or keeping up in general feeling of concordance throughout everyday life".

By Greenhaus et al. (2003) "the measure of time and the level of fulfillment with the work and family job". WLB is somewhat of an achievement of job related assumptions that are arranged and divided among an individual and his/her job related accomplices in the work and family spaces" Grzywacz and Carlson (2007).Analyst have proposed a few speculations to clarify WLB. A more extensive hypothesis was introduced by Clark (2000) as indicated by which areas of family and work are isolated by borders which can be in type of physical, transient or mental. Though different specialists alluded to a hypothesis known as pay hypothesis which states workers attempt to discover more degree of fulfillment from one space to repay the absence of fulfillment in the other one (for example Edwards and Rothbard, 2000; Lambert, 1990). Others refereed to a hypothesis know as

overflow which states feelings, sentiments, practices and perspectives which are created in one space can be 'gushed out' or communicated to the next area.

More reasonable model was proposed by Grzywacz and Marks (2000) and Frone (2003) where factors through which WLB be estimated are work-family upgrade just as through work-family struggle. Bronfenbrenner's natural model was carried out by Grzywacz and Marks (2000) which recommended that experience of work-family is a joined capacity of interaction, time, individual and setting attributes and the experience isn't confined to positive or negative (Bronfenbrenner, 1979).

Zero in on work and family space is fundamental clarified Clark(2000) as these two are the most fundamental components of human existence. Any requests contending among work and family will in general reason antagonism and struggle which influences the prosperity of the representatives in a negative light (Clark, 2000; Frone, 2000). Fulfillment, by and large feeling of agreement and absence of part of contention are the quantifiable parts of WLB on which Clarke et al. (2004) and Clark (2000) both concur.

Time , fulfillment and association balance is included while adjusting the family and work area states Greenhaus et al. (2003). As per Frone (2003) work-family struggle, family-work struggle, work-family improvement, family-work upgrade are four quantifiable part of the equilibrium among work and family jobs. Cooperation in the work job may improve or meddle with the exhibition of family objective as these segments have bi-directional impact on the work and family area and the other way around (Frone, 2003; Grzywacz and Marks, 2000; Frone et al., 1992; Greenhaus and Beutell, 1985).

Contention set forward by Clark (2000) that isolating work and family lives empowers family lines and the executives of work; anyway simplicity of advances comes through mix of work and family lives. He likewise found that lower penetrability and higher adaptability among family and work area can regularly bring about lower family-work struggle.

Individual preferences are the pillars it depends on for integration and segmentation. Hill, Hawkins and Miller (1996) conducted a research which provides insights that there are negative consequences attached with the high integration of work and family domains, boundaries can be blurred by high flexibility between these two domains.

Upgrades in WLB can be brought through adaptable, integrative work-family plans by empowering representatives to invest plentiful measure of energy with their family. (Clark, 2000; Hill et al, 1996) At the same time the lines can also be blurred between work-family boundaries with high integration of these arrangements, it can result in worsen WLB and lead to where work-family conflicts are higher, along with higher dissatisfaction with work and family life resulting in high level of stress or depression.

According to Vanitha (2011) she mentions in her study that due to business slump companies downsize, but when business starts to grow they do not hire more people. Many employees are forced to work for long 14 hours shifts and also in the weekends. Where long intervals are there in between projects then to keep employees occupied they arrange training sessions from them to attend. Which in results makes the employees feel that they are not competent and do not have skills and capabilities to perform the job.

As per the study conducted by Pandu et.al. (2013) that states IT professionals in India are not exposed to the practices of work life balance and even the organizations have not done much on their part for instance to introduce HR policies or practices to improve the work life balance of their employees. The study also mentions that higher work life balance is seen among employees who work for a large firm as compared to small and medium size IT firms. The finding of the study also reveals that workers who have been with the organization for a good amount of time, professionals who are self employed, employees who work for less than 25 hours per week and those who do not work over time are easily able to balance personal and work responsibilities.

In a study conducted by Umer and Rehman (2013) they state that there is a significant impact of work life imbalance on the life satisfaction of working women. Involvement and participation of women in enterprise and business is essential for the advancement of the better quality of life of families and the society. Most of times the work life imbalance is created in women's life by the domestic responsibilities which might lead to work life conflict which results in dissatisfaction. Therefore organizations should take and introduce initiatives to help women employees maintain their work life balance which can eventually helps women who are working to improve their life satisfaction.

Singh (2014) conducted a study wherein he emphasizes that work life balance proliferating issue in the rapidly growing Indian economy. Employees and organization works hard towards finding a balance between personal and work responsibilities. Difficulties in hitting a balance between work and personal life reduces the well being and health of persons and their families.

In a study conducted by Tewathia (2014) he suggests that work from home option and the ethic of flexible work hours can help in enhancing the work life balance of all the employees in the industry they are working in. In addition child care facility is also required by women employees nearby their work location. The work spillover into family leaves less time with employees where they can spend time with their families and the pressure form work can also affect the quality of family life. Further she adds that the issues of work life balance in India are similar to those faced in the developed countries in the west, but different than western countries.

In the article published by the author Johnson (2015) he mentions that a work environment which is supportive enables the employee to have a healthy balance between their work and professional life, which helps in strengthening the employees loyalty and improve their productivity. In the competitive business environment of today's era, organization are well informed about the demoralized employees cost implications and its impact on their productivity and performance. High return on investment, legislation, retention and recruitment, cost and labor unions are seen as one of the major reason behind organizations introducing the work life balance practices.

A research conducted by Rife and Hall (2015) states that work life balance signifies to which extent the employees have experienced that their feelings are fulfilled and their needs are met in personal as well as professional life. Further the study states those employees who are able and capable to balance their work and personal life behave in favorable ways to firms for instance results in low turnovers, reduction in absenteeism etc.

In a study conducted by Yadav and Rani (2015) they state that work life balance benefits both employees as well as employers immensely. It adds value to the firms by helping in retaining talented employees, absenteeism reduction, saves times of employees, helps in improving their productivity as well as motivation level and helps in enhancing organizations image. Through work life balance employees get several benefits through work life balance which include performance enhancement, reduction in stress, increase in job satisfaction and security, betterment in mental and physical health etc.

In the research paper written by Das and Mishra (2016) suggests that children face the most consequences of work life imbalance faced by women employees specifically in the IT sector as they don't get the required time to provide parental care to their children. Results of work life imbalance includes poor quality of work style which also lead to conflicts in family and reduced performance and productivity in office. Many women due to difficulty in finding balance between work and personal responsibilities often get stranded in lower levels of the job hierarchy.

A study conducted by Mohanty and Jena (2016) states that research focus of work life balance is mostly women and work life balance issue of men is ignored. Further as more and more women enter the work force, a realization has been made that fathers role is also involved in parenting of children and other household work. Recent studies conducted in the field show that in dual earner families' father spend more time with their children when compared to women if compared to single breadwinner families. A study also reveals that the husbands of the working women often suffer from several neurotic disorders and experience role stress in comparison to those husbands whose wives are not working or work part time.

In a study conducted by Sangarry and Srinivasan in 2016 reveals that work life initiatives are beneficial for employees as well as employers. It is helpful for those employees who are single parent and are trying to raise their children without compromising on their profession, employees whose family member serve the nation, millennial who value their personal life or employer who lose knowledge which is critical when a talented employee quits. Initiatives in the direction of work life balance reduce the absenteeism, enhance and improve the workforce morale and helps in retaining organizational knowledge.

A study conducted by Aveline and Kumar (2017) states that work life balance plays crucial role in employee engagement. In addition employees who have shift jobs generally are unable to spend time with their family due to which they deal with family conflicts. Most organization have provided the facility of working from home for the employees in shifts especially for women as it help them to save time wasted in travelling and they can complete household work while utilize the time. Such policies introduced by companies which are family friendly help staff to balance out their personal and work responsibilities and get farther engaged in their work.

In a study conducted by researchers Divya and Suryanarayana (2017) they suggest that pillars of an organization are employees and to help its employees the organization should take initiatives to help them managing balance between their personal and work life. Organization should take initiatives such as flexible timing, part time working, parental leave, paternity leave, paid leave for short period to attend emergency and crèche facility these are some investments which helps the organizations to improve the productivity and job satisfaction of employees.

In a study conducted by Narendra et. Al.(2018) he states many It firms are moving towards to operate 24 hours a days on all 7 days of weeks from standard 8 hours. Therefore employees working with such companies perform under pressure and many due to this even go under depression. Outcome of such step will be dissatisfaction in jobs, employee turnover, and absenteeism, lack of motivation and creativity, reduced efficiency, alcoholism. This blurs the line between work and family life.

Chapter 3

Research Methodology:

For the research purpose the Questionnaire is used to collect the data from the employees who were working form work from home during the time of pandemic. Questionnaire is a research instrument that generally includes the set of questions on which the further analysis is done as per the research requirements.

3.1 Type of Research

A descriptive analysis methodology is used during this project. Descriptive analysis additionally called statistical analysis describes information and characteristics concerning the population or development being studied.

Descriptive Analysis: It is statistical method to analyze the data which means describing, showing or summarizing data in a meaningful way. It is important because if raw data is simply presented then it makes it hard to visualize the data. It helps in presenting data in meaningful way.

3.2 Sampling

This report uses the idea of convenience sampling to collect the data of 65 respondents. Once the questionnaire was finalized it was floated through Google form on the social media accounts to get the response of diversified audience across the state.

Convenience sampling: This type of sampling comes under non-probability sampling in which the sample is drawn from that part of the population that is convenient to you or near you.

3.3 Technique of Sampling

Random sampling is being taken randomly subset of a statistical population in which each member of the subset has an equal probability of being chosen.

A simple random sample is supposed to be an unbiased illustration of a group.

Random Sampling: It is a part of sampling technique wherein each sample to be drawn has an equal probability or opportunity of being chosen .

3.4 Data Collections

3.4.1 Primary and Secondary Data

1. Questionnaire
2. Various research papers
3. Articles
4. Books
5. Journal
6. Internet

3.5 Analysis Techniques

To analyze the data collected through the secondary research and techniques used are mentioned below:

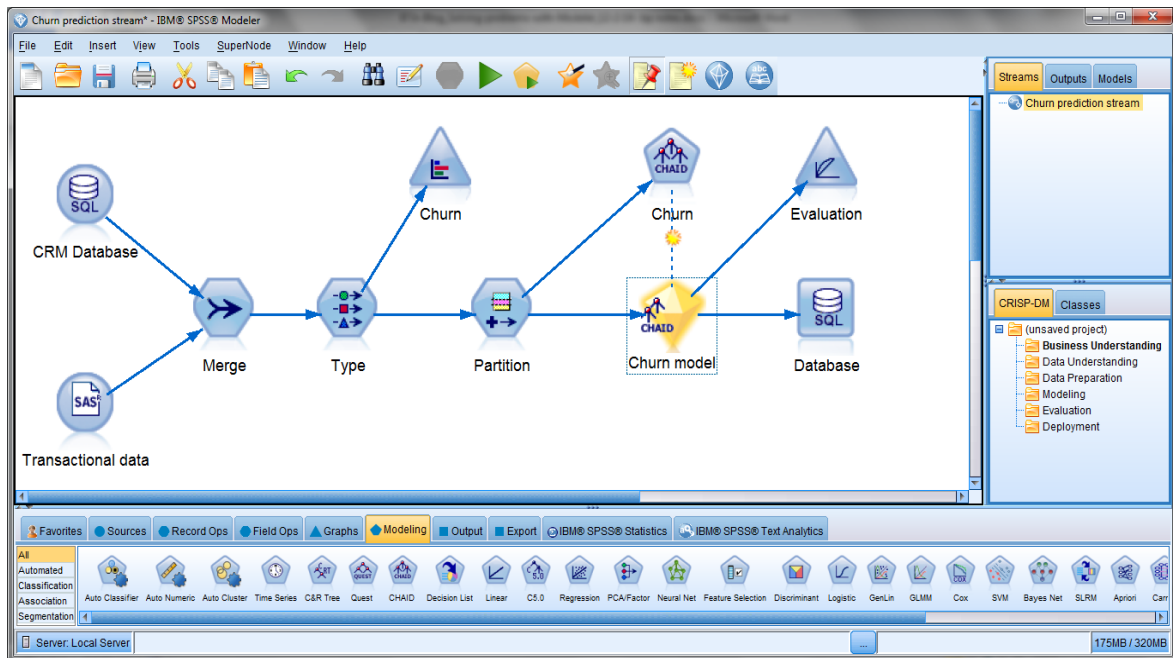
- Likert Scaling: It is also considered as bipolar scaling method wherein it measures positive as well as negative response to a statement..
- Simple percentage analysis: In this method we can make comparison between two or more series of data.
- Independent sample T-test: It is a parametric test wherein means of two independent groups to determine the statistical evidence that associated population mean are significantly different.

3.5.1 SPSS MODEL

SPSS Modeler is one of the leading machine learning and visual data solution. The Model speed up the conversion of time to value for enterprises and also helps in achieving desirous outcomes by accelerating the operational tasks performed by data scientists. SPSS Modeler empowers organizations to comprehend the modem application and data assets, with inbuilt models and algorithms packaged that can be used immediately.

It is a text analytics and data mining software application from a renowned company IBM. The model is used to construct predictive models and perform several analytic tasks. With its visual interface users can leverage its data mining and statistical algorithms without even programming. One of the main issues this model resolves is it terminates the unnecessary complexities which occur while data transformation, and makes it easy to use complex predictive models.

Fig 3.5.1



Source: Self

Chapter 4

Data Analysis & Interpretation

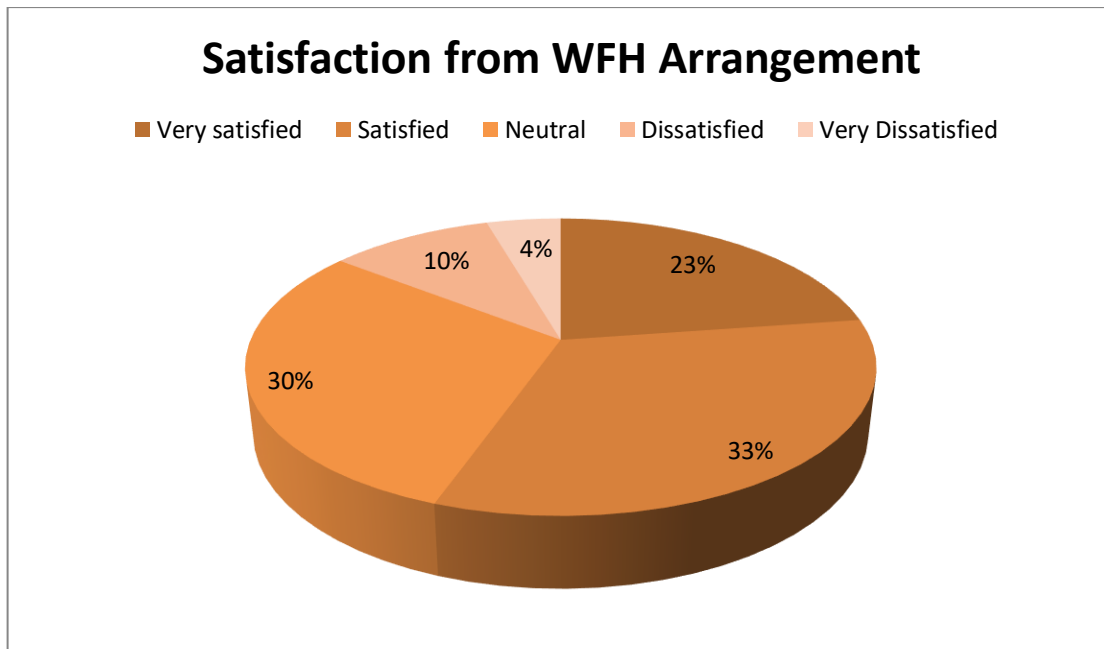
The data collected through the questionnaire has been interpreted and shown with the help of appropriate statistical tools:

Table1. **Frequency distribution with respect to satisfaction from Work from Home Arrangements.**

Likert Scale options	Frequency	%	Rank
Very satisfied	25	22.72727	3
Satisfied	36	32.72727	1
Neutral	33	30	2
Dissatisfied	11	10	4
Very Dissatisfied	5	4.545455	5
Total	110	100	

Source: Self

Fig 1. Satisfaction from WFH Arrangement



Source: Self

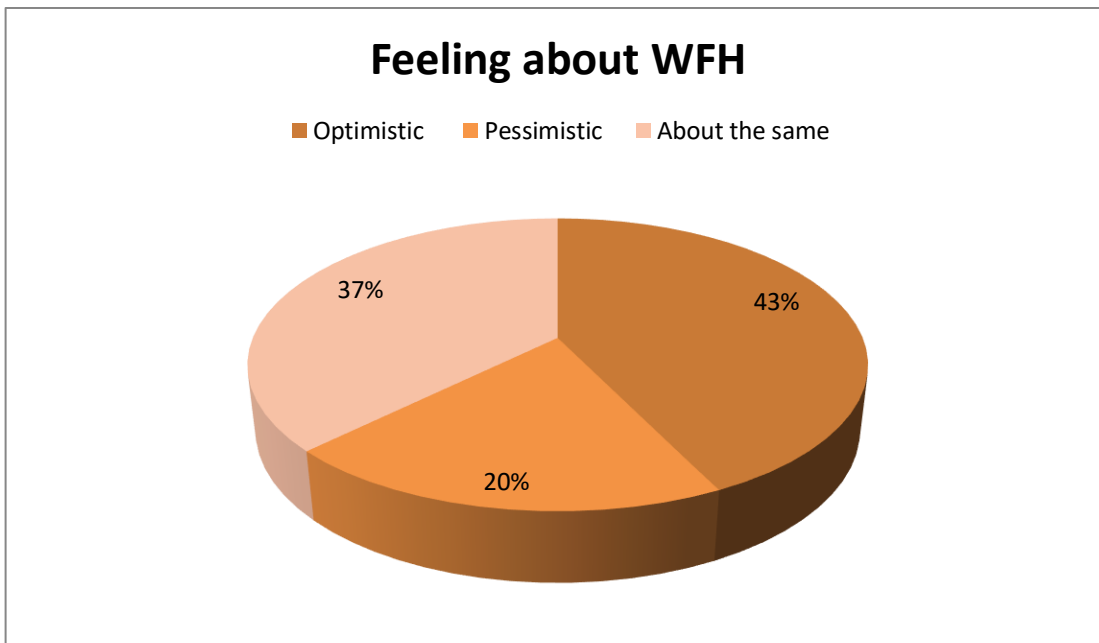
With current work from home arrangements 5 (4.54%) respondents were very dissatisfied with the current arrangement, 11(10%) respondents were dissatisfied, 33 (30%) respondents were neutral, 36 (32.72%) respondents were satisfied , 25 (22.72) respondents were very satisfied.

Table2. Frequency distribution with respect to optimistic or pessimistic feeling about work from home

Likert Scale options	Frequency	%	Rank
Optimistic	47	42.72727	1
Pessimistic	22	20	3
About the same	41	37.28	2
Total	110	100	

Source: Self

Fig 2.



Source: Self

47 (42.72%) respondents were optimistic about the work from home scenario whereas 22 (20%) respondents were pessimistic and 41 (37.28%) respondents had the same feelings for WFH and Work from office.

Table3. Frequency distribution with respect to the one difficult challenge participants faced while working from home.

Likert Scale options	Frequency	%	Rank
Childcare	2	1.818182	10
Keeping a regular schedule	24	21.81818	1
My physical workspace	9	8.181818	7
Communication with co-workers is difficult	9	8.181818	7
I don't have access to the tools or information I need to do my job at home	11	10	4
Internet connectivity	11	10	5
I'm sick or helping others who are sick	0	0	11
Anxiety about the impact of COVID-19 on my life	9	8.181818	7
Too many distractions at home	15	13.63636	2
Social isolation	12	10.90909	3
Other	8	7.272727	9
Total	110	100	

Source: Self

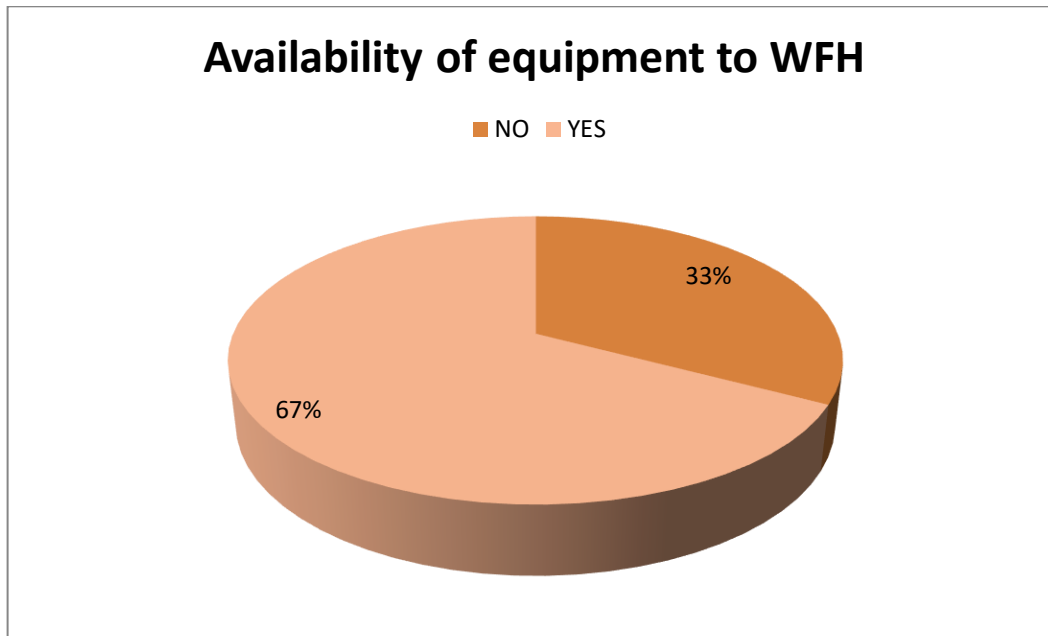
Respondents faced different challenges while working from home. 2 (1.8%) respondents feel childcare is a challenge. 24 (21.81%) respondents feel keeping a regular schedule is a challenge, 9 (8.18%) respondents consider their physical workplace as a challenge, 9 (8.18%) respondents feel communication with co-workers is difficult while working from home, 11 (10%) respondents feel they have access to the tools or information they need to perform their job at home, 11 (10%) respondents face internet connectivity as a challenge while working from home, 9 (8.18%) respondents feel anxious about the impact of COVID-19 on their life as a challenge, 15 (13.63%) respondents face more distraction while working from home, 12 (10.90%) respondents feel social isolation as challenging, 8 (7.27%) respondents face other challenges.

Table4. Frequency distribution in relation to the availability of the types of the equipments which respondents need while working from home

Options	Frequency	%	Rank
NO	36	32.7273	2
YES	74	67.2727	1
Total	110	100	

Source: Self

Fig 3. Availability of equipment to WFH



Source: Self

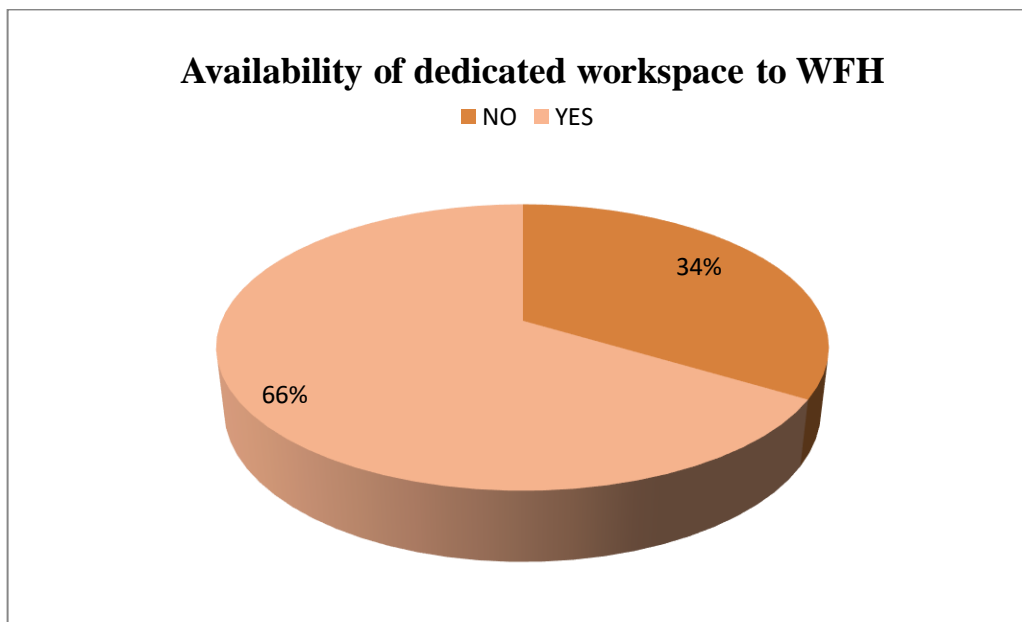
74 (67.27%) respondents have access to all the equipment which they require while working from home whereas 36 (32.72%) respondents do not have all types of equipments to perform their job at home.

Table 5. Frequency distribution with respect to the dedicated workspace availability to work from home.

Options	Frequency	%	Rank
NO	37	33.6364	2
YES	73	66.3636	1
Total	110	100	

Source: Self

Fig 4. Availability of dedicated workspace to WFH



Source: Self

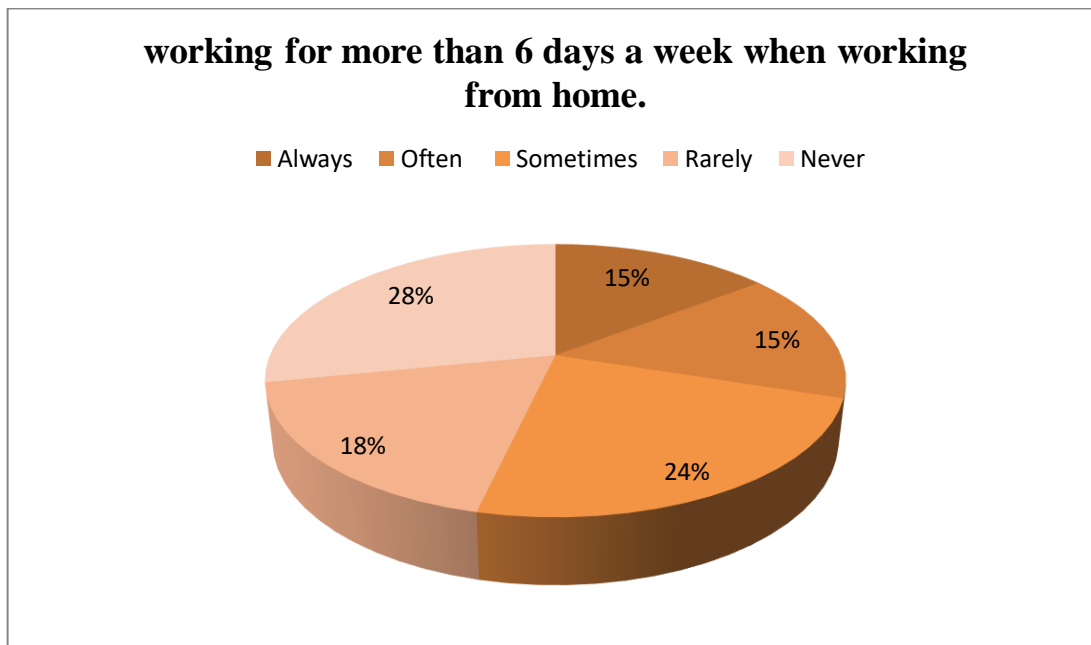
73 (66.36%) respondents have dedicated workspace availability to work from home whereas 37 (33.63%) respondents do not have dedicated workspace availability to work from home.

Table6. Frequency distribution with respect to working for more than 6 days a week when working from home.

Options	Frequency	%	Rank
Always	16	14.5455	5
Often	17	15.4545	4
Sometimes	26	23.6364	2
Rarely	20	18.1818	3
Never	31	28.1818	1
Total	110	100	

Source: Self

Fig 5. Working for more than 6 days a week when working from home.



Source: Self

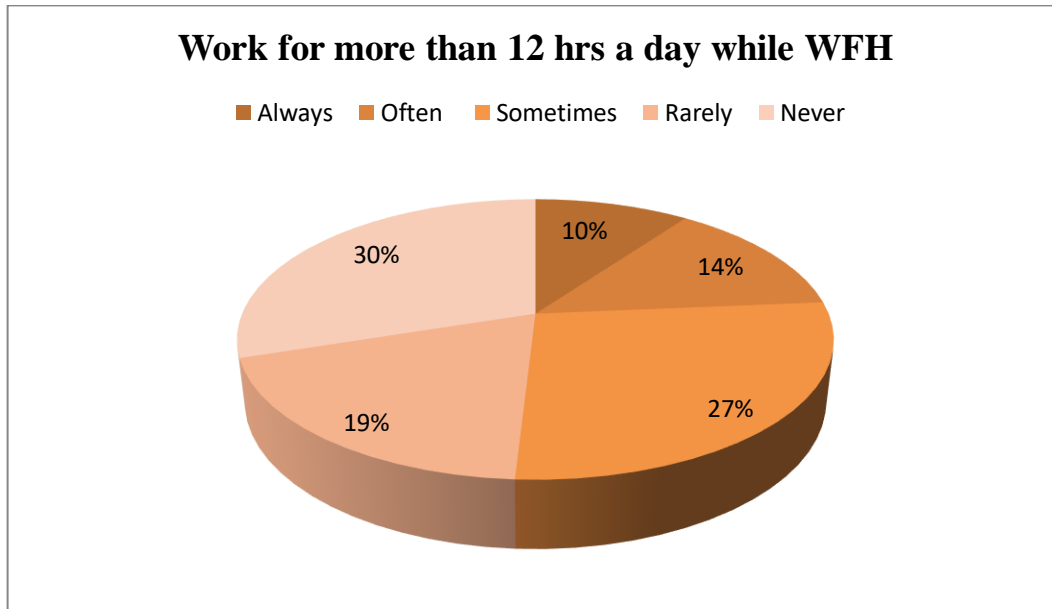
16 (14.54%) respondents always work for more than 6 days a week while working from home, 17 (15.45%) respondents do this very often, 26 (23.63%) respondents sometimes work more than 6 days a week, 20 (18.18%) respondents rarely work from home for more than 6 days a week and 31 (28.18%) respondents never work for 6 days a week while working from home.

Table7. Frequency distribution with respect to more than 12 hours of daily work hours while working from home.

Options	Frequency	%	Rank
Always	11	10	5
Often	15	13.63636	4
Sometimes	30	27.27273	2
Rarely	21	19.09091	3
Never	33	30	1
Total	110	100	

Source: Self

Fig 6. Work for more than 12 hrs a day while WFH



Source: Self

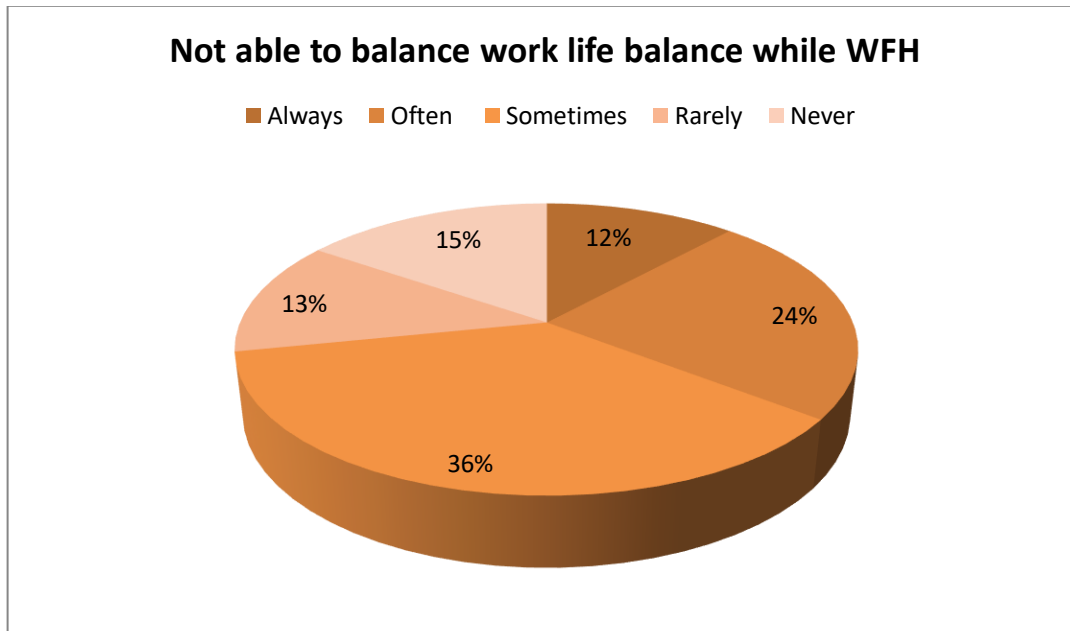
11 (10%) respondents always work for more than 12 hrs daily while working from home, 15 (13.63) do this often, 30 (27.27%) respondents sometimes work for more than 12 hrs a day while working from home, 21 (19.09%) do this rarely and 33 (30%) respondents never work form more than 12 hrs a day while working from home.

Table 8. Frequency distribution with respect to not be able to balance work life balance while working from home.

Options	Frequency	%	Rank
Always	13	11.81818	5
Often	26	23.63636	2
Sometimes	40	36.36364	1
Rarely	14	12.72727	4
Never	17	15.45455	3
Total	110	100	

Source: Self

Fig 7. Not able to balance work life balance while WFH



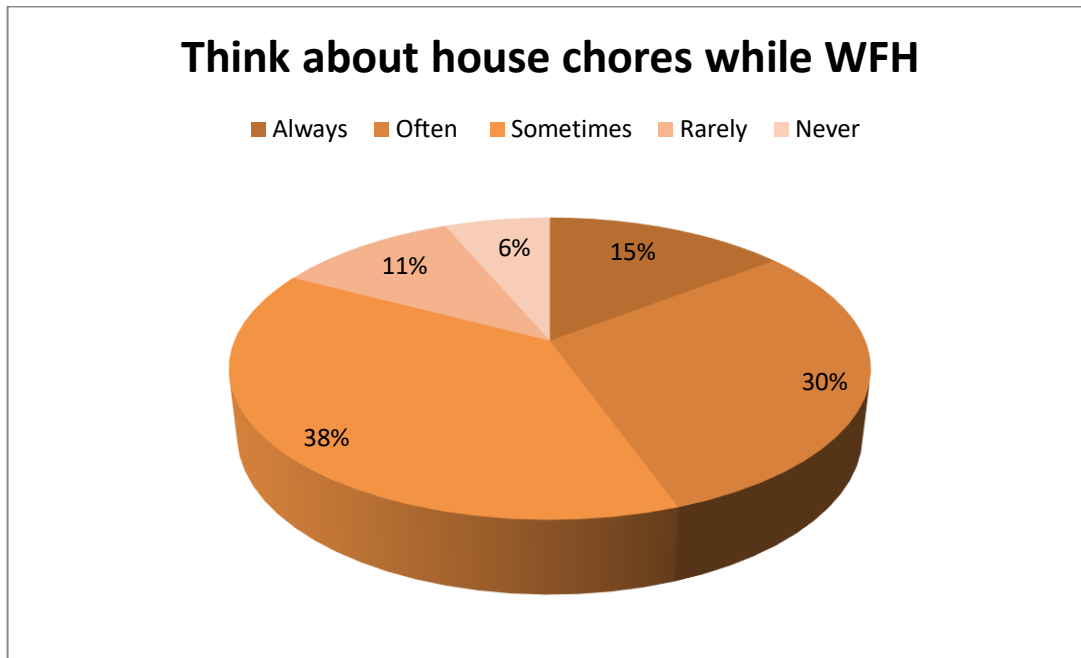
13 (11.81%) respondents always feel that they are unable to balance their work life while working from home, 26 (23.63%) feel this very often, 40 (36.36%) respondents feel this sometimes, 14 (12.72%) respondents feel this rarely, 17 (15.45%) respondents never feel this.

Table 9. Frequency distribution with respect to thinking about other household chores while working from home.

Options	Frequency	%	Rank
Always	16	14.54545	3
Often	33	30	2
Sometimes	42	38.18182	1
Rarely	12	10.90909	4
Never	7	6.363636	5
Total	110	100	

Source: Self

Fig 8. Think about house chores while WFH



Source: Self

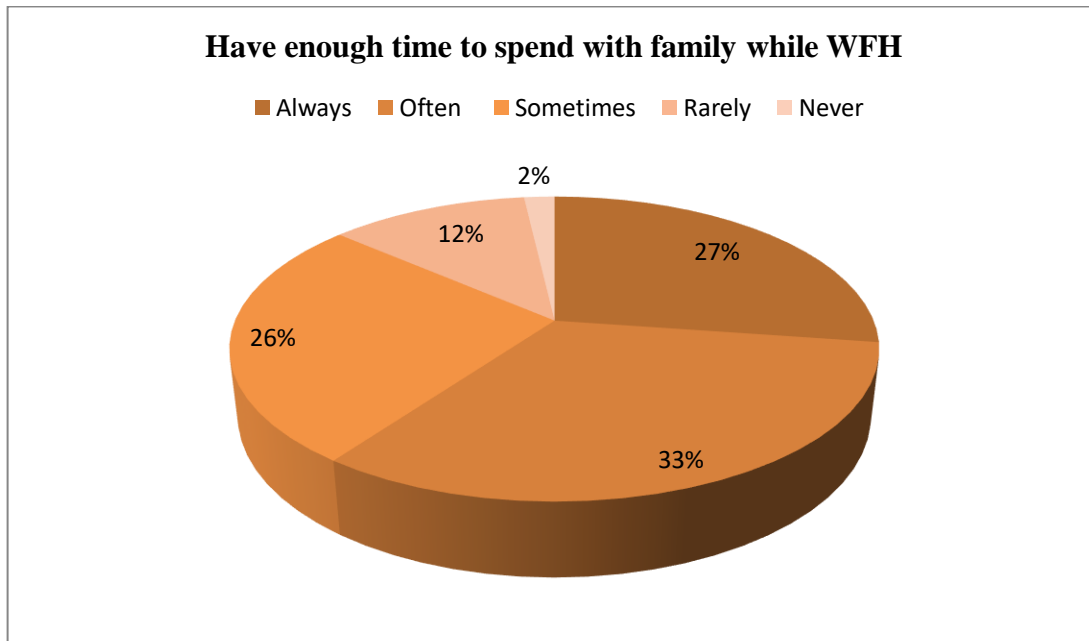
16 (14.54%) respondents always think about household chores while working from home, 33 (30%) respondents feel it often, 42 (38.18%) respondents sometimes feels it, 12 (10.90%) respondents feel it rarely, 7 (6.36%) never think about household chores while working from home.

Table 10. Frequency distribution with respect to having enough time to spend with family while they are working from home

Options	Frequency	%	Rank
Always	30	27.27273	2
Often	36	32.72727	1
Sometimes	29	26.36364	3
Rarely	13	11.81818	4
Never	2	1.818182	5
Total	110	100	

Source: Self

Fig 9. Have enough time to spend with family while WFH



Source: self

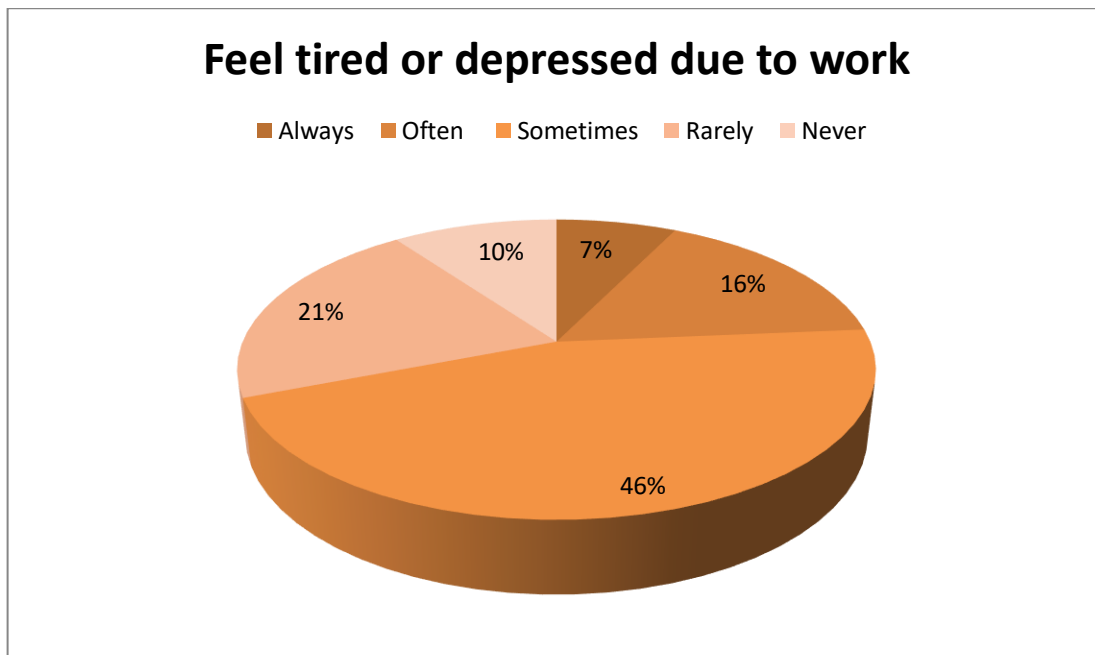
30 (27.27%) respondents always find time to spend with their family while working from home, 36 (32.72%) respondents find time often, 29 (26.36%) find time sometimes, 13 (11.81%) rarely find time, 2 (1.81%) respondents never get time to spend with their family while working from home.

Table11. Frequency distribution with respect to feel tired or depressed due to work

Options	Frequency	%	Rank
Always	8	7.272727	5
Often	18	16.36364	3
Sometimes	50	45.45455	1
Rarely	23	20.90909	2
Never	11	10	4
Total	110	100	

Source: Self

Fig 10. Feel tired or depressed due to work



Source: Self

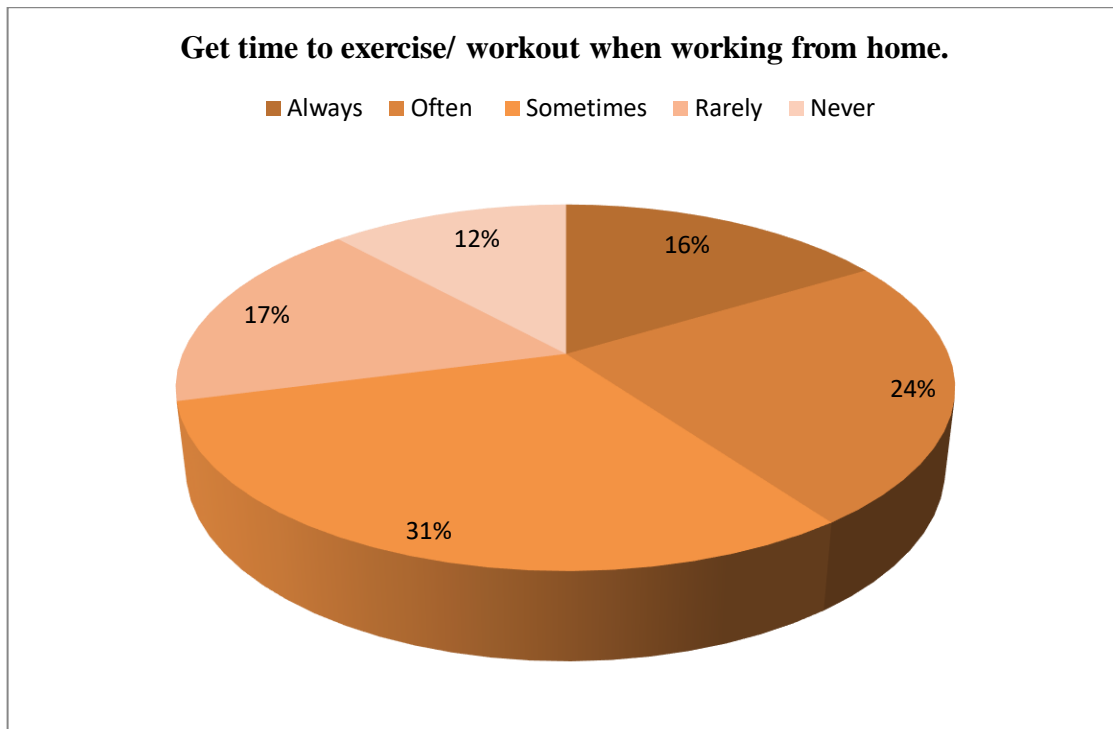
8 (7.27%) respondents always feel tired/depressed because of work, 18 (16.36%) often feel that, 50 (45.45%) respondents sometimes feel tired/depressed, 23 (20.09%) respondents rarely feel that and 11 (10%) respondents never feel that.

Table 12. Frequency distribution with respect to getting time to exercise/ workout when working from home.

Options	Frequency	%	Rank
Always	18	16.36364	4
Often	26	23.63636	2
Sometimes	34	30.90909	1
Rarely	19	17.27273	3
Never	13	11.81818	5
Total	110	100	

Source: Self

Fig 11. Get time to exercise/ workout when working from home.



Source: Self

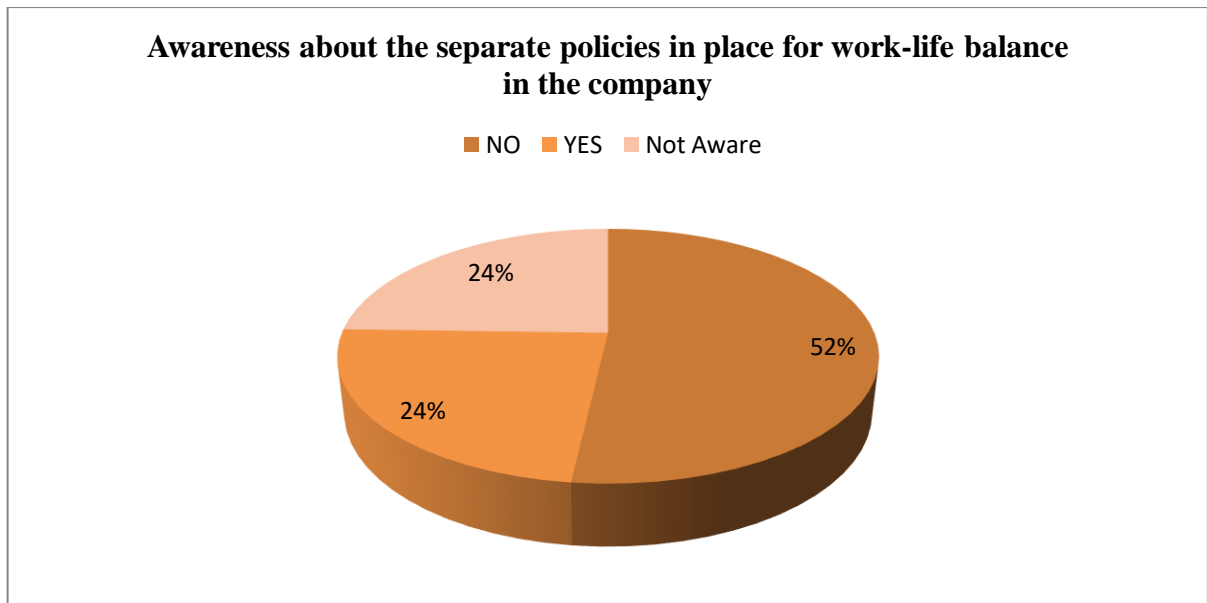
18 (16.36%) respondents always get time for work out while working from home, 26 (23.63%) respondents often get time to work out, 34 (30.90%) respondents sometimes get time to work out, 19 (17.27%) respondents rarely get time to work out, 13 (11.81%) never get time to work out while working from home.

Table 13. Frequency distribution with respect to the awareness about the separate policies in place for work-life balance in the company.

	Frequency	%	Rank
NO	57	51.8182	1
YES	26	23.6364	3
Not Aware	27	24.5455	2
Total	110	100	

Source: Self

Fig: 12 Awareness about the separate practice for work-life balance in the company.



Source: Self

26 (23.63%) respondent know that their company has separate policies in place for work-life balance whereas 57 (51.81%) respondents know that their company have no such policy and 27 (24.54%) are not aware about such policies.

Table 14. Descriptive Analysis of the survey

Descriptive Analysis					
	N	Minimum	Maximum	Mean	Standard Deviations
Do you work for more than 6 days a week while WHF?	110	0	4	2.2	1.45
Do you work for more than 12 hrs a day during your WFH?	110	0	4	2.35	1.385
While working from home do you feel you are not able to balance your work life	110	0	4	1.9	1.208
How often do you think about work while doing other household chores?	110	0	4	1.6	1.06
While working from home do you get enough time to spend with your family?	110	0	4	1.25	1.043
Because of work do you ever feel tired/ depressed?	110	0	4	2.05	1.02
While WFH do you get time to work out?	110	0	4	1.82	1.211
Valid N (list wise)	110				

Source: Self

Table 14 shows the mean and standard deviation values of the collected responses. It is shown in the above table that the respondents on an average feel that they sometimes work for more than 6 days a week and 12 hours a day while working from home. They sometimes feel that they are not able to balance their work life balance, they sometime think about their office work while performing household chores, they sometimes feel tired/ depressed while working from home, they often find enough time to spend with their family while working from home, and they sometimes get time to exercise while working from home.

Table 15. Independent sample t-test

Group Statistics					
	Have dedicated workspace where you can work from home	N	Mean	Std. Deviation	Std. Error Mean
Are you satisfied with current WFH Situation	YES	7 4	3.71	1.102	0.69
	NO	3 6	3.2	1.167	0.113

Source: Self

	Levene's Test for Equality of Variance	t- test for Equality of Means								
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Standard Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Work from home current arrangement	Equal Variances assumed	0.756	0.32	3.55	100	0	0.42	0.127	0.211	0.65
	Equal Variances not assumed			3.4	57	0.001	0.42	0.132	0.201	0.64

Source: Self

As per the table 15 the p-value=0.000 which means equal variance assumed is in place. It can be interpreted from the table that there lies a significant difference among respondents who have dedicated workspace, where work can be done at home and those respondents who don't have the facility at home, they can work towards gaining satisfaction with current work from home arrangement.

Therefore it can be said that we reject the Hypothesis H1.

Finding & Recommendations

1. From the study it is being analyzed that when it comes to currently ongoing work from home satisfaction and arrangement which comes from it 22.72% of the respondents were very satisfied with the ongoing WFH arrangement, 32.72% of the respondents were satisfied with the ongoing WFH arrangement, 30% of the respondents were Neutral with the ongoing WFH arrangement, 10% of the respondents were dissatisfied with the ongoing WFH arrangement, 5% of the respondents were very dissatisfied with the current WFH arrangement,
2. From the study it is being analyzed that when current situation being compared with earlier then 42.72% of the respondents feel optimistic about WFH situation, 20% of the respondents feel optimistic about WFH situation, 37.28% of the respondents were feel about the same and indifferent between work from home and work from office.
3. When asked about the different hurdles faced by the respondents while working from home 1.81 % of the respondents feel that childcare is the biggest challenge they face while working from home, 21.81% of the respondents feel that keeping a regular schedule is the biggest challenge they face while working from home. 8.18% of the respondents feel that their physical workspace is the biggest challenge they face while working from home, 8.18% of the respondents feel that difficulty in communicating with co-workers under current situation is the biggest challenge they face while working from home, 10% of the respondents feel that not having key to the information and tools they need to perform their job is the biggest challenge they face while working from home, 10% of the respondents feel that internet connectivity is the biggest challenge they face while working from home, 8.18% of the respondents feel that anxiety about the impact of Covid-19 on their life is the central challenge they face while working from home, 13.63% of the respondents feel that too many distraction at home is the central challenge they face while working from home, 10% of the respondents feel that social isolation is the central challenge they face while working from home, 7.27% of the respondents

feel that other factors which are mentioned on the questionnaire is the central challenge they face during working from home.

4. From the study it is being analyzed that 67.27% of the respondents have access to all the equipments required to perform their job while working from home whereas 32.72% of the respondents do not have access to all the equipments required to perform their job while working from home.
5. From the study it is being analyzed that 66.36% of the respondents had availability of dedicated workspace at home while working from home whereas 33.63% % of the respondents didn't have availability of dedicated workspace at home while working from home.
6. From the study it is being analyzed that 14.54% of the respondents always work for more than 6 days a week while working from home, 15.45% of the respondents often work for more than 6 days a week while working from home, 23.63% of the respondents sometimes work for more than 6 days a week while working from home, 18.18% of the respondents rarely work for more than 6 days a week while working from home, 28.18% of the respondents never work for more than 6 days a week while working from home.
7. From the study it is being analyzed that 10% of the respondents always work for more than 12 hours a day while working from home, 13.63% of the respondents often work for more than 12 hours a day while working from home, 27.27% of the respondents sometimes work for more than 12 hours a day while working from home, 19.09% of the respondents rarely work for more than 12 hours a day while working from home, 30% of the respondents never work for more than 12 hours a day while working from home.
8. From the study it is being analyzed that 11.81% of the respondents are always unable to balance work like balance while working from home, 23.63% of the respondents are often not able to balance work like balance while working from home, 36.36% of the respondents are sometimes not able to balance work like balance while working from home, 12.72% of the respondents are rarely not able to balance work like balance while working from home, 15.45% of the respondents are never face any problem to balance work like balance while working from home.

9. From the study it is being analyzed that 14.54% of the respondents always think about other household chores while working from home, 30% of the respondents often think about other household chores while working from home, 38.18% of the respondents sometimes think about other household chores while working from home, 10.90% of the respondents rarely think about other household chores while working from home, 6.36% of the respondents never think about other household chores while working from home.
10. From the study it is being analyzed that 27.27% of the respondents always have enough time to spend with family while they are working from home, 32.72% of the respondents often have enough time to spend with family while they are working from home, 26.36% of the respondents sometimes have enough time to spend with family while they are working from home, 11.81% of the respondents rarely have enough time to spend with family while they are working from home, 1.81% of the respondents never have enough time to spend with family while they are working from home.
11. From the study it is being analyze that 7.27% of the respondents always feel tired or depressed due to work while working from home, 16.36% of the respondents often feel tired or depressed due to work while working from home, 45.45% of the respondents sometimes feel tired or depressed due to work while working from home, 20.90% of the respondents rarely feel tired or depressed due to work while working from home, 10% of the respondents never feel tired or depressed due to work while working from home.
12. From the study it is being analyzed that 16.36% of the respondents always get time to exercise/ workout when working from home, 23.63% of the respondents often get time to exercise/ workout when working from home, 30.90% of the respondents sometimes get time to exercise/ workout when working from home, 17.27% of the respondents rarely get time to exercise/ workout when working from home, 11.81% of the respondents never get time to exercise/ workout when working from home.

13. From the study it is being analyzed that 23.63% of the respondents are aware about the separate policies in place for work-life balance in the company, 51.81% of the respondents are aware that there is no such separate policies in place for work-life balance in the company, 24.54% of the respondents are not aware about the separate policies in place for work-life balance in the company.
14. Significant difference is been seen among respondents who hold dedicated workspace at home where they can work towards satisfaction gained with current work from home arrangement and those respondents who do not have such workspace at their home.

Limitation of the study

There were several limitations attached to the research that was conducted which includes the following:

- Small Sample Size
- Limited resources
- Limited geographic coverage
- Design of Questionnaire

Design of Questionnaire

As the questionnaire generally had scale questions therefore one couldn't capture the opinion and perception of an individual. As a result that might affect the accurateness of the examination.

Limited Resources:

It was difficult to find the articles and journals to give ground to the review of literature of the study conducted. This doesn't affect the significance of the findings of the study as it merely provides the platform or base for future researches.

Chapter 5

Conclusion

Work from home is the need of an hour especially at the times of a global pandemic situation of COVID-19 where the virus has disrupted the workflow ethics of the whole world. Work for home has been proven beneficial for employees especially at times of the global pandemic. But there are always two sides of the coin so at one side work from home is a blessing when there is a spreadable disease lurking around but on the other side it is a huge problem for employees to bring their office work home. As can be seen from the results of the survey some employees are unable to stick to a regular schedule which is the cause of the problem they mainly face during WFH. Further the study unfolds that less than 32% of the employees realize while working from home they are unable to balance their work life.

In addition, less than 23% of the respondents are pessimistic towards working from home. The study conducted has shown that the in employees mind dissatisfaction towards their work takes place and the most probable reason for such dissatisfaction is because they are unable to keep a regular schedule, are working more than the hours they should or which is been prescribed and the households chore which consume major chunk of their time.

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