A Study to Determine The Impact of Business Trips (BT) on Employees' Work-Life Balance at Service Industries

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Abstract: This study investigates the major concerns related to work-life balance (WLB), with a specific emphasis on behaviours among employees of Service Industries who frequently travel for business trips (BT's). Work-life balance is piquing the interest of both academics and Executives. This is a topic that almost everyone with a professional career is interested in. This huge interest is due, in part, to its reflection on all aspects of life. Those who feel that the fundamental purpose of life is to work make their job the centre of their existence. The study gives a review of the general literature, followed by studies on work-life balance in service industries. This study has the potential to help working individuals reconsider their position on work-life balance, as well as executives learn new perspectives on how to deal with such a situation. The research sample included 73 people. The data was analysed using the Chi-Square and Pearson Correlation tests. According to the survey, Service Industries that provide flexible working hours, job sharing and job clarity, solid leadership, and a choice of leave opportunities for their employees are more likely to retain their staff and have a healthy Work Life Balance (WLB).

Index Terms - **work life balance, Stress/Burnouts, Flexible working hours, Work-Family conflict, Health issues**.

I. INTRODUCTION.

The importance of business travel, where an employee travels for work purposes either locally or internationally is expanding. However, international business travel might pose some difficulties in balancing work and personal obligations. Business travel, according to Aguilera (2008), is travel for work purposes to a variety of locations. Examples of business travel include going to a client's location and participating in a meeting or conference. According to Holley, Jain, and Lyons (2008), business travel is defined as travel on behalf of the employer that serves a professional function. A person who makes business travel a priority for their job is said to be an international business traveller. According to this concept, international business travellers are employees whose jobs frequently need brief business excursions abroad to different locations without the family's presence. Short excursions are typically defined as business journeys lasting under two weeks. (Weld, Worm, & Welch, 2007) Managers, consultants, knowledge workers, and other professionals employed by various multinational corporations make up most today's business visitors abroad (Bergströ m 2010). Work-life balance is a major study topic right now. Those who are concerned about work-life balance have long been concerned about the quality of working life and how it connects to overall quality of life (2002). Juggling a successful profession with personal or family commitments, according to Broers (2005), may be tough and have an impact on a person's fulfilment with their dual responsibilities of work and home life. According to Dundas (2008), establishing work-life balance entails expertly balancing paid job with all other key activities for individuals, such as family, community participation, volunteer work, personal growth, and leisure and enjoyment. According to Myers

(2010), a recent Gallup poll found that Millennials prefer to balance work and fun. Work-life balance, according to Sayers, will help employees attain professional satisfaction as well as personal freedom (2007).

A stressful situation or scenario is one that is perceived as frightening, demanding, or difficult (Hardie, Kashima, & Pridmore, 2005). Lazarus and Folkman (1984) define stress as a stressful interaction between an individual and their environment that jeopardises their welfare. The stress process, according to Schuler (1982), is divided into two parts: the actual contact between the person and the environment, and the reactions the person has to stress over time. Long-term stresses cause more significant health problems than short-term stressors (Schuler, 1982).

Work stress is defined as anything that causes an individual to feel uneasy at work or that others consider as risky or difficult (Stanton, et al., 2001). Job threat stress is defined as features of the working environment that cause sensations of being overwhelmed or anxious. Job pressure stress is the sense of difficult or time-constrained labour (Stanton, et al., 2001). Increased levels of workplace stress can lead to organisational concerns such as low productivity, increased absenteeism, and employee turnover, as well as individual worker problems such as alcohol and drug abuse and bad health (Jamal, 2005; Mostert, Rothmann, Mostert, & Nell, 2008).

Family and employment are two important aspects of a person's life. Because of changes in the workplace and workforce demographics, the border between work and family life for employees has piqued the interest of many researchers. The value of work-life balance is a prominent subject in the business world. Balancing work and family life is a big issue for businesses, employees, and researchers. The roles of work and family life have shifted dramatically as a result of changes in political, social, and economic ideals. Individuals must adjust to and cope with the inter-role conflict that has emerged as a result of changes in the work and family contexts. Both contentment and tension are thought to have their origins in a person's job and home lives. Because of globalisation, the working environment has altered, resulting in job restructuring, higher task demands, part-time employment, and job insecurity. Individuals are convinced that their work are the primary source of their stress and worry. Work stress has an impact on both physical and mental wellbeing. It also has a substantial impact on employee happiness, performance, and absence levels. Stress arises from a mismatch between a person's perceived requirements and accessible resources (Tennant, 2001). Byrnes (2003).

II.   AIM AND PURPOSE OF THE STUDY

   2.1 Aim:

 The purpose of this study is to determine how business travels affect workers' work-life balance in the service industry.

2.2 Objectives:

The following objectives will be achieved primarily as a result of the research:

• Primary objective: Theoretically and Empirically explore business trips' influence on employees' work-life balance and provide theoretical solutions

• Secondary objectives:

1.To identify the relationship between business trips and Work-Family conflict.
2.To identify the relationship between business trips and work related Stress/ Burnouts.
3.To identify the relationship between business trips and Health Issues and Well Being

2.3 Hypothesis:

H1o = there is no relationship between business trips & work-life balance

H1A= there is a relationship between business trips and WLB

H2o= there is no relationship between business trips & work-family conflict

H2A= there is a relationship between business trips and Work-family conflict

H3o= there is no relationship between business trips & Stress/burnouts

H3A= there is a relationship between business trips and stress/burnouts

H4o= there is no relationship between business trips & health of the employees'

H4A= there is a relationship between business trips and health of the employees'.

III.   SCOPE OF THE STUDY

Work-life balance concerns in many firms have been extensively documented, and work- related stress has been well documented. The purpose of this study is to report on changes in Work-Life Balance in a demographic group as a result of business trips.

The study's scope is limited to 73 employees between the ages of 18 and 50. Each participant in this study will be requested to complete a brief questionnaire (a Google form with 29 questions) to determine whether Business Trips have an impact on their workers' Work-Life Balance.

This study will last one month (15th December 2022- 20th January 2023). Chennai, India is the geographical location that I have covered.

IV.   REVIEW OF LITERATURE:

Saarenpää , K. (2016, April)Stretching the borders: how international business travel affects the work–family Balance-This study investigated how international business travellers and their partners manage the boundaries between work and family in order to maintain balance, as well as the consequences of international business travel on work-family balance. Semi-structured interviews with ten male travellers and ten spouses were conducted and analysed using interpretive phenomenological analysis. Because of its unexpected nature, international business travel has an influence on the family and personal life of business travellers. Travel for business has an influence on the building, administration, and negotiation of boundaries between work and family in order to maintain a balance between both domains. Families of regular overseas business travellers must often balance work and family duties. Integration-induced role ambiguity may result in imbalance.

C M Espino, S M Sundstrom, & H L Frick. (2002, June). *International Business Travel: Impact on families and travellers*-The World Bank Group's (WBG) spouses and employees were questioned on how travelling abroad for work affects families and travellers. Frequency, duration, predictability, and disruption of travel to family events were among the travel-related variables. Self-reported stress, worry about the traveller's health, and a bad effect on the family were dependent factors. Results are consistent with the idea that prolonged and frequent travel are all WBG mission characteristics that negatively affect many spouses and children.

Paraskevas, A., Pantelidis, I. S., & Ludlow , J. (2022, May). *Duty of care for Business Travel: How do employers assess and manage business travel risk?*-The purpose of this study is to look at the risk factors that employers consider when evaluating an employee's business travel (BT) assignment, as well as the risk management, crisis management, and recovery procedures they utilise to fulfil their BT duty of care. Twelve more interviews were conducted to assess the possible impact of COVID-19 on BT's risk management processes. The proposed framework might be utilised by BT experts to develop risk assessment procedures based on more accurate destination and passenger profiles, as well as to pursue specialised risk management plans and insurance coverage. BT danger is an issue that requires further investigation. The majority of current research focuses on travel risks and how they are assessed from the perspective of the traveller.

Bergquist, S. H., Marcus, M., & Meng , Q. (2021, June). *Association between Business Travel, health-related behaviors, and Adiposity-* Valuation of the relationships between business travel frequency, healthy lifestyle choices, and body fat. Methods: Retrospective cross-sectional study of 795 corporate physical exams' de-identified electronic medical data. Results: Both domestic and foreign business travel show a curvilinear association with body mass index and body composition in men and women. Based on the male members of our

sample, frequent foreign travel had a bigger impact on adiposity than cumulative (mainly domestic) travel. Conclusions: Traveling often for work has a negative impact on body composition, with variances by gender and mode of travel.

Striker, J., Luippold, R. S., Nagy, L., Liese, B., Bigelow, C., & Mundt, K. A. (1999, April 1). *Risk factors for psychological stress among international business travellers.* **Occupational & Environmental Medicine**- Following up on a previous study that found that travellers submitted higher insurance claims for psychological disorders, this World Bank study looked at the sources of self-reported psychological stress among foreign business travellers. Surveys were given to a randomly selected set of workers, who were separated by age, gender, and number of trip missions. Therefore, 498 workers participated in the survey. Moreover, a third of those polled reported moderate to severe travel stress. According to correlations between predictors and travel stress, social and emotional concerns (such as the impact of travel on family and feelings of isolation) were the most significant contributors to this stress, followed by health issues and job load after returning from travel.

V. RESEARCH METHODOLOGY

5.1 Method of investigation:

The two types of approaches are qualitative and quantitative research methods, according to Boucherf (2006). According to the author, qualitative research is generally exploratory whereas quantitative research makes use of quantifiable data. Quantitative analysis is a research methodology that makes use of numerical data to develop conclusions and identify trends. The method uses specialised statistical methods for acquiring data in numerical form and using that data to investigate concerns of phenomena (Patel, 2009). Johnson (2013) listed a few components of the quantitative research technique, including sampling, testing of hypotheses, and interpreting the results of numerical tests.

The survey questioner technique was proposed to collect the primary data for the inquiry. As a result, a quantitative analysis was carried out, and the study's sample size consisted of 73 participants on business travels of service industries. There are three parts in the questioner Part-1 of questionnaire constitute demographic information. Part-2 has Likert Rating Scales and part- 3 has Dichotomous Rating Scale.

As a result, Mathers (2007) said that surveys are a highly well-known method of collecting data for research. Surveys are commonly used to gather data on behaviour and opinions.

5.2 Research Design: - Descriptive research design

The research design, which is a logical plan of enquiry, explains the process of doing research, from the underlying hypotheses through the study design and data collection (Myers, 2009). "Research design is the conceptual framework within which research is carried out," says Kothari (2004). It denotes that a study design is a researcher's technique for determining the answer to a question or a specified problem.

5.3 Variable Selected for the Research

A variable is defined as "any features or quality that differs among the members of a certain group" by Fraenkel and Wallen (2009). According to Ary, et al. (2010), variables are characteristics or constructs that may transmit a range of values or scores, which is consistent with Fraenkel and Wallen. Variables are a crucial component and the fundamental unit used to collect data for study. There are two variables employed in this study since it is designed as correlational research. They are work-life balance and business travel.

An independent variable in experimental research is one that is changed or altered to investigate its effects. It is referred to be "independent" since it is unaffected by any other study variables.

A dependant variable is one that changes as a result of the change in an independent variable. Your independent variable "depends" on the outcome you want to measure.

The Independent variable is the business trip, while the Dependent variable is work-life balance. Stress/Burnout, Health Problems, and Family Conflict are trichotomous dependent variables.

5.4 Sampling Techniques:

Population:

"The bigger group about which the generalisation is developed is considered a population, and the small group that is observed is named a sample," write Ary et al. (2010). In other words, the sample is part of the population. For a more detailed description, Fraenkel and Wallen (2009) state that "population refers to all members of a specific group." It is the group in which the researcher is interested and to whom the researcher wishes to generalise the findings of a study. The study's population consisted of 90 service industry personnel.

Sample Size

A sample is a subset of the research population that has been chosen to participate in the study and represents the entire research population (LoBiondo-Wood & Haber, 1998). This study's sample size is 73 workers. To compute sample size, use the following formula from Taro Yamane (Yamane 1973):

$$n = N/ (1+N (e)^2)$$

n = Sample Size.
N = Total Population.
e = Margin of Error.
1 = Constant Number.
n= 90/ (1+90 (0.05)2) = 73.4= **73 samples**

Sample Design:

I employed a probability sampling approach based on Simple Random Sampling for this study. With this sampling strategy, each person in the population has an exact equal chance of being picked. This technique was chosen because it just requires one random choice and requires little prior population knowledge. Since it uses randomization, any research that uses this sample should have a high level of internal and external validity and be less likely to be influenced by variables such as sampling bias and selection bias. Randomization is the most effective technique to reduce the effects of potential confounding variables (Cooper & Emory, 1995). (Johnson & Christensen, 2010).

Description of the sample:

The sample which was included in the study was 73 employees. The sage of the samples ranges from 30 to 50 years which includes 13 females and 60 males.

5.5 Statistical Techniques Used in the Study

1.Pearson's correlation

When using a correlational research design, no variables are within the researcher's direct control or manipulation. The degree and/or direction of the association between two (or more) variables is reflected in a correlation. A correlation's direction might either be positive or negative (Pritha Bhandari December 5, 2022). Correlational research, according to Fraenkel and Wallen (2009), is a type of study whose goal is to determine the connection between two or more variables and their causes and effects. I utilised correlational methodology for this study since I was intended to explore the relationship between business trips and workers' work-life balance of Service Industries.

2.Chi-Square

A statistical technique called the chi-square test is used to compare actual outcomes to predictions. This test aims to determine if a discrepancy between actual and projected data is caused by chance or by a connection between the variables being examined. The chi-square test is a great option for helping us comprehend and evaluate the relationship between our two category variables as a result.

VI. RELIABILITY TEST

Since few of the questions are framed by me based upon the company's requirements in order to find out those questions are reliable to conduct the research, I have done a small test using Cronbach Alpha reliability test to calculate the reliability level of each and every question and the results are shown below.

Reliability of a measure is an indication of the steadiness and consistency which the instrument measures the theory and helps to measure the goodness of the data (Sekaran, 2003). According to (Miller, 2009), he stated that, by conducting reliability test on the questionnaire, it can be measure whether the questionnaire is perfectly reliable or not valid to be used in the study. The value of Cronbach's Alpha shows the internal consistency that is, how closely related a set of items is as a group. According to (Brown, 2002) it can range from 0.00 to 1.00 with all values between 0.00 and 1.00 also being possible. However, (Sekaran, 2003) found the range value in order to measure the Cronbach's Alpha.

The below table shows the reliability coefficient for all questions tested in this study. N of items is representing the number of items asked to the respondents.

Cronbach's Alpha	Internal Consistency
$\alpha \geq 0.9$	Excellent
$0.8 \leq \alpha < 0.9$	Good
$0.7 \leq \alpha < 0.8$	Acceptable
$0.6 \leq \alpha < 0.7$	Questionable
$0.5 \leq \alpha < 0.6$	Poor
$\alpha < 0.5$	Unacceptable

Figure 1.1 The above picture helps us to identify the internal consistency for each questions- Cronbach Alpha reliability test values

N of Items	Cronbach Alpha	Std. Alpha	Relationship
Q3	0.866	0.8684	Good
Q4	0.8516	0.8524	Acceptable
Q5	0.8765	0.8764	Good
Q6	0.8613	0.8636	Good
Q7	0.8308	0.8332	Acceptable
Q8	0.8513	0.8022	Acceptable
Q9	0.8637	0.8250	Acceptable
Q10	0.8426	0.8513	Good
Q11	0.9021	0.9281	Good
Q12	0.7661	0.7294	Acceptable
Q13	0.6353	0.6729	Questionable
Q14	0.6949	0.6952	Acceptable
Q15	0.6539	0.6843	Questionable
Q16	0.8242	0.8771	Good
Q17	0.6766	0.6215	Questionable
Q18	0.8856	0.8834	Good
Q19	0.7371	0.7377	Acceptable
Q20	0.6649	0.6829	Questionable
Q21	0.7067	0.7198	Acceptable
Q22	0.6511	0.6579	Questionable
Q23	0.8348	0.8395	Good
Q24	0.8883	0.8979	Good
Q25	0.8525	0.8691	Good
Q26	0.6003	0.6215	Questionable
Q27	0.8658	0.8396	Acceptable
Q28	0.7644	0.7348	Acceptable
Q29	0.8269	0.8562	Good

Table 1.1 shows the internal consistency for each questions using Cronbach Alpha reliability test calculations.

Out of 29 questions, 13 questions are rated as GOOD according to Cronbach Alpha reliability test calculation. 10 questions are rated as ACCEPTABLE according to Cronbach Alpha reliability test calculation. And 6 questions are rated as QUESTIONABLE according to Cronbach Alpha reliability test calculation.

In order to identify whether those 6 Questionable questions are reliable I did a pilot test to ensure that those questions are also acceptable, and the responses are collected through the same question and then I did **Cronbach's Alpha Reliability Test,** and the results are given below.

N of Items	Cronbach Alpha	Std. Alpha	Relationship
Q13	0.8353	0.8729	Good
Q15	0.7539	0.7843	Acceptable
Q17	0.7766	0.7215	Acceptable
Q20	0.7649	0.7829	Acceptable
Q22	0.8511	0.8579	Good
Q26	0.9003	0.9215	Good

Table 1.2 shows the internal consistency for 6 Questionable questions using Cronbach Alpha reliability test calculations.

So, from the pilot test I can prove is that these above mentioned 6 questions are also proven to be Acceptable and good though pilot test. I have got consistent result as well. Out of 6, 3- acceptable relationship and 3- good relationship.

Cronbach's Alpha Formula:

The formula for Cronbach's alpha is:

$$\alpha = \frac{N \cdot \bar{c}}{\bar{v} + (N-1) \cdot \bar{c}}$$

Figure 1.2 The above picture shows the calculation (formula) of Cronbach Alpha reliability test
Where:

- N = the number of items.
- $\bar{c}$ = average <u>covariance</u> between item-pairs.
- $\bar{v}$ = average <u>variance</u>

VII.   FINDINGS

1. Age, maximum ranges form 31-36 years – 31 employees – 42% and minimum ranges form 44-50 years- 2 employees – 3%

2. Majority of the employees are male – 60 employees – 2%

3. Majority of the employees go 6-10 trips in a year – 36 employees – 49%

4. 70% of employees often travel for work.

5. 46% of employees very often go for long trips.

6. 50% of employees sometimes work more than 8 hours/ day.

7. 50% of employees sometimes work on evening or during holidays.

8. 60% of employees rarely go outside county as business trips.

9. 78% of employees rarely work on weekends.

10.   60% of employees never take work from home.

11.   74% of employees rarely face stress or burnouts on (or) due to business trips.

12.   83% of employees very often socialize (or) relax with your family.

13.   75% of employees rarely misses their personal events because of their business trips.

14.   74% of employees worry about your family and heath are getting affected by your Business Trips.

15.   64% of employees faces unexpected travel problems did you face stress issue.

16.   94% of employees didn't face any discrepancies travelling during pandemic.

17.   94% of employees doesn't like to reduce your business trips.

18.   96% of employees reported that their family supporting you even better during Business trips.

19.   86% of employees didn't find hard to relax and forgot about the work-related issues during business trips.

20.   88% of employees feel that their family is missing your inputs while you're in the Business Trips.

21.   92% of employees feel that their relationship with your family (or) peers is suffering because of your business trips.

22.   58% of employees feel that don't have time to do your leisure activities.

23.   92% of employees says that they prioritise their family over your work.

24.   89% of employees says that they prioritise your work over your personal commitment.

25.   99% of employees agrees that they recognised for their field work (business trips).

26.   73% of employees reported that they are getting enough benefits while they are going for business trips.

27.   99% of employees reported that they enjoy their business trips.

VIII.   HYPOTHESIS TESTING

Based upon the objectives I have framed 4 hypothesis, they are.

H1o = there is no relationship between business trips & work-life balance

H1A = there is a relationship between business trips and WLB

H2o= there is no relationship between business trips & work-family conflict

H2A= there is a relationship between business trips and Work-family conflict

H3o= there is no relationship between business trips & Stress/burnouts

H3A= there is a relationship between business trips and stress/burnouts

H4o= there is no relationship between business trips & health of the employees'

H4A= there is a relationship between business trips and health of the employees'.

First and second hypothesis was tested using **CHI-SQUARE TEST**, and third and fourth hypothesis was tested using **PEARSON CORRELATION** and the results of each hypothesis are given below,

HYPOTHESIS:1

Chi-Square Tests

H1o = there is no relationship between business trips & work-life balance (NULL HYPOTHESIS)

H1A= there is a relationship between business trips and WLB (ALTERNATIVE HYPOTHESIS

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.788[a]	6	.134
Likelihood Ratio	9.309	6	.157
Linear-by-Linear Association	.725	1	.395
N of Valid Cases	73		

As per the SPSS result using Chi-Square Test – ACCEPT THE NULL HYPOTHESIS – which is there is no association between business trips and work-life balance. As per decision value- the Significant Value (Pearson Chi-Square value) is more than 0.05 which is 0.134. This clearly says us to select null hypothesis- which means the business trips doesn't have any negative effect on work-life balance which is a positive result for CGSPL. The questions which I compared in Chi-Square Test are;
Demographic variable – no: of business trips
Questions – how often do you work in the evening and during holidays?

HYPOTHESIS:2

Chi-Square Tests

H2o= there is no relationship between business trips & work-family conflict (NULL HYPOTHESIS)

H2A= there is a relationship between business trips and work-family conflict (ALTERNATIVE HYPOTHESIS)

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.055[a]	8	.058
Likelihood Ratio	16.323	8	.038
Linear-by-Linear Association	2.908	1	.088
N of Valid Cases	73		

As per the SPSS result using Chi-Square Test – ACCEPT THE NULL HYPOTHESIS – which is there is no association between business trips and work-family conflict. As per decision value- the Significant Value (Pearson Chi-Square value) is more than 0.05 which is 0.06 (~0.058). This clearly says us to select null hypothesis- which means the business trips doesn't have any negative effect on work-family conflict which is a positive result for CGSPL. The questions which I compared in Chi-Square Test are;

Demographic variable – no: of business trips

Questions – how often do you miss important personal event because of business trips?

HYPOTHESIS:3

Correlations

H3o= there is no relationship between business trips & Stress/burnouts (NULL HYPOTHESIS)

H3A= there is a relationship between business trips and stress/burnouts (ALTERNATIVE HYPOTHESIS)

		no:of business trips in 2022	due to unexpected travel problems did you face stress issues
no:of business trips in 2022	Pearson Correlation	1	-.304[**]
	Sig. (2-tailed)		.009
	N	73	73
due to unexpected travel problems did you face stress issues	Pearson Correlation	-.304[**]	1
	Sig. (2-tailed)	.009	
	N	73	73

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

As per the SPSS result using Pearson Correlation Test – ACCEPT THE NULL HYPOTHESIS – which is there is no correlation between business trips and stress/burnouts. As per the given output if all the values are in positive value then we need to accept the alternative hypothesis but we have one negative value which is -0.304 hence we need to accept the null hypothesis. This clearly says us to select null hypothesis- which means the business trips doesn't have any effect on stress/burnouts which is a positive result for CGSPL. The questions which I compared in Pearson Correlation Test are;

Demographic variable – no: of business trips

Questions – how often do you face burnouts due to (or) while BT?

HYPOTHESIS: 4

Correlations

H4o= there is no relationship between business trips & health of the employees' (NULL HYPOTHESIS)

H4A= there is a relationship between business trips and health of the employees' (ALTERNATIVE HYPOTHESIS)

		no:of business trips in 2022	do you wory about your family and health are getting afftected by your BT
no:of business trips in 2022	Pearson Correlation	1	-.479[**]
	Sig. (2-tailed)		.000
	N	73	73
do you wory about your family and health are getting afftected by your BT	Pearson Correlation	-.479[**]	1
	Sig. (2-tailed)	.000	
	N	73	73

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

As per the SPSS result using Pearson Correlation Test – ACCEPT THE NULL HYPOTHESIS – which is there is no correlation between business trips and health issues. As per the given output if all the values are in positive value then we need to accept the alternative hypothesis but we have one negative value which is -0.479 hence we need to accept the null hypothesis. This clearly says us to select null hypothesis- which means the business trips doesn't have any effect on health issues of the employees which is a positive result for CGSPL. The questions which I compared in Pearson Correlation Test are;
Demographic variable – no: of business trips
Questions – do you worry about your family and health are getting affected by your business trips.

IX.   LIMITATION AND SUGGESTIONS:

One in five individuals take time from work owing to a work-life balance issue, and 92% of employees believe that this is a very serious problem. Nevertheless, 30% of employees believe that their workplace is a mentally unhealthy place to work. In light of this, employers are facing a serious difficulty (headsup.org.au & aihw.gov.au)

But luckily service industries doesn't face any issue as above said and it has been proven through my research. But still though there are few places where employees rated that they faced stress, health issues, family conflict at some point of time. for instant in one question Due to unexpected travel problems did you face stress issue? Employees rated Yes- 64% which is higher in percentage than No- 36%. But in order to compensate that service industries is giving lot of perks and benefits and it has been proven through my research - Are you getting enough benefits while going for business trips? Employees rated Yes- 91% which is higher in percentage than No- 9%- for instance they have comp-off policy where if an employee is traveling during weekends, they can take off in the weekdays which is paid leave for them. Like this there are lot of perks for service industries employees.

However, there are certain study limitations that may be examined in the future. The research offered several insights and contributions on the impact of business trips on the work-life balance and their relationships. Limitations are things that were beyond our control. As a result, I was able to contact 73 business travellers (employees').

Nonetheless, it would be ideal and have a reduced margin of error if more passengers answered to the survey because those in service sectors are on the road and were unable to reach due to network concerns. Because trip spreads vary based on duration and time, data from more homogenous groups may be more accurate.

The study's scope may have been constrained if just quantitative data were collected and analysed; for instance, qualitative approaches could gather more in-depth sources of information (MacDonald & Friedman, 2002). Future research may take a multi-method strategy that blends qualitative and quantitative techniques to eliminate methodological biases (Dyer, 2006).

Due to correlational analyses and data from a single time point, the study was also prevented from comprehensively examining the causal linkages between business trips and work-life balance. Strong relationships between work-life conflict/balance and other factors have been found in longitudinal research (Mauno, et al., 2006). Future research (with a bigger sample size) may consider testing theorised causal links between business trips and work-life balance using longitudinal data and structural equation modelling.

X.   OVERALL FINDINGS TO JUSTIFY MY HYPOTHESIS:
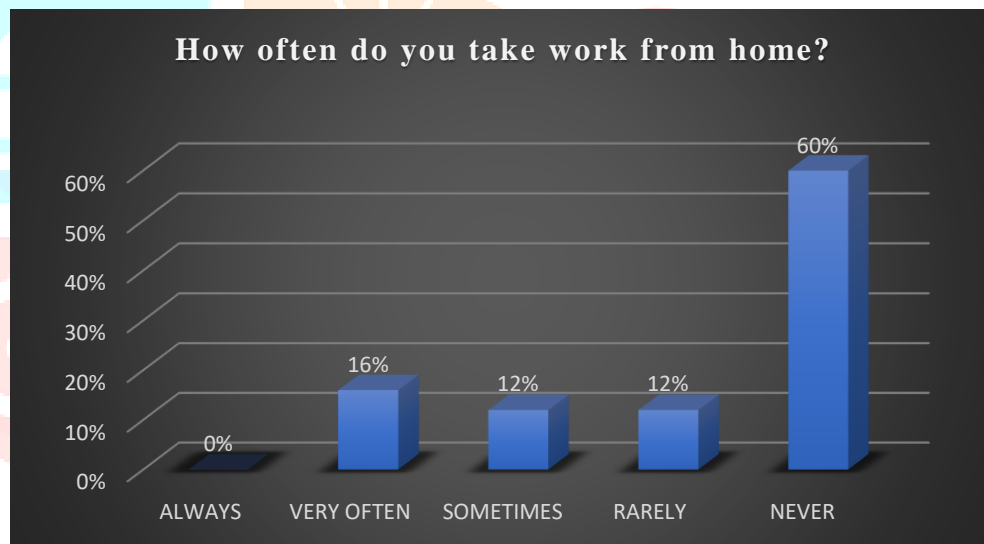

1.WORK-LIFE BALANCE:

Figure 1.3 Figure showing classification of How often do you take work from home

Thus, based on the graph, we can see that most employees fall into the Never group, which is fantastic to hear- they will not accept work from home (WFH) options. This indicates how loyal their employees are to their company.
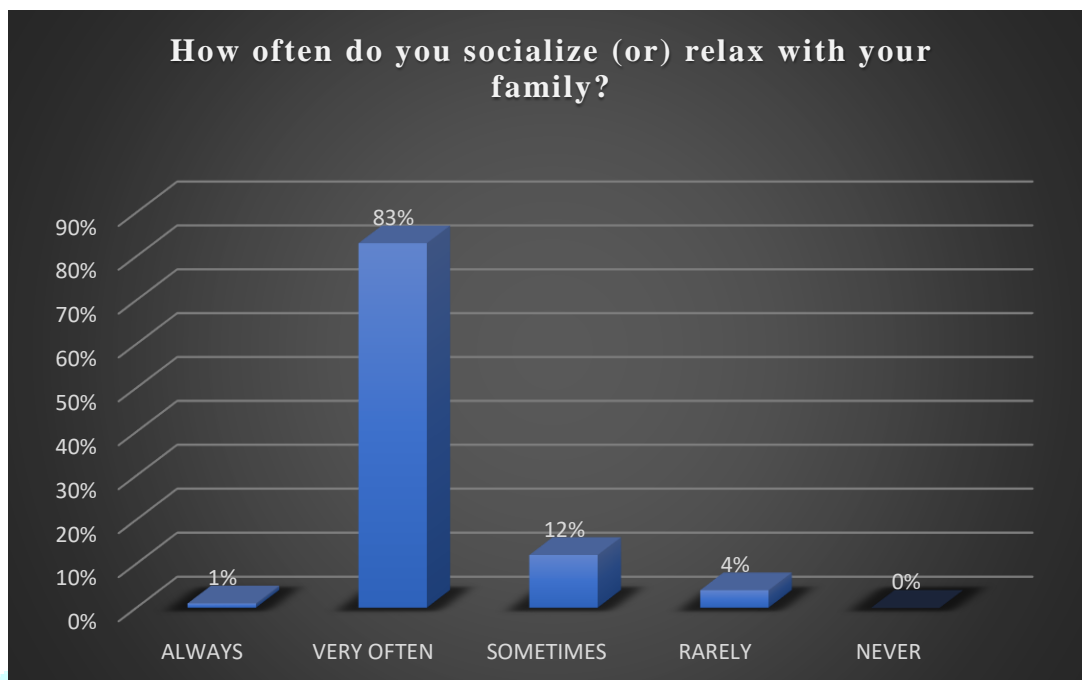
2. WORK-FAMILY CONFLICT:

Figure 1.4 Figure showing classification of How often do you socialize (or) relax with your family?

So, we can see from the graph that the majority of the employees fall into the Very Often category, which is pretty amazing to hear- this shows that these employees have their personal space and enjoy their leisure time, which is one of the strategies for dealing with stress and taking care of their health.
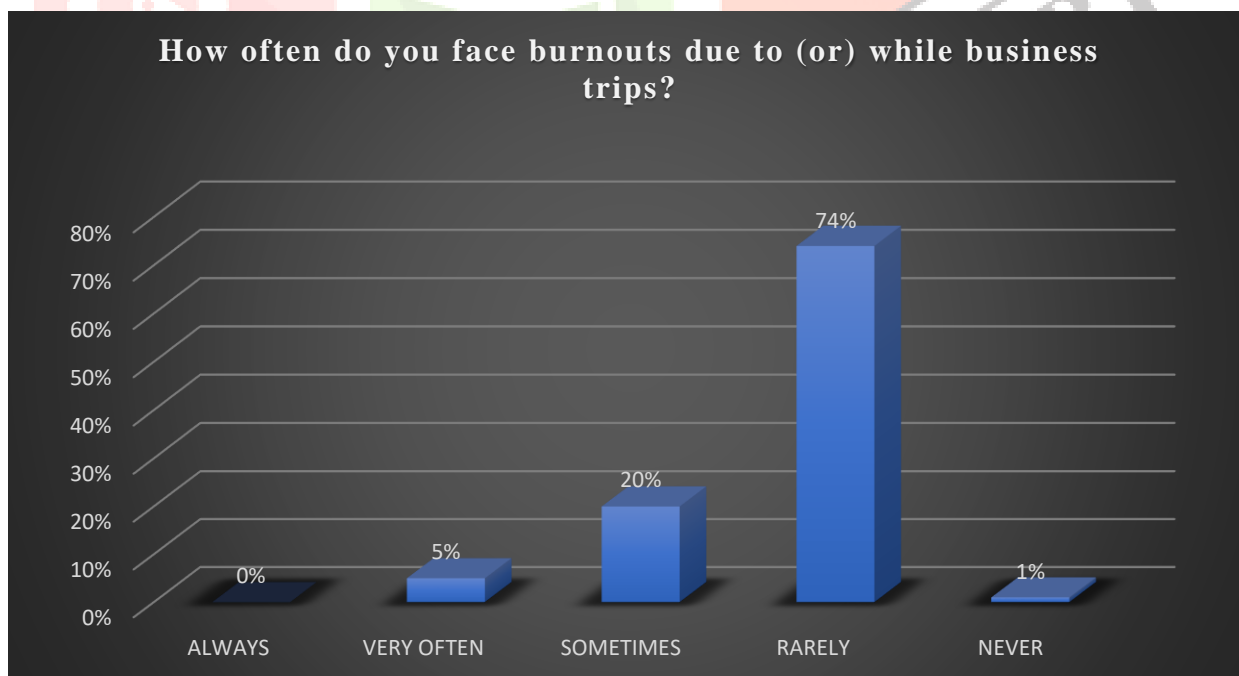
3.STRESS AND BURNOUTS:

Figure 1.5 Figure showing classification of How often do you face burnouts due to (or) while business trips

Thus, based on the graph, we can see that most of the employees fall into the Seldom group, which is very great to hear- this demonstrates that these people don't experience burnout and know how to manage their stress.
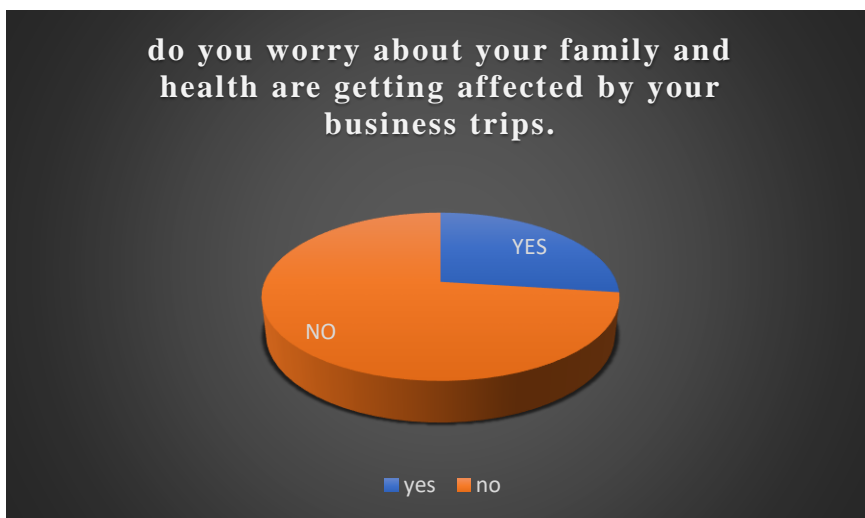
4.HEALTH ISSUES:

Figure 1.6 Figure showing classification of do you worry about your family and health are getting affected by your business trips.

Thus, based on the graph, we can see that most of the employees fall into the No group, which is very great to hear- this suggests that these employees do not have any health difficulties when on business trips.

5.EMPLOYEES FEELINGS AND HOW COMPANIES HANDLE IT:

Figure 1.7 Figure showing classification of Do you enjoy your business trips?

Figure 1.8 Figure showing classification of Are you recognised for your field work?
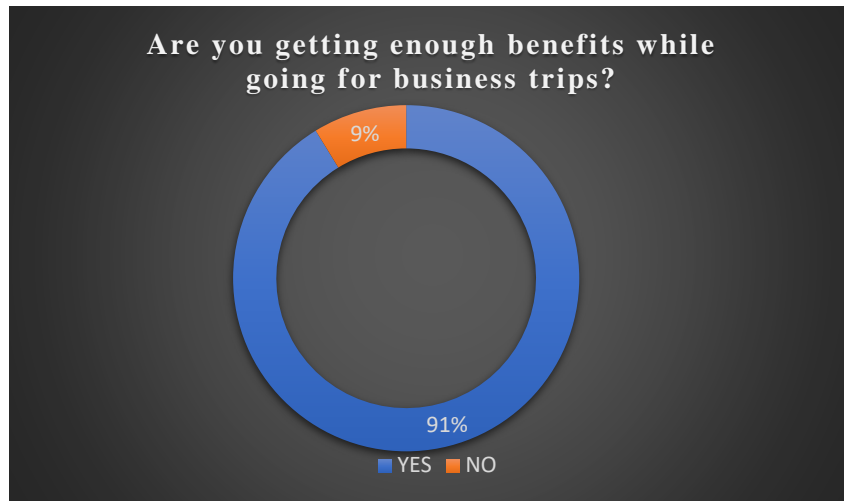
Figure 1.9 Figure showing classification of Are you getting enough benefits while going for business trips?

XI.   BIBILOGRAPHY AND REFERENCE

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panelTianYeaEnvelopeHonggangXubPersonEnvelope, A. links open overlay, TianYeaEnvelope, a, HonggangXubPersonEnvelope, b, Highlights•The framework of mobilities and health is used to explain the multi-dimensional health consequences of frequent business travel.•Perceptions of health impacts vary among respondents with different travel pattern and personal situations.•With lo, & AbstractBusiness travel as a form of work-related mobility has been an integrated part of working life in the global economy. (2020, October 20). *Mobility and health: The perceived impact of frequent business trips on travelers' health*. Travel Behaviour and Society. Retrieved from https://www.sciencedirect.com/science/article/abs/pii/S2214367X20302258

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XII.   APPENDICES

Questioner was circulated to the employees through mails and their official what's app group and the questioner was created using google forms.

A study to determine the impact of Business Trips in Employee's' Work-Life Balance
Hello there! I am Sharon from WCC, Nungambakkam. I am here to conduct research for my final year project. This questionnaire serves as a gauge to assess your Work-Life balance during your business trips. I request you to attend all the questions and do not skip any and I assure that the results of the survey will be kept highly confidential.

NAME: _____

Age *
o 24-30
o 31-36
o 37-43
o 44-50

GENDER*
o Male
o Female
o Other

No: Of Business Trips went in the year 2022*
o 1-5
o 6-10
o 11-15
o 16 and above

On Likert Scales of 1 to 5 please rate your level of Frequency with the following statements: *
1-   Always
2-   Very Often
3-   Sometimes
4-   Rarely

5- Never
- How often do you travel for work?
- How often do you go for long trips?
- How often do you work more than 8 hours?
- How often do you work in the evenings and during holidays?
- how often do you go outside country for more than a week?
- How often do you work on weekends?
- How often do you take Work from Home?
- How often do you face Burnouts due to (or) while business trips?
- How often do you socialise (or) relax with your family?
- How often do you miss your important personal events because of business trips?
- How often do you travel for work?
- How often do you go for long trips?
- How often do you work more than 8 hours?
- How often do you work in the evenings and during holidays?
- how often do you go outside country for more than a week?
- How often do you work on weekends?
- How often do you take Work from Home?
- How often do you face Burnouts due to (or) while business trips?
- How often do you socialise (or) relax with your family?
- How often do you miss your important personal events because of business trips?

On Dichotomous Scale of Yes (or) No answer the following statements: *
1- Yes
2- No
- Do you worry about your family and heath are getting affected by your Business Trips?
- Due to unexpected travel problems did you face stress issue?
- Do you have any discrepancies travelling during pandemic?
- Would you like to reduce your business trips?
- If you reduce your business trips, will you feel that you have no control/power in the organization?
- Is your family supporting you even better during Business trips?
- Is it hard for you to relax and forgot about the work-related issues during business trips?
- Do you feel that your family is missing your inputs while you're in the Business Trips?
- Do you feel that your relationship with your family (or) peers is suffering because of your business trips?
- Do you feel that you don't have time to do your leisure activities?
- Do you prioritise your family over your work?
- Do you prioritise your work over your personal commitment?
- Due to business trips have you faced any language barriers?
- Are you recognised for your field work?
- Are you getting enough benefits while going for business trips
- Do you enjoy your business trips?
- Do you worry about your family and heath are getting affected by your Business Trips?
- Due to unexpected travel problems did you face stress issue?
- Do you have any discrepancies travelling during pandemic?
- Would you like to reduce your business trips?
- If you reduce your business trips, will you feel that you have no control/power in the organization?
- Is your family supporting you even better during Business trips?
- Is it hard for you to relax and forgot about the work-related issues during business trips?

- Do you feel that your family is missing your inputs while you're in the Business Trips?
- Do you feel that your relationship with your family (or) peers is suffering because of your business trips?
- Do you feel that you don't have time to do your leisure activities?
- Do you prioritise your family over your work?
- Do you prioritise your work over your personal commitment?
- Due to business trips have you faced any language barriers?
- Are you recognised for your field work?
- Are you getting enough benefits while going for business trips
- Do you enjoy your business trips?