

## STUDY ON THE WORK LIFE BALANCE IN BSNL, PATTUKKOTTAI

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### **Abstract**

Work life balance is about people having measures of control over when, where and they work. There are views that work life balance only in the framework of what the company does for the individual. However work life balance, which many individual overlook, relates to what individual do for them. The core of work lie balance could also be summed as achievement with enjoyment. Many organisations feel that helping employees balance competing work and non-work demands is not their responsibility. The researcher frame the objectives are, to study the demographic characteristics of the respondents, To study the factors influencing and level of work life balance, To study the supportive environment provided by the management. To collect the information from the company with 100 respondents analysed the data and find, Work-life balance policies recognize the needs of employees, with caring responsibilities, to improve an organization's reputation and give an edge in recruiting employees in a competitive or skill shortage area. Therefore, work life balance also measured in this study under two heads work life balance-disturbances and work life balance support, to find the real difficulties faced by the employees. By providing proper work life support there is a possibility of reducing work life disturbances. The work life support leads to reduction of work life disturbances that enables ultimate job satisfaction and finally it leads to better quality of work life.

**Key Words:** Work life balance, employees, information, difficulties.

### **INTRODUCTION**

Work life balance describes the relationship between your work and the commitments in the rest of your life, and how they impact on one another. Employers, employees and government want to maximise participation in the workforce. However in our demanding lives many people struggle to balance work and the responsibilities of caring for children, family members with a disability or elderly parents.

Work life balance is about people having measures of control over when, where and they work. There are views that work life balance only in the framework of what the company does for the individual. However work life balance, which many individual overlook, relates to what individual do for them. The core of work lie balance could also be summed as achievement with enjoyment. If an individual's goes on working his or her best at work place but not really enjoying the same then happiness and satisfaction can never be achieved. Achievement and enjoyment at is a critical part of work life balance. The underlining principle perhaps is the increasing realisation that certain issue pertaining to the imbalance in working life, personal life of an individual are being overlooked.

The concept of work life balance based in the notion that paid work personal life should be seen less a competing priorities then as complementary elements of a full lie. They way to achieve this to adopt an approach that is "conceptualised as a two way process involving a consideration of the needs of employees as well as those of the employees". In order to engage employers in this process it is important to the benefit that can be derived from employment policies and practices that support work life balance, and the scope that exist for the negative effect on the management of the business.

### **MAINTAIN THE WORK LIFE BALANCE**

Maintaining a balance between one's personal and professional life has become a prominent topic in the society. The expression Work-life Balance (WLB) was first used in the middle of 1970s to describe the balance between one's work and personal life. In the year 1977, Kanter opined about the "myth of separate world" and called attention to the reality that work and home are inescapable linked. In past few years, there has been increasing interest in WLB in the press and in scholarly journals well as government, management and employee representative (Russel and bowman, 2000). This increase in interest is in part driven by concerns that unbalanced work-life relationships can result in reduced health and low performance outcomes for individual, families and organization.

### **IMPORTANCE OF WORK LIFE BALANCE**

Many organisations feel that helping employees balance competing work and non-work demands is not their responsibility. Rather, they subscribe to a somewhat outdated view called the "myth of separate worlds" that is based on

the premise that work is work and life is life and that the domains do not overlap. Such organisations argue that “it was the employee’s choice to have a family so balancing competing demands is their problem not ours.” Such organisations also note that they are “in the business” of increasing shareholder value and serving customers and not helping employees cope with stress. In other organisations, employees without dependent care responsibilities interpret “family friendly” as favouritism and complain that they are being “unfairly” or inequitably treated. Such employees feel that their colleagues with childcare or eldercare responsibilities are “getting away with less work” and that the needs of childless employees are being ignored. This backlash against “family friendly” makes it harder for organisations who wish to address the issue. Our research debunks the above preconceptions and supports that the inability to balance work and family is “everyone’s problem”. High work-life conflict negatively.

### **OBJECTIVES**

- To study the demographic characteristics of the respondents
- To study the factors influencing and level of work life balance
- To study the supportive environment provided by the management
- To study the impact of work life balance in an organisation

### **SAMPLE SIZE**

The method of selection for studying the nature of universe with a view to get conclusion is known as sample size. In analyse the work life balance in **BSNL, PATTUKKOTTAI**, 350 employees are working at present. They constitute the population of the study. From the population, 100 have been taken as sample size. The samples were taken from various sections of the **BSNL, PATTUKKOTTAI** and steps were taken to include all categories of staff in the sample frame.

**SAMPLE DESIGN:**“Sample design is a definite plan for obtaining a sample from a given population. It refers to the techniques or procedures. In which the researcher would adopt in selecting for the sample”. The sampling design chosen by the researcher for the study is convenience sampling. When the population elements are selected for inclusion in the sample based on the ease of access, it can be called convenience sampling.

### **IMPORTANCE OF THE STUDY**

The study of work life balance is helpful to the organisation to improve the quality of work. This will enhance the welfare measures of the workers and also to increase the effectiveness and efficient of the performance.

### **PROCESSING OF DATA**

The collection of data may be significant part of personnel research. The relevant data is derived from the mass data. The data collected are in raw form unless they have been processed and analyzed. A set of procedures is established to maintain accurate and reliable information. Editing and coding individual schedule, establishing categories into different responses, tabulation and other factors may be planned in the processing of data.

### **REVIEW OF LITERATURE**

Focus of this review is, **Bachmann and Schwartz (1994)** discussed on the literature that work and balance is quite varied. Family-Friendly work environment, such as flexi-time, teleport has been portrayed as an important component of an individual worker’s preferences towards work time. It has been suggested to the organisations that if work and non-work lives environment should be provided to the employees with a means of recruiting, retaining and motivating their work force.

**Landsman(1994)** disclosed that the employer provided resources can help women a great deal in balancing work–life balance issues. If employers provide facilities like onsite child care or referral, it would help in decreasing absenteeism and turn over from work.

**Glass and fujimoto (1995)** defined work-family practices as ‘any benefit, working condition, or personnel policy that has been to empirically decrease work –family conflicts among workers’. In operation, work –family practices address, among other things, childcare plans, on-site day care, eldercare, parental leave.

**Karrir and Khurana (1996)** found significant correlations of Quality of work life of managers from three sectors of industry viz., Public, Private and Cooperative, with some of the background variables (education qualification, native/migrant status, income level) and with all of the motivational variables like job satisfaction and job involvement. And concluded that both the variables show effect on work life balance.

**Caproni (1997)** emphasized that unlike her peers, takes a different stand on work life balance. Appreciative of scholars and practitioners who are trying to promote balance between work and life, she argues that much of the work in field has been built on the language and logic based on traditional models of bureaucratic organizations which further aggravates the problem.

**Harrington (2001)** concluded that work has an adverse effect on both men and women, as it affects their health and even their sleep.

Hom and Kinicki (2001) examined that organizations take into consideration and apply policies that manage a balance between employees work and their lives. Therefore the organizations are giving an increased intention to adopt those policies which can reduce the turnover of employees.

**TABLE NO - 1 CLASSIFICATION OF RESPONDENTS ON THE BASIS OF AGE**

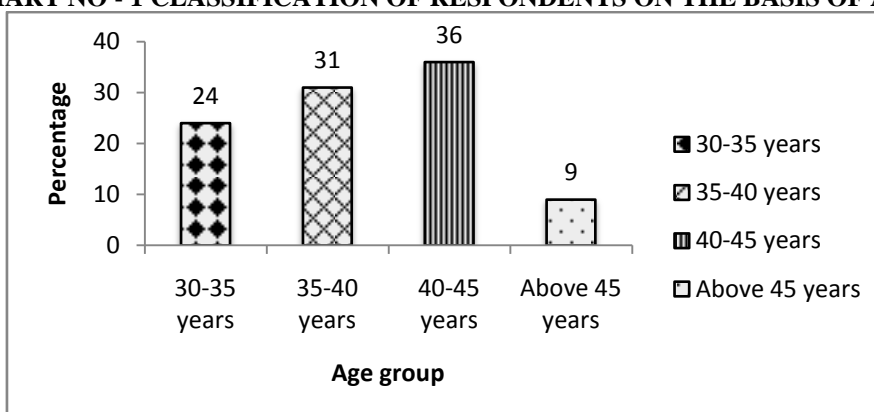
S. No	Age Group	No. of Respondents	Percentage
1	30-35 years	24	24
2	35-40 years	31	31
3	40-45 years	36	36
4	Above 45 years	09	09
	<b>Total</b>	<b>100</b>	<b>100</b>

Source: Primary Data.

**Inference:**

The above table shows that 36% of the respondents are in the age group of 40 to 45, 31% of the respondents are in the age group of 35 to 40, 24% of the respondents are in the age group of 30-35 years and 9% of the respondents are in the age group of above 45 years.

**CHART NO - 1 CLASSIFICATION OF RESPONDENTS ON THE BASIS OF AGE**



**TABLE NO - 2 CLASSIFICATION OF RESPONDENTS ON THE BASIS OF MONTHLY INCOME**

S. No.	Monthly income	No. of Respondents	Percentage
1	Below Rs.5000	10	10
2	Rs.5001 to Rs.10000	29	29
3	Rs.10000 to Rs.20000	33	33
4	Rs.20000 to Rs.50000	28	28
	<b>Total</b>	<b>100</b>	<b>100</b>

Source: Primary Data.

**Inference:**

From the above table shows that 33% of the respondents monthly income in the range of Rs.10000 to Rs.20000, 29% of the respondents are in the range of Rs.5001 to Rs.10000, 28% of the respondents are in the income range of Rs.20000 to Rs. 50000 and 10% of the respondents are in the income of below Rs. 5000.

**CHART NO - 2 CLASSIFICATION OF RESPONDENTS ON THE BASIS OF MONTHLY INCOME**

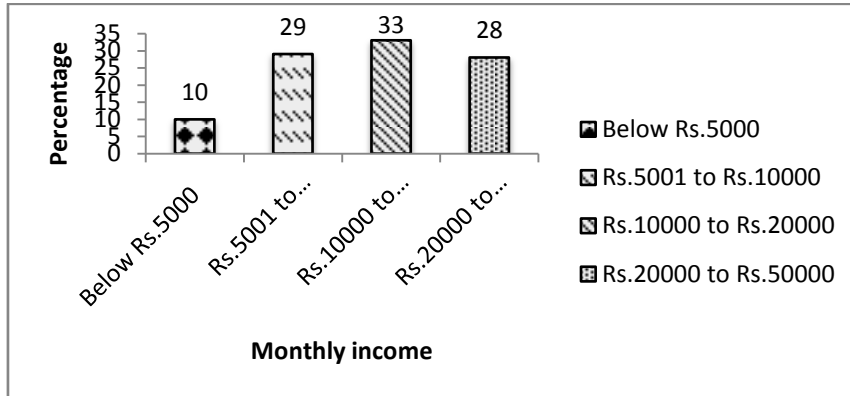


TABLE NO 3 CLASSIFICATION OF RESPONDENTS ON THE BASIS OF WORKING EXPERIENCE

S. No.	Experience	No. of Respondents	Percentage
1	Less than 10 years	30	30
2	11-15 years	19	19
3	15-20 years	27	27
4	Above 20 years	24	24
	<b>Total</b>	<b>100</b>	<b>100</b>

Source: Primary Data.

**Inference:**

From the above table shows that 30% of the respondents have experienced on less than 10 years, 27% of the respondents have experienced on 15-20 years, 24% of the respondents have experienced on above 20 years and 19% of the respondents are experienced on 11-15 years.

CHART NO - 3

CLASSIFICATION OF RESPONDENTS ON THE BASIS OF WORKING EXPERIENCE

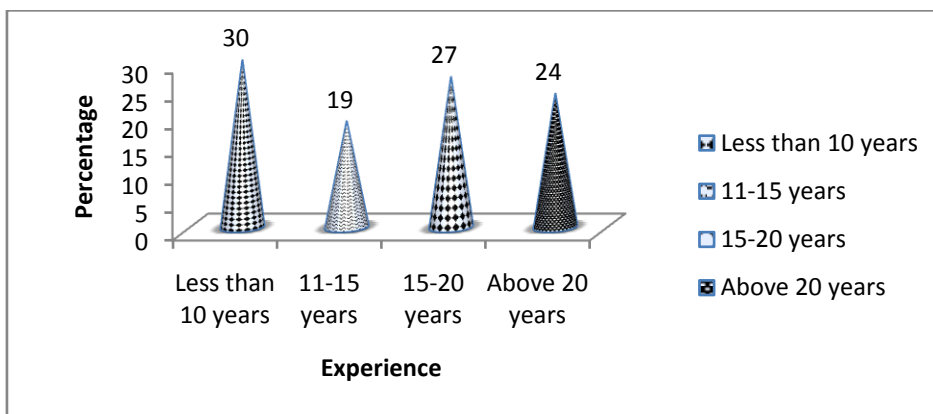


TABLE NO - 4 CLASSIFICATION OF RESPONDENTS ON THE BASIS OF WORK LIFE BALANCE HELPING FOR ACHIEVE THE GOAL

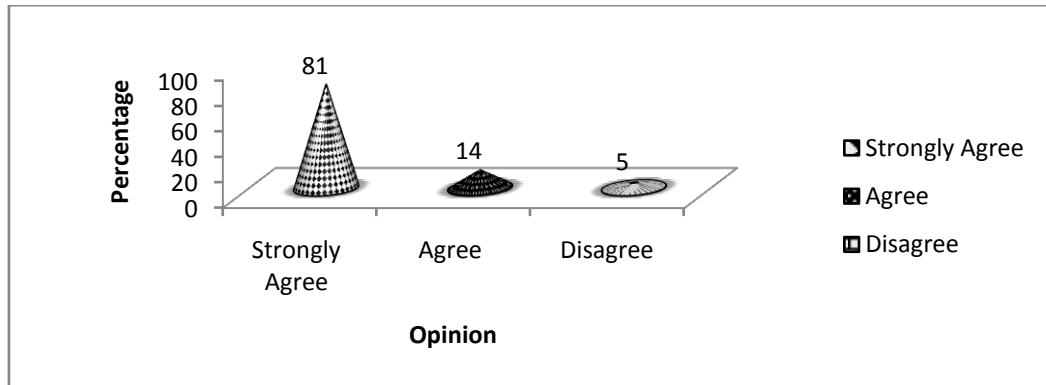
S. No.	Opinion	No. of Respondents	Percentage
1	Strongly Agree	81	81
2	Agree	14	14
3	Disagree	05	05
	<b>Total</b>	<b>100</b>	<b>100</b>

Source: Primary Data.

**Inference:**

From the above table shows that 81% of the respondents are strongly agree for the work life balance helping to achieve the goals, 14% of the respondents are agree and remaining 5% of the respondents are disagree the work life balance are not helping for achieve the goals.

**CHART NO - 4 CLASSIFICATION OF RESPONDENTS ON THE BASIS OF WORK LIFE BALANCE HELPING FOR ACHIEVE THE GOAL**



The researcher analyses and interprets the data the find the followings:

**FINDINGS:**

- 36% of the respondents are in the age group of 40-45 years
- 35% of the respondents are degree holders
- 33% of the respondents are the monthly income in the range of Rs.10000 to Rs.20000
- Majority 86% of the respondents have workers in the organisation
- Majority 30% of the respondents have experienced on less than 10 years
- Majority 45% of the respondents says that work life balance influenced by the time factor
- Majority 86% of the respondents are aware of the concept of work life balance
- Majority 71% of the respondents are satisfied working hours of the company
- 86% of the respondents are says the management initiate to manage work life balance
- 81% of the respondents are strongly agree the work life balance helping to achieve the goals
- 73% of the respondents are strongly agree the work life balance helping to deliver full efficiency
- Majority 85% of the respondents are strongly agree the work life balance increase the overall performance
- 85% of the respondents says the good opinion for work life balance help individual to manage their personal as well as office work
- 88% of the respondents are good opinion about the work life balance is essential for an organisation
- 42% of the respondents are opinion that stress may reduce by yoga

**SUGGESTIONS**

Quality of work-life is the crucial point where the necessity to make the right decision exists about what one is going to do at any given moment or in a particular situation. Due to increasing demands in the workforce, the complexity in the work environment is increasing in day to day life. Comparing the working order of the past, today the workforce has undergone a drastic change, which can be due to remarkable advancement in technology, increasing competition and globalization. The role of women in the contemporary scenario has changed from merely a homemaker to a dynamic multifaceted personality, capable of balancing work and family responsibilities. This change is attributed to the improvement in the socio 211 economic trends, an increase in the literacy rates of females, rapid industrialisation and availability of lucrative jobs in the era of globalisation. Even though there has been an evidence of progressive transformation in the society and the status of women in the work place, still the trends in this direction are not satisfactory. A professional woman of today still struggles with the harsh realities of discrimination, exploitation and violence in the organisation, societal and family pressures and suffers from the bitter effects of the balancing act which she is expected while handling official and household chores. To improve this situation the following suggestions may be helpful.

Some of the work-life balance programmes which shall be applied in public sector banks include provision of flexible work arrangements, periodical employee development programmes, provision of fitness programmes, and parental leave like maternity leave, child care leave, provision of legal assistance and financial planning, and provision of perspectives of job sharing. Work-life balance policies recognize the needs of employees, with caring responsibilities, to improve an organization’s reputation and give an edge in recruiting employees in a competitive or skill shortage area. Regarding work life balance the employees are expecting support from their supervisor, colleagues and family members. The supervisors and employees can be trained in such a way to create a supportive environment to their subordinates and co-workers.

### **CONCLUSION**

The well-being of the human resources has become inevitable for any organization for its healthy progress and survival. In order to keep this vibrant work force ever energetic, proper motivation through better quality of work life becomes more essential. In case of organizations like **BSNL, PATTUKKOTTAI**, where there is peculiar work atmosphere it is indispensable to measure the quality of work life and work life balance of the employees. In this study, work life balance is considered as one of the influencing factor of deciding job satisfaction. Therefore, work life balance also measured in this study under two heads work life balance-disturbances and work life balance support, to find the real difficulties faced by the employees. By providing proper work life support there is a possibility of reducing work life disturbances. The work life support leads to reduction of work life disturbances that enables ultimate job satisfaction and finally it leads to better quality of work life.

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