Work-Life Balance in the Shadow of the Pandemic- with Due Consideration to IT Companies

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Abstract -- **Work-Life Balance is the setting of equilibrium between work, personal life and division of time between the assigned tasks of the organization and family and leisure time. Literature on work-life balance has been framed in light of its growing popularity, with the main goal of achieving societal prosperity and the fulfillment of happy lifestyles of the employees by supporting the growth of each employee and the continuing development of enterprises. Literature highlights its impact on several quality-of-life conditions, such as job satisfaction, work stress, career growth, turnover, absenteeism, appreciation, and competitive environment, concerning work-life balance and its practices/ policies. For the study primary data has been collected from 472 employees working in IT companies which are tested with the help of the One Proportion Z-test. To test the impact of the COVID 19 pandemic on work-life balance, descriptive research design is used for the study. The result presented that employees feel more pressured in work from home conditions and they do not get enough time for their family, kids, and friends due to excessive pressure of work. The findings advocated that employees suffer poor time management in Work-From-Home Conditions. It is suggested that the employer should give better interventions to make employees more productive and balanced.**

Keywords: Work-Life Balance, Job Satisfaction, Work Stress, Career Growth, Turnover, Absenteeism, Appreciation, Competitive Environment

I. INTRODUCTION

WHEN there is pressure, responsibilities, and commitments then balancing work and life becomes critical and crucial. Especially in the case of pandemics when employees are working from home, it becomes more challenging to establish a balance. Kannika and Chockalingam's Work [1] refers to the activity or effort one puts in to produce or complete a task. The majority of people think of employment as a means of earning money. However, other than money, there are numerous reasons for the desire to work, including productivity, ambition, respect, and societal contribution. Life is more than simply a number. It is a collage of our joys, sorrows, celebrations, and peace, to name a few works, that is a part of life. Life is inextricably linked to some factors such as ambition, acquisition, successes, and so on, all of which can cause tension, but life can also be seen as a stress reliever.

The term 'Work-Life Balance' is most commonly used to define the balance between work duties and responsibilities outside of paid work; having a work-life balance indicates that this balance is in the correct place for the individual concerned. Work-life balance is a global phenomenon that has no bounds. Workplace harmony, family harmony, social life harmony, physical and mental well-being harmony, hobbies, and interests' harmony all have a good impact on daily life. It has no fixed quantum and fluctuates the stages of our lives. Everyone's situation is unique [2].

II. LITERATURE REVIEW

Work-Life Balance: Employee work-life balance is defined as achieving a balance between the family or personal health and occupational health. The balance of working life is based on the belief that one's working life and personal life must be complementary to attain perfection in one's life [3]. In addition, men and women use flexible performance in a variety of ways, resulting in a variety of well-being and moderate effects on working life. Employee performance can be influenced by the work-life balance in both positive and negative ways [4]. Productivity and personal performance of an organization may affect the balance of non-working and working life. When a person does not have the necessary resources to care for family responsibilities, he becomes depressed. The working life balance was found to be positively correlated with job satisfaction in previous studies.

Improved job satisfaction is the most frequently mentioned benefit of teleworking. Satisfaction with work has been defined and rated as a perceived correlation between what a person desires in his or her work and what a person perceives to deliver as a global architecture and various dimensions. Job satisfaction refers to a person's emotional state after a good and useful event as a result of his job evaluation or work experience. Because of the qualities that help and facilitate the achievement of their work standards, employees feel satisfied. When professionals and businesses talk about working on the phone or working from home, they try to come up with a new way of organizing work that will help their employees maintain and improve their working life balance [5].

Employee satisfaction is one of the possible innovations for working from home. This is done in the hope of improving employees' work satisfaction while working from home; however, there is a mixed effect on employee life balance, well-being, stress-related outcomes, and satisfaction (Kim et al. [6]). Irawanto et al. [7] pointed out that working from home has a profound and negative effect on the stability of lifestyles. Finding a place indicates that working from home causes a decrease in job satisfaction. This situation is the result of a house-to-house operation presented in the form of Indonesian authorities that has been applied for the first time in Indonesia, and for this reason, a system is still needed for this new style of operation. While making a living from the provision of housing it took place during the epidemic because it looked like it could be another high-level Indonesian crew, workers who could not get in with the proper IT infrastructure had to compare. This is a new style of operation, especially for the type of graphics that requires all the technical assistance of statistics communiqué technologies. Employees are unable to distinguish their time between employment and secret lifestyles because they may be accustomed to having fixed working hours.

Creating barriers between drawings and secret lifestyles to create a stable living environment for drawings is not a smooth thing, in particular, within the epidemic media environment with many limited policies. Stress in the workplace affects emotions, thought processes, and decision-making. Work stress will arise as a result of the inequality between work needs and available resources, which makes employees more vulnerable and unhappy. In this situation, work stress can lead to misunderstandings of roles, overwork, role conflicts, and time stress while working from home, all of which can reduce job satisfaction [7]. Work stress is another key predictor that affects job satisfaction and has a significant effect on job satisfaction (Hsu et al. [8]). The different results presented by Chao et al., [9] show that work stress harms job satisfaction. Working from home can have a profound and negative influence on work stress [11]. Workers are forced to do extra work, including working overtime, because of the epidemic, to accomplish the work they were hired to do.

Employees move away from their work environment due to social isolation, resulting in job stress. The study found that in the early stages of the epidemic, workers were still flexible and workers were still threatening the right pace of work with home policy, leading to lower levels of stress; this may indicate that though employees may have experienced stress as they adjust to their new work environment, family ties may reduce stress levels. There was a strong focus on achieving a standard of working life for early diseases when the indirect direction of Indonesian schoolwork was not well controlled by the government or politics itself within the organization [8, 12]. In a general sense, the concept of working life balance is rarely discussed. In this study, the idea of measuring work-life

as employees approached their families was seen as a positive sign. Work stress can affect job satisfaction in the normal workplace. However, in this study, when employees are forced to work from home, work stress affects job satisfaction. The study highlights the fact that Indonesian workers do not usually work in remote areas, but with appropriate policies, production benefits are expected. According to research, working from home is expected to maintain job satisfaction, focus on work, and create jobs as a new workplace for Indonesian workers.

Lonska et al. assert [11] that occupational health inequality is one of the factors that negatively affect job sustainability (ability to work for up to 60 years or more), i.e., physical and mental health and employee health. Balance of working life contributes to increasing productivity, improving the health of employees, strengthening the motivation and maximum loyalty of employees, etc. To improve the working life balance of employees, employers should use such patterns of working hours that prevent absenteeism. The impact on the health and well-being of employees, the inclusion of family-friendly programs incorporate employee policies through collective bargaining at the industry or corporate level. The government needs to think about quality, affordable, family-friendly care infrastructure (i.e., child care, aged care, care for people with special needs, and other social services).

The requirements for a working life balance depend largely on individual circumstances, such as the working hours of a partner and the presence of children or dependents in the home and these conditions change during life. This is particularly important given the current reversal of retirement age and the increase in life expectancy in the world, which means that it will be important to ensure a balance between employment and long-term care for family members in the future. It is therefore important to promote the development of affordable, quality child care services for the sick, the disabled, the elderly, and other dependents, especially in their community, taking into account priorities and social goals. The policy (institutional evacuation and service delivery primarily in or near a person's place of residence) so that more employees can adapt to work and family life. According to Akuoko et al. [12], working mothers receive less homework as they have to balance their responsibilities. In addition, the findings of this study show that women in public positions have stronger job security and, as a result, are less concerned about losing their jobs in the event of an epidemic. According to current research, teleworking is very popular in many countries around the world, with the number of telecommunications operators predicted to rise every year. Telecommunications increase work performance, reduce family inequality, reduce stress levels, and reduce profit goals [13, 14].

However, this benefit can be enhanced if employees receive management support, peer support, and technical support. Working with domestic help helps to reduce any potential

negative effects of social isolation and reduces the balance between family life and work [15]. Working from home also provides more flexibility for employees to deal with family matters because they can work anywhere and anytime, thereby strengthening the family environment and allowing them to adapt to the management of time and their responsibilities and work. In addition, telecommunications allows employees to build their working rhythm and remove distractions caused by other employees. The lack of a supervisor close to the informal supervisor in the workplace alleviates employee stress. In addition, it eliminates the individual and organizational burden of absenteeism because it enables employees to fulfill their job responsibilities even in difficult times to access work and fulfill their responsibility. Indeed, these benefits lead to greater loyalty and commitment to the organization, greater job satisfaction, a better working life balance, and well-being.Yücel mentions [16] that change leadership negatively predicts the purpose of profit and that employee performance balances the connection between the purpose of change and the leadership of change. The rapidly changing leadership style of management appears to undermine the purpose of profit through employee performance. Flexible leadership allows employees to understand that organizational activities, support, care, and values contribute to communicating with organization members and developing a high level of commitment to the organization. Staying competitive and managing workers can be difficult in a challenging economy. Curson & Skidmore found that compared to the challenges, a public sector organization can attract and retain high-quality employees in a highly competitive market [17]. However, many researchers found that the task of simultaneously differentiating between many sounds becomes increasingly difficult when it involves listening to human speech.

III. RESEARCH METHODOLOGY

Primary data has been collected for an analytical study to understand the impact of the COVID 19 pandemic on Work-Life Balance of employees working in IT (Information Technology) companies of Delhi-NCR. The total sample size of 472 is from different gender, ages, marital statuses, education, and duration of doing work from home. Responses have been taken on the Likert scale and the hypothesis is tested by the One Proportion Z-test by using MS-Excel. To test the impact of the COVID 19 pandemic on the Work-Life Balance of employees working in IT companies of Delhi-NCR, descriptive research design has been taken into consideration.

The objective of the study: To identify the impact of the (COVID 19) pandemic on the work-life balance of working employees of IT companies.

Hypothesis for the Study
Statement 1: (COVID 19) Pandemic plays an impact on the Work-Life Balance of employees.

Null Hypothesis (H_0): (COVID 19) Pandemic plays no significant impact on the Work-Life Balance of employees.

Alternate Hypothesis (H_1): (COVID 19) Pandemic plays a significant impact on the Work-Life Balance of employees.

IV. DATA ANALYSIS

TABLE 1 -- DEMOGRAPHY OF RESPONDENTS

Particulars (Respondents)	Items	Frequency (n=472)	Percentage
Gender	Male	169	64%
	Female	303	36%
Age (Years)	19-29	168	36%
	30-39	159	34%
	40-Above	145	30%
Marital Status	Married	343	73%
	Unmarried	129	27%
Education	Diploma	73	16%
	Bachelor's	142	30%
	Master's	199	42%
	Doctoral	58	12%
Experience	1-5 Years	167	35%
	6-10 Years	99	21%
	11-15 Years	80	17%
	16-20 Years	37	8%
	20 Years- Above	89	19%
Length doing Work from Home	< 1 Month	74	16%
	1-2 Months	340	72%
	2 Months – Above	58	12%

TABLE 2 -- RESPONSE TO THE STATEMENTS

Statements	SA	A	N	D	SD
I am missing out on quality time with family, kids, and friends due to the excessive pressure of work.	28	25	4	23	20
Most of the time I am stressed due to work	30	31	2	27	10
There is no schedule and I almost daily work late hours.	15	36	9	19	21
I am unable to complete the task within the office time and I work after office timings to complete the task.	22	29	3	24	22
I am unable to make a balance in my work and personal life.	24	33	5	1	37
I do not get enough time for my-self.	19	38	0	15	28

	SA	A	N	D	SD
I usually feel tired and depressed because of work.	33	20	5	23	19
I am happy with working from home.	23	40	1	18	18
I work more and try to submit before time for better performance appraisals.	27	26	5	22	20
I am capable of managing work-life balance.	19	32	6	16	27

Abbreviations: *SA- Strongly Agree, A- Agree, N- Neutral, D- Disagree, SD- Strongly Disagree*

TABLE 3 -- Z-TEST CALCULATIONS

$Z \text{ Test} = (\bar{x} - m) / (\sigma / \sqrt{n})$
where, $\bar{x}$ = Mean of Sample, m = Mean of Population,
σ = Standard Deviation of Population
n = number of respondents (sample size)

Calculations for One Proportion Z-test	
Sum of Average	3158
Sample Mean	315.8
Standard Deviation Sample	14.32
Standard Deviation Population	13.59
Variance of Sample	205.28
Variance of Population	184.76
Sample Size	472
Standard Error of Sample	0.65
Assumed Population Mean	310
Significance Level	5%
Confidence Level	95%
Z Calculated Value	9.27
P Value	8.72605E-20

V. DATA INTERPRETATION

Z-test calculated value *i.e.*, 9.27 is greater than the z-crit value at 5% level of significance *i.e.*, 1.96, and the calculated p-value is less than 0.00001 which is less than 0.05. Thus, the null hypothesis is rejected and the alternate hypothesis is accepted that (COVID 19) Pandemic plays a significant impact on the Work-Life Balance of working employees of IT (Information Technology) companies.

VI. FINDINGS AND CONCLUSION

Leaders of organizations need to pay attention to the satisfaction of the work of their employees while working from home. There is no denying that working from home may disrupt workers' lives and work pressures. In addition, it is also necessary to pay attention to the workload that has to be filled, considering that working in remote areas has obstacles such as lack of IT support and other activities that lead to reduced job satisfaction. More than 50 percent of the employees agreed that they do not have enough family time due to the excessive pressure of work. More than 60 percent of the employees working in IT companies are stressed due to work. More than half of the respondents agree that due to working from home no schedule is being followed and they work for late hours. 51 percent of the employees agree that they are unable to complete the task during the working hours. Also, the majority of the employees are unable to make a balance between personal and professional life. 57 percent of employees admit that they do not get enough time for themselves. 53 percent of employees admitted that they feel tired and depressed because of work. But surprisingly 63 percent of employees presented that they are happy working from home. 53 percent of employees also presented that they work more and try to submit before time for better performance appraisals and 51 percent of employees admit that they are capable of managing work-life balance. The results of data analysis and interpretation presented that employees are missing work-life balance in work from home stature and are more productive when they work from the office.

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