

A COMPARATIVE STUDY ON EMPLOYEE WELLNESS, SAFETY PRACTICES AND QUALITY OF WORK LIFE BALANCE OF EMPLOYEE PERFORMANCE TO INFORMATION TECHNOLOGY COMPANIES

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KEYWORDS

Quality of Work life
balance, IT
employees, Human
resource
management, Women
employees,
Employee
performance, safety
practices, wellness
and wellbeing

ABSTRACT:

Work-life balance has grown in importance, which is good for businesses and their workers. An employee nowadays wants more from their employer than simply a job; they expect the business to care about their work-life balance and overall well-being. When employees perceive that the company is making extra efforts to promote a good balance between work and life, they are more likely to feel motivated. In the current study, an effort was made to tie the personal factors of IT women employees to the six factors of WLB. A random sample of 123 women employees working in information technology organizations in and around Chennai was chosen. The researcher used many elements to construct the questions. Workplace work regulations, time factors, job factors, family considerations, and organization elements are the five variables that have developed. Additionally, the study took into account the factors of WLB and work pressure. For the Scale as well as the Questionnaire, validity and reliability were proven. . Survey research methodology is used in this work. Questionnaires are the main type of research tool utilized in studies. The technique of convenience sampling was utilized to gather data. Women are said to be particularly adept at multitasking. When she decides to pursue a job, tasks become much more challenging. A job in IT and ITES is extremely challenging and competitive. As a result, family assistance is necessary. The study's conclusion Women workers experience extreme stress as a result of ongoing job pressure, which negatively impacts their well-being. In the IT industry, where there is a fierce rivalry and a target-oriented structure, women employees are required to put in longer hours.

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Key words: Quality of Work life balance, IT employees, Human resource management, Women employees, Employee performance, safety practices, wellness and wellbeing

INTRODUCTION:

The term "WORK-LIFE BALANCE (WLB)" was coined in 1986, even though its usage in daily language was being made for a number of years. It's interesting to note that work/life programs date back to the 1930s. the rules and regulations put in place by a company to allow workers to perform their jobs effectively while also giving them the flexibility to address personal issues or difficulties at home In actuality, households with two earners are working more hours overall. When there is little role conflict and effective functioning in both the home and workplace, there should be a balance between work and life. Therefore, conflict results from the incompatibility of expectations from the job and non-work domains, and as a result, people lack WLB. There is proof that those who are just entering the employment today place a greater focus on the value of WLB than those who came before them.

When workplace dynamics started to shift owing to economic instability, which led to a struggle for survival in the business, work-life balance became essential as a research topic. Work-life balance refers to how much control one feels over the amount of time spent at work compared to the amount of time spent outside of work. **Reiter (2007)** Observing that the concept of work-life balance is ephemeral, most definitions of it are situational. Each person has a different way of striking a balance between work and life since it relies on their level of personal and professional satisfaction.

Government and policy makers place a high value on work-life balance because individuals are the cornerstone of a society that is working well. The working population now faces a heavier information burden as a result of a growing reliance on information technology throughout time. Employees are anticipated to work longer shifts and be available on weekends. Additionally, it is expected that personnel would be accessible at all times and promptly return calls and emails beyond office hours. The sources of pressure at work have increased as a result of this.

Work-Life Balance in the World of Relief The demands of an aging population in the next ten years are escalating the current fierce competition for qualified individuals, upon whom relief organizations depend, in the "relief world," which is made up of organizations with employees and volunteers that provide service and care to communities in need locally and globally. "Not only will there be fewer young, enthusiastic, and free-to-travel people who want to be persuaded that agencies are compassionate, "best-practice" employers, but there will also be more skills and experience held by older staff who are more likely to have families and other obligations and different priorities for their work/life balance.

Many health issues, including poor physical health, poor self-reported health, psychological discomfort, poor mental health, and life dissatisfaction are known to be associated with work-life conflict among employees.

Additionally, the literature currently in the circulation supports the many advantages of effective WLB interventions that result in favorable organizational outcomes like decreased work-family conflict (WFC), high organizational citizenship behaviors, high organizational commitment, and elevated job satisfaction. **(Baral and Bhargava, 2010; Kelliher et al., 2019)**

Work-life balance is about creating a harmony that reflects a person's priorities rather than just splitting time equally between work and home life. At the same time, this enables acceptance of the contented stay-at-home parent or the cheerful workaholic. However, as many women no longer expect permanent partners, other connections outside of marriage still have an impact on work-life balance. As a result, they emphasize the value of obtaining skills and credentials in order to find employment and be able to support the family's economy. Thus, happier marriages are associated with a higher sense of achievement in juggling job and family. **(Satinder, 2013)**. This is because of the fact that the degree of happiness that one exudes at home is likely to be carried over to their place of employment, and vice versa.

The concept of "work life balance" encourages employees to balance their time and attention between work and other vital elements of their lives. Work-life balance is an ongoing endeavor to reconcile personal obligations with those of family, friends, the community, spirituality, personal development, self-care, and other pursuits. The attempt for work-life balance helps employees feel less stressed. Stress and discontent occur when people feel as though they are neglecting other significant aspects of their lives by spending the bulk of their days engaged in work-related tasks. Employees who maintain a healthy work-life balance have a sense of equilibrium in all facets of their lives. Work-life balance refers to how paid jobs and other activities, such as volunteer work in the community and with families, leisure time, and personal growth, interact.

Work-life balance refers to a self-described level of well-being attained by a person when they are able to successfully manage and integrate the many obligations of job, home, family, community duties, and personal leisure time. It has been determined that a healthy work-life balance is advantageous for both people and organizations since it may raise output, lower absenteeism, foster greater workplace autonomy, increase employee retention, boost job satisfaction, change employee attitudes and behaviors, and draw in talent. **(Beauregard and Henry, 2009; Chimote and Srivastava, 2013; Lamane-Harim, Cegarra-Leiva and Sánchez-Vidal, 2021)**.

QUALITY OF WORK LIFE BALANCE AND WOMEN IN IT AND ITES

In today's workforce, women make up an important percentage of the entire workforce of any firm. The interaction between families has made it possible for women to take on a paid job due to significant changes in the nature of employment and work arrangements, such as the rising rate of female literacy, adjustments to women's career aspirations, the fall in the family income, and changes in family formation. Married women employees have two distinct roles and duties. Employees are impacted by the demands of work and family, particularly women.

One of life's greatest challenges for many women is finding a healthy work-life balance. A working woman must balance the two important duties of a mother and being a devoted, sincere employee. For every firm, finding and keeping competent women employees is crucial. Care, concern, and curiosity are the fundamental qualities of a woman, and these traits are strengthened by others like empathy, adaptability, and tenacity. Women workers in IT and ITES organizations have had to put in longer hours at the office due to the fierce competition. As a result, the time spent at work by female employees has an impact on their personal health, job, and family life.

EMPLOYEE WELLNESS AND SAFETY MEASURES:

Employees in the IT business are more likely to acquire a variety of health issues as a result of the constant physical and mental stress of their jobs. Stress causes, maintains, or exacerbates diseases. Acid peptic illness, alcoholism, asthma, diabetes, lethargy, tension headache, hypertension, insomnia, irritable bowel syndrome, psychoneurosis, sexual dysfunction, and skin disorders such as psoriasis, lichen planus, urticaria, pruritus, neurodermatitis, among others, are frequent stress-related health issues. Globalization and privatization have created new work connections, employment instability, uncertainty about future working circumstances, and quick skill obsolescence, all of which contribute to stress. The IT sector has emerged as one of India's fastest expanding industries. Strong demand in recent years has made India one of the fastest growing IT markets in the Asia-Pacific region. The rationale for selecting IT and ITES personnel is that they suffer a greater amount of stress than other employees. Any kind of employment includes goals, and a person feels stressed when he or she is assigned unrealistic goals and is unable to handle a particular circumstance.

FACTORS AFFECTING WORK LIFE BALANCE

(a) Time Related Factors

Jeffrey H.Greenhaus, Karen M. Collins and Jason D. Shaw (2003) of the USA has investigated the link between work-family balance and professional public accountants' quality of life. The topic was broken down into three parts by the study. Equal participation in work and family is referred to as involvement balance, while equal satisfaction in work and family is referred to as satisfaction balance. Time balance refers to allocating equal time to work and family. According to a correlation study, respondents' ages were favorably correlated with quality of life, whilst employment was adversely correlated with it. The study came to the conclusion that those who are more content with their families than their jobs have consistently higher quality of life than people who are more satisfied with their jobs.

Rahul Singal, Parvesh (2015) had investigated how women teaching faculties balanced work and life. The survey found that 64% of instructors did not have enough time for their families as a result of their work hours, and the majority of them were dissatisfied with the organization's working hours.

The previously mentioned research findings on the time-related aspects of work-life balance clearly show that personal characteristics like age and gender are crucial determinants of work-life balance. The work-life balance of CEOs is increasingly being linked to their job happiness, and employee underperformance is also directly related to their ineffective time management. Personal behaviors and health problems are also taken into consideration as temporal considerations.

Gordon B. Cooke et al (2009) The characteristics of workers who work a weekend-based short work week (WBSW) were investigated in Canada, with a focus on gender, family status, and work-life balance. According to the survey, WBSW workers were either single or did not have dependent children. It also showed that these employees were underage, poorly educated, inexperienced, and paid. The study found that women with WBSW reported less job satisfaction than other women.

Santhana Lakshmi. K, Sujatha Gopinath. S (2013) had studied how women teaching faculties balanced work and life. The results of the study showed a strong correlation

between marital status and overtime work. 30 married women chose to work either in the morning or in the evening of the working day, with the exception of 14, who preferred to work on weekends. It also revealed that 37% of married women work primarily for financial gain. The study came to the conclusion that married women were more negatively impacted and had a seriously disrupted work-life balance.

(b) Work Related Factors and organisational factors

Stutu Priyadarshini Nijhawan (2015) had concentrated on how women employees in private sector banks' organizational performance was impacted by work-life balance. Long working hours, performance-based pay, position ambiguity, and workload were the elements that the study determined had a significant impact on organizational performance.

Fatima Adeela Beevi T.K.S (2014) had concentrated on the work-life balance of women working in the unorganized sector, such as Anganwadi workers, tailors, builders, and Keralan beauticians. The study came to the conclusion that job instability, long hours, and poor pay were the main causes of the imbalance between women's professional and personal lives in this industry.

(c) Personal Related Factors and family factors

Sahana Maiya, Bagali .M.M (2014) had researched the work-life balance of working moms in Bangalore across a range of industries, including IT, ITES, banking, insurance, manufacturing, and the public sector. The study concentrated on the different aspects that influence work-life balance, such as organizational, psychological, motivational, career-advancement, and personal issues. It came to the conclusion that there was a strong connection between the balancing act and the challenges faced. The research also emphasized the promotion of family-friendly human resource policies, such as having a child care facility on-site, having flexible rules, and having strong superior support.

Shanthi, T.S, Sundar .K (2012) has researched the key determinants of work-life balance for different classes of women workers in the IT business. Three categories—entry level, middle level, and higher level—were created for women employees. For the research, percentage analysis was employed. Work-life balance was shown to be highly influenced by elements such support from the family system, child care, the workplace atmosphere, flexible scheduling, and benefits.

(d) Family Related Factors:

Duxbury (2003) said that the work-life conflict showed a lot of work getting in the way of family time. High levels of job stress and low levels of job satisfaction encourage employee turnover.

Linda et al. (2003) They discussed about the effects of work-life conflict on businesses, employees, and families in their paper. The study discovered that the causes of work-life conflict consequences include role overload, the incidence of work-life conflict, interference from work and family, and interference from work and personal life. According to the study, an individual's capacity for juggling work and personal obligations will have an impact on societal, family, and employee results. They recommended that workers concentrate their efforts on both a family and an organization endeavour in order to lessen work-life conflict and to increase their bottom line.

Thompson & Prottas (2005) had identified work-life policies, which are crucial and are regarded as the fundamental gauges of a company's preference for work over family or for

work over family. These regulations include employee leave of absences as well as flexible work schedules.

REVIEW OF LITERATURE:

(Bharathi, S.V& Mala E.P 2016) This study reveals a few variables that have a significant influence on the work-life balance (WLB) of women working in Indian IT firms. These elements affect the difficulties and positive aspects of the professional and personal life of 186 women employed by diverse Indian IT organizations. A total of 42 elements related to WLB have been categorized into five constructs based on a thorough examination of the literature. These constructs are: professional challenges, personal challenges, SM participation, professional enhancers, and personal enhancers. The findings indicate that the personal WLB enhancers, such as a regular exercise and fitness routine, yoga and meditation, a balanced diet, adequate sleep, and hobby participation, loaded the heaviest as the most impacting factors; working from home has a significant positive impact on women's WLB on the professional front. We discover that regardless of obstacles or enablers, personal variables are thought to have a greater influence than professional ones.

In other study of **(Dash et al.2012)** The high levels of stress that IT workers experience as a result of their long hours and skipped holidays produce an imbalance between their personal and professional lives. Both businesses and workers are concerned about work-life balance. It worries both the employees because of their level of stress and the ill-health (both physical and mental) that results from it, as well as the employers since the ill-health of their employees leads to decreased productivity and increased absenteeism. This mismatch between work and life has only been made worse by technological innovation and competitiveness.

According to **Ramadhani (2012)**, The provision of bonuses (benefits), health and exercise facilities, aid for the care of children and their elderly parents, and a policy of leave for illness are other components that can be implemented. It is desired that workers have the ability to strike a balance between their obligations at home and at work.

Achievement and happiness are two ideas that enhance work-life balance. A person must possess both. This is the reason why successful people don't experience the happiness or unhappiness they should **(Bataineh, 2019)**. Success is measured not simply by how much money someone has, but also by how well they provide for their family. Lack of time to gather and interact can result in poorly managed schedules, home problems, and poor performance in the workplace **(Meenakshi et al., 2013)**. The individual himself, who is the most important component in the work-life balance, is one of the elements of the work-life balance itself. Second, there are family aspects like marriage, children, and parent-child interactions that might impact work-life balance. Third, people have obligations to the local community organizations in their social lives **(Delecta, 2011)**

Modi, Chima (2011) Lubana Riz V (2013) Employees in the IT sector are used to work-life balance regulations and practices. The study also looked at the reasons for and potential obstacles to the mutual acceptance of work-life balance rules in the IT industry. According to the study, it is urgently necessary to inform employees explicitly about work-life balance policies and practices in order to increase awareness and enhance knowledge of pertinent laws. study of working women in the IT sector's work-life balance. They stated that the final output of its personnel depended on a variety of variables. Emotional intelligence may help people connect their personal and professional lives.

(T. Jansirani, 2022) Work denotes a person's line of work and its purpose. A healthy lifestyle includes having fun, being content, and spending time with family. For all employees, especially those working in the BPO industry, finding work-life balance is a very huge difficulty. As it operates under the 24/7 outsourcing philosophy. The work-life balance of BPO personnel who work in the healthcare industry, both men and women, is the subject of this essay. According to this survey, there is a considerable difference between male and female employees who are able to spend time with friends and family.

(Geetha Manoharan, Sunitha Purushottam Ashtikar, Dr. V. Smitha, S Sundaramoorthi, 2023) It's practically essential to maintain a healthy work-life balance in the competitive and demanding workplace of today. Employees' personal and professional lives must be in balance in order to attain work-life balance. The sample of 140 female IT and ITES professionals was utilized to study how women's perceptions of work-life balance impact their level of job satisfaction. The inquiry adopted a quantitative methodology. The appropriate statistical analysis software was then used to examine this data. According to the quantitative approach, the data may be categorized into three groups: inferential, experimental, and simulation. The study's findings demonstrate that a successful work-life balance will raise employee job satisfaction, which will enhance organizational performance and give IT enterprises a competitive advantage.

(K REJI, 2023) This research focuses on employees at various organizational levels and the difficulties they encounter at diverse roles on a personal level. It is designed to fit the demanding environment of human resource management. The study is conducted using secondary data that the researcher has gathered. Employees who operate in diverse work cultures struggle to balance their personal and professional lives. They had a stressful atmosphere, and as a result, they expect to encounter difficulties with their bodily and mental health. The current world lacks a customized management system and is beset by tradable difficulties in every aspect of life. Employee stress difficulties might result from this.

(S. Sabeena Sharon&Prof. B. Vijayalakshmi, 2023) In this study, a model of how work-life balance factors affect employee commitment in the education sector is proposed. The study discovered that the employee commitment in the education sector is highly impacted by the working environment, decision-making authority, personal role, work support, and conflict with coworkers. The study looked at how work-life balance factors affected employee commitment in the educational sector. Multiple linear regression analysis shows that in the education sector, the working environment, decision-making authority, personal role, job support, and conflict with coworkers all significantly affect employee commitment.

OBJECTIVE OF STUDY:

- (a)** To analyze the awareness of the women employees of the existing work life balance.
- (b)** To identify the factors affecting work life balance of the women employees in the study domain.
- (c)** To relate the personal and organizational details of women employees with their awareness, work life policies of work life balance.
- (d)** Comparative Study On Employee Wellness, Safety Practices And Quality Of Work Life Balance

RESEARCH METHODOLOGY:

In the study, an attempt is made to evaluate the preface of the company. This study aims to understand how it truly functions in relation to what we believe to be theoretical knowledge. This organizational study is conducted at Information Technology Company.

Data Collection: The purpose of conducting survey is really a difficult task. Both primary and secondary data are used to gather the study's data.

Primary Data: The respondents were given the data collected through a discussion, interviews, and questionnaires, and their opinions were requested.

Secondary Data: Secondary data are those that are already in existence, i.e., data that has already been gathered and examined by someone else. This information was gathered from business documents, books, magazines, and manuals.

The research approach: survey method

The research instruments: Questionnaires are the research's primary instrument.

The respondents: The employees of information technology.

Sampling method: The sampling technique is an important phase in the research process. Sampling is the method of choosing units from residents of concern. Here, 123 employees make up the sample, and convenience sampling is the method employed for the study. Convenience sampling is a technique in which the sample is selected solely for the respondents' convenience.

DATA INTERPRETATION AND ANALYSIS

Demography profile

Table 1 Demography profile of Information Technology Employees

MEASURABLE VARIABLE	ITEMS	FREQUENCY	PERCENTANGE
Age	Below 20 years	66	53.7%
	21-30 Years	34	27/6%
	31-40 years	10	8.1%
	Above 41 years	13	10.6%
	Total	123	100%
Marital status	Unmarried	69	56.1%
	Married	54	43.9%
	Total	123	100%
Educational Qualification	Diploma	55	44.7%
	Under Graduate	16	13%
	Post graduate	27	27.6%
	Professional course	18	14.6%
	Total	123	100%
Income	Below Rs 20000	61	49.6%
	Rs 20001 to 30000	17	13.8%
	Rs 30001 to 41000	19	15.4%
	Above 41000	26	21.1%
	Total	123	100%
No.of.Work Experience	0-4 years	67	54.5%
	4-8 years	23	18.7%
	8-12 years	17	13.8%
	Above 12 years	16	13%
	Total	123	100%
How many	0-1	57	46.3%

companies you have worked with Earlier	2	22	17.9%
	3	12	9.8%
	4	16	13%
Work Schedule	5&above	16	13%
	Total	123	100%
	General shift	61	49.6%
	Afternoon Shift	34	27.6%
	Night shift	12	9.8%
	Irregular shift	16	13%
	Total	123	100%

RELIABILITY OF THE SCALE

Table: 2
THE RELIABILITY OF THE SCALE IS DETERMINED USING CRONBACH'S ALPHA (CA)

Reliability Statistics	
Cronbach's Alpha	N of Items
.998	27

The study used Cronbach's alpha to evaluate the reliability of the variables, CA value greater than 0.09 are good; CA values greater than 0.09 are considered to be acceptable. According to the table above, the CA value is 0.998, which is good and acceptable. Exogenous variables are the independent variables, and endogenous variables are the dependent variables in this study. Exogenous demographic variables include work-life policies, time-related factors, work-related factors, family-related factors, organizational-related factors, and work pressure are dependent variables that impact work-life balance. For all 27 measurement scales combined, the CA value is more than 0.09. As a result, the study's variable was confirmed.

H0 There is no significant difference between the mean Ranks of the monthly Income of respondents concerning Welfare measures on quality of work life

Table:3 Kruskal-Wallis Test for significant difference among the mean rank of the Monthly income of respondents concerning Welfare measures on quality of work life

Factors affecting WLB	AGE OF RESPONDENTS					
	BELOW 20 YEARS	21-31 YEARS	31-40 YEARS	ABOVE 41 YEARS	Chi-square value	p-value
Time Related factors	33.60	83.84	106.30	115.00	98.866	.000**
Work Related factors	33.50	84.51	110.50	110.00	100.121	.000**

Family Related factors	33.64	83.24	112.00	112.00	99.921	.000**
Organisation Related factors	33.64	83.24	112.00	112.00	100.581	.000**
Work Related Factors	33.60	86.35	107.50	107.50	97.684	

Interpretation:

Since p-value is then 0.01, the null hypothesis is rejected at a 2% level of significance. Hence concluded that there is significant difference between the mean Ranks of the age of respondents with respect to factors influencing Work life Balance. The employees age of above 40 years there are frustrated with the time related factors and they are dissatisfied with the time schedule

Significant among Work life balance of Women Employees

Table: 4

“H03 There is no significant difference among the mean ranks of Work life balance of Women Employees”

Friedman test for significant difference among mean ranks of Work life balance of Women Employees”

Factors towards WLB	Mean Rank	Chi-square value	p-value
Awareness of WLB	3.71	726.587	0.001**
Work policies at workplace	8.00		
Time factors	2.00		
Work factors	6.94		
Family factors	3.13		
Organizations factors	4.80		
Work pressure	4.42		

Note: 1. **at a 1% level, this indicates significance

The null hypothesis is rejected at a 5% level of significance since the P-value is less than 0.05. As a result, there is a considerable variation in the mean rank of gender when it comes to Work life balance of Women Employees. According to the average rank work factors is highest value and family factors will be a lowest rank in the mean. So employees are faced difficulties in their work life and personal life.

FINDINGS:

1. 56.1% of employees are unmarried, and 53.7% of employees are under the age of 20.
2. The majority of IT employees (49.6%) stated that they prefer the General shift.
3. Women whose work in information technology companies and have professional credentials report higher levels of work-life happiness. Therefore, it can be said that a woman's WLB is strongly influenced by her educational background.

4. It has been found that married women working in the IT industry understand the value of living a balanced life and take the necessary steps to balance work, family, and personal health. Married women employees thus have higher levels of work-life happiness. As a result, it may be said that married women who work can enjoy a balanced life.

SUGGESTIONS:

1. Monthly salary is a major factor in influencing the WLB of female employees. The businesses may provide their employees a competitive compensation package and incentives.
2. Organizations can regularly provide seminars, workshops, and training sessions for their female staff to help them deal with WLB and stress-related difficulties.
3. In general, women are excellent multitaskers. When she decides to pursue a job, the chores become much more challenging. A job in IT and ITES is extremely challenging and cutthroat. As a result, family assistance is necessary.

CONCLUSION:

The primary goal of the current study was an analysis of Chennai-based women working in IT and their WLB. The current study concentrated on time considerations, job variables, organizational factors, family factors, work pressure, and health concerns connected to stress. The work-life balance of women professionals has been significantly aided by IT businesses, who evaluate this balance using both quantitative and qualitative metrics. Women workers experience extreme stress as a result of ongoing job pressure, which negatively impacts their wellbeing. In the IT industry, where there is a fierce rivalry and a target-oriented structure, women employees are required to put in longer hours. Therefore, the time that women employees spend at work has an impact on their work, families, and even personal wellbeing.

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