A Study On
Impact Of Work From Home On Work Life Balance Of IT
Employees During Pandemic

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ABSTRACT

In the present business situation during pandemic, employee work life balance has become one of the utmost prominent issues in organizations due to lockdown. The paper is to determine the impact of work from home on work life balance of employees in the IT sector during pandemic.

In this project, employee work life balance during remote working in the IT sector is about how the employees are balanced their personal life and work life with the sudden change towards work during remote working. As the employees are experiencing new environment, this study attempts to find out the impact of work from home on work life balance of IT employees.

The study is accomplished with the proper indulgence and support of employees. The responses for the study are collected through questionnaires from 100 respondents. Simple random sampling method was used to collect data from the IT employees.
CHAPTER-1

1.1 INTRODUCTION

Work life balance (WLB) is maintaining equilibrium between personal life and career by employees. If priority is given to one element then it will have negative impact on the other element. Employees spend their quality time in a day at office but due to shift systems the scenario had changed in modern work culture. Organizations either in service manufacturing or service sector are operating in three shifts. In Information Technology (IT) sector it is common for employees to be in duty during odd hours. During night shifts clients may communicate their work and other issues. Therefore compare to traditional jobs, employees in IT sector face the issue of work life balance (WLB). Both work and life are equally important for employees to be happy and healthy.

Employees are responsible for their families and for their job tasks. Sometimes giving preference to one of them will have adverse impact on the other. There are situations where employees have faced health issues and depression due to work pressure. Irrespective of skills and knowledge employees undergo stress when are given unrealistic work targets. Even after reaching home employees may think about the job and it causes mental stress. There can be some instances where employees carry their personal problems to organizations and enter into stressful mood. It will have direct impact on the productivity of the organization. Work life balance research had become most significant area in the field of human resources because organizations can sustain if they have human assets. Employees are viewed as assets by employers and it is giving them competitive advantage.

Work Life Balance (WLB)

Work-life balance is a broad concept that involves setting proper priorities between work (career and ambition) on the one hand and life (happiness, leisure, family, and spiritual development) on the other. So, a company that sets a work-life balance in its employee work system is a company that can help employees achieve a level of balance between work and personal life outside of work, in an effort for employees to achieve self-motivation and welfare that allows them to perform various roles effectively and efficiently at work and at home.
The balance between personal and professional life vary from person to person and the organization where he or she is working. When an individual does not maintain a balance and works too much in the organizational setting, this may cause him some medical, psychological and behavioral consequences, as a result his or her productivity will also be low.

The two dimensions shows in the below figure are boundary control and well being. Employees often sacrifice one of them to reach the other. It means when persons with high well being with low boundary control face health issues and stress. Hence it is suggested from the equilibrium that high well being and high boundary control are important for work life balance. Hence it is shows in green color. The red color with low well being and low boundary control will have negative impact on personal life and professional life.

**Figure 1: Work-Life Balance Equilibrium**

<table>
<thead>
<tr>
<th></th>
<th>High Wellbeing</th>
<th>Low Wellbeing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Low Boundary Control</strong></td>
<td>Person with low boundary control and high well being</td>
<td>Person with low boundary control and low well being</td>
</tr>
<tr>
<td></td>
<td>Person with high boundary control and high well being</td>
<td>Person with high boundary control and low well being</td>
</tr>
</tbody>
</table>

This equilibrium is specifically designed for IT employees. The opinion of employees can be gathered and they can be mapped for the quadrant in the equilibrium based on their score. Due to work from home culture the boundary between family members and individual employees have been eliminated or become thin. Such equilibrium scores on the two selected factors helps in knowing the perception of individual towards work life balance.
Work from Home (WFH)

For Information Technology sector (IT) work from home (WFH) is being implemented from many years. Some people are under the opinion that pandemic had insisted organizations in IT sector to implement work from home mode. But in the form of remote locations the work from home culture has been already being implemented in IT sector. Employees are encouraged to check their emails and assignments from remote locations even though employees are technically given work hours. At any point of time due to internet technology work from home is practiced in IT sector.

Pandemic had made it compulsion for employees to think about work from home. In this regard there are both positive outcomes and negative outcomes with work from home. Since employees are at home the work assignments may be given at any point of time. This develops burden on employees because with undefined work hours may mix work life and personal life. Sometime it would be tough to take leave when employees are working from home.

IT Sector

Information technology (IT) had changed the way of life for people and society in the present world. People are able to meet their needs and spend excess money for entertainment because of high income in software industry. There could be more work pressure but parallel the information technology had improved the economic position of employees and the economy drastically in the last two decades. Many special economic zones have been created in and around urban areas for development of IT industry. This industry had become the biggest employer after organized retailing and financial service sector in India. Employees in IT industry may be given work in different formats like software development, testing, data analysis and networking. In spite of high salaries, employees need to complete the work from their office or from remote locations.

1.2 Need of the study

The need of the study is to analyze the impact on work life balance of IT employees while working from home and to understand the job satisfaction of IT employees along with the various challenges faced by them during pandemic. Due to the pandemic, employees are adopted work from home which is a sudden change for them. Therefore, there is a need to study the factors that determine employee work life balance in the organization.
1.3 Objectives:
1. To analyze the impact of work from home on work life balance of IT employees.
2. To identify the challenges faced by the IT employees during work from home.
3. To understand the job satisfaction levels of IT employees during work from home.

1.4 Scope of the study
The study is confined to the work life balance of IT employees and challenges faced by them during pandemic. The scope of the study includes the different factors that affect the work life balance of IT employees during the remote work in a pandemic situation. The factors that influence employee work life balance include work load, work efficiency, health issues and job satisfaction.

1.5 Limitations of the study
- The sample size is only 100 whereas there are many firms in IT sector.
- The results become invalid once the pandemic is completed.
- Respondents emotions are not observed because online questionnaire is used.

1.6 Research methodology
Research methodology describes about sampling method and data analysis. Research methodology gives knowledge about using statistical methods for completing the data analysis. Sample size for this study is one hundred and the process of selecting the sample had been described below. There are online calculators for fixing the sample size. It is dependent on error rate and total population considered for the study. Once the results are framed from sample output then they are generalized for the population. Practically it is impossible to conduct census survey therefore researches use sample for doing research work. The study concentrated on information collected from primary and secondary sources.

Primary data:
The primary data is the data that is collected for the first time. Primary data for this study is collected through structured questionnaire.

Secondary data:
The secondary data is collected from the websites, journals, articles and books.

Journals


Books

Websites
https://www.statista.com/topics/2256/it-industry-in-india/
https://www.getclockwise.com/blog/three-ways-companies-can-promote-work-life-balance

Sample:
A sample is a small part of a whole population representing its journal qualities as far as possible.

Sample design:
Total population -100
Sample media - Structured Questionnaire
CHAPTER-2

2.1 Review of Literature

Organizations recognized the need for work life balance to attain employee retention in information technology sector. Researchers have found that employees with high income are facing work pressure. Employee benefits are common and they include paid leave, childcare facilities, health benefits for self and health benefits for family.

**Work life balance**

Panda and Sahoo (2017) had listed the interventions by human resources in IT sector. Employees in IT sector are given target based work assignment instead of giving standard eight hours work. The commitment of IT employees is possible with provision of environment for work life balance. There are many interventions in IT sector like free transportation and credit cards for employees. Employees are giving many other benefits which are not possible in traditional business sectors. Success of software industry had been achieved with support of employees. Yoo and Park (2017) had argued work life balance is positively influenced by better communication and interpersonal relations in organizations.

Bharathi and Mala (2016) had described about variables like self-attention, insufficient time with family and hypertension with work from the perspective of work life balance among women employees in IT sector in India. When employees do not find teamwork environment and they face trouble with personal targets. It is not possible to discuss the work pressure because of close cabins in the office infrastructure. Now experts in HR field had explained the need for supportive work teams for making employees to achieve work life balance. According to Nayak et al (2016) employees are involved in organizational decision making so that they understand the organizational goals at the individual level.

Vijaya Mani (2013) has revealed the major factors influencing the Work Life Balance of Women professionals in India such as role conflict, lack of recognition, organizational politics, gender discrimination, and elderly and children care issues, quality of health, problems in time management and lack of proper social support. K.Santhana Lakshmi et al, (March 2013) have examined that the industries should take initiative of addressing about the Work Life Balance issues among their staff both male and female to have holistic approach to design and implement the policies to support their corporate and personal life.
Chandra (2012) had compared eastern perspectives and western perspective on work life balance. Perception of employees had changed a lot in the last few decades for work life balance. Employees with training and development programs may create positive intention with work environment. They perceive training as career growth and develop organizational commitment. Then it gives them mental relaxation and it motivates employees to stay with their current organization. Software companies need to get competitive advantage with employee retention as per the opinion of Delary and Roumpi (2017).

Goyal et al (2015) had explained the impact of strict rules and regulations have created work pressure on employees in banking sector. Now technology had further caused banking employees to complete the work on a particular day and before deadline. Human resources practices have recently included the element of work life balance even from the initial step of recruitment process. Based on profile of the candidate the automation system is providing the elements needed for work life balance.

Swaminathan,& Rajkumar S. (2013)- Study was conducted to focus on the levels of stress among the age group, profession, different types of jobs, working hours and the influence of work environment on the degree of stress faced by employees . Stress in an employee is very individual in nature. His study indicates about an optimum level in which every individual can perform with his full capacity. He has identified three conditions responsible for work stress they are a) Role overload b) Role self-distance c) Role stagnation.

Satiya S. & Khan W. (2013)- According to his findings Occupational Stress is as same as Job Stress which needs to be controlled at the workplace within the time otherwise it will affect very negatively employee’s attitudes and behaviour. He conducted a study to investigate the relationship between Emotional Intelligence and Occupational Stress. The findings of his study revealed that Emotional Intelligence as a significant predictor of Occupational Stress.

Karthik R. (2013)- Employee’s performance at work is influenced by stress that can be either positive or negative. The employee’s performs better if they face low to moderate amount of stress. Hence, it aims at reducing the level of stress rather than eliminating stress completely.

K.Santhana Lakshmi et al, (March 2013) have examined that the industries should take initiative of addressing about the Work Life Balance issues among their staff both male and female to have holistic approach to design and implement the policies to support their
corporate and personal life.

Kumari K. Thriveni et al, (2012) - Studied and analysed the significant relationship between the demographic variables and WLB with respect to various factors which directly or indirectly affects WLB.

Shalini and Bhawna 2012 reported in their study, Quality of work life is being used by the organizations as a strategic tool to attract and retain the employee and to help them to maintaining work life balance with equal attention on performance and commitment at work.

**Work from home**

Majumdar et al (2020) had selected variables such as depression stomach pain and sleep disruption with regard to impact of Covid-19 pandemic during work from home. Women employees face the issue of work life balance from the viewpoint of gender because in few cultures it is mandatory for them to take care of all the family responsibilities. When guests arrive at home it would be tough for employees to maintain equilibrium between office work and social relationships. Each of the element is important for employees therefore it is necessary to gather information on work from home in the situation of pandemic.

Saltiel (2020) had mentioned that work from home is common in developed nations. Because employees have sufficient infrastructure to do office work at home. People use to think that work from home is comfortable but there are complaints that employees are facing much more troubles with the new work culture. When employees are at home they are given more work based on the perception that they are at home and can do lot of work. In this way work from home created big challenges for employees. Even human resource employees are facing hurdles when they are thinking about strategies for work from home.

Bloom (2014) had argued that productivity can be enhanced if employees are given permission to work from home or from remote locations. When work is carried to home then it will disturb the regular time table for employees. Even though people are at home with work from home culture they are not finding time to spend time for entertainment. Sonnentag and Binnewies (2013) had described the spillover impact of work from home culture on other aspects of life at home. Sleep disturbance is the major outcome with work from home culture. When employees work from home, they don’t need to spend time, money and energy on going to the office or on business trips. They also enjoy not having to wear formal attire.
during working hours, which allows them a greater match between their work self and true persona.

The argument that job satisfaction highly influences employee performance has been confirmed by previous research (Loan L, 2020; Guzmán, 2020). If not achieved, then employee performance will be poor, as their productivity will be negatively affected. On the contrary, satisfied employees are motivated to perform their duties to the best degree possible.

**IT sector in India**

Sinha (2016) globalization and information technology are positively correlation with each other. After liberalization in 1991 the gates were opened for private businesses in India. It had brought many opportunities for Indians. The exports and imports have been increased and one of the most important segments is information technology sector. Information technology (IT) industry had changed the economic position of India in the world economy. Now India is viewed as most powerful economy because of its global business and one among those exports is IT services and products. According to study by Forbes (2020) employees are not satisfied with work from home culture during the lockdown period in information technology. Many employees are eagerly waiting for reaching the office after the elimination of pandemic.

Unconditionally people agree that life is important and work from home is the solution but in the long term it has its own issues. For example conducting recruitment and selection by visiting campus of various institutes is easy and cost effective. But at the same time due to pandemic the human resource management process had become tough for recruitment and selection in IT sector. There are also layoffs and closures of small information technology companies because of business decline at the global level. Silver lining exists between personal life and job life. Both are important for survival and maturity is needed to balance between those opposite ends.
CHAPTER-3

3.1 Company Profile :

Wipro:

Wipro Limited is a market leading Information Technology, consulting and business process services company. Wipro utilizes the power of analytics, robotics, cloud and other emerging technologies to help clients spread across six different continents to adapt to the current digital trend and help them thrive to success. Wipro has over 1,60,000 dedicated employees serving together and building a bold and new future. The amount of revenue generated by Wipro in the financial year 2017 is 848 crores USD.

1) Azim Premji is the chairman of Wipro Limited.
2) Abidali Neemuchwala is the CEO of Wipro.
3) Rishad Premji is the Chief strategy officer in Wipro.

Headquarters of the company: Bangalore, Karnataka, India.

Awards and Recognition

- Wipro won the Quest Forum Global Sustainability Awards in the software category for the year 2017.
- Wipro won the Most Admired Knowledge Enterprise (MAKE) Award for the year 2017.
- Wipro won the "Best Internet of Things Solution Partner Award" by Cisco.
- Wipro’s Next Generation Customer Experience (NGCE) platform won the “Best Innovation Practices for Science and Technology Service Industry in China” award.

Tech Mahindra:

Tech Mahindra is an Indian multinational technology company that provides Information Technology and Business Process Outsourcing services. It has founded in 24 October 1986, and area served as worldwide. Anand Mahindra is the founder of Tech Mahindra which is headquartered at Pune, Maharashtra. Tech Mahindra is a part of the Mahindra Group which provides products and services like Business Process Management, Business Process Outsourcing, Cloud Services, Application Development and Management.

Tech Mahindra has been recognized as a gold winner for being the Most Innovative Cyber Security Company.
**Tata Consultancy Services (TCS):**

Tata Consultancy Services (TCS) is an Indian multinational information technology (IT) services and consulting company headquartered in Mumbai, Maharashtra, India with its largest campus located in Chennai, Tamil Nadu, India. As of February 2021, TCS is the largest IT services company in the world by market capitalization ($200 billion). It is a subsidiary of the Tata Group and operates in 149 locations across 46 countries. TCS is the second largest Indian company by market capitalization and is among the most valuable IT services brands worldwide. In 2015, TCS was ranked 64th overall in the Forbes World's Most Innovative Companies ranking, making it both the highest-ranked IT services company and the top Indian company. As of 2018, it is ranked eleventh on the Fortune India 500 list.

In 2016–2017, parent company Tata Sons owned 72.05% of TCS and more than 70% of Tata Sons' dividends were generated by TCS. In March 2018, Tata Sons decided to sell stocks of TCS worth $1.25 billion in a bulk deal. As of 15 September 2021, TCS has recorded a market capitalization of US$200 billion, making it the first Indian IT firm to do so.

**Cognizant:**

Cognizant is an American multinational technology company that provides business consulting, information technology and outsourcing services. It is founded in 26 January 1994.

Cognizant provides information technology, information security, consulting, ITO and BPO services. These include business and technology consulting, systems integration, application development.

Cognizant has three areas which makes up their business which include digital business, digital operations and digital systems & technology.

**Accenture:**

Accenture is an Irish-based multinational professional services company that specializes in IT services and consulting. A Fortune Global 500 company, it reported revenues of $44.33 billion in 2020 and had 569,000 employees. In 2015, the company had about 150,000 employees in India, 48,000 in the US, and 50,000 in the Philippines. Accenture's current clients include 91 of the Fortune Global 100 and more than three-quarters of the Fortune Global 500.

On 11 July 2019, Accenture appointed Julie Sweet as its new chief executive officer. She accepted her office on 1 September 2019.
It has been incorporated in Dublin, Ireland since 2009.

- Accenture Strategy provides business strategy, technology strategy and operations strategy services.
- Accenture Consulting provides technology, business and management consulting.
- Accenture Technology focuses on technology software, implementation, delivery, and research & development, including its Technology Labs for emerging technologies.
- Accenture Operations focuses on an "as-a-service" model of service delivery.
3.2 Industry Profile:

Information technology (IT) industry had become pillar of Indian economy in the modern world. During recent pandemic every industry had faced some trouble but IT industry had brought revenue for economy. Further the revenue in IT industry had increased which is not a surprise because digital technology usage had increased. In the global information technology world India had been in prominent position. It had been playing key role in service sector and providing global services in the area of information technology. Political environment is much supporting for information technology in the modern world.

**Table 3.1. IT Exports**

<table>
<thead>
<tr>
<th>Financial Year</th>
<th>BPM</th>
<th>IT Services</th>
<th>Software Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>10</td>
<td>25.8</td>
<td>9</td>
</tr>
<tr>
<td>2010</td>
<td>12</td>
<td>26</td>
<td>10</td>
</tr>
<tr>
<td>2011</td>
<td>14</td>
<td>26</td>
<td>11</td>
</tr>
<tr>
<td>2012</td>
<td>16</td>
<td>34</td>
<td>13</td>
</tr>
<tr>
<td>2013</td>
<td>18</td>
<td>40</td>
<td>14</td>
</tr>
<tr>
<td>2014</td>
<td>20</td>
<td>44</td>
<td>14</td>
</tr>
<tr>
<td>2015</td>
<td>23</td>
<td>52</td>
<td>20</td>
</tr>
<tr>
<td>2016</td>
<td>24</td>
<td>61</td>
<td>22</td>
</tr>
<tr>
<td>2017</td>
<td>26</td>
<td>66</td>
<td>25</td>
</tr>
<tr>
<td>2018</td>
<td>28</td>
<td>70</td>
<td>28</td>
</tr>
<tr>
<td>2019</td>
<td>31</td>
<td>74</td>
<td>31</td>
</tr>
</tbody>
</table>

(Source: Compiled from Statista.Com)

**Market Overview:**

As per the statistics for a period of twenty years from 2001 to 2020 the share of IT had increased rapidly. In 2001 the share of IT spending in India is 2.5 percent, spending in 2008 8.4 percent, 9.7 percent in 2010 and 18.5 percent in 2020. In this way the share of IT had increased constantly in the last two decades. The ability to develop localization had become possible with support of information technology sector. In foreign countries also localization had been formed with IT sector development.

In 2018 the value of Information Technology (IT) services exports are valued at seventy four billions. Business Process Management (BPM) had value of thirty one billion USD. It is anticipated that in 2021 the revenue from digital exports may cross eight billion USD. Telecommunication and digital technology had made India to get big share in the global information technology sector. Software as a service had made India IT sector to
improve its market share in the global digital business world. In future within five years from now the Indian digital industry may reach the revenue of 350 USD.

There are various reasons for the drastic development of IT sector in India with starts from its geographical location. It is possible for India to give back end support because it can operate when the clients business officially closes in other part of the world. The timings are plus points for India because in the night time it provides services where it would be day time for its clients and vice versa. IT industry accounts for twenty five percent of total exports from India which is considerable and displays the image of this great information technology sector.

The global sourcing market in India continues to grow at a higher pace compared to the IT-BPM industry. India is the leading sourcing destination across the world, accounting for approximately 55% market share of the US$ 200-250 billion global services sourcing business in 2019-20. The IT industry accounted for 8% of India’s GDP in 2020. Exports from the Indian IT industry are expected to increase by 1.9% to reach US$ 150 billion in FY21. In 2020, the IT industry recorded 138,000 new hires.

Despite a dip in global technology spending amid the coronavirus pandemic, the country's information technology sector is set to post a 2.3% rise in revenues to $194 billion in the current fiscal, NASSCOM said on Monday. The industry added 1.38 lakh people to its workforce on a net basis during the year, taking the total number of employees to 44.7 lakh, the National Association of Software and Software and Service Companies said in its review of the current financial year ending March 31. Over the past few years, the industry has been clocking a revenue growth in higher single digits or double digits as the demand for IT services in a digitizing world continues to grow. However, the pandemic led to a sharp dip in growth hitting tech spend while the lockdown also led to concerns over delivery as work shifted from campuses to homes.

India had become land of opportunities for many things like investment, information technology sector and manufacturing sector. Information technology (IT) industry had grown at a faster rate in India because of support from its work force. There is abundant workforce in India with skills and knowledge. Government initiatives have provided for creating conducive urban infrastructure and business environment for IT industry.

Automation is the primary cause for creating potential demand for information technology products and services. In developed nations the business process are automated and they need backend support. The operational costs of businesses decrease by more than fifty percent when information technology products are utilized in the business process. For
example when a customer visits bank for making either withdrawal or deposit it attracts operational cost but with mobile banking it is completely eliminated.

**New Technology**

Every moment the technologies become updated in information technology sector. Employees in IT sector rigorously update themselves with training and development programs. The clients insist on implementing business process with new technology and it creates work load on employees. For example earlier people use to shop for online products though traditional computer systems but now they are doing online shopping from their mobile phones instantly. The static data had been eliminated in the modern world and instant technology had been implemented to sustain in the business world. Some new technologies which have changed the face of IT industry are:

- Artificial Intelligence
- Cloud Computing
- Distributed Databases
- Block Chain
- Machine Learning
- Robotics

The IT has potential to raise the long-term growth prospects through increased productivity in almost every sector of the economy. The information technology can play a major role in overall economic development of the country. India has a comparative advantage in the global IT sector at least in terms of cost. With large pool of workers having software and language skills, it is in a position to move toward producing higher value-added goods and services. In fact, it has just started to move towards higher value added goods and services. IT service companies have included new service lines such as package software implementation, system integration, R&D engineering and remote network management whereas, ITES-BPO companies have started offering more complex services such as financial research and analytics, actuarial modeling and corporate and business research. The availability of large number of workers with a combination of engineering and managerial skills will definitely be helpful to move towards higher value-added goods and services. There are strong complementarities between IT and rest of the economy. IT can enhance the productivity and efficiency in other industries. It can improve efficiency in areas such as accounting, procurement, inventory management, and production and operations management. Moreover, IT implementation may increase the productivity and/or quality
more than that is feasible otherwise. The use of IT in rural banking and micro-finance may enhance efficiency in informal sector and can impact broader cross-section of population. Information access to farmers could benefit agriculture sector as well. Farmers can receive weather forecasts, market price quotes, advice on farming practice, offers to buy and sell livestock, and specific trainings. Even basic education could be enhanced in rural areas by the use of IT. The IT sector is one of the largest employers of women, and therefore, can play a crucial role in women empowerment and the reduction of gender inequalities. The sector provides flexibility to its employee of operating from home and in working time, which enables women to carry on with jobs with family life. From the analysis, it is clear that the IT has potential of not only accelerating the growth in the Indian economy but also promoting the broad based economic development.
CHAPTER-4

4.1 DATA ANALYSIS AND INTERPRETATION OF THE STUDY

1. Gender

Table No: 1. Tabular representation of gender wise respondents

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of respondents</td>
<td>38</td>
<td>62</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>38%</td>
<td>62%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No: 1. Graphical representation of gender wise respondents

Interpretation:

From the above data, out of total one hundred respondents 38% are male and 62% are female respondents. Majority of participants in this survey are female from the perspective of gender as demographic variable.
2. Age

Table No: 2. Tabular representation of age wise respondents

<table>
<thead>
<tr>
<th>Age</th>
<th>20-30</th>
<th>30-40</th>
<th>Above 40</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>90</td>
<td>8</td>
<td>2</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>90%</td>
<td>8%</td>
<td>2%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 2. Graphical representation of age wise respondents

**Interpretation:**

From the above data, it indicates that age wise of the respondents among employees. Most 90% of the respondents are at the age between 20 to 30 and 8% are at the age between 30 to 40 and 2% respondents age is 40 and above.
3. Total Work Experience

Table No: 3. Tabular representation of work experience wise respondents

<table>
<thead>
<tr>
<th>Total work experience</th>
<th>Less than Three Years</th>
<th>Three to Six Years</th>
<th>Above Six Years</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>78</td>
<td>19</td>
<td>3</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>78%</td>
<td>19%</td>
<td>3%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No: 3. Graphical representation of work experience wise Respondents

Interpretation:

From the above data, another demographic variable used in the questionnaire is work experience of respondents. 78% of respondents are having less than three years of experience, 19% are having experience from three to six years and 3% are having experience with above six years.
4. Family Members

Table No : 4. Tabular representation of family size wise respondents

<table>
<thead>
<tr>
<th>Family size</th>
<th>Less than Six Members</th>
<th>Six to Ten Members</th>
<th>Staying at Working Hostel</th>
<th>Individual</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>89</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>89%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure No : 4. Graphical Representation of family size wise respondents

Interpretation:

From the above data, as per the demographic variable family size 89% of respondents belong to family size with less than six members. Family size is about total members in the family along with the respondent.
5. Do you have a separate office room at home?

Table No : 5. Tabular representation of respondents having a separate office room at home

<table>
<thead>
<tr>
<th>Options</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>76</td>
<td>24</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>76%</td>
<td>24%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 5. Graphical representation of respondents having a separate office room at home

Interpretation:

From the above given data, 76% are having separate office room at home and 24% does not have separate office room.
Objective 1. To analyze the impact of work from home on work life balance of IT employees.

6. Rate the positive impact of Work From Home on Work Life Balance

Table No: 6. Tabular representation of positive impact of work from home on work life balance

<table>
<thead>
<tr>
<th>Options</th>
<th>Very High</th>
<th>High</th>
<th>Moderate</th>
<th>Low</th>
<th>Very Low</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>10</td>
<td>41</td>
<td>47</td>
<td>1</td>
<td>1</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>10%</td>
<td>41%</td>
<td>47%</td>
<td>1%</td>
<td>1%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No: 6. Graphical representation of positive impact of work from home on work life balance

Interpretation:

From the above given data, with work-from-home culture 47% of respondents in this IT survey had rated moderately with positive impact of work from home on work life balance and 41% of respondents are rated as high and 1% of respondents are rated as low.
Objective 1. To analyze the impact of work from home on work life balance of IT employees.

7. Do you agree that you are working for longer hours compared to pre-covid time?

Table No : 7. Tabular representation of working for longer hours compared to pre-covid time

<table>
<thead>
<tr>
<th>Options</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Strongly Dissatisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>30</td>
<td>31</td>
<td>33</td>
<td>4</td>
<td>2</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Respondents</td>
<td>30%</td>
<td>31%</td>
<td>33%</td>
<td>4%</td>
<td>2%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 7. Graphical representation of working for longer hours compared to pre-covid time

Interpretation:

As per the data in the above table, 31% of employees are agreed that they are working for longer hours compared to pre-covid time and 2% of employees are strongly disagreed that they are working for longer hours compared to pre-covid time.
Objective 1. To analyze the impact of work from home on work life balance of IT employees.

8. Did long working hours have an impact on your work efficiency?

Table No : 8. Tabular representation of long working hours have an impact on your work efficiency

<table>
<thead>
<tr>
<th>Options</th>
<th>Not at All</th>
<th>Slightly</th>
<th>Moderately</th>
<th>Very much</th>
<th>Extremely</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>11</td>
<td>27</td>
<td>39</td>
<td>13</td>
<td>10</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Respondents</td>
<td>11%</td>
<td>27%</td>
<td>39%</td>
<td>13%</td>
<td>10%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 8. Graphical representation of long working hours have an impact on your work efficiency

Interpretation:

From the above given data, during work from home 39% of respondents are impacted moderately on their work efficiency with long working hours and 10% of respondents are impacted extremely on their work efficiency.
Objective 1. To analyze the impact of work from home on work life balance of IT employees.

9. Do you agree that women have to handle more household responsibilities during Work From Home?

Table No : 9. Tabular representation of women have to handle more household Responsibilities during WFH

<table>
<thead>
<tr>
<th>Options</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>16</td>
<td>53</td>
<td>28</td>
<td>3</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Respondents</td>
<td>16%</td>
<td>53%</td>
<td>28%</td>
<td>3%</td>
<td>0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 9. Graphical representation of women have to handle more household Responsibilities during WFH

Interpretation:

From the above given data, when employees are working at home 53% of respondents are agreed that women have to handle more household responsibilities and 3% of employees are disagreed that women have to handle more household responsibilities.
Objective 1. To analyze the impact of work from home on work life balance of IT employees.

10. Are you satisfied with the handling of household responsibilities during Work From Home?

Table No : 10. Tabular representation of handling of household responsibilities during Work From Home

<table>
<thead>
<tr>
<th>Options</th>
<th>Highly Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Highly Dissatisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>14</td>
<td>46</td>
<td>31</td>
<td>7</td>
<td>2</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>14%</td>
<td>46%</td>
<td>31%</td>
<td>7%</td>
<td>2%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 10. Graphical representation of handling of household responsibilities during Work From Home

Interpretation:

As per the given data in the above table, 46% of respondents are satisfied with the handling of household responsibilities during work from home and 7% of respondents are dissatisfied with handling of household responsibilities. And 2% of respondents are highly dissatisfied with the handling of household responsibilities.
Objective 2. To identify the challenges faced by the IT employees during pandemic.

11. Do you agree that psychological stress is increased during Work From Home?

Table No : 11. Tabular representation of psychological stress is increased during Work From Home

<table>
<thead>
<tr>
<th>Options</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>17</td>
<td>48</td>
<td>26</td>
<td>8</td>
<td>1</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>17%</td>
<td>48%</td>
<td>26%</td>
<td>8%</td>
<td>1%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 11. Graphical representation of psychological stress is increased during Work From Home

*Interpretation:*

From the above given data, due to work from home 48% of respondents are agreed that psychological stress is increased and 8% of respondents are disagreed the statement.
Objective 2. To identify the challenges faced by the IT employees during pandemic.

12. How often you are facing technical issues during Work From Home?

Table No: 12. Tabular representation of technical issues during Work From Home

<table>
<thead>
<tr>
<th>Options</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Occasionally</th>
<th>Rarely</th>
<th>Never</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>12</td>
<td>54</td>
<td>18</td>
<td>13</td>
<td>3</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>12%</td>
<td>54%</td>
<td>18%</td>
<td>13%</td>
<td>3%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No: 12. Graphical representation of technical issues during Work From Home

Interpretation:

From the above data, during work from home 54% of employees are responded that sometimes they are facing technical issues, 12% of employees are facing technical issues frequently.
Objective 2. To identify the challenges faced by the IT employees during pandemic.

13. Is work related stress will have a negative impact on Work Life Balance?

Table No : 13. Tabular representation of work related stress will have negative impact on WLB

<table>
<thead>
<tr>
<th>Options</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>12</td>
<td>42</td>
<td>38</td>
<td>7</td>
<td>1</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Respondents</td>
<td>12%</td>
<td>42%</td>
<td>38%</td>
<td>7%</td>
<td>1%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 13. Graphical representation of work related stress will have negative impact on WLB

Interpretation:

From the above table, 42% of respondents are agreed that work related stress will have a negative impact on work life balance and 1% of respondents are strongly disagreed that work related stress will have negative impact on work life balance.
Objective 2. To identify the challenges faced by the IT employees during pandemic.

14. Are you spending time with family while Work From Home?

Table No : 14. Tabular representation of spending time with family while Work From Home

<table>
<thead>
<tr>
<th>Options</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Occasionally</th>
<th>Rarely</th>
<th>Never</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>28</td>
<td>44</td>
<td>18</td>
<td>8</td>
<td>2</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>28%</td>
<td>44%</td>
<td>18%</td>
<td>8%</td>
<td>2%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 14. Graphical representation of spending time with family while Work From Home

Interpretation:

From the above given data, during work from home 44% of employees are responded that they are spending time with family sometimes and 18% of employees are responded that they are spending time with family occasionally. And 2% of employees are responded that they never spend time with family during work from home.
Objective 3. To understand the job satisfaction levels of IT employees during pandemic.

15. Are you satisfied with your work life during Work From Home?

Table 15. Respondents of their work life during Work From Home

<table>
<thead>
<tr>
<th>Options</th>
<th>Highly Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Highly Dissatisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>14</td>
<td>49</td>
<td>33</td>
<td>4</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>14%</td>
<td>49%</td>
<td>33%</td>
<td>4%</td>
<td>0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Chart 15. Respondents of their work life during Work From Home

Interpretation:

As per the data in the above table, that majority 49% of respondents in the IT survey have mentioned that they are satisfied with work life during work from home. And 4% of respondents have mentioned that they are dissatisfied with work life during work from home.
Objective 3. To understand the job satisfaction levels of IT employees during pandemic.

16. Do you agree that health factor affects you in balancing work life and personal life?

Table No : 16. Tabular representation of health factor affects Work Life Balance

<table>
<thead>
<tr>
<th>Options</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>9</td>
<td>57</td>
<td>28</td>
<td>4</td>
<td>2</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>9%</td>
<td>57%</td>
<td>28%</td>
<td>4%</td>
<td>2%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 16. Graphical representation of health factor affects Work Life Balance

Interpretation:

From the above data, with work from home culture 57% of respondents agreed that health factor affects in balancing work life and personal life and 2% percent of respondents are disagreed that health factor affects in work life balance.
Objective 3. To understand the job satisfaction levels of IT employees during pandemic.

17. Is your company providing any financial assistance to get required equipment for doing work from home?

Table No : 17. Tabular representation of financial assistance to get required equipment

<table>
<thead>
<tr>
<th>Options</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>69</td>
<td>31</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>69%</td>
<td>31%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No : 17. Graphical representation of financial assistance to get required equipment

Interpretation:

From the above data, 69% of employees are responded that their company is providing financial assistance to get required equipment for doing work from home and 31% of employees are responded that their company is not providing any financial assistance.
Objective 3. To understand the job satisfaction levels of IT employees during pandemic.

18. Are you satisfied with your financial assistance provided by the company for doing work from home?

Table No: 18. Tabular representation of financial assistance provided by the company

<table>
<thead>
<tr>
<th>Options</th>
<th>Highly Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Highly Dissatisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Respondents</td>
<td>10</td>
<td>45</td>
<td>30</td>
<td>9</td>
<td>6</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Responses</td>
<td>10%</td>
<td>45%</td>
<td>30%</td>
<td>9%</td>
<td>6%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure No: 18. Graphical representation of financial assistance provided by the company

Interpretation:
From the above chart, mostly 45% of employees are responded that they are satisfied with the financial assistance provided by the company and 6% of employees are responded that they are highly dissatisfied with the financial assistance provided by the company.
CHAPTER-5

5.1 Findings

- 47% of respondents rated moderately on positive impact of work from home on work life balance during pandemic.
- 39% of respondents agreed that long working hours have shown a considerable impact on employees work efficiency.
- 53% of respondents are agreed that women have to handle more household responsibilities.
- 46% of respondents are satisfied with the handling of household responsibilities during work from home.
- 31% of employees are agreed that they are working for longer hours compared to pre-covid time.
- 48% of respondents are agreed that psychological stress is increased during work from home.
- 54% of employees are responded that sometimes they are facing technical issues.
- 42% of respondents are agreed that work related stress will have a negative impact on work life balance.
- 44% of employees are responded that they are spending time with family sometimes.
- 49% of respondents in the IT survey have mentioned that they are satisfied with work life during work from home.
- 57% of respondents agreed that health factor affects in balancing work life and personal life.
- 69% of employees are responded that their company is providing financial assistance to get required equipment for doing work from home.
- 45% of employees are responded that they are satisfied with the financial assistance provided by the company.
5.2 Suggestions

- Even though pandemic is temporary it is good to continue work from home culture for at least two days in a week.
- The reduction in operational costs can be transferred as benefits to employees.
- Minimum equipment for doing work from home should be provided to employees.
- Financial assistance should be given to employee’s to do work from home.
- Work life balance should be considered while allotting work load to employees.
- Provide flexible working hours so that employees can work effectively and efficiently
- Encourage managers to focus on productivity rather than long working hours.
5.3 Conclusion

Work life balance is most important aspect for long term productivity of organization as well as employees. When employees are able to achieve work life balance they develop loyalty towards the organization. Human resource managers should create standards for giving average work load to employees. Employees experiencing high pressure may like to move out of organization. Hence it is essential to create standards for assigning the work.

Work from home culture is highly possible with team culture in software organizations. Employees need to coordinate in virtual environment and they need to discuss on software projects. Due to recent pandemic the work culture had been changed like work from home. But work from home is not new to software employees because they used to coordinate with office during weekends with this culture. Employees used to respond to office emails even during weekends. Sometimes for urgent work employees used to work from their home. Meanwhile they used to get motivation in the form of increments and benefits for helping the organizations during weekends.

Employees in software sector always communicate with client representatives sometimes directly with the client. Hence they can communicate from formal office location or from remote location. Home office infrastructure is essential for software employees to perform their job tasks. When employees work from their home they can directly communicate with the client and do their job but again it may have impact on personal life at home. Because of home office environment sometimes personal life gets disturbed with office work. However there is no alternative for work from home culture in the present situation of pandemic.
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