



A STUDY ON WORK-LIFE BALANCE DURING COVID-19 WITH SPECIAL REFERENCE TO EMPLOYEES OF IT, BANKING & EDUCATION SECTOR AT CHENNAI

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ABSTRACT

The Covid-19 made the impact in employees work and life in all service sector. In India, IT sector introduced working at home measure to manage their personal life and work. Also Banking sector was down due to the pandemic situation and all employees were at home with more stress due to the job insecurity. And Education sector also implemented online and offline methods, where employees were able to manage their work and family life. In the period of Covid-19, many employees were stressful due to the working conditions of the organisation. The study is conducted in three sectors IT, Banking and Education at Chennai. This study is about examining the causes of stress factors that leads to Work-Life imbalance during Covid-19. Where stress factors of good work-life balance, too much work, long working hours, repetitive work, rest breaks and sufficient time are taken for study. And also Work Interference with Personal Life and Personal Life Interference with Work are also taken for study. It also indicated the stress management measures and work-life measures to have good Work-Life Balance. The study used SPSS analytical tools such as Correlation, ANOVA and Independent T.test. This tool is used and found that many employees have issues in working conditions of organisation. Finally, the result showed that in this pandemic situation most of the employees were able to manage the personal life and work.

Key words: Work-Life Balance, Stress, Employees, Covid-19

INTRODUCTION

During covid-19, companies are affected and this leads to more unemployment. Employees who are working also gets affected in balancing their work and life. Due to government restriction proposed, companies changed the policies and procedures in working from home. Pandemic made employees to learn and develop their Work-Life during working from home. The COVID-19 crisis revealed several unexpected positives over the last few months. It also showed that companies are prepared to match their health and safety measures with benefits that help employees cope better with the situation. But at the same time, it has made work-life balance even less achievable than previously, as working from home erased the boundaries between the time that should be dedicated to work. Many employers moved to virtual work when the COVID-19 pandemic hit. Having to work from home blurred the line between professional and personal life and made it harder for many employees to maintain a work-life balance. A work-life imbalance can impact an employee's Professional responsibilities and performance, Personal life and Health.

STATEMENT OF THE PROBLEM

To find the work-life imbalance and stress level of employees during Covid-19. And find the ways to reduce stress Level and work-life imbalance.

NEED FOR THE STUDY

Work-life balance refers to the level of prioritisation between personal and professional activities in an individual's life and the level to which activities related to their job are present in the home. Work-Life Balance becomes a major issue for employees working in organisation. During Covid-19, work life balance of employees is reduced due to the stress. This study measures the stress factors that affects the Work-Life balance of employees in services industry of IT, Banking and Education Sector. This study is helpful in reducing the stress level of employees in service sector. And also finds out the methods to increase the Work-Life Balance during the pandemic period.

OBJECTIVES OF THE STUDY

- To examine the factors of stress level of employees in IT, Banking and Education sector during pandemic situation.
- To examine the demographic variables with employee's stress and work-life balance during Covid-19.
- To analyze the imbalance in work and life factors with demographic variables during pandemic situation.
- To develop suggestion to reduce work-life imbalance of employees in selected Services Sector.

REVIEW OF LITERATURE

Dr. Anila K.P and Dr. V. Krishnaveni (2019), focused on the women employees work life balance in Public Sector Undertaking. This study finds that it has moderate level of work-life balance among the women employees. Finally, this study also has the factors of working environment and family environment which has the impact on the work-life balance.

Dr. K. Niranjanaa Devi and K. Jothimani (2017), discussed about the stress level, stress management and quality of work life. Where it states that women employees can manage stress by the strategy provided by the company. The study finds that the women employee's issues in their family life and work is due to the authoritative policies and work load.

Prerana Mishra and Dr. Vandana Bharti (2020), discussed on the concern of management and the employee's well-being for balancing their work and life. In the period of Covid-19, the study states that the work-life balance is the responsibility of the management and it increases during this period towards the employees. It finds that lesser work-life balance and organization support is due to circumstances of different employees.

R.Geetha and Dr.R.Umamaheswari (2018), discussed on the work-life balance of employees and management of its factors. In this study it discussed about how IT employees are managing professional and personal life. It also finds that IT women employees has difficulty in balancing their work and life because of work load, work pressures and limited time to spend with family.

Stuti Prakash and Dr. Vanishree Pabalkar (2020), discussed on the work-life balance and occupational stress of medical professionals. Where this study states that stress in hospitals is caused due to burnout and fatigue experiences. This study finds that Covid-19 pandemic is the reason for the workplace stress and also discussed about to protect the emotional health of doctors.

RESEARCH METHODOLOGY

- **Research Design:** In this study, Descriptive Research Design is used in research topic.
- **Sampling Technique:** The method of sampling adopted to conduct survey is Convenience Sampling Method. The area of research is concentrated on Services Industry of IT, Banking and Education sector at Chennai Region.
- **Sources of Data:** The primary data for this study is collected through questionnaire consisting of multiple choice questions. The secondary data is collected by referring by websites, journals, articles and research paper.
- **Structure of Questionnaire:** Multiple choice questions and Likert's scale questions.
- **Sample Size:** Sample Size of 120 employees working in Services Industry of IT, Banking and Education sector located at Chennai.
- **Period of Study:** The period of study is carried out from December 2020 to February 2021.
- **Analytical Tools:**
 - Correlation.
 - ANOVA.
 - Independent T.test.

RESULT ANALYSIS AND DISCUSSION

CORRELATION

Table Showing Age and Stress Level of Employees

Correlations			
		Age	Stress Level of Employees
Age	Pearson Correlation	1	.252**
	Sig. (2-tailed)		0.005
	N	120	120
Stress Level of Employees	Pearson Correlation	.252**	1
	Sig. (2-tailed)	0.005	
	N	120	120

** . Correlation is significant at the 0.01 level (2-tailed).

Inference:

The p-value is 0.005 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a relationship between age and stress level of employees.

ANOVA

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Work takes up Time to Spend with Family and Organisation.

H1 (Alternate Hypothesis): There is a significant difference between Work takes up Time to Spend with Family and Organisation.

Table Showing Work takes up Time to Spend with Family and Organisation

ANOVA					
Work takes up Time to spend with Family					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	50.759	2	25.379	20.195	0.000
Within Groups	147.033	117	1.257		
Total	197.792	119			

Inference:

The p-value is 0.000 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between work takes up time to spend with family and organisation.

T-TEST

HYPOTHESIS:

H0 (Null Hypothesis): There is no significant difference between Rest Breaks to Relax and Gender.

H1 (Alternate Hypothesis): There is a significant difference between Rest Breaks to Relax and Gender.

Table Showing Rest Breaks to Relax in between Work and Gender

Independent Samples Test							
		Levene's Test for Equality of Variances		t-test for Equality of Means			
		F	Sig.	t	df	Sig. (2-tailed)	Std. Error Difference
Rest Breaks to Relax in between Work	Equal variances assumed	13.681	0.000	2.428	118	0.017	0.231
	Equal variances not assumed			2.516	118.000	0.013	0.223

Inference:

The p-value is 0.013 which is lesser than the alpha value (0.05), hence alternate hypothesis (H1) is accepted. Therefore, there is a significant difference between rest breaks to relax and gender.

LIMITATIONS OF THE STUDY

- The study is restricted to the employees of IT, Banking and Education sector at Chennai.
- In this study, vast area is not covered in Chennai region.
- Some of the respondents did not take time to fill the questionnaire.

SUGGESTIONS

- Many employees have suggested for motivation, incentives and performance appraisal is necessary.
- Also, many employees indicated that planning and deciding the task accordingly will increase the work-life balance.
- Organization has to conduct proper fun activities with proper guidelines and have to do some mind and relaxation activities in that program.
- Understanding the needs of every individual, some are committed to family, friends or self. The needs of each individual are different and must identified and fulfilled to enable good work life balance.

CONCLUSION

The above study concluded that reducing stress level is the major role of employees and organisation. The study states that during covid-19, working at home reduces the stress level for employees of IT, Banking and Education sector. Most of the employees knows to manage their stress. Whereas some of the employees are to be guided by the organisation to reduce stress. This study also states that flexible time provided by the organisation helps the employees to manage work and life. This study also indicated that some service sector organisation work leads to increase in stress level. Finally, I conclude that in this study most of the employees have good work-life balance and for some employee's measures are to implemented by the organisation to manage stress.

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