Major Research Project

WORK LIFE BALANCE
IN IT INDUSTRY

Submitted By

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CERTIFICATE

This is to certify that **HIMANSHI JAIN (2K22/DMBA/48)** has submitted her major research project titled **"Work Life Balance in IT Industry"** in partial fulfillment of the requirements for the award of the degree of Master of Business Administration (MBA) from Delhi School of Management, Delhi Technological University, New Delhi during the academic year 2023-24.

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DECLARATION

I, **HIMANSHI JAIN (2K22/DMBA/48),** student of Delhi School of Management, Delhi Technological University hereby declare that the Major Research Project on **"Work Life Balance in IT Industry"** submitted in partial fulfillment of the requirements for the award of the degree of Master of Business Administration (MBA) is the original work conducted by me. I further declare that the information collected from various sources has been duly acknowledged in this project.

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ACKNOWLEDGEMENT

ABSTRACT

Work Life Balance is a topic of interest to almost everyone with a professional career due to its reflection on all aspects of life. Work Life Balance is a key part of the Human Resource Management of an organization as it helps an organization to create synergy between organisational and individual goals of an employee. It leads to employee satisfaction, improved productivity and increased employee engagement. Increased focus and pressure on higher effectiveness, efficiency and productivity has become imperative for the sustainability of all organizations. Balancing work and personal life has now become more challenging for all the professionals.

The contemporary workplace is marked by a landscape of rapid technological evolution, escalating work pressures, constant deadlines, the emergence of remote working models, and changing demographic profile among employees. These dynamics underscore the growing pertinence of work-life balance within modern organizational structures. Concurrently, economic recession has led to cost-cutting measures, including the reduction or elimination of work-life balance initiatives, leading to rising employee dissatisfaction. Contrarily, shifts in employee demographics, characterized by increased disposable incomes and enhanced living standards, have elevated expectations for a better integration of professional and personal life.

This evolving scenario necessitates a new paradigm, enabling organizations to meet the legitimate life-related needs of their workforce. The firms can help their employees in managing work life balance through various policies like job sharing, child care facilities, flexible working hours, elder care facilities and even holiday packages for travelling for their entire family. Despite the increased focus on work-life balance in recent times, there's a significant journey ahead in fully addressing these concerns. Information Technology industry is the core industry in current scenario. India is considered one of the biggest IT capitals and all major IT players have their presence in India.

In this research paper, we aim to examine various factors affecting the work-life balance of respondents. The influence of work life balance on their personal, social, family, environmental and psychological outlook have been made. This study is focused towards the work-life balance of professionals working in IT sector in India. It includes the study on investigating the association between work-life balance and work related variables.

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INTRODUCTION

1.1 Background

Work life balance or the work life integration is a relevant challenge even today, in the times where organizations introduce and ammend various policies, programmes and other initiatives in this regard. Emerging technologies such as mail, desktop and mobile phones have empowered employees to carry out office work even beyond physical horizon of office, hampering an employee's personal life. Low work life balance creates a stressful environment for the employee leading to burnouts which in turn leads to low productivity. Work life reconciliation directly relates to job satisfaction to understand if employees are not satisfied with organizational policies in this regard, it will directly hamper the organization's ability to attract and retain efficient and talented employees.

On the other side, globalization and outsourcing has introduced massive changes in working hours, part-time or flexi timings, work from home settings, staggering hours benefitting employees in enhancing their work life balance especially in IT industry. The fact that COVID-19 has drastically changed how employees interact and how companies operate should not be disregarded. After the crisis, companies opted for Work From Home or hybrid models as a way to continue operating. Even if it was desperately needed, it was important to keep a healthy balance between personal and work life. Many people had thought that work-life balance would get better; at first glance, this optimism appeared to be borne out, but new issues surfaced.

This research project delves into the critical examination of work-life balance within the IT industry, a sector renowned for its rigorous demands and the significant challenges it poses to achieving a harmonious equilibrium between professional commitments and personal life. Using surveys, this study engages with IT professionals to uncover the nuanced realities of their work-life dynamics. The investigation reveals a complex landscape where high-stress environments, extended working hours, and the blurring boundaries between home and work due to technological advancements significantly impact employees' ability to maintain a healthy work-life balance. Additionally, the research explores various strategies and interventions employed by individuals and organizations to mitigate these challenges. Findings indicate that flexible working arrangements, supportive organizational cultures, and the availability of mental health resources are pivotal in enhancing work-life balance among IT professionals. The paper contributes to the broader discourse on work-life balance by offering insights specific to the IT sector, providing valuable implications for practitioners and policymakers aiming to foster healthier work environments. This project underscores the importance of adopting holistic and adaptive approaches to address the work-life balance conundrum in the rapidly evolving IT landscape.

Work-Life balance as a concept

• **Work:** Work is the mental and/or physical effort someone puts out to complete a task or create something valuable. It talks about a routine we have that generates some financial income. Non-financial benefits could also be included in this monetary income.

• **Life:** Life is a state of being that has its own needs and aspirations, including the want to develop, accomplish, and amass. The aforementioned things make people more stressed out and negatively affect their productivity at work.

Since 'work-life balance' is a nearly ill-defined and complex issue, there is no universally accepted definition for it. The "extent to which an individual is equally engaged in and equally satisfied with his or her work role and family role" is how Greenhaus, Collins, and Shaw (2003) define work-family balance. This suggests that when an individual is satisfied with their work and has minimal conflicts between their duties, they have a positive work-life balance.

Work-life balance, according to Greenhaus et al. (2003), can be characterized by the following essential and connected elements:
- 'Time balance' is the art of balancing an employee's commitments, both personal and professional, and between time spent at work and at home.
- 'Involvement balance' or the ratio of a worker's personal responsibilities to her emotional commitment in her work.
- 'Satisfaction balance' refers to a person's level of contentment with their duties as a worker and a family member.

The notion of work-life balance was initially conceptualized using the terms work-family conflict, work-family enhancement/facilitation, and work-family balance (Kahn et al., 1964). When two forces coexist and make it more difficult to follow one than the other, this is referred to be a conflict. As per Greenhaus & Beutell (1985), work-family conflict is a form of inter-role conflict when there exists a discrepancy between the role pressures imposed by the work and family domains. It is challenging to completely participate in the family (work) role when one is concentrating more on the work (family) duty.

Most academics have distinguished between family-work conflict and work-family conflict and have given thorough justifications for each. Work-family conflict occurs when an individual experiences any of the following at work and it impacts their home life:

- Extended, unpredictable, or strict work hours
- Interpersonal relationships
- Extensive travel
- Career transitions
- Work overload
- Work stress,
- Unsupportive managers

Family-work conflict occurs when an employee experiences the following in the family which in turn interferes with the work life:

- Presence of infants and young children
- Elder family members
- Interpersonal disputes within the family unit
- Primary care for kids
- Unsupportive family members

The researchers also investigated that work responsibilities and family obligations need not always clash (Greenhaus and Powell, 2006). "Work–life balance was defined as the extent to which employees are equally engaged in and equally satisfied with work and family responsibilities" (Clark, 2000). According to Fisher (2001) WLB have four components.

- The first component is time, which includes both the amount of time spent on work-related tasks and the amount of time spent on non-work-related activities.
- The second factor is conduct, which is based on an individual's belief that they can accomplish both personal and professional goals in life.
- The third component that contributes to the worker's inter-role conflict is strain.
- The fourth is energy, a limited resource that has to do with a worker's ability to complete tasks for both work and personal use.

As stated by Greenblatt (2002), "Work-life balance as acceptable levels of conflict between work and non-work demands". To achieve work life balance, the employees shall learn how to effectively and efficiently manage the available resources in their present ecosystem.

The degree to which an employee's demands are satisfied in both their personal and professional lives is known as work-life balance. An individual with a better work-life balance will exhibit higher levels of self-assurance, job satisfaction, and positive work-related behaviors including increased production, decreased absenteeism, and decreased attrition. Finding a balance between one's obligations to friends, family, and oneself as well as one's professional commitments is necessary to maintain a healthy work-life balance. In order to effectively manage his personal life, today's worker demands more participation and control over the tasks that are allotted to him. A paper published in 'Business Information Review' claims that in order to prioritize their social and physiological needs, employees look for various ways to balance their personal and professional life. Obstacles to this kind of prioritization process, though, can include the age of the worker, changes in the job, developments in technology, and poor organizational management.

Advantages of work-life balance initiatives

Initiatives to promote work-life balance have been a crucial component of Human resource guidelines. Both the employer and the employee might gain-

Benefits for employers consists of:
- Lower employee attrition and increased training ROI
- Reduced absenteeism
- Higher employee commitment and morale
- Lesser stress and higher productivity
- A flexible and adaptable staff
- Greater capacity to draw in new hires
- Enhanced brand recognition.

Benefits for employees include:
- Improved relationships with coworkers and family
- The capacity to manage professional and personal commitments
- Adjustable work schedules that reduce effort

- Increased ability to maintain employment
- Increased ability to stay competitive when moving up the job ladder
- Greater motivation and satisfaction at work
- Better health

Therefore, it is possible to think of work-life balance as a trade-off between an employee's personal and professional lives. An employee's life outside of work and their paid labor are correlated, and a balance between the two can be achieved based on each person's needs, objectives, and preferences. Work-life balance is impacted by a number of factors, including workplace facilities, job density in service industries, job type, hours worked, and intensity.

Effect of Poor Work-Life Balance on the Organization

According to a study, bad work-life balance leads to:

- A rise in time management issues that lead to low productivity and efficiency, such as frequently requesting time off, arriving late, or getting sidetracked by phone calls while at work.
- The worker's capacity to produce, be innovative, and pick up new skills is negatively impacted by his lack of enthusiasm.
- The tension between the worker's personal and professional life negatively impacts his performance, which cascades into low morale, more supervision, low team acceptance, and a feeling of being disregarded by peers and colleagues.
- Workers who have trouble striking a good work-life balance are occasionally viewed as an asset to the company.
- The direct result of being late is absenteeism, which can, in certain situations, cause a person to resign from their designed position.

Physical	Psychological	Behavioural
• Fatigue • Insomnia • Dizzyness • Breathlessness • Hypertension • Headaches • Feeling of weakness • Obesity	• Depression • Boredom • Anxiety • Negativity • Lethargy • Suspicion • Indifference	• Overeating • Smoking , Alcoholism and other forms of substance dependence /abuse • Irritability, Anger • Impulsive Behaviour • Inabilty to manage self and interpersonal relations

FIG: Poor work life balance on an individual leads to these factors

The contribution of Human Resources to work-life balance

HR ought to support the employee in maintaining a positive work life reconciliation. The HR supervisor must thoroughly consider issues and with employer's help to offer a solution.

Work-life balance needs to be included by organizations' HR policies. HR can assist with a number of things, such as planning the assignment, leading to a flexible work scheme, reviewing the needs and job descriptions, feeling compassion for the workers, observing employees' private day-to-day life, Plan regular training sessions, entertain family gatherings at work, cultivate a corporate culture, and include staff members in management.

Disparities in American and Indian companies' approaches to work-life balance

American or European Multinationals
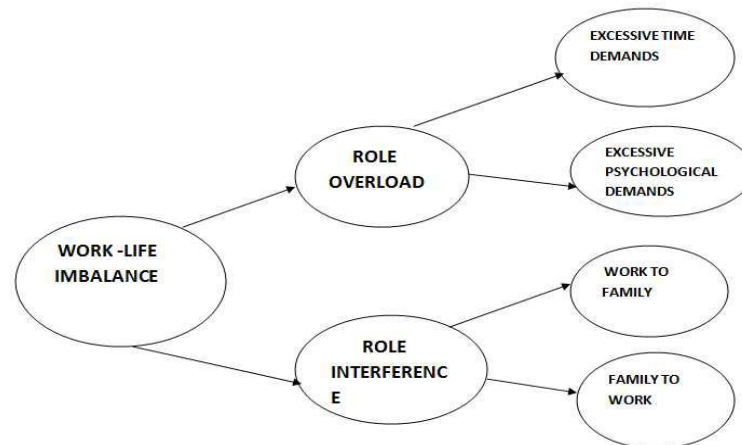
- **Flexible Working Hours**
  Include alternatives that encourage flexibility, such working from home, telecommuting, shortened workweeks, part-time work, and worldwide flexible scheduling.
- **Global Flexi Time**
  Over 90% of HP employees customize their calendars with global flextime.
- **Formal Flexi Arrangements**
  Even at the highest levels of management, such as CEO, Board of directors, flexible employment arrangements and formalized job sharing are common.
- **Employee Assistance Programs (EAPs)**
  Free guidance on emotional, legal, money management, consumer, and domestic matters is offered by HP's EAP.
- **Childcare and Helpline Services**
  For professional guidance on child and dependent care, HP offers a dedicated helpline service.
- **Comprehensive Work–Life Balance Programs at Microsoft**
  It includes aid with public transportation, flexible work schedules, food services, adoption support, backup day care, and more.
- **Tools Supporting Work–Life Balance**
  HP encourages flexible and mobile working by making laptops, mobile phones, and broadband funding accessible. Tools for global access that provide safe access to emails and business files from anywhere.
  Introduced in 2003, IBM's mobility initiative allows employees to be more productive by allowing them to work remotely.

Indian Corporations

Major public sector organizations have begun to examine work-life balance in recent years, including the Oil and Natural Gas Commission, Power Grid, Indian Oil, National Thermal Power Corporation (NTPC), and Indian Oil. However, these conversations have not led to any noteworthy projects or programs. The Indian public sector's definition of work-life balance still includes full township services, as well as mother and child care facilities both before and after pregnancy. For instance, the NTPC townships offer a serene, lovely, small-town ambiance. These townships have a variety of recreational and welfare facilities, such as clubs, schools, and hospitals, to improve the general welfare and quality of life for laborers and their families. Employees can choose from a wide range of perks, such as post-retirement medical coverage and childcare leave, to cover any possibility in their lives. Private sector companies seem to be coming up with more inventive ideas to increase worker happiness. In order to improve the relationship between workers and their families and to give children a platform for encouragement, Tata Consultancy Services (TCS) founded Maitree. It uses activities like bending or shaking a leg like Beckham, answering questions properly, and scaling high altitudes to awaken people's dormant powers and desires. Infosys aims to enhance its workers' emotional value-add by optimizing their work environment, quality of life, and health through its Health Assessment and Lifestyle Enhancement initiative. Among other things, it has produced excellent tennis courts, gyms, swimming pools, and fitness centers. These variations show how businesses in the US, Europe, and India approach work-life balance differently as a result of variations in local customs, laws, and cultural elements.

1.2 Indian IT Industry

The internet services, business process outsourcing, software development, consulting, and software management sectors all fall under the umbrella of the ever changing information technology industry. The six primary tasks of the Indian information technology industry are software product creation, information technology services, hardware, e-commerce, research and development, and information technology-enabled services/business process outsourcing. Information technology refers to a wide range of hardware and software products that help organizations gather, organize, and assess data in order to accomplish their goals. It also describes workflow strategies powered by technology that increase an organization's capacity to provide services that bring in money. IT workers are putting a lot of effort into addressing the unique problems that are arising as the IT organization adjusts to the modern workplace's technological demands. Network security is important to a lot of firms, and they mostly depend on their human IT staff to avoid or prevent these incursions.

The IT industry is currently the main driver of economic growth in India and contributes significantly to both GDP and welfare status of the nation. The industry make up about 7.4% of India's GDP in FY22. Its portion ought to rise to 10% by 2025. Indian IT businesses have distribution locations all around the world. The industry is very varied, encompassing retail, telecom, and BFSI, among other businesses. It is clear that more international and domestic businesses are developing strategic alliances in order to offer solutions globally. The figures are as follows:
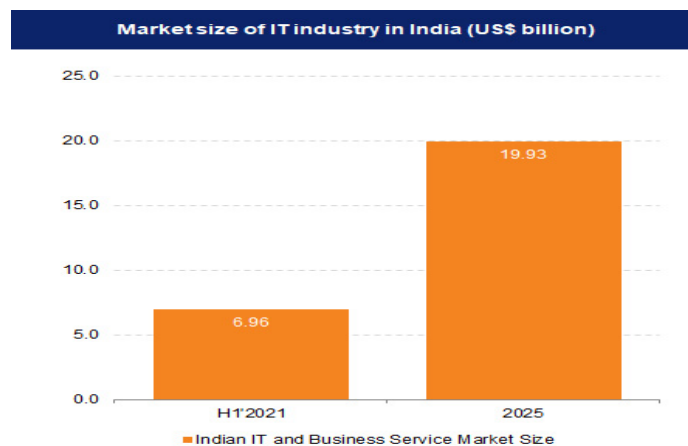
- Because of the growing need for knowledge and proficiency, 1.05 lakh job opportunities were anticipated to be provided by the top three Indian IT giants, TCS, Wipro, and

Infosys, in FY22.India's IT and business services market is projected to reach US$ 19.93 billion by 2025.

- IT spending in India is expected to increase to US$ 110.3 billion in 2023 from an estimated US$ 81.89 billion in 2021.
- In FY21, India ranked third worldwide with 608,000 cloud experts across all verticals, including technology.
- The computer software and hardware sector in India attracted cumulative foreign direct investment (FDI) inflows worth US$ 97.31 billion between April 2000-September 2023.
- In the Union Budget 2023-24, the allocation for IT and telecom sector stood at Rs. 97,579.05 crore (US$ 11.8 billion).
- In September 2022, the new Telecommunications Bill 2022 was published for public consultation by the Ministry of Communications to creating a new telecom framework in India.

As per National Association of Software and Service Companies (NASSCOM), the Indian IT industry's revenue touched US$ 227 bn in FY22, witnessing a growth of 15.5% year-on-year growth. In 2022, the Indian domestic IT & Business Services market was valued at US$ 13.87 bn and recorded a 7.4% year-on-year growth as compared to 7.2% in 2021. The IT spending in India is expected to increase to US$ 110.3 bn in 2023 from an estimated US$ 81.89 bn in 2021.

The Indian software The Indian software product industry is expected to reach US$ 100 billion by 2025. Indian companies are focusing on investing internationally to expand their global footprint and enhance their global delivery centres. The data annotation market in India stood at US$ 250 million in FY20, of which the US market contributed 60% to the overall value. The market is expected to reach US$ 7 billion by 2030 due to accelerated domestic demand for AI. India's IT industry is likely to hit the US$ 350 billion mark by 2026 and contribute 10% towards the country's gross domestic product (GDP), Infomerics Ratings said in a report. As an estimate, India's IT export revenue rose by 9% in constant currency terms to US$ 194 billion in FY23.

Market size of IT industry in India (US$ billion)

(H1'2021: 6.96, 2025: 19.93 — Indian IT and Business Service Market Size)

The export of IT services has been the major contributor, accounting for more than 53% of total IT exports (including hardware). BPM and engineering and R&D (ER&D) and software products exports accounted for 22% and 25%, respectively of total IT exports during FY23. Exports from the Indian IT industry stood at US$ 178 billion in FY22. The export of IT services was the major contributor, accounting for more than 51% of total IT

exports (including hardware). BPM and engineering and R&D (ER&D) and software products export accounted for 20.78% each of total IT exports during FY21. The ER&D market was expected to grow to US$ 42 billion by 2022. The IT industry added 2.9 lakh new jobs taking the industry's workforce tally to 5.4 million people in FY23.

Government initiatives

Some of the major initiatives taken by the government to promote the IT and ITeS sector in India are as follows:

- Cabinet approved PLI Scheme – 2.0 for IT Hardware with a budgetary outlay of Rs. 17,000 crore (US$ 2.06 billion).
- In the Union Budget 2023-24, the allocation for the IT and telecom sector stood at Rs. 97,579.05 crore (US$ 11.8 billion).
- In September 2022, the new Telecommunications Bill 2022 was published for public consultation by the Ministry of Communications as a move toward creating a new telecom framework in India.
- In August 2022, the Indian Computer Emergency Response Team (CERT-In), in collaboration with the Cyber Security Agency of Singapore (CSA), successfully planned and carried out the "Synergy" Cyber Security Exercise for 13 countries to build network resilience against ransomware attacks.
- In June 2022, STPI stated that exports through STPI units have increased from Rs. 17 crore (US$ 2.14 million) in 1992 to Rs. 5.69 lakh crore (US$ 71.65 billion) in 2022.
- In May 2022, it was announced that Indians can now avail of their Digilocker services through WhatsApp to get easy access to their official documents.
- In April 2022, the Indian Computer Emergency Response Team (CERT-In) issued Directions to strengthen cybersecurity in the country.
- In the Union Budget 2022-23, the allocation for the IT and telecom sector stood at Rs. 88,567.57 crore (US$ 11.58 billion).
- The government introduced the STP Scheme, which is a 100% export-oriented scheme for the development and export of computer software, including the export of professional services using communication links or physical media.
- In November 2021, the government launched the Internet Exchange in Uttarakhand to enhance the quality of internet services in the state.
- The Karnataka government signed three MoUs worth US$ 13.4 million (Rs. 100.52 crore) to help the state's emerging technology sector.
- In September 2021, the Indian government announced a plan to build a cyber-lab for the 'Online Capacity Building Programme on Crime Investigation, Cyber Law and Digital Forensics' to strengthen cyber security capabilities.
- In September 2021, the Ministry of Electronics and Information Technology (MeitY) organised a workshop under the theme of 'Connecting all Indians' to promote public and private stakeholders' interest in India and expand the internet access to remote regions of the country.
- The Indian government launched a project named Meghalaya Enterprise Architecture Project (MeghEA) in September 2021 with the goal of utilizing digital technology to enhance the state's governance and service delivery and transform Meghalaya into a high-income region by the year 2030.
- To encourage research in 42 emerging technologies in information technology (IT), electronics system design and manufacturing (ESDM), and information technology-

enabled services (ITES), the Indian government announced Phase II of the Visvesvaraya PhD Scheme in September 2021.

- In an attempt to increase the number of training facilities and job possibilities, the Indian government opened five National Institute of Electronics & Information Technology (NIELIT) Centers in three states in the Northeast in September 2021.
- To create globally competitive manufacturing technologies in India, the Ministry of Heavy Industries and Public Enterprises launched six technology innovation platforms on July 2, 2021. The International Institute of Technology Madras, Central Manufacturing technology Institute (CMTI), Automotive Research Association of India (ARAI), BHEL, HMT, International Centre for Automotive Technology (iCAT), and IISc Bangalore collaborated in the development of the six technology platforms.

The Indian Department of Telecom and the Japanese Ministry of Communications inked a Memorandum of Understanding to enhance collaboration in 5G technologies, telecom security, and submerged optical fiber cable networks.

Road ahead

India is the most widely used offshore hub for IT businesses globally. Thanks to technological advancements, leading Indian IT companies now had access to a plethora of new options after proving they could provide clients globally both on- and off-shore services. By 2025, the Indian IT and business services sector is projected to reach a valuation of US$ 19.93 billion. In 2023, India is projected to invest US$ 144 billion in information technology. Widespread cloud computing could boost India's GDP by US$ 380 billion and create 14 million new jobs by 2026.

According to a survey done in 2021 by Amazon Web Services, the number of workers in India with digital skills is expected to increase ninefold by 2025. India is expected to increase its IT spending from US$ 81.89 billion in 2021 to US$ 110.3 billion in 2023. In November 2021, the Indian IT sector was praised by the Minister of Commerce and Industry, Consumer Affairs, Food and Public Distribution, and Textiles, for demonstrating remarkable competitive strength without interference from the government. They went on to predict that by 2030, India's service exports will potentially total $1 trillion in US currency.

Major achievements of India in the IT

1. IT Outsourcing: MNCs such as Microsoft, IBM, Accenture have established service and development centres in India.
2. IT Services: Wipro, TCS, and Infosys are a few of the largest providers of IT services globally. They offer a huge variety of services, including software developer, IT consulting, and systems integration.
3. IT Startups: Businesses such as Flipkart, Ola, Paytm, and Zomato have turned out to become household names in India and witnessed an expansion abroad as well due to industry's robust startup ecosystem.
4. Production of Mobile Apps: India is a hub for the development of mobile applications, with a large number of Indian entrepreneurs and businesses creating innovative programs like Practo and Spinny.

5. IT Education and Training: There is a sizable pool of extremely trained IT professionals in India, thanks to the country's colleges and institutes, including the Indian Institutes of Technology (IITs).

Major application of IT technology in India

1. E-commerce: The Indian retail scene has seen a radical transformation thanks to online merchants like Amazon, Flipkart, and Snapdeal. IT technology links buyers and sellers and enables secure transactions.
2. Online Banking: When customers access their money, transfer money, pay bills, and do other tasks, banks with robust online banking platforms—like ICICI, HDFC, SBI, and others—offer them protection and transparency. The banking environment is now stable and secure thanks to IT.
3. Digital Payments: The Indian government is promoting a cashless society, which is leading to worldwide adoption of online payment platforms like PhonePe, Paytm, and Google Pay. Transactions are now swift and safe thanks to IT.
4. Healthcare: Telemedicine, electronic health records, and medical imaging equipment have all helped to improve healthcare in India. IT systems has enabled companies like Practo , Apollo Hospitals, BLK Max etc. to offer online consultation services and store and share confidential patient data
5. Education: E-learning platforms like BYJUs, Upgrad, Coursera etc. has enhanced Indian education system by delivering engaging and interactive learning experiences to students.
6. Agriculture: Businesses like as AgroStar and CropIn provide farmers with real-time data and insights to assist them in making decisions. IT has improved agricultural productivity by introducing precision farming, crop monitoring and weather forecasting

Major challenges to Indian IT sector

1. New skills shortage: Indian IT sector faces a talent shortage despite having a large pool of graduates, specifically in emerging areas like AI (Artificial Intelligence) and ML (Machine Learning). As estimated by NASSCOM, Indian IT industry has to reskill 1.5 to 2 million employees to stay competitive. India produces 2.5% of global output in AI.
2. Increasing competition: The Indian IT sector is competing with other emerging economies like China, Vietnam and Philippines. According to NASSCOM, from 58% in 2008 to 56% in 2019, the Indian IT industry's share of the global IT services market has shrunk.
3. Data security and privacy: Indian legislation in this area are still developing and might not adhere to international norms. This promotes lack of trust in Indian IT service by foreign clients.
4. Infrastructure challenges: India's IT sector faces significant infrastructure difficulties that impede its performance and operations, including power outages, insufficient bandwidth, and inadequate physical connectivity.

Reforms required in Indian IT sector

1. Skilling and upskilling: The workforce needs to be skilled and upskilled to suit the evolving demands of the Indian IT industry. Just 40% of Indian engineering graduates

can find work in the IT sector, according to NASSCOM. To close this gap by offering its inhabitants training and skill development, the Indian government has introduced a number of projects, including Skill India and Digital India.

2. Research and development: India has to make greater investments in R&D to create new technologies and maintain its competitiveness in the global IT industry. To encourage innovation and entrepreneurship, the Indian government has expanded funding for research and development and introduced a number of programs, such as the Atal Innovation Mission.

3. Regulatory ecosystem: India shall attract investment and foster innovation to create a favourable regulatory environment. Various initiatives like Startup India and Make Up India has been launched by the Indian government to promote entrepreneurship and investment in IT sector.

4. Data privacy and security: In order to protect sensitive data and ensure faith and trust in IT sector, India needs to strengthen its data privacy and security laws. Personal Data Protection Bill, 2019 has been introduced by Indian government to regulate collection methods, storage spaces and utilization of personal data.

Major schemes introduced in Indian IT sector

1. Production Linked Incentive Scheme: To uplift domestic manufacturing, investments and export in telecom and networking products in February, 2021. This scheme will be implemented within overall financial limits of Rs.12,195 Crores only to implement the scheme over a period of five years.

2. Digital India: The program's goal is to make India a technologically empowered knowledge economy and society. A multitude of initiatives pertaining to digital infrastructure, broadband connectivity, e-governance, and digital literacy have been revealed.

3. National Cyber Security Policy, 2013: It aims to give people, companies, and the government access to a safe and dependable online.

4. Skill India: This 2020-founded program provides young Indians with access to skill development and vocational training to assist them land jobs in a range of industries, including the IT sector. It includes of trainings, apprenticeship programs, and certification programs.

5. Reskilling Revolution Initiative: The World Economic Forum reports that the Reskilling Revolution initiative has enhanced the education, job opportunities, and skill sets of more than 350 million people. This project also involves Indian IT businesses.

6. Atal Innovation Mission: Through programs like Atal Tinkering Labs, Atal Incubation Centers, and Atal New India Challenges, this initiative promotes innovation and entrepreneurship in India by providing funding, mentorship, and incubator space to companies and innovators in the IT sector.
   Programs such as these have been crucial in fostering the expansion and advancement of the Indian IT industry and in positioning the nation as a worldwide center for IT.

1.3 Work-Life Balance in Indian IT Industry

With the advent of globalization in 1991, the idea of work-life balance gained prominence. In India, environmental shifts including extended work hours, meeting goals, and competition directly impacted how well employees balanced their personal and professional lives. From 1994 to 2008, we could observe an amazing rise in the number of IT-ITes in the IT industry. There was immense growth in female labour participation in IT sector due to this. This sector requires higher commitment and dedication of employees including night shifts, long working hours, social and cultural difference leading to greater chances of work life imbalance.

Organizations, as the ones who formulate policy, provide standards and guidelines through policies and initiatives that enable workers to adapt to their changing needs and aspirations in order to improve their own lives. Among them are-

- **Wipro** has policies like given paid holidays, maternity benefits and employee welfare counselling programs like 'Mitr'
- **IBM** has launched first national child care program and promotes flexible work environment
- **Mind Tree** has launched a software which takes care of physical, mental, spiritual wellness of people
- **Cisco India** has arranged wellness centres with doctor and dietician for employees. Free consultation with the doctor can be done in person or using tele-presence remotely
- **Patni Computer Systems** emphasizes the physical, psychological, and supportive work environments as three facets of employees' lives that contribute to improved work-life balance.
- **Global Logic** Work-from-home arrangements, flexible work hours, and training staff members on cutting-edge technology are all highly valued at Global Logic. The organization's four primary priorities are convenient hours, community involvement, friendship, and continuous education.
- **Accenture** offers flexibility with regard to work location and methodology. Flexible work schedules on client sites, their fly back program, and their smart work effort all handle the travel challenges that their consulting staff members face. They promote teamwork and communication to increase productivity, flexibility, and efficacy.

1.4 Objective of the study

Due to the demands that technology advancements have placed on workers, work-life balance is now essential. Neglecting this equilibrium may result in unfavorable outcomes like higher staff churn and lower output. India's shifting socioeconomic situation indicates the urgent need for flexible work-life programs. The absence of these kinds of activities is linked to unfavorable results including less commitment and job discontent.

General Objectives-
1. To understand the work life balance situation of employees working in Indian IT sector

Specific Objectives-
1. To understand the relationship between employee's job and its impact on personal life
2. To determine if employees have job satisfaction in relation to work life balance
3. To ascertain whether work-life balance has a detrimental effect on employee performance.
4. To ascertain the impact of work-life balance on an employee's productivity
5. To provide suggestions to reduce the negative effects of work-life balance
6. To understand the relationship between demographic profile and work life balance of an employee

LITERATURE REVIEW

Following the ongoing and extraordinary COVID-19 epidemic, healthcare organizations are facing difficulties in building the capacity to provide high-quality care services with high delivery reliability. Health care difficulties affect not only patients but also the institution, society at large, and frontline healthcare professionals. Workplace resources and work life balance treatments are rarely relevant in health-care firms, and the assumption that this leads to substandard individual and organizational results is supported by a significant body of research (Shabir and Gani, 2023).

In order to deal with unknown scenarios like the COVID-19 pandemic, health care organizations need to build workplace resources, internal competency, and adaptable methods (Kumar, 2022). Stating further that in order for Indian healthcare facilities to thrive across a range of climatic conditions, they need to be more flexible and agile. With the limitations that Indian frontline healthcare workers have in juggling their personal and professional lives under this unprecedented crisis, it is evident that more research is needed to find workable answers.

In 2021, Akhila Rao and Shilashri V. T. Rao conducted a study that comprised a thorough evaluation of the literature and examined the issue of work-life balance among female medical professionals in the healthcare industry. The research offers a comprehensive examination of work-life balance in the healthcare sector and was published in the International Journal of Pharmacy and Health Sciences (IJHSP). The study shows a clear connection between female healthcare practitioners' personal and professional challenges and work-life balance concerns. The study's findings might aid in the productivity and effectiveness of medical staff, which would facilitate their ability to give patients the best care possible.

The current study indicates that family support will play a vital role in balancing personal and professional life, according to S. Padma et al. (2021), who have underlined the necessity of family support in combining work and personal commitments. Workers with older children are less adept at balancing than those with younger children. Employees who oversee the health of their aging parents or in-laws tend to have a worse work-life balance than their peers. According to the study's findings, imbalanced work environments can lead to higher absence rates, lower job satisfaction levels, and sporadically higher staff churn. In organizations with cooperative work cultures, they might have an easier time striking a healthy balance between their personal and professional life.

Emotional intelligence or EI is a mixture of taught and intrinsic traits and skills, best developed gradually since childhood. whether it develops, a person may monitor their own emotions as well as those of others, comprehend them, and decide whether to attach or detach from positive or negative affect depending on what is most useful (Lenaghan 2020; Mahanta 2020). Workers that possess social and emotional intelligence will be more equipped to resolve conflicts between work and personal life and attain a work-life balance (Brackett 2016; Vasumath 2016; Sharma 2018).

In the hotel sector, longer working hours are so commonplace that majority of the workforce seldom ever question their managers. Recent research on the culture of long hours has refocused attention on the topic (Cushing, 2017). Excessive workloads and extended work hours may not just affect overworked personnel.

In the hospitality sector, a great deal of empirical research has been done on employee burnout, particularly to try and understand why food-service supervisors abruptly left their

positions (Tabacchi 1990). Burnout is more common in service-related occupations because of things including role overload, long and erratic work hours, and heavy pressure applied over an extended period of time. This is true since working in a profession that requires a lot of client connection makes sense (Vallen, 1993).

According to Panda and C.K. Sahoo (2017), the study's main objectives were to look into how HR interventions affected IT industry workers and how these interventions related to work-life balance practices. It was found that training and development as well as communication are the most effective interventions for supporting the development of their interpersonal skills and confidence. These HR initiatives will improve employee motivation and happiness while assisting in the retention of talent.

Pandu et al. (2019) used data on demographics, workload, office climate, attitudes toward work, dependencies on the family, and absences from work to investigate the work-life balance of professional women in IT and IT-ES. The findings of the industry specific regression analysis demonstrated that an employee's perceptions of their family, work, and job satisfaction all had a significant impact on their sense of balance. However, studies have not found a clear connection between work-life balance and the workplace.

Working hours had the largest impact on employees, according to a study by C. Karpagham and R. Magesh (2017) on the work-life balance of employees in the organized manufacturing sector.

Idris Ganiyu, Ziska Fields, and Sulaiman Atiku (2017) believe that certain work-life balance strategies act as a buffer between the factors that lead to stress at work and the performance of manufacturing organizations. They recommend revising work-life balance measures to mitigate the negative effects of stress on an organization's performance.

Jain (2018) found that job expectations, time management, and family support have the biggest effects on work-life balance among professionals in a comparison study of teachers, MDs, and CAs. The researcher explored that work-life imbalance affects professionals' job satisfaction levels. The study's findings indicate that teachers, physicians, and CAs have different work-life balances. This distinction is apparent in the way families are structured and how people work.

Hymans & Summers observed significant problems with the implementation of work-life balance in practice (2017). Among these issues were the varying degrees to which different industries and businesses adopted work-life balance; the absence of formal organizational policies; the limitation of employee voice; the preference for business requirements over employee demands; the lack of evidence that working hours have been reduced; and the actual and perceived intrusion of work into home life. Lastly, women still handle the majority of home tasks regardless of their level of employment.

According to Dessler (2020), women still bear a disproportionate share of responsibility for managing house and raising the children, unlike many men, they must also choose between their careers and their families. For women, juggling job and family obligations becomes difficult.

According to Chawla and Sondhi's (2021) survey of female BPO and teaching professionals, work-life balance is positively correlated with job autonomy and organizational commitment. The survey suggests that in order to support a healthy work-life balance, more proactive educational institutions and business process outsourcing (BPO) companies who understand the value of a committed and dependable workforce would need to give their employees more autonomy. Workload and work-family conflict were found to be negatively connected with work-life balance.

Coleman (2021) asserts that social factors including age, position, education level, and marital status positively affect police officers' work-life balance. Maintaining a good work-life balance will benefit police officers' morale and sense of fulfilment in their jobs.

Advantages of good work life balance

Professional and Family Oriented Results
Research on work-life balance has mostly focused on work-related results, such as career outcomes, job performance, job involvement, turnover, turnover intentions, work engagement, and organizational citizenship behaviour. Less focus has been placed on the advantages of work-life balance for families, which primarily consists of family functioning, family performance, and family satisfaction. Work-life balance, for example, has been found to have a substantial long- term association with both job happiness and family satisfaction, according to surveys conducted among employees from different national cultures. Studies also suggest that work life balance may serve as a mediating factor in the associations between negative mental health outcomes (including depression and anxiety) and workplace stress in workers (e.g., Timms et al. 2015b). Similarly, Chan et al. (2017) demonstrated that work-life balance in the connections between work and family responsibilities influenced an employee's sense of workplace engagement. Employees who believe they have an acceptable work-life balance typically experience positive work-related outcomes as a result of resource accumulation, increased self-belief to achieve goals, positive resource spillover from the non-work domain to the work domain, and reciprocity of favorable treatment to the organization.

Future Pathway for Work–Life Balance

Mindfulness
The use of mindfulness as an intervention for well-being and occupational stress, for example, has drawn attention in recent research on mental health (e.g., Eby et al. 2017). According to Brown and Ryan (2003), p. 822, mindfulness is the nonjudgmental awareness of your environment, or "being attentive to and aware of what is taking place in the present." According to research, it can be helpful to use mindfulness to manage competing role expectations. For instance, in order to lessen strain-based work-family conflict, Michel et al. (2014) taught staff members how to practice mindfulness as a segmentation approach.

Technology
On a larger scale, the use of technology at work has rapidly altered. Due to these changes, employees now have greater flexibility in terms of where, when, and how they work, which presents opportunities to enhance work-life balance (Day et al. 2010). However, because it makes it harder to distinguish between job and family life, this flexibility can also be troublesome. Nowadays, employees can work online till late at night and use their cellphones to check their emails as soon as they wake up. Long-term "constant availability" commitments have been linked to negative outcomes, such as interfering with an employee's recovery period (Barley et al. 2011; O'Driscoll et al. 2010; Lupton 2018).

KEY FINDINGS

- The reviews consistently drew attention to the detrimental effects of work-life imbalance, such as increased rates of burnout, decreased job satisfaction, increased absenteeism, and, in certain situations, higher staff turnover.
- Achieving work-life balance is routinely attributed to family support. Workers who have supportive family structures typically manage their personal and professional responsibilities better.
- Various industries provide distinct challenges to the balance between work and life. Industries such as healthcare, hospitality, and manufacturing frequently need extended and irregular work schedules, which can result in increased stress and burnout. Comprehending the obstacles unique to this industry is essential to customizing effective interventions.
- The literature consistently recognizes gender differences in the experience of work- life balance, with women frequently encountering unique difficulties in balancing obligations to their families and careers. This discovery refutes the requirement for gender-sensitive policies and interventions.
- All sectors emphasize how important it is to have an organizational culture that is cooperative and supportive. Positive workplace cultures tend to promote a healthier work-life balance for their staff members.
- The reviews often point out that in order to address the challenges of work-life balance, comprehensive policies and programs at the organizational and governmental levels are required. These could include flexible work schedules, parental leave policies, and other initiatives that promote the wellbeing of employees.

RESEARCH METHODOLOGY

This segment outlines the methodological approach undertaken to scrutinize work-life balance in the Indian IT sector. The focus is to examine the interrelation between organizational policies and the perceptions employees hold about work-life balance. Given the objective to obtain quantifiable insights, the study is streamlined to employ a quantitative research methodology through surveys.

Research Design

The investigation is structured around a quantitative research design, concentrating on the deployment of a survey to gather data from IT professionals across various corporations in India. This approach is selected for its efficacy in capturing a broad spectrum of empirical data related to work-life balance metrics.

Quantitative Research

1. Sample Selection: The core of the quantitative study involves a meticulously designed survey targeting IT professionals employed in diverse capacities within **Delhi NCR, India**. A stratified sampling method will ensure a representative cross-section, encompassing varied organizational roles, levels of experience, and geographic distribution within the IT sector.

2. Instrumentation: Development of the survey instrument will draw on established scales that measure dimensions of work-life balance, including job satisfaction and perceptions of organizational support. The survey will blend Likert-scale items and questions to enrich the dataset with varied perspectives.

3. Data Collection and Analysis: This survey will be disseminated electronically to ensure a wide reach and smooth data collection. The subsequent analysis will employ descriptive and inferential statistical techniques, such as regression analysis, to unearth trends, correlations, and potential determinants influencing work-life balance within the industry.

4. Sample Size: The sample size includes 352 individuals working in IT sector in Delhi NCR

Conclusion

This quantitative methodology, focused exclusively on survey research, is designed to yield empirical insights into the dynamics of work-life balance among India's IT professionals. By leveraging statistical analysis of survey data, the paper aims to uncover actionable correlations that can assist both scholarly discourse and practical interventions within the IT industry's work-life balance practices.

DATA ANALYSIS

Research Questions and Hypotheses

Since there haven't been many studies on the subject of work-life balance for IT workers in India, this research paper aims to assess the level of work-life balance among IT professionals in Delhi NCR, India. This study aims to analyze the effects and differences in WLB that may exist among IT workers to find elements that contribute to this balance.

The following research questions are the focus of this study:

1. Does the marital status of professionals present a differing quality of work life balance?
2. Does the designation of an IT professional affect their quality of work life balance?
3. Does the nature of shift affect their quality of work life balance?
4. Does the work model of the professional affect their quality of life?
5. Is there any difference in the quality of work life balance on the basis of gender?

The following hypotheses have been developed for more testing and investigation in light of the aforementioned research questions

1. Relationship between marital status of an employee and work life balance
H0 : There is no significant effect of an employee's marital status on his quality of work life balance
H1 : There is a significant effect of an employee's marital status on his quality of work life balance

2. Relationship between designation and work life balance
H0 : There is no significant effect of an employee's designation on his quality of work life balance
H1 : There is a significant effect of an employee's designation on his quality of work life balance

3. Relationship between the nature of shift of an employee and work life balance
H0 : The nature of shift of an employee does not affect the quality of work life balance
H1 : The nature of shift of an employee affects the quality of work life balance

4. Relationship between the work model of an employee and work life balance
H0 : The work model of an employee does not affect the quality of work life balance
H1 : The work model of an employee affects the quality of work life balance

5. Relationship between the gender of an employee and work life balance
H0 : The gender of an employee does not affect the quality of work life balance
H1 : The gender of an employee affects the quality of work life balance

Background for Data Analysis

A self developed questionnaire through google forms is used as a tool for collecting data through personal references and LinkedIn. After developing the questionnaire, standardization was done on the basis of reliability and validity of items. As stated in the review of literature, the quality if work life balance of various professionals was often measured in various sectors with different standards and scales. None of them were found suitable for professionals particularly in current Indian settings. Hence to measure the quality of work life balance of IT professionals, Likert scale has been used.

Since quality of work life balance of an employee reinforces efficacy and productivity, each dimension of quality of work life balance has positive as well as negative component as it impacts the individual as well as organization. After thorough discussions and a lot of research five factors were extracted to harness the quality of work life balance of a teacher.

Factors of Quality Work Life Balance

I have identified five factors that can determine the quality of work life balance. A set of 25 statements have been included in the survey which can be answered using the given five point Likert scale.

S No.	Factors determining quality of work life balance
F-1	Satisfaction With Family and Self Life
F-2	Role Overload
F-3	Awareness towards Work Life Balance
F-4	Job Satisfaction and Flexible Environment
F-5	Self Appreciation of Work

Cronbach's Alpha

A metric called Cronbach's Alpha is generally employed in research to gauge a dataset's internal consistency or dependability. The range of the Alpha is 0 to 1. Greater internal consistency and reliability are indicated by higher values.

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4		Items	25								
5		sum of item variances	34.87								
6		variance of total scores	88.5177								
7		Cronbach's Alpha	0.63133								
8											

As we can see, using excel we have calculated the Alpha as 0.63. This value falls into the acceptable category which means that the scale being used is reasonably reliable for exploratory research like ours.

Calculating ANOVA

To address our research questions, we will now use ANOVA i.e. Analysis of Variance

Research Question 1: Does the marital status of professionals present a differing quality of work life balance?

H0 : There is no significant effect of an employee's marital status on his quality of work life balance
H1 : There is a significant effect of an employee's marital status on his quality of work life balance

Marital status of an employee is the real predictor and testimony of one's quality of work life balance as after marriage an individual is surrounded by multifold and multidimensional responsibilities and cannot be ignored.

The descriptive statistics for quality work life balance according to marital status are as follows

Anova: Single Factor

SUMMARY

Groups	Count	Sum	Average	Variance
Married	165	2808	561.6	521.3
Unmarried	187	3169	633.8	294.2

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	13032.1	1	13032.1	31.9610055	0.00047953	5.31765507
Within Groups	3262	8	407.75			
Total	16294.1	9				

The statistics reveal that there is a significance difference in quality of work life balance according to marital status. As we can see the highlighted cells, F Value (31.96) is much higher than the Critical Value (5.31). So, the null hypotheses is rejected and the alternative hypotheses is accepted i.e. The marital status of professionals present a differing quality of work life balance.

Research Question 2: Does the designation of an IT professional affect their quality of work life balance?

H0 : There is no significant effect of an employee's designation on his quality of work life balance

H1 : There is a significant effect of an employee's designation on his quality of work life balance

Designation of an employee explains not only the hierarchical position in the organisation but due to some extent his financial position as well. Both the financial as well as hierarchical position of an employee affects the quality of work life balance.

The descriptive statistics for quality work life balance according to designation are as follows

Anova: Single Factor

SUMMARY

Groups	Count	Sum	Average	Variance
Lower Level	112	1940	388	237.5
Mid Level	121	2040	408	139.5
Top Level	119	2004	400.8	152.7

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	1026.133333	2	513.0666667	2.905795733	0.093512813	3.885293835
Within Groups	2118.8	12	176.5666667			
Total	3144.933333	14				

The statistics reveal that there is no significance difference in quality of work life balance according to designation. As we can see the highlighted cells, F Value (2.90) is lower than the Critical Value (3.88). So, the null hypotheses is accepted i.e. There is no significant effect of an employee's designation on his quality of work life balance. Considering the competitive nature of IT sector, it can be stated that organizations may have implemented similarly effective work life balance policies as they want to create and offer a strong Employee Value Proposition to the limited skilled workforce. This could point towards effective talent attraction and retention strategies across organizations in IT sector.

Research Question 3: Does the nature of shift affect their quality of work life balance?

H0 : The nature of shift of an employee does not affect the quality of work life balance
H1 : The nature of shift of an employee affects the quality of work life balance

The nature of shifts significantly impacts the quality of work-life balance. General shifts aligns with standard daytime hours, offering a consistent routine that can mesh well with family schedules. Night shifts disrupts natural sleep patterns and can lead to health issues and social isolation, making it challenging to maintain quality work life balance. Rotational shifts, which cycle through different hours, complicates establishing a stable daily routine leading to erratic sleep patterns and increased stress, adversely affecting work-life balance .

The descriptive statistics for quality work life balance according to nature of shift are as follows

Anova: Single Factor

SUMMARY

Groups	Count	Sum	Average	Variance
General Shift	5	2058	411.6	48.8
Night Shift	5	1760	352	194.5
Rotational Sh	5	2095	419	8.5

ANOVA

Source of Variati	SS	df	MS	F	P-value	F crit
Between Grou	13493.2	2	6746.6	80.3804607	1.1231E-07	3.88529383
Within Groups	1007.2	12	83.93333333			
Total	14500.4	14				

The statistics reveal that there is a significance difference in quality of work life balance according to the nature of the shift. As we can see the highlighted cells, F Value (80.38) is much higher than the Critical Value (3.88). So, the null hypotheses is rejected and the alternative hypotheses is accepted i.e. The nature of shift of an employee affects the quality of work life balance

Research Question 4: Does the work model of the professional affect their quality of life?

H0 : The work model of an employee does not affect the quality of work life balance
H1 : The work model of an employee affects the quality of work life balance

The COVID-19 has introduced the work from home and hybrid setting in corporate sector. No doubt, it is learned that work from home and hybrid settings provide a greater quality of life as compared to work from home setting. Till now, more and more companies are adopting these models to attract best talent and remain competitive. Work from home and hybrid model provide flexibility thereby increasing employee productivity and performance.

The descriptive statistics for quality work life balance according to work model are as follows

Anova: Single Factor

SUMMARY

Groups	Count	Sum	Average	Variance
Work from home	134	2274	454.8	83.7
Work from office	114	1969	393.8	45.7
Hybrid	104	1766	353.2	14.7

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	26153.2	2	13076.6	272.240111	1.00552E-10	3.885293835
Within Groups	576.4	12	48.03333333			
Total	26729.6	14				

The statistics reveal that there is a significance difference in quality of work life balance according to the work model. As we can see the highlighted cells, F Value (272.24) is much higher than the Critical Value (3.88). So, the null hypotheses is rejected and the alternative hypotheses is accepted i.e. The work model of professionals present a differing quality of work life balance.

Research Question 5: Is there any difference in the quality of work life balance on the basis of gender?

H0 : The gender of an employee does not affect the quality of work life balance
H1 : The gender of an employee affects the quality of work life balance

In India's IT industry, gender can significantly influence the quality of work-life balance. Women may face more challenges in achieving work-life balance due to societal expectations to manage both professional responsibilities and a larger share of domestic duties. Men, while generally facing fewer domestic expectations, may experience societal pressure to work longer hours and prioritize career advancement over personal time. These gendered expectations can lead to differing experiences in managing work pressures, family commitments, and personal well-being within the same industry.

The descriptive statistics for quality work life balance according to gender are as follows

Anova: Single Factor

SUMMARY

Groups	Count	Sum	Average	Variance
Female	177	2859	571.8	218.2
Male	175	2957	591.4	287.8

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	960.4	1	960.4	3.796047431	0.08721493	5.317655072
Within Groups	2024	8	253			
Total	2984.4	9				

The statistics reveal that there is no significance difference in quality of work life balance according to the gender. As we can see the highlighted cells, F Value (3.79) is lower than the Critical Value (5.31). So, the null hypotheses is accepted i.e. The gender of an employee does not affect the quality of work life balance. This outcome indicate that IT industry has adopted policies and practices that neutralize gender disparities to a great extent, such as flexible work arrangements, parental leave, and support services that equally benefit all. Not to miss, it is also reflecting a cultural shift within the industry towards more egalitarian views on work and family responsibilities. Alternatively, it could suggest that both genders equally face the pressures and demands of the IT sector, leading to a uniformly experienced work-life balance.

FINDINGS

From the data analysis above, we can state that factors such as gender or designation of an employee does not affect the quality of work life balance of an employee working in IT industry in Delhi NCR, India. This may draw our attention towards employee centric policies and inclusive work environment in the organisations. Progressive HR policies such as flexible hours, remote working options and equity across all levels play a crucial role in creating uniform experience to all professionals. It ensures that all employees, regardless of gender or designation can effectively manage their professional and personal lives.

The findings also directed us towards how work models, nature of the shifts and marital status can affect the quality of work life balance. These factors directly impact daily routines and personal responsibilities of an individual and offer varying degrees of flexibility. These highlight how employees manage time and stress and may complicate family and social interactions, influencing overall life satisfaction. Marital status involves additional dimensions of family responsibility and require more of financial resources and elements such as time and mental stability.

Consequences of work life balance benefit organizations in various ways such as-

1. Improved performance and productivity
2. Augmented employee satisfaction and happiness
3. Sound well being
4. Employee retention
5. Reduced costs etc.

Likewise, poor work life balance can lead to-

1. Low level of morale and motivation
2. Increased grievances and stress
3. Work family conflict
4. Declining performance

RECOMMENDATIONS

The IT professionals in India are not much exposed to work life balance practices, and even the employers have a long way to go in terms of designing and implementing work life balance policies and practices. I'd like to recommend the following-

1. Appropriate policies and initiatives shall be promoted to create awareness about managing work life balance
2. Organisations must promote and publicize positive case studies exemplifying benefits of utilising work life balance policies and initiatives
3. Stress management and meditation workshops shall be conducted by organisations more often to help employees cope up with their decreased mental and physical health related issues
4. Encouraging policies that respect personal time may help establishing clear boundaries. "Quiet hours" policies during off hours where no email or phone call is required to be attended.
5. Employees shall engage in self care by regularly participating in activities that reduce stress and use available resources such as Employee Assistance Programs etc.
6. Flexi-Timing: Though few companies have already adopted this system as it offers flexibility and ease of work to employees boosting their productivity, many IT companies are way behind providing these options to their employees
7. Five day work week: It can help employees manage their work and personal life simultaneously and effectively leading to job satisfaction
8. More performance linked incentives to employees as a part of their compensation packages may motivate them to do better at their jobs

CONCLUSION

Work life balance is one of the most challenging issues faced by employees in IT industry in today's time. With increased competition, rapid technological advancement and increased mental health issues the need for work life balance is unavoidable. It straightaway impacts growth of the organisation and productivity of the employee. Factors like overtime, travelling to work, long meetings etc. have a negative impact on work life balance of employees.

This new IT profession with a good pay, night shifts and everchanging social and cultural environment has brought work life imbalance. The growing diversity of family structures present in the work force including dual earner couples, single parents, blended families, increased number of dependents has heightened the relevance of achieving work life balance.

In conclusion, it is impossible to overestimate the significance of work-life balance in the workplace. Because people are the most valuable asset of the company, initiatives that encourage a great work-life balance must be developed in collaboration with the HR department and staff. A work-life balance plan is necessary since, despite the benefits, better pay, and pleasant working environment, there are times when employees don't live up to expectations.

For people to produce their best work, they must find a balance between their obligations to their families and their careers. Maintaining this equilibrium boosts productivity and improves contentment at work. Striking a balance between work and family responsibilities is crucial for people to produce their best work. Sustaining this balance increases output and enhances job satisfaction.

Furthermore, a positive work-life balance encourages the growth of a warm and inviting workplace environment that enhances employee welfare and family ties. Businesses must prioritize achieving work-life balance and establishing the happiest, most productive workplace possible for all employees by implementing efficient strategies.

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ANNEXURE

Name *

Your answer

Mail ID *

Your answer

Gender *

○ Male

○ Female

Age *

◉ 21 - 30

○ 31 - 40

○ 41 - 50

○ 51 - 60

○ Above 60

Marital Status *

○ Married

○ Unmarried

Family setting *

◉ Nuclear family

○ Joint Family

Department *

- ○ Tech
- ○ Non-Tech

Level *

- ○ Lower Level
- ○ Mid Level
- ○ Top Level

Experience

- ○ Less than 2 Years
- ○ 2 - 5 Years
- ○ 6 - 9 Years
- ○ More than 10 Years

Organisation *

Your answer

Working shift *

- ● General shift
- ○ Night shift
- ○ Rotational shift

Work mode *

- ⦿ Work from office
- ◯ Work from home
- ◯ Hybrid

I spend sufficient time in a day with my children/family. *

	1	2	3	4	5
	◯	◯	◯	◯	◯

I give equal time to all aspects of my life i.e. physical, spiritual, moral, social and economical *

	1	2	3	4	5
	◯	◯	◯	◯	◯

I often engage myself in recreational activities *

	1	2	3	4	5
	◯	◯	◯	◯	◯

I have time to reach my personal and career goals satisfactorily *

	1	2	3	4	5
	◯	◯	◯	◯	◯

I generally feel that I am able balance my work and life. *

	1	2	3	4	5
	○	○	○	○	○

I think or worry about work when I am not actually at work *

	1	2	3	4	5
	○	○	○	○	○

I do overtime due to pressure of work *

	1	2	3	4	5
	○	○	○	○	○

I have given up activities I enjoy to work *

	1	2	3	4	5
	○	○	○	○	○

I am suffered from stress related disease due to work overload *

	1	2	3	4	5
	○	○	○	○	○

I hesitate in accepting responsibility of family and social functions due to work pressure *

	1	2	3	4	5
	○	○	○	○	○

Work/life balance enables me to work better *

	1	2	3	4	5
	○	○	○	○	○

Work excitement and pressure are opposite sides of the same coin *

	1	2	3	4	5
	○	○	○	○	○

Work/life balance is partly employer and partly employee responsibility *

	1	2	3	4	5
	○	○	○	○	○

I am able to achieve work life balance *

	1	2	3	4	5
	○	○	○	○	○

Work has become a matter of necessity and survival and not growth and upskilling *

	1	2	3	4	5
	○	○	○	○	○

My work environment is growing and competitive *

	1	2	3	4	5

I get reward or motivation for my work done *

1	2	3	4	5
○	○	○	○	○

I go for picnic/vacations along with my family *

1	2	3	4	5
○	○	○	○	○

My work environment is flexible and adjustable *

1	2	3	4	5
○	○	○	○	○

I often work overtime which disturbs my personal life *

1	2	3	4	5
○	○	○	○	○

Family issues do not hinder my ability to perform effectively at work. *

1	2	3	4	5
○	○	○	○	○

My family members are happy with my job role *

1	2	3	4	5
○	○	○	○	○

I like spending time at office *

	1	2	3	4	5
	○	○	○	○	○

I feel appreciated by my organisation for my work *

	1	2	3	4	5
	○	○	○	○	○

I have an ideal professional life *

	1	2	3	4	5
	○	○	○	○	○

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