

A Study on Impact of Work-Life Balance on Productivity of Employees at BPO Sector in Mangalore

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Introduction

Due to the demanding nature of work and employees' personal activities in the information and technological age, maintaining a work-life balance has been the focus of industry human resource practitioners. The quick accessibility to nearly anything and the hurried pace of life encourage people to work harder with the time they appear to have at their disposal rather than making them more lethargic. Since the adoption of flexibility measures in the workplace appears to promote this, the individual engages in more activities than usual both inside and outside of the office. The separation between business and personal life is further defined by the accessibility of technology everywhere that promotes people's connectivity 24 hours a day.

Every person's definition of work-life balance varies depending on their stage of life. An individual who is single and just out of college would have a different idea of work-life balance than an individual who may be single but has certain "obligations" to his or her family, and again differently for an individual who is married and has children, especially if they are single parents. According to Johnson (2005), an employee's perspective of work-life balance is significantly influenced by their age, lifestyle, and environment. The conflict between work and family spheres is also taken into consideration, particularly when there is role conflict and tension. In addition, productivity expectations at work frequently conflict with people's obligations to their families who work in industries that significantly rely on shift work.

Importance of Work-Life Balance

Achieving work-life balance to manage stress, balance is necessary. To deal with stress and a hectic life, balance is essential. Balance gives people the time they need, improves their relationships with family and friends, and gives them opportunities to unwind. Employers can help their staff members feel less stressed by establishing a work-life balance strategy. This may result in a more devoted and motivated workforce, more production, and lower absenteeism rates.

The US-based outsourcing company Diya Systems Pvt.Ltd. was established in 2004 and is headquartered in Louisville, Kentucky. The company's highly qualified staff of developers in Mangalore, India, offers software development services. The company in Mangalore employs perhaps in the neighbourhood of 800 people.

Statement of the Problem

The project aims to investigate the work-life balance of those employed by Mangalore-based Diya Systems Pvt.Ltd. The key factors that affect workers' ability to combine their professional and personal lives with regard to the numerous services provided by the organisation will be revealed through this research project.

Objectives of the study

- To know about the programmes and benefits that Diya Systems offers to its workers, as well as whether or not these programmes and benefits support work-life balance.
- Understanding how employees see their work-life balance inside their organisation and learning what expectations they have for work-life balance
- To determine the impact of workers' work-life balance on their level of productivity at Diya Systems Pvt. Ltd.

Scope of the study

The work-life balance of employees at Diya Systems Pvt.Ltd. will be the main topic of this study. Based on the analysis of the study, the management of the organisation can make the required modifications to their policies to help employees balance their professional and personal lives and boost employee productivity. This study will examine every facet of an employee's workday and how it affects their ability to be productive.

Sampling method

The study will use a simple random sampling. The team members are divided across the BPO and Development sections.

From the development section, random employees are chosen. For this investigation, 50 people will serve as the sample size. The survey is given to each of the 50 responders to complete. The employees were given the questionnaire to complete after work hours. Therefore, a day was set out for returning the completed questionnaire.

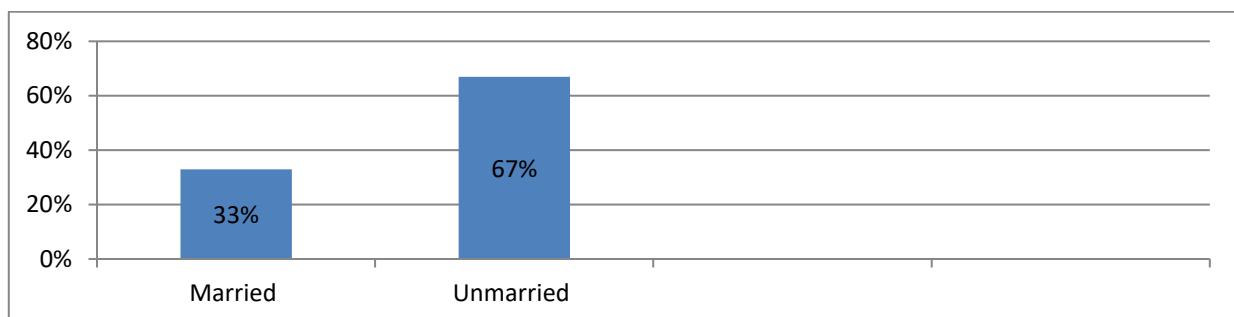
Analysis and Interpretation:

Personal Profile:

Age wise classification of respondents

Age	Responses	Percentage
20-25	22	44
26- 30	20	40
31- 35	8	16

Marital status of the respondents



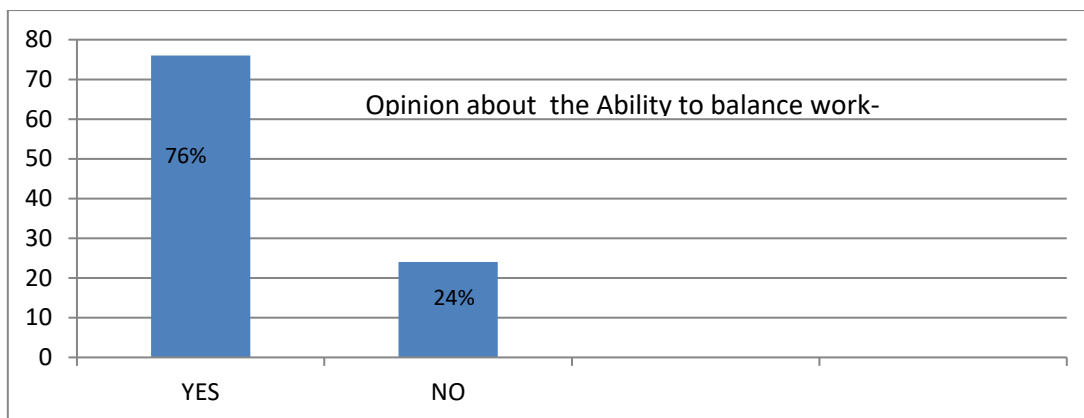
Employee's work life:

The days of the week that workers generally work

Day	Responses	Percentage
<5	0	0
5	5	17
6	25	83
7	0	0

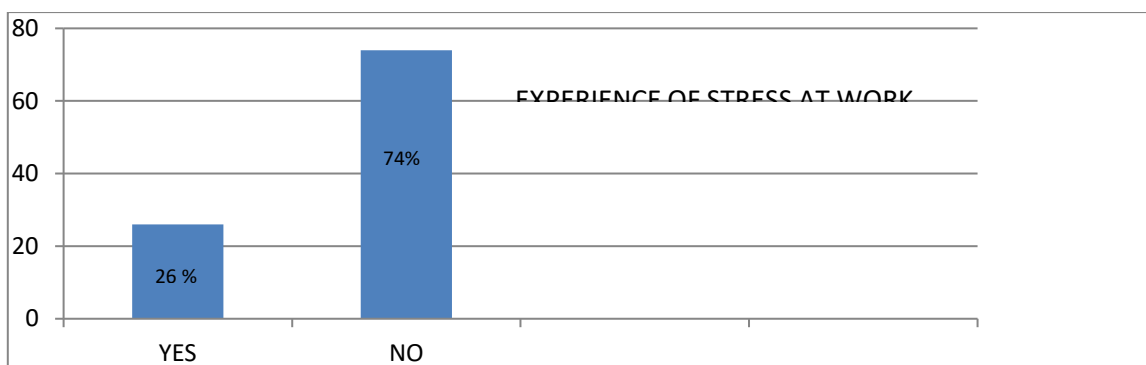
Out of the 30 responders, 5 work 5 days a week, and the other 25 work 6 days a week, but no one works less than 5 days a week or more than 6 days a week.

Ability to balance work-life



Of the 30 respondents, 23 believe they are able to combine their job and personal lives, but 7 say they are unable to.

Experience of stress at work



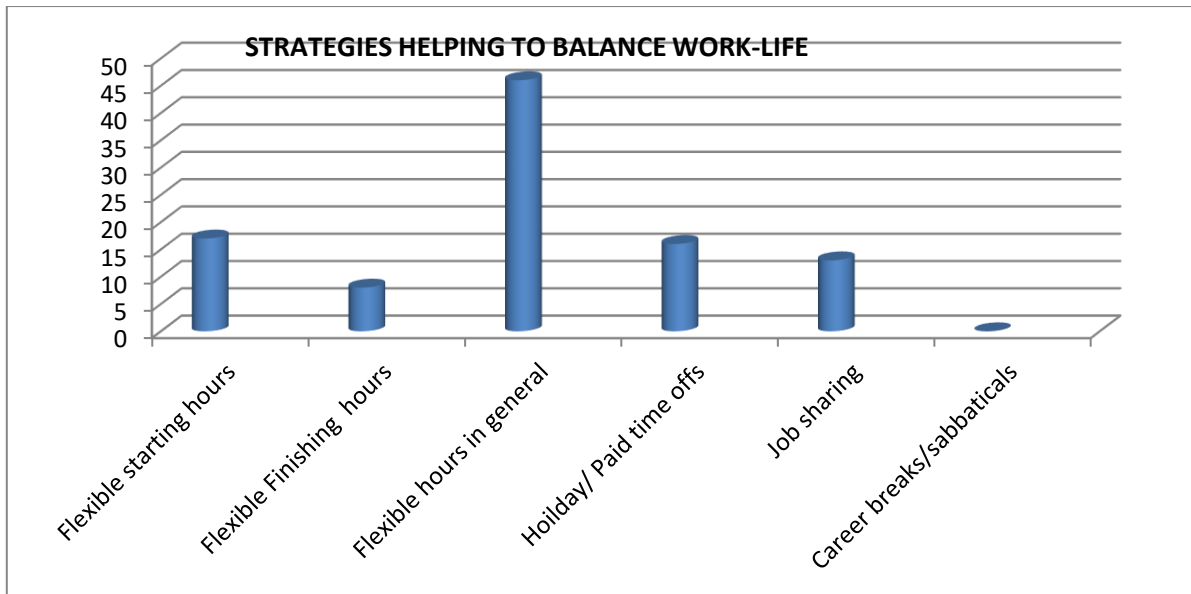
Out of 30 respondents, 7 reported feeling stressed while doing their jobs, whereas 23 reported feeling no tension at all.

Stress-related health issues amongst employees

Health Issues	Responses	Percentage
Hypertension	0	0
Obesity	0	0
Diabetes	0	0
Frequent Headaches	6	20
None	24	80

Only 6 of the 30 respondents reported having frequent headaches, while the other 24 reported no such issues.

Methods for assisting employees in achieving work-life balance



Out of 30 respondents, 5 expressed a preference for flexible sharing hours, 2 for flexible finishing hours, 14 for flexible hours generally, and 5 for holiday/paid time off. Four respondents felt Job sharing - aids in balancing their professional and personal lives

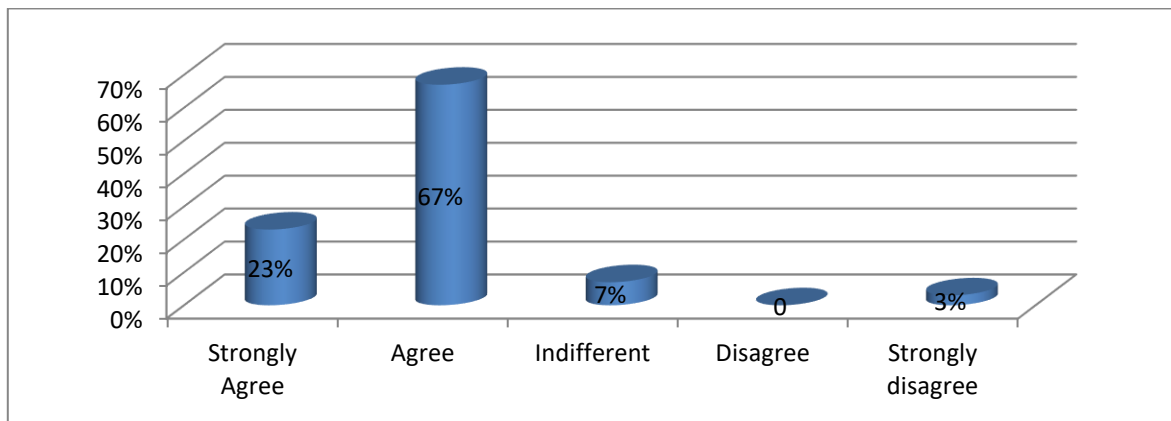
Additional work provision provided by the company

Response options	Responses	Percentage
Telephone for personal use	2	7
Counselling services	0	0
Health Programmes	5	17
Family Support programmes	1	3
Relocation facilities and choices	2	7
Transportation	18	60
None	2	6

Out of 30 respondents, 2 said they used a phone for personal use, 5 said they participated in health programmes, 1 said they participated in family support programmes, 2 said they had options for relocation, and 18 said the employer offered transportation services. But according to 2 responses, the company does not offer any additional benefits.

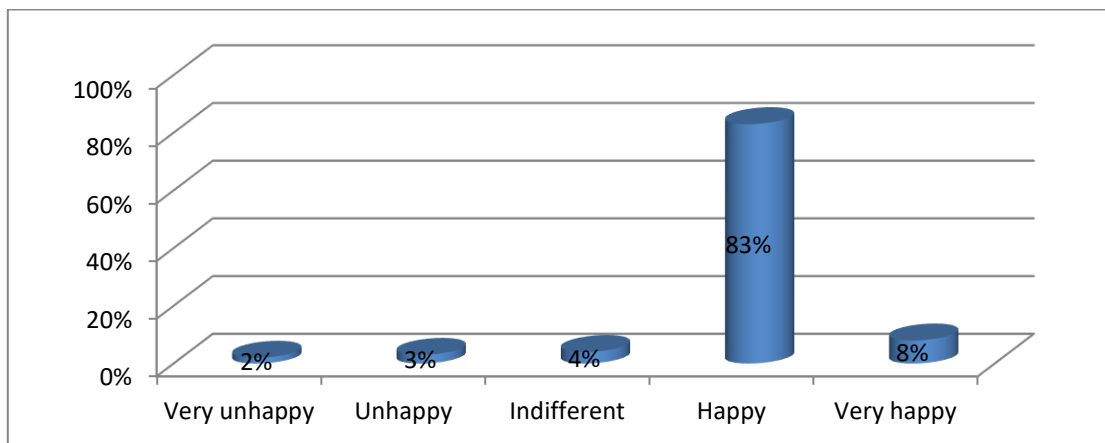
Employee Work-Life Balance Index

The Employee Work-Life Balance Index is based on rating scale of 5. The respondents are asked to tick their opinion in the space provided for each criteria given.



Out of 30 respondents, 7 strongly agree that work-life balance policies should be tailored to individual needs; 20 others share this opinion, while one responded negatively, and the other two indicated they were undecided.

Feeling of Employees regarding the time spent at work



Out of 30 respondents, 25 said they were content with their jobs, two said they were extremely content, but two said they were unhappy with the time they spent at work.

Suggestions

- Diya Systems can try to offer its employees the option of health insurance and yearly health checks.
- Work-life policies increase organisational effectiveness and success. Diya Systems can therefore attempt to implement a unique work-life balance strategy for employees.
- Diya System might make an effort to offer extra employment options including counselling services, health programmes, family support programmes, relocation facilities, etc.
- To provide medical services, such as medical insurance or health insurance.
- The corporate executives might hold regular meetings with the employees so that they can solicit thoughts and recommendations.
- To help employees successfully manage work and family obligations, the organisation may implement separate work-life policies.

Conclusion

This project examined the influence of work-life balance on employee productivity. With the help of management and family members, more than 76% of the employees at Diya Systems Pvt. Ltd. are able to successfully balance their work and family obligations. Employees who have dealt with stress at work often develop coping mechanisms to lower their stress levels. Therefore, based on the results of this study, I can say that Diya Systems Pvt.Ltd. is an excellent company to work for since it offers a variety of benefits that contribute to employees' overall growth. In every way, employees are treated equally and with respect.

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