

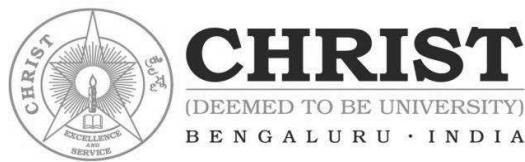
WORK LIFE BALANCE AND OCCUPATIONAL HEALTH ISSUES AMONG IT PROFESSIONALS IN BENGALURU

*A Dissertation Submitted in Partial Fulfilment of the
Requirements for the Award of the Degree of*

Master of Philosophy
in
Social Work

By
SREEDEVI C. V.
(Reg. No. 1530035)

Under the Supervision of
PRINCY THOMAS
Associate Professor



Department of Social Work

CHRIST UNIVERSITY
BENGALURU, INDIA

December-2017

DECLARATION

I, Sreedevi C.V., hereby declare that the dissertation titled “Work life balance and Occupational health issues among IT professionals in Bengaluru” is a record of original research work undertaken by me for the award of the degree of Master of Philosophy in Social Work. I have completed this study under the supervision of Dr. Princy Thomas, Associate Professor, and Department of Social Work.

I also declare that this dissertation has not been submitted for the award of any degree, diploma, associateship, fellowship or other title. I hereby confirm the originality of the work and that there is no plagiarism in any part of the dissertation.

Place: Bengaluru

Date: _____

Sreedevi C.V.
Reg. No.1530035
Department of Social Work
Christ University, Bengaluru

CERTIFICATE

This is to certify that the dissertation submitted by Sreedevi C.V., (Reg. No. 1530035) titled 'Work life balance and Occupational health issues among IT professionals in Bengaluru' is a record of research work done by her during the academic year 2015-2017 under my supervision in partial fulfilment for the award of Master of Philosophy in Social Work.

This dissertation has not been submitted for the award of any degree, diploma, associateship, fellowship or other title. I hereby confirm the originality of the work and that there is no plagiarism in any part of the dissertation.

Place: Bengaluru

Date: _____

Dr. Princy Thomas
Associate Professor
Department of Social Work
Christ University, Bengaluru

Head of the Department
Department of Social Work
Christ University, Bengaluru

ACKNOWLEDGEMENT

I would like to appreciate the assistance of all those people who helped and supported me directly or indirectly and contributed towards the successful completion of the research Work.

I also would like to extend my sincere thanks towards Christ University for providing me an opportunity to conduct the research in pursuit of the fulfilment of MPhil in Social Work. And I wish to thank the Department of Social Work for providing the basic foundation and updating my knowledge in the field of study.

I also express heartfelt gratitude towards my guide Dr. Princy Thomas for guiding and supervising me throughout the research from the phase of proposal submission, through the data collection till the data analysis, and for all the timely corrections and suggestions.

I also would like to appreciate my family's and friend's support. They have constantly motivated and encouraged me throughout the research.

And eventually I would like to thank God for blessing me throughout and giving me strength and perseverance to conclude my research efficiently.

Sreedevi C.V.

ABSTRACT

Work life balance is a central issue affecting the health of employees. The success of a person as an employee as well as a social being is determined by his/her work life balance. Work life balance and occupational health issues are two major concerns for researchers due to its impact on the stress level, quality of life, productivity and turnover of employees. Studies shows that the work load of employees working in IT companies are high and they are finding it difficult to manage their family and work life. As Bengaluru is considered as the IT capital of India, a study on the work life balance and occupational health issues of IT professionals from Bengaluru can give more insights to literature.

A descriptive research design was utilized for the study. The essential information was gathered through an organized survey. A sample of 150 representatives working in IT organizations was chosen for the research. Data was collected through convenient sampling method. The questions focused on various facilities available in the organization to balance work and family life and effective usage of such facilities. Work life balance was assessed based on work family conflict and family work conflict. Occupational health issues were assessed based on two factors i.e., psychological and physical health issues.

The result shows that employees face issues in balancing their work and family life. The need for child care facility and financial support for elderly care are highlighted in the study. This study reveals that respondents have work life balance issues where work family conflict was found to be higher than family work conflict.

The study also highlighted occupational health issues faced by IT employees. Physical health issues are a major concern for them than psychological health issues. The major physical issues faced by employees are pain or ache in wrists, forearms, elbows, neck or back and numbness, tingling or burning sensation in their hand or fingers.

This study also reveals that there was an association between work life balance and psychological health issues.

Keywords: Work life balance, Work family Conflict, Family work Conflict, Occupational Health, Physical health and Psychological health.

CONTENTS

	Page No
Approval of dissertation	ii
Declaration	iii
Certificate	iv
Acknowledgement	v
Abstract	vi
Content	vii
List of Tables	viii
List of Graphs	ix

CHAPTERS

I	INTRODUCTION	1
II	REVIEW OF LITERATURE	8
III	RESEARCH METHODOLOGY	16
IV	ANALYSIS AND INTERPRETATION	23
V	FINDINGS, SUGGESTION AND CONCLUSION	54
	REFERENCE	60
	APPENDICES	63

CHAPTER I

INTRODUCTION

For the last 15 years in India, IT (Information technology) became one of the key service businesses of India which consist of IT services and business process outsourcing. Tata Group with Burroughs started information technology services in India since 1967. A new era of globalization has started after the key pecuniary restructurings in 1991. The new administration induced the progress of Information Technology in India. The Indian IT souk presently emphases on providing cost effective solutions to global markets.

The market has grown significantly, and the technology involved is changing day by day. The employees are forced to learn the modern technologies which increases the occupational stress and related health issues.

As the employee gain experience in the IT industry, they are capable with more errands that include working under stricter targets, supervising more individuals from business units, and reworking on the requirements of client requirements,” (Menon, The Hindu 2016).

Academic research and proficient business exercise considers work life balance as a substantial area of study. Work life adjust has built up a common examination zone in various grounds like humanism, brain science (Greenhaus, 2008; Frone, 2000), human asset administration (Grady, McCarthy, Darcy & Kirrane, 2008; McDonald, Pini & Bradley, 2007), association studies and sexual orientation examines. (Allan, Loudoun & Peetz, 2007),

1.1 WORK LIFE BALANCE AND ITS EFFECTS

Numerous young ladies want to have careers besides of their work at home. Around 64% of moms whose most youthful kid was under age 6, and 76% of moms with a most youthful kid age six to seventeen were utilized in 2010 (Moulds, Josephine 2015), representing that most women who need to take care of their dependents do not want to give away their professions. While they are continuously embodied in the work quality, despite everything they confront challenges blending work and family life. Both residential and souk industry go after stretch and vitality. For females, the outcomes lead to lone stretch expended in female housework errands has a considerable adverse impact in pays.

Mental health is an exercise in careful control that might be influenced by varied factors, for example, the impact of negative qualities, by injuring aggravation, by private weights and the worry of utilized. Numerous individuals open themselves undesirable to the implied work pressure, in light of the fact that the diligent employee loves a high social affirmation. These attributes can be the reason for a disparity in the degrees of life.

The issue of emotional well-being sicknesses on wellbeing and productivity has for quite some time been misinterpreted. The United Kingdom Department of Health and the Confederation of British Industry have esteemed that 15-30% of representatives will encounter some type of mental medical problems amid their work. Truth be told, mental medical problems are respectable aim of disease and inability. The European Mental Health Agenda of the EU (European Union) has archived the occurrence and impact of mental wellbeing issue in the work environment in EU nations. It has been anticipated that 20% of the grown-up utilized populace has psychological medical issue at any given time (Dr. Michelle Funk Mental wellbeing strategy and administration advancement). In United States, it is anticipated that in excess of forty million individuals have some sort of mental wellbeing issue and, of that number, four to five million grown-ups are estimated genuinely mentally sick. Depressive afflictions, for instance, connote a standout amongst the most widely recognized medical problems of grown-ups in the USA (United States of America) workers.

Glitches delivered by pressure have turned into a key caution to the two businesses and representatives. Indications of stress are shown both physiologically and mentally. Stubborn pressure would consequence be able to in illnesses, for example, cardiovascular sickness, sexual medical issues, a weedier safe framework and standard cerebral pains, hardened muscles or spinal pain. Intersectionality concludes that persecution in inconsistency of personalities is interconnected and not self-ruling. These characters incorporate yet are not constrained to: race, sex, class, sexual introduction, religion and age. Intersectionality must be understood by firms for them to concur with their agents in the enthusiasm towards giving a prevalent work life adjust. IT experts confront steady worry because of employment targets enlarged by ecological and local stressors. Stress comes about because of awkwardness amongst assets and requests including willful ones. (Dwivedi, 2001)

Since the 1990s Indian firms have completed back office assignments, and IT administrations like information section, running call focuses and testing programming for remote organizations at cut-value rates by tossing shoddy work at them. World Bank

information gauges 69% of the present occupations in India are undermined via automation. (Jim Yong Kim, World Bank group president). Companies are investing more in digitization and automation. For this, they are looking at trimming their costs. This in turn is affecting the hiring process. IT industry is entering the new phase of automation. This may be good for the company to cut costs, but employees may be out of jobs as companies will eliminate redundant roles.

Stiffening the VISA (Visitors Intended to Stay Abroad) policy by various nations also increases the job risks of Indian IT firms as India is the one of the major outsourcer of the IT services and consulting services.

The consideration on the fields of professional and personal is lively as personal life and professions are considered to be the most fundamental components of everybody's life, and any difficult requests from personal life and profession basis clash and unfortunate effect in the prosperity of specialists (Clark, 2000; Frone, 2000). In this way, sublime work life alter could be master when there is no part battle, and when people are charmed with their work and family parts. The writing displays that normal outcomes of meager work life balance are depression and trouble, prompting lesser productivity, shoddier work magnificence, higher non-appearance and staff turnover (Seligman, 2011; Hill, 2005).

Major attentions of this study are classified to two major areas: work and personal life nosiness that measured by work family struggle, family work struggle and health issues measured by both physical and psychological health issues.

1.2 WORK LIFE BALANCE

Work– life adjust is an observation including suitable prioritization amongst work and way of life. This is connected to the possibility of direction for living.

Progressively refined and affordable technologies such as skype on mobile, salesforce etc. helps to make much viable for workforces to retain connection with work. Representatives have numerous strategies, for example, messages, PCs, and PDAs, which allow to achieve the tasks outside office premises. (Paving the Road for Women to Return to Work. Nightly Business Report. PBS. 8 December 2005. Retrieved 3 April 2007)

Associated Chamber of Commerce and industry of India on "Precautionary Healthcare: Effect on Corporate Segment" discloses that wretchedness is the primary disorder

that was identified in the respondents, with 42.5 for every penny of the business workforce experiencing this way of life infection. The rate of enthusiastic issues, for example, nervousness and sorrow has expanded by 45-half among corporate workers over the most recent eight years.

1.2.1 Self-Management

Sufficiently overseeing oneself can be testing, especially in getting suitable rest, exercise, and sustenance. Self-administration is the thankfulness that viably utilizing the spaces in our lives is fundamental, and that reachable assets, time, and life are restricted. It implies getting to be pioneer of our own ship.

1.2.2 Time Management

Relevant time administration contains making perfect utilization of the day and the going down assets that can be bidden. Time administration is enhanced through appropriate objectives and observing what is both huge and critical, versus huge or pressing. It requires comprehending what you excel at and when and gathering the best possible devices to accomplish assignments.

1.2.3 Stress Management

Characteristically, social orders slope to end up more unpredictable after some time. Even with developing multifaceted nature, weight on the individual is normal. More individuals, disturbances, and commotion require every one of us to end up capable at maintaining tranquility and working ourselves out of weight filled circumstances. Most frameworks of multi-entrusting at long last ascent our pressure, as opposed to focusing on one thing at any given moment. Worry at work has related to coronary illness and metabolic disorder in review and planned investigations (Contribution of employment control and other hazard components to social varieties in coronary illness occurrence. (Marmot MG, Bosma H, Hemingway H, Brunner E, Stansfeld S Lancet. 1997)

1.2.4 Change Management

In our running world, change is almost the main steady. Always embracing inventive methodologies and re-adjusting others is energetic to a productive vocation and a lively home life. Successful change administration involves attempting intermittent and concentrated endeavors to affirm that the volume and rate of progress at work and at home does not devastate or vanquish you.

1.2.5 Technology Management

Productively taking care of innovation implies guaranteeing that innovation goes to you, instead of misuse you. Innovation has continually been with us, since the primary strolling stick, stone, lance, and wheel. Presently, the rate of progress is rushing, carried on by sellers looking for escalating piece of the overall industry. Frequently there is no decision yet to stay aware of the mechanical Joneses, however you should govern innovation, not the other way around.

1.2.6 Leisure Management

The most disregarded of the work life adjust supporting orders, recreation administration perceives the notoriety of rest and unwinding that one can't deceive relaxation, and that time off is a dynamic segment of the human experience. Curiously, a lot of a similar recreation drive, however pleasurable, can prompt tedium. In this way, genuine relaxation administration requires changing the exercises. (Marmot, Bosma, Hemingway, Brunner, Stansfeld, 1997).

1.3 OCCUPATIONAL HEALTH ISSUES

Wellbeing is only a condition of far reaching physical, mental and social prosperity and not only the nonattendance of disorder or handicap. Occupational fitness is a multidisciplinary area of healthcare concerned with empowering an individual to undertake their occupation, in the way that sources minimum harm to their health.

Between checking systems, designing servers, and overseeing framework innovation ventures, IT experts invest monstrous measures of energy before the PC.

What's more, since IT debacles can happen whenever, representatives frequently need to screen IT frameworks outside ordinary business hours. After some time, delayed periods at the PC can incur significant damage on the wellbeing.

1.3.1 Anxiety, stress, and depression

Specialists uncovered a connection between PC use and discouragement. IT laborers regularly oversee crises and fiasco recuperation, which can be massively unpleasant. Notwithstanding activating emotional episodes and nervousness, visit pressure can prompt various physical indications. (Michael Wallace, Lawrence Webber, 2011).

1.3.2 Insomnia

Most of the IT representatives utilize their electronic gadgets late into the night. In any case, viewing at an enlightened screen before sleep time can constrain the body's making of melatonin, a hormone that nods off. Ceaseless sleep deprivation can prompt parcel of other medical problems.

1.3.3 Lower back pain

Drooping in an office seat for a considerable length of time at once can source perilous a throbbing painfulness, especially in the lower back. After some time, awful position can lastingly hurt the spinal structure which can prompt serious and interminable agony.

1.3.4 Neck and eye strain

Reliable PC utilization can prompt neck strain, as a rule because of wrongly balanced screens. The act of pushing a telephone between your ear and shoulder for extended time frames can likewise prompt firm neck muscles and spasms. Additionally, looking at the PC screen or cell phone screen for a considerable length of time can prompt eye strain and cerebral pains.

Carpal Tunnel Syndrome: A normal issue among PC clients, Carpal Tunnel Syndrome happens when the key nerve in the wrist progresses toward becoming trampled after successive physical pressure. The turmoil begins bit by bit, with side effects, for example, consuming or shivering in the hand, however it can gradually prompt extreme agony and diminished wrist development.

Thrombosis: Deep-vein thrombosis is the development of blood clusters, which can collapsible to the cerebrum and lungs which can cause strokes, aspiratory embolisms, and other pivotal wellbeing circumstances. Signifying to the extend periods of time and idle routine of numerous PC clients and IT experts. Delayed stationary days can cause these hazardous blood clumps to frame.

1.4 RATIONALE OF THE STUDY

Information Technology (IT) industry in India has got a fabulous lift due to globalization and promising government policies. IT and IT related specialists are at a persistent pressure to deliver services proficiently. To provide the best services, teams have to work long hours on a constricted calendar for meeting the targets. Long working hours leads a lot of tension in their life and they are finding difficulty in handling their life and work which in turn cause displeasure in their work and reduce the throughput. The study also shows that employees working in such atmosphere are prone to grow health related issues which leads to nonattendance, less attention in work and less outcome due to constant physical and mental stress of their work. Therefore, the present study focusses on the work life balance and occupational health issues faced by IT employees in their work place. This study can give more insights on these issues and can help organizations to take necessary steps to avoid such issues in future to improve the satisfaction and loyalty of employees, which has a direct relationship with the productivity of employees.

CHAPTER II

REVIEW OF LITERATURE

2.1 INTRODUCTION

The literature review here encompasses the aspects pertaining to work life balance and occupational health issues identified among the IT professionals working in Bengaluru. This review critically evaluates the determinants of the occupational health issues and significance of work life balance through assessing various researches conducted on the subject.

2.2 OCCUPATIONAL HEALTH ISSUES AMONG EMPLOYEES

Occupational health relates to the overall well-being of an employee that includes physical security and protection, mental and emotional welfare, and social comfort in a working environment (Odongo, 2012). Occupational health issues among employees have been observed to be led by 'stress' and further has ingrained adverse repercussions on the employees. A report by WHO (2000) details about the mental disorder and its close associated elements among the employed population across the world. As per the figures, "five out of ten important reasons of infirmity world- wide are psychological issues" which is inclusive of high degree depression, abusive use of alcohol, obsessive-compulsive disorders, bipolar disorder and so on, whose impact are on records on the working population majorly which also includes anxiety, stress and depression. The load of psychological health illnesses on fitness and efficiency has been misjudged for a long. Furthermore, according to UKs Dept. of Health, the Confederation of British Industry, also European Psychological Health Agenda of the EU almost 15-30per cent of the working population suffer from occupational stress and hence face some or the other mental health disorders in the European countries estimating almost around 20 percent of the employed people experiences some or the other form of mental illness at any given point of time. Furthermore, notably working population of the USA is facing similar issues i.e. more than 40 million people are known to face mental disorders and among them around 4-5 million of adults are having serious mental disorder. The effect of psychological wellness issues in the working environment has double outcomes i.e. on the person as well as on the profitability of the endeavor. Worker execution, rates of disease, non-attendance, mishaps and staff turnover is influenced by representatives'

psychological wellness status (WHO, 2000). Whereas, the situation does not seem to improve as according to National Survey (2016) conducted in Great Britain by Labor Force survey which states that “business related pressure melancholy and tension keeps on speaking to a huge sick wellbeing condition in the workforce of Britain. Business related pressure represents 37% of business related sick wellbeing and 45% of days lost, in 2015/16. The occupations and ventures announcing the most elevated rates of business related pressure remain reliably in the wellbeing and open areas of the financial respondent's. The reasons referred to as reasons for business related pressure are likewise predictable after some time with workload, absence of administrative help and authoritative change as the essential causative components”.

According to Tewathia (2014), several life events related to stress are observed to be work related among the working population, such as absence of job security, altering working conditions, changes in the work hours and timings, downsizing of layoffs, constant readjustments in the organization and so on. Furthermore, he briefs on the IT sector in India which has been long exempted from the labor regulations to facilitate the growth and the competency level in terms of global market. Therefore, the problem lies in the current situation as examined by him and states the requirement of check on the working condition of the labor force of the industry, if the entire work burden is imposed on them.

Stank (2005) views that stress is dealt on everyday basis by all and states that as per studies a certain amount of stress can be dealt and is also beneficial for an individual but when the stress reaches beyond an individual's endurance then that becomes an issue to be considered. Further, he notifies that if the level of stress increases with times it then when an employee's productivity and morale start falling from its set standard and hence come the job dissatisfaction.

2.3 OCCUPATIONAL HEALTH ISSUES AFFECTED BY DEMOGRAPHIC FACTORS

Aggarwal (2015) views that there have been numerous studies weighing the impact posed by the demographic variables on employees' due to imbalance in their personal and professional lives and significant occupational health issues due to lack of work satisfaction and job stress among men and women. The considered demographic variables which are noted to influence the employees in attaining occupational aims and doing the due in their families have proven to be hazardous among working people. Thereafter, he views the cause

of occupational health issues affected by statistic factors, for example, sexual orientation, age, pay, experience, married status. Furthermore, he briefs around a few statistic factors, for example, sex, age, wage, understanding, conjugal status which impact the representatives in their work life adjust. Furthermore, to the pretext, studies conducted by various scholars such as Rajadhyaksha and Velgach (2009) indicated the work family conflict in context to gender differences. Thereafter, Gutek et al. (1991) carefully examined that there lacked equality, in the sense that women's work was interfered often more than men in families despite the same working hours of both males and females which caused stressed among the female employees.

There are numerous studies by various scholars such as Dundon et al. (2004) Challiol & Mignonac (2005) stresses on the geographical mobility factor and its importance. Thereafter, the previous studies on mobility issues derives it to be a challenging issue for women employees and not so much of an issue for their counterparts which created work competency between the two genders and added on stress to their lives. Studies show that women employees are not willing for geographical mobility mostly due to family responsibilities and restrictions (Bielby and Bielby, 1992).

The demographic factors are seen to be significantly important in terms of work and have observed to be adding on the work stress for both men and women. The role of working women has notably been increasing in terms workforce, their contribution in the economic development and social development has been increasingly acknowledged. However, in the male dominated society, the position of a seems to be highly complicated concluded by on work life balance where role of women and men is examined on equal parameters and turns out that women are still expected to take care of the household work regardless of whether she is working or not. It is noted that women are still seen as the housemakers and hence expected responsibilities from both the family and the work place leave them in a perplexed and stressed state of mind. Whereas, on the other hand a comparable situation lurks on men, in their case scenario it is mostly the workplace which expects more of their time in the organization especially for men at senior level are expected to indulge in their office work even on their week offs. Therefore, the work life balance if unattained induces stress and becomes the sole reason for health-related issues hence a healthy occupational life along with a balance personal life is a matter of necessity for both men and women regardless of gender differences as occupational stress, lack of work life balance is faced by both the genders at different levels and situations incomparable (Satpathy, Patnaik, Agarwal, 2014).

2.4 HEALTH ISSUES AND ITS ASSOCIATION WITH WORK ENVIRONMENT

A study conducted by Atheya and Arora (2014) highlights the work environment and its related issues such as occupational stress which has considerably increased over the past few decades and its direct implications with performance of the employees. Further, in the study a notable point has been brought about that again highlights the lack of stress management at work places and its desperate requirement with the embarking mental health issues noted in organizations among employees due to job stress and hence decrement in the organizational productivity. Furthermore, the study mentions the significant role of an individual in maintaining work life balance in their lives and organization which may indeed facilitate the process. Thereafter, Deshpande et al (2012) enlightens through his study about how stress and work place has emerged as a prominent issue affecting the businesses and how has it been reaching stressful proportions. Furthermore, according to the report by the National Institute for Occupational Safety and Health, 80 percent of workers face job stress.

Furthermore, numerous study by scholar Jang, S. J. (2008) who has highlighted the health issues faced by working parents due to job stress and inefficiency in their personal lives by and being unable to manage both. It is also pointed by Frone, M. R (1995) that work environment is a significant entity affecting an individual's health, especially in terms of mental health, such as he denotes stress among working parents who have unpaid leaves, among working mothers who have greater responsibilities towards their children and family as well as towards their jobs.

Another study by Wirtz, Nachreiner & Rolfes (2011) brought up the effect of workplace, especially working hours, on the prosperity of a worker. The study focused on how different attributes at work may elicit risk of occupational health issues and accidents, health injuries and work life balance. It was revealed that work schedule of an employee, such as working on Saturdays, intensity of work load, and other individual characteristics have a prominent result on the excellence of work life balance. Long working hours have corresponded to increase in occupational health issues while hampering the social participation of an employee. Mohanty & Jena (2016) researched on the factors affecting the work life balance of Indian employees and pointed out certain challenges having an adverse impact on the productivity of the employees. Increasing stress levels, family levels, work pressure and demands were found to be the most alarming factors leading to poorer work life balance and working conditions.

Lastly, in the views of “Steven L. Sauter, chief of the Applied Psychology and Ergonomics Branch of the National Institute for Occupational Safety and Health in Cincinnati, Ohio, stated that recent studies showed that "the workplace has become the single greatest source of stress" (The CQ Researcher Online, 2013).

2.5 HEALTH ISSUES AND ITS ASSOCIATION WITH WORK LIFE BALANCE

Pressure and work life adjust are corresponding factors. To see the impact of work life balance on occupational health it is important to throw insight upon what is meant by work life balance. The term is explained lucidly in very many studies emphasizing that how work life balance must be attained by individuals to avoid occupational stress. Work life adjust is the wonder which can be communicated as a person's capacity to organize work and family obligations accurately and proportionately so that neither of the aspects are able to overpower each other (Aggarwal et al, 2014).

Thereafter, it is notably seen that the absence of work life balance leaves an adverse impact on employees in terms of health issues caused due to imbalance as directed through significant studies conducted to evaluate the relationship of the two. There is a direct relation derived of both work life balance and occupational stress, as work life balance will help an employee to achieve work satisfaction. Whereas, in reverse case scenario the studies have recorded evidences of employees' low productivity, i.e. avoiding work related tasks, violence in the workplace, organizational sabotage etc. and the other repercussions are believed to be related to depression, marital and financial issues, often taken sick leaves by employee i.e. chronic absenteeism, abusive and exhaustive consumption of alcohol, employee burnout and so on and so forth compulsive eating disorders, and (Atheya, arora, 2014).

Therefore, work life balance must have emerged as one of the major themes of discussions among IT sectors and organizations throughout the past two which observed a significant escalation of effort produced by organizational restructuring, financial ambiguity, and lastly upsurge in trade competition. Whereas, the utmost substantial upcoming challenges being faced by the organizations across is to come up with genuine and innovative ways to hold and create such a work environment which is flexible, simulative adaptive to change work force and attract capable individuals to be associated with it (Green, 2001; Millward et al., 2000). As per a survey conducted by American Psychological association which denotes that there is a significant paradigm shift in the preference of workforce where majority of

them are not willing to compromise their personal lives with a high-profile career (Uma Warrier, 2013).

2.6 WORK LIFE BALANCE OF WORKING COUPLE

The reputation of work life balance in case of working couples have seen a significant focus in the recent times as the ratio of working couples have seen to increase meaningfully. The working couples have adequately been into the complexities of work and life as both are working at the same time and the prevailing family responsibilities both combined has noted to be challenging in such cases (Satpathy, Patnaik, Agarwal, 2014).

Singh (N.D.), in his research examines the interchangeable roles of “breadwinners” and “housemakers” in developed nations, indicates the role of women is not anymore confined to the household works in developed nations and they can focus on to develop their own careers and indicates the “dual-career couples” to be successfully emerging with time. Thereafter, it is further observed by him that the only way that such couples can be successfully be productive is through achieving work life balance in their personal lives else have notably failed to be effectively productive in their work and hence affected their personal lives due to work stress and the other added elements in case of absence of work life balance.

The early researches conducted in the developing nations such as India have noted the threads of non-progression from the traditional mind-set. Evidently the female employees faced criticism from their own family members and lacked support in such cases where both worked and where women were unable to attain work life balance. Women employees have noted to restructure their Organizational schedules often as compared to the males to fulfil their family expectations especially their children. It is significantly found in early studies that the mind-set of the male has remained unchanged in such cases and they aided no support to their wives (Karambayya R. & Reilly A H.,1992).

Furthermore, Chenu A. & Robinson J P (2002) in their research emphasizes the demographic characteristics and its significance and how it influences the work time of the working couples individually. He notably focuses the importance of demographic significance and its relationship with working hours i.e. difference of preference and expectations from people belonging to different demography in context to working hours. However, in case of married couple same demography the work time has notably seen to be

adjusted by organizations whereas in case of different demography the same could not seem to have been maintained by organizations.

Halbeslben, Wheeler & Rossi (2012) highlights the aspects of married couples working in same professions experience much greater support from each other as compared to cases when couples have different professions. Through the research they have observed the significantly both positive and negative elements of couples working in the same organizations. Couples working in the same organization have lesser conflicts with each other due to lack of sufficient time also have noted to be less exhausted from work. Further, the study reveals the drawback of couples working in the same organization and if happens so that if there is any problem with one of them the displeasure is bound to reflect in the work of the other one. Therefore, further the research mentions that it is observed and advisable by the experts for couples to avoid working in the same organization.

2.7 RESEARCH GAP

The proposed study analyses the factors which contribute occupational health issues among IT professional of Bengaluru city and its correlation with work life balance. The ‘occupational health issues’ is an independent variable here, where work life balance is a dependent variable explicating its effect on the work-related health issues. The research gap projected in the current study is that there are very few studies which are specific to the professionals of IT sector of the Bengaluru city. Most of the current literature is focused on identifying the occupational health issues and the factors instigated them in a healthcare institution. As per the best knowledge of the researcher, there are very few studies focusing on the health-related issues that might arise among the employees of IT industry due to high work pressure, working schedule and stress. As IT is one of the most promising industries in the world, it is relevant to understand how the employees are affected due to occupational health issues and work life balance that may further affect their productivity or performance. The study retains its rarity as it will focus exclusively on the IT professionals of the city and their occupational health issues due to work life balance. Most of the researches are notably on work life balance or occupational health issues whereas there is not much studies done on the correlation of occupational health issues and work life balance among the IT professionals of Benagaluru city, most of the researches are conducted in UK, USA and the other developed nations. As also denoted by Yap and Thong (1999) who highlights that there are comparatively very few studies occupational health issues and work life balance in the IT

sector exclusively. The current study focuses on work life balance and occupational health among the IT professionals of Bengaluru city which creates a gap between the previous researches and the proposed research.

Table 2. 8. 1 Review of Literature at a glance

Sl.No	Theme	Subtheme	Major contribution	Limitation/Gap	Author	Year
1	Work Life balance in IT	Stressful life events and Work place	Study expresses the need of family friendly work places.	Causes of stress not studied	Nidhi Tewathia	2014
2	Work Life balance in IT	Need of flexible work environment	Work family balance programs in India.	Case study is not conducted	Mohanty and Jena	2016
3	Work life balance of employees	Work life balance of employees is organized and un organized sectors	Need of appraising in the grounds of result rather than the visibility	No study conducted to know the causes of the problem	Satpathy,Patnaik and Aggarwal	2014
4	Work life balance in IT	Work life balance as a function of demographic variable	Unmarried employees have significantly high work life balance	Study limited to only one company	Uma Warriar	2013
5	Health Issues due to lack of work satisfaction	Comparison based on demographic figures on health issues	Study states that elder working people has more health issues.	No Study conducted on good working habits	Aggarwal	2015
6	Work life balance in IT	Balance between Work Family roles	Psychological wellbeing and self-esteem are the key indicators for successful work life balance.	Lack of consensus in how work life balance should be defined	Clark	2000
7	Work Life balance of working population	Work life balance and how the work life balance id developed	Theorizing of what constitute work life balance	The working conditions and work life balance measures are changed a lot since the study	Voydanoff	1988

CHAPTER III

RESEARCH METHODOLOGY

Methodology is defined as “the analysis of the principles of methods, rules and postulates employed by a discipline or “the development of methods to be applied within a discipline. Research methodology is a way of systematically solving the research problem. Research methodology refers to the various sequential steps adopted by a researcher in studying the problem with certain objectives in mind.

This chapter deals with the methodology selected by the investigator to study the research problem.

3.1 AIM AND OBJECTIVES

Aim of the study

The study focuses on the correlation between work life balance and occupational health issues of IT professionals.

Objectives of the study

- To learn the demographic details IT of employees.
- To study the work life balance of IT employees.
- To study the occupational health issues of IT employees.
- To study the changes in work life balance and occupational health issues based on demographic details.
- To study the correlation between work life balance and occupational health issues.

3.2 HYPOTHESES

H1: Work life balance and occupational health issues between males and females are different.

H2: Work life balance and occupational health issues between married and unmarried are different

H3: Work life balance and occupational health issues between the respondents who take care of children are different than others.

H4: Work life balances and occupational health issues between the respondents have elder care are different than others.

H5: Work life balances and occupational health issues between the age group are different

H6: Employees with low work life balance have high health issues.

3.3 DEFINITIONS

3.3.1 Theoretical Definition

Work life balance:

According to the Oxford dictionary “work life balance is the measure of time to spend doing activity contrasted and the measure of time go through with family and getting things done to appreciate”

Occupational health:

Occupational health is the advancement and support of the most elevated level of physical, mental and social prosperity of laborers in all occupations by keeping takeoffs from wellbeing, controlling dangers and the adjustment of work to individuals, and individuals to their employments. (ILO / WHO 1950).

IT Professionals:

According to Merriam- Webster Information Technology (IT) professionals are characterized by confirming to the technical or ethical standards of a profession.

3.3.2 Operational definition

Work life balance:

Work life balance alludes to capacity to oversee time and exertion similarly to individual and expert life.

Occupational health:

Occupational health refers to physical and psychological aspects of fitness and wellbeing in the workplace.

IT professional:

IT professional refers to the employees working in IT companies who are expert in designing, implementing, monitoring, and maintaining IT systems.

3.4 DESIGN OF THE STUDY

Descriptive design is used as research design in this study, also known as statistical design, describes data and characteristics about the population or phenomenon. This study is a correlational study as it tries to analyze the correlation between work life balance and occupational health issues. Descriptive design turns to be an effective design to research on demographic factors.

3.4.1 Sampling Design**Study Population**

The IT professionals working in Bengaluru.

Sample

The unit of analysis is employees from IT Companies.

Sample size

The questionnaire was mailed to 230 employees working in IT companies, and out of which 150 employees responded to the questionnaire. Final analysis was done based on these 150 samples.

Sampling criteria

Sampling criteria refers to the criteria on which the sample was selected from the universe. In this study, sample was selected on the criteria based on the position in which the participant working in the company i.e., the participant has to be associates, senior associates and consultant working in IT companies located in Bengaluru.

3.5 INCLUSION & EXCLUSION CRITERIA

Inclusion

- IT professionals (associate, senior associate and team lead) in the age group of 18-45 years.
- Males and female employees working in IT companies.
- Married and unmarried employees.

Exclusion

- IT professionals who are manager and director.

3.6 TOOLS OF DATA COLLECTION

3.6.1 Structured closed ended questionnaire

The researcher has used a structured closed ended questionnaire for the study. The questionnaire used in this study had 48 items which were divided into five parts.

Part 1 deals with “demographic profile of the respondents”

Part 2 consists of the “Availability of work- life balance benefits at your workplace”.

Work life adjust aids accessibility and their utilization were estimated utilizing a 9-point survey created by Allen (2001), and included inquiries, for example, “accessibility and utilization of adaptable time, packed working week, working from home, low maintenance work, nearby childcare, sponsored neighborhood childcare, childcare data/referral administrations, paid maternity/paternity leave, and eldercare”.

Part 3 deals with “**work life balance**” that include “Family and work conflict” scales, “work family conflict”

This scale was produced and approved by Netemeyer et al. (1996) and measure impedance amongst work and personal breathes of people. The family work strife scale has a coefficient alpha dependability of 0.86, and the work family struggle scale has a coefficient alpha unwavering quality of 0.88 (Netemeyer et al., 1996). In the present examination the family work struggle scale accomplished a Cronbach's alpha of 0.86, and the work family strife scale accomplished a Cronbach's alpha of 0.92.

Part 4 deals with **health issues** that include both psychological and physical health issues.

Psychological Issues/Mental wellbeing was estimated utilizing a twelve-thing General Health Questionnaire created and approved by Goldberg (1972). The scale takes a gander at the general psychological well-being of people, which was characterized by Whaley et al. (2005) as a condition of prosperity where individuals can lead a satisfying life. The scale measures members' prosperity through evaluating the presence of pain. Inside consistency in various examinations utilizing Cronbach's alpha connections has been accounted for as extending from 0.77 to 0.93 (Goldberg and Williams, 1988). In the present examination the mental wellbeing scale accomplished a Cronbach's alpha of 0.89.

Physical health related issues were identified using a self-structured questionnaire. The questionnaire was initially prepared based on the literature review. Before finalizing the questionnaire, the researcher conducted a pilot study and used the information for finalizing the questionnaire. The questionnaire was validated by the faculty and the industry experts from IT domain.

3.7 PROCEDURE OF DATA COLLECTION

The researcher has used convenient sampling method for the study. The questionnaire has sent to the 230 respondents through google forms and 150 employees responded for the same.

3.8 STATISTICAL ANALYSIS

Appropriate inferential and descriptive statistical method was used for data analysis. Descriptive statistics such as mean, standard deviation were used to describe the quantitative variables. Graphs were used for making a good presentation of the data. SPSS (Statistical Package for Social Sciences) was used for analyzing the data. T-test and ANOVA were used for the study. Correlation was used for understanding the relationship between occupational health issues and work life balance.

3. 9 CHAPTARIZATION

- I. Introduction
- II. Review of Literature
- III. Research Methodology
- IV. Analysis & Interpretation
- V. Findings, Suggestion & Conclusion

3. 10 ETHICAL CONSIDERATIONS

- The researcher has collected data from the participants' only through informed consent.
- The researcher has maintained confidentiality with respect to the identity of the participant.
- The researcher has been objective throughout the process, not letting personal biases influence the research process.

CHAPTER IV

ANALYSIS AND INTERPRETATION

This part manages the examination of the information gathered and the translations of the outcomes. The arrangement of the accompanying tables and graphs depend on socio statistic profile of the respondents, the work life balance and related to health problems of IT employees.

4.1 DEMOGRAPHIC PROFILE OF THE RESPONDENTS

Table 4. 1. 1 Gender of the respondents

Gender	Frequency	Percent
Male	81	54
Female	69	46
Total	150	100

Table 4.1.1 shows that, about 54% of the respondents in this study were males and 46% were females. There is almost equal number of male and female respondents.

Table 4. 1. 2 Age of the respondents

Age	Frequency	Percent
18 - 25 years	26	17.3
26 - 35 years	116	77.3
36 - 45 years	8	5.3
Total	150	100.0

Table 4.1.2 shows that 77.3% of the respondents were aged between 26 to 35 years. Only 5.3% of the respondents were aged between 36-45 years and other 17.3% were in the age group of 18-25 years. Most of the IT professionals start their career when they are between 18-25 years. (Sharply et al 1996).

Table 4. 1. 3 Marital status of the respondents

Marital status	Frequency	Percent
Single	48	32.0
Married	100	66.7
Separated	2	1.3
Total	150	100.0

Table 4.1.3 shows that about 66% of the respondents were married, 32% were single. Only 1.3% of the respondents were separated.

Majority of the respondents in this study majority of the respondents are in the age range of 26- 35 years. In Indian culture, marriages take place and the couples start a family during the age of 20-30 years. So, majority of them are married (Luecken, Suarez, Kuhn, Barefoot 2000).

Table 4. 1. 4 No of respondents having children

Children	Frequency	Percent
Yes	71	47.3
No	79	52.7
Total	150	100.0

Table 4.1.4 shows that 52.7% of the respondents had no children. Only 47.3% had children and 66% of the respondents were married. 47.3% of the respondents have to take care of their children without doing office work and chores. Out of 100 married respondents 71% of the respondents have children. In Indian culture, marriages take place and the couples start a family during the age of 20-30 years. According to current trends, couples would like to socialize with each other and have stable familial and working status before they plan to start a family.

Table 4. 1. 5 No of respondents taking caring of elderly relatives

Look after elderly relatives	Frequency	Percent
Yes	34	38.0
No	66	62.0
Total	150	100.0

Table 4.1.5 shows that 38% of the respondents were taking care of elderly relatives. 66% of the respondents did not have to take care of their elderly relatives.

Some of the respondents are taking care of both their children and elderly relatives thus their work life balance is very low. From the Graph observe that most of the respondents don't have caring their elderly relatives. There is a decline in the joint family system as many of them have migrated from various places to Bengaluru for employment. The recent trend is that many working couples prefer nuclear families as they do not have to compromise on freedom and space to live according to their taste

4.2 Availability of work life balance benefits at workplace

Table 4. 2. 1 Respondents opinion about flexitime

Flexitime	Frequency	Percent
Available + Used	91	60.7
Available + Not used	30	20.0
Not available but needed	13	8.7
Not available + Not needed	16	10.6
Total	150	100.0

Table 4.2.1 shows that about 60.7% of the respondents in this study expressed Flexitime – e.g., part time, rostered hours, night-day shifts are available and used. 20% of the respondents expressed that flexitime is available but not used. Only 8.7% of the respondents expressed flexitime was needed but not available. Flexitime aims to satisfy employees' need

for flexibility while maintaining lively collaboration and creativity. 80.7% of the respondents have flexible time available

Table 4. 2. 2 Options for flexibility of work (Telecommuting - e.g. having the flexibility to work from home)

Flexibility for work	Frequency	Percentage
Available + Used	81	54.0
Available + Not used	23	15.3
Not available but needed	38	25.3
Not available + Not needed	8	5.3
Total	150	100.0

54.0% expressed (Table 4.2.2) that their company is providing availability of working from home option and they are utilizing this opportunity. In IT industry, organizations provide flexible time for work but 15% of the respondents were not using this. 25.3% of the respondents expressed that they need the flexibility of working from home but not available. Employees prefer to select companies which have an option of flexible work environment. Work from home option is preferable for few employees for managing work as well as home duties. People are preferring work from home option to avoid travelling in heavy traffic.

Table 4. 2. 3 Option for part time work (working fewer hours than a full time worker)

Option for part time work	Frequency	Percent
Available + Used	25	16.7
Available + Not used	26	17.3
Not available but needed	46	30.7
Not available + Not needed	53	35.3
Total	150	100.0

Table 4.2.3 shows that about 35.3% of the respondents expressed that the option of part-time work is not available and not needed. 30.7% of the respondents expressed that the option of part time work is not available but needed. Only 16.7% of the respondents

expressed that option of part time work was available and used. Part time work is a good option for IT professionals. IT professionals has physical health issues because of their continues work. Most of the respondents expressed that they are not needed part time work. In the above Graph it can be observed that there is almost an equal distribution among the team leaders who work daily for 8-10 hrs. and those who work more than 10 hours. Because of target oriented nature of work, constant time pressures, and increased market competition, an eight-hour schedule would not be feasible in an IT environment. (Shufang Kao, Cooper, Spector 2000). Usually distance between home and work place is given a lot of importance because if an employee has to travel a long distance consuming a lot of time then it disturbs his/her work life as well as personal life causing a lot of stress. So, employees prefer to take work from home and this reduces the stress level of employees.

Table 4. 2. 4 Availability of On-site child-care center (e.g. child-care available at the location of the company)

Availability of On-site child-care center	Frequency	Percent
Available + Used	13	8.7
Available + Not used	45	30.0
Not Available but Needed	50	33.3
Not Available + Not Needed	42	28.0
Total	150	100.0

Table 4.2.4 shows that about 33.3% of the respondents expressed that on-site child-care center is not available but needed. 28.0% of the respondents expressed that child-care was not available and not needed. 52.7% of the respondents have no children, so they don't know the need of the child care center. So, 28% of the respondents expressed it is not available and not needed.

Table 4. 2. 5 Availability of subsidized local child-care - e.g. the company's contribution to the child-care costs.

Availability of Subsidized local child-care	Frequency	Percent
Available + Used	13	8.7
Available + Not used	42	28.0
Not Available but Needed	63	42.0
Not Available + Not Needed	32	21.3
Total	150	100.0

Table 4.2.5 shows that about 42.0% of the respondents expressed that the subsidized local child-care was not available but needed. 28% of the respondents conveyed that the company provides subsidized local child-care facility, but they were not used.

Table 4. 2. 6 Child-care information/referral services - e.g. when the company offers assistance in locating a child-care when needed

Child-care information/referral services	Frequency	Percent
Available + Used	14	9.3
Available + Not used	37	24.7
Not Available but Needed	75	50.0
Not Available + Not Needed	24	16.0
Total	150	100.0

Table 4.2.6 shows that about 50.0% of the respondents expressed that the child-care information/referral services were not available and but needed. 24.7% of the respondents expressed that the child-care information/referral services are available but not used. 30% of the respondents have information/referral services are available. Only 9.3% of the respondents are using it.

Table 4. 2. 7 Elder cares - e.g. the company provides financial support for elder care

Elder cares	Frequency	Percent
Available + Used	30	20.0
Available + Not used	39	26.0
Not Available but Needed	58	38.7
Not Available + Not Needed	23	15.3
Total	150	100.0

38.7% of the respondents stated that (Table 4.2.7), elder care was not available but needed. 26.0% of the respondents expressed that elder care was available but not used. 15.3% of the respondents expressed that the elder care facility was not available and not needed. Few companies are providing insurance for the parents, children and spouse. IT companies are providing insurance policy which in turn help them financially for taking care of elderly.

4.3 PAID MATERNITY LEAVE / PATERNITY LEAVE

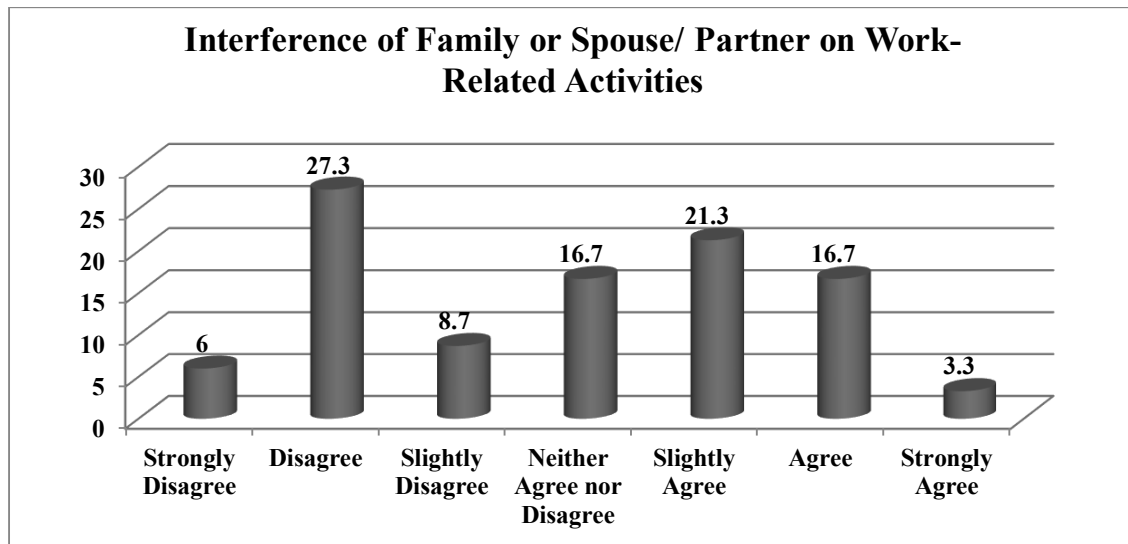
Table 4. 3. 1 Availability and usage of Paid maternity leave / paternity leave

Availability and usage of Paid maternity leave	Frequency	Percent
Available + Used	61	40.7
Available + Not used	75	50.0
Not Available but Needed	7	4.7
Not Available + Not Needed	7	4.7
Total	150	100.0

Table 4.3.1 shows that about 40.7% of the respondents stated that paid maternity leave / paternity leave was available and used. 50.0% of the respondents expressed that paid maternity leave / paternity leave are available but not used. 4.7 % of the respondents expressed that this facility is needed but not available within the organization.

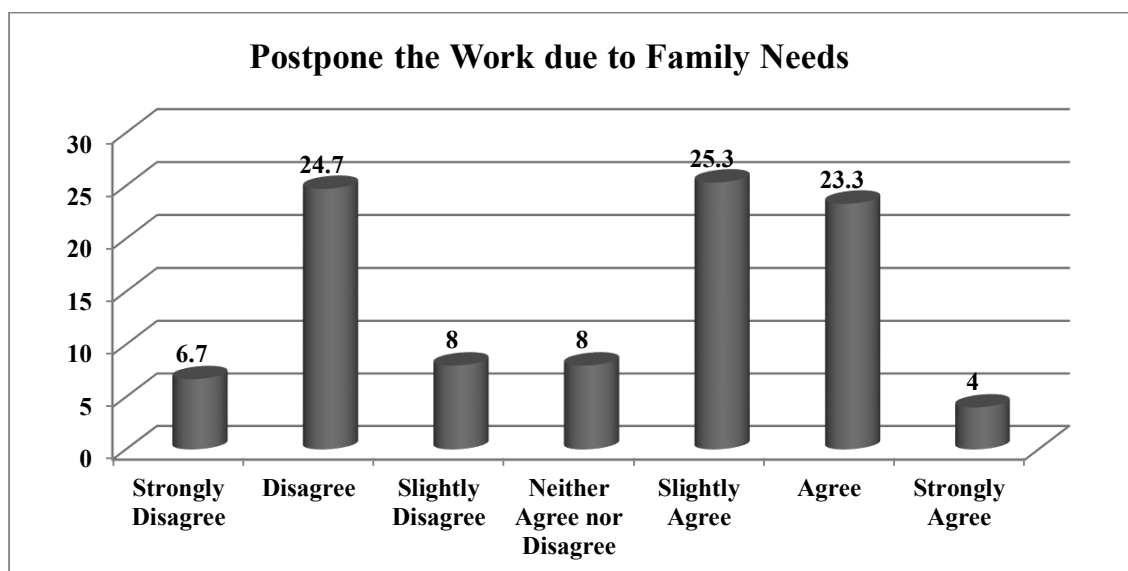
4.4 FAMILY WORK CONFLICT

Graph 4. 4. 1 Interference of family or spouse/ partner on work-related activities



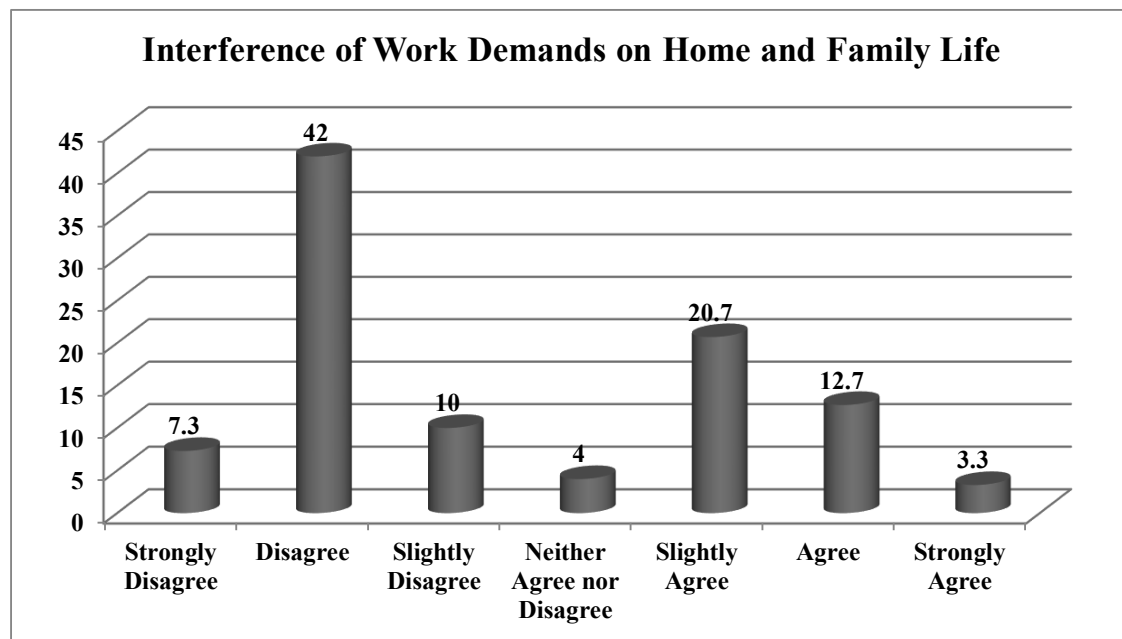
Graph 4.4.1 shows that, 27.3% of the respondents disagreed that the demands of their family or spouse/ partner interfere with work-related activities. 21.3% of the respondents in this study slightly agreed that the demands of their family or spouse/ partner interfere with work-related activities. The demand of work and family roles of an individual causes difficulty in managing both the roles equally. In this study only 16.7% of respondents agreed that the demands of their family interfere with work related activities.

Graph 4. 4. 2 Postponement of the work because of demands on respondent's time at home



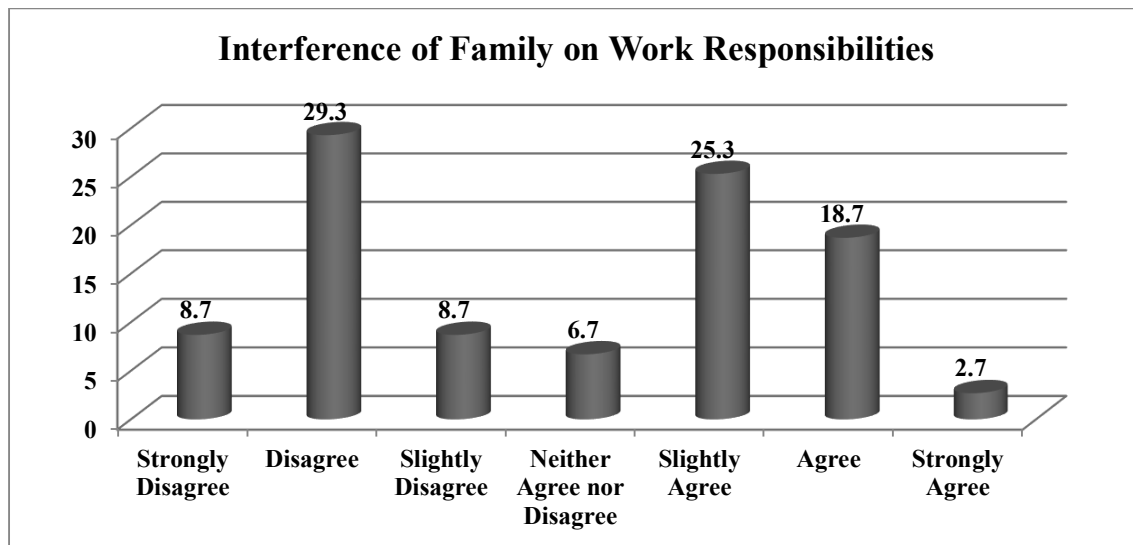
Graph 4.4.2 shows that, 25.3% of the respondents slightly agreed that they had to put off doing things at work over the demands at home. 23.3% of the respondents agreed that they had to put off doing things at work. 24.7% of the respondents in this study disagreed that they had to put off doing things at work. Family work conflict occurs when the pressures from the family and work domains are mutually incompatible, and as a result, participation in the work role is made more difficult by participation in the family role. (Greenhaus&Beutell, 1985). 23.3% of the respondents agreed that they have postponed their work because of the demands at home.

Graph 4. 4. 3 Inability to complete the work due to family pressure



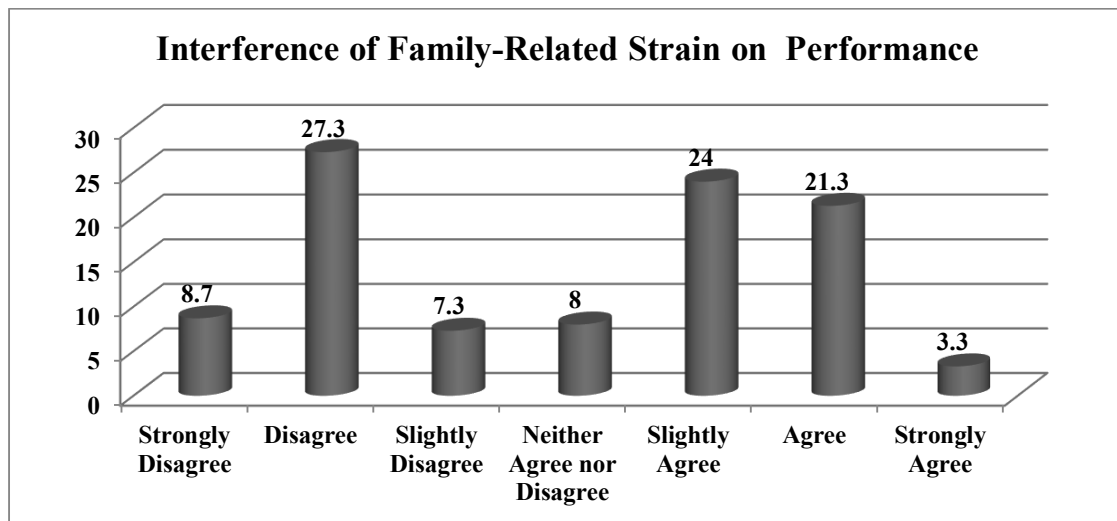
Graph 4.4.3 shows that, 42.0% of the respondents disagreed that they were not able to complete their work due to family pressure. 20.70% of the respondents in this study slightly agreed that work requirement do not interfere the demands of their family 12.7% of respondents agreed that they were not able to complete the work due to family demands.

Graph 4. 4. 4 Family life interferences with respondent's responsibilities at work



Graph 4.4.4 shows that, 29.3% of the respondents disagree that their family life interferes with their responsibilities at work such as getting to work on time, accomplishing daily tasks, and working overtime. 25.3% of the respondents slightly agreed that their home life interferes with their responsibilities at work. 18.7 % agreed that their home life interfere with their responsibilities at work.

Graph 4. 4. 5 Interference of family-related strain with job-related duties

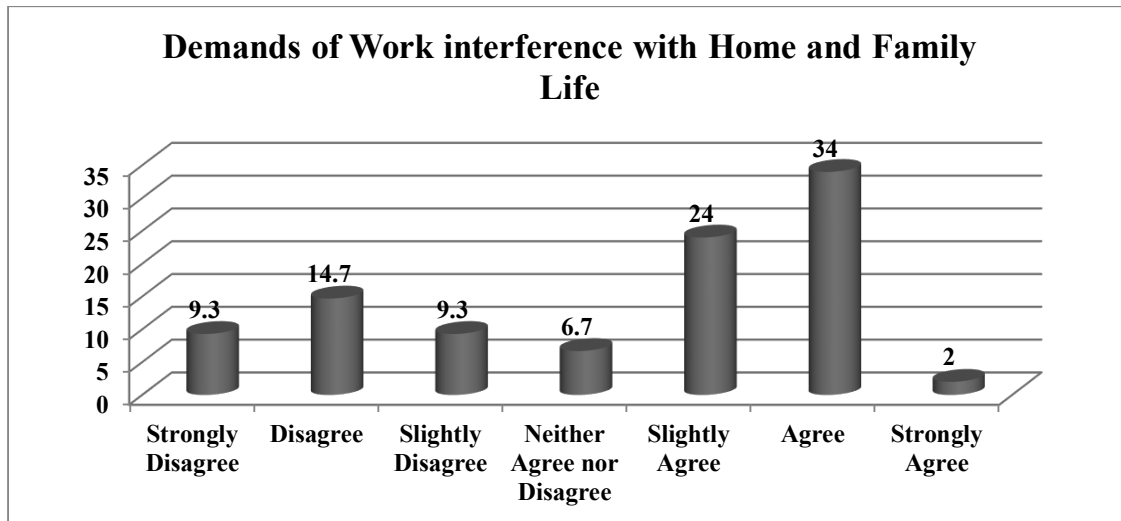


Graph 4.4.5 shows that, 27.3% of the respondents disagreed that their family-related strain interfere with their ability to perform work duties with efficiency. 24.0% of the respondents slightly agreed that family-related strain interferes with their ability to perform

job-related duties. 3.3% of the respondents strongly agreed that family strain directly impact their job.

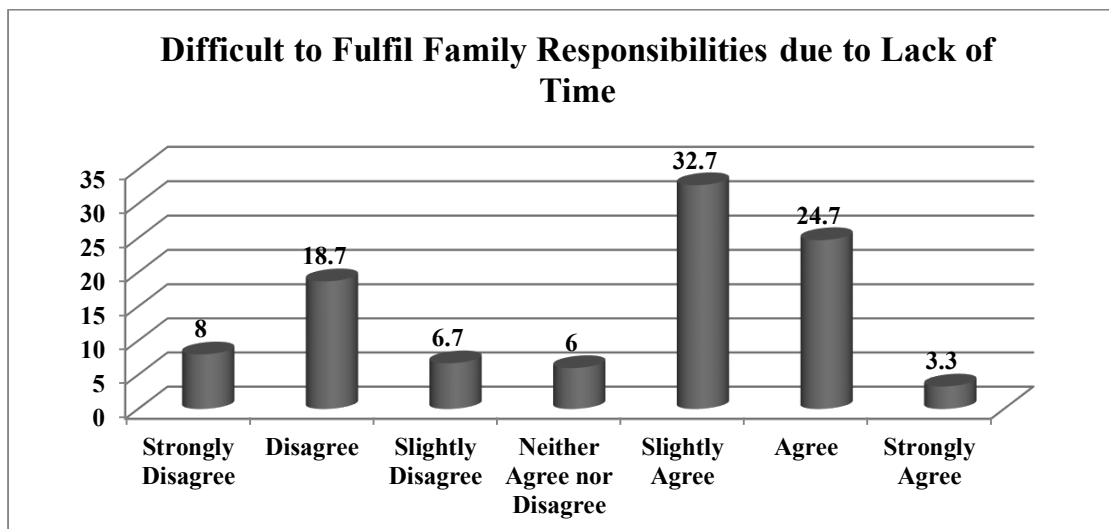
4.5 WORK FAMILY CONFLICT

Graph 4. 5. 1 Interference of work demands on home and family life



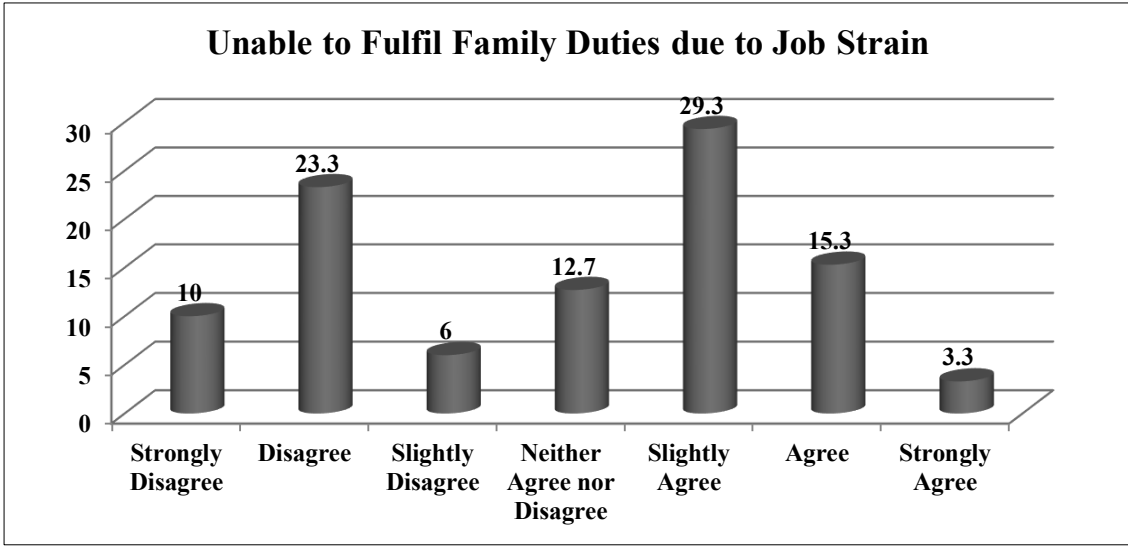
Graph 4.5.1 shows that, 34.0% of the respondents slightly agreed that the demands of their work interfere with their home and family life. 24.0% of the respondents agreed that the demands of respondent's work interfere with their home and family life. 2.0% of the respondents strongly agreed that the demands of respondent's work interfere with their home and family life.

Graph 4. 5. 2 Inability to fulfil the family responsibilities due to lack of time/ high involvement in job



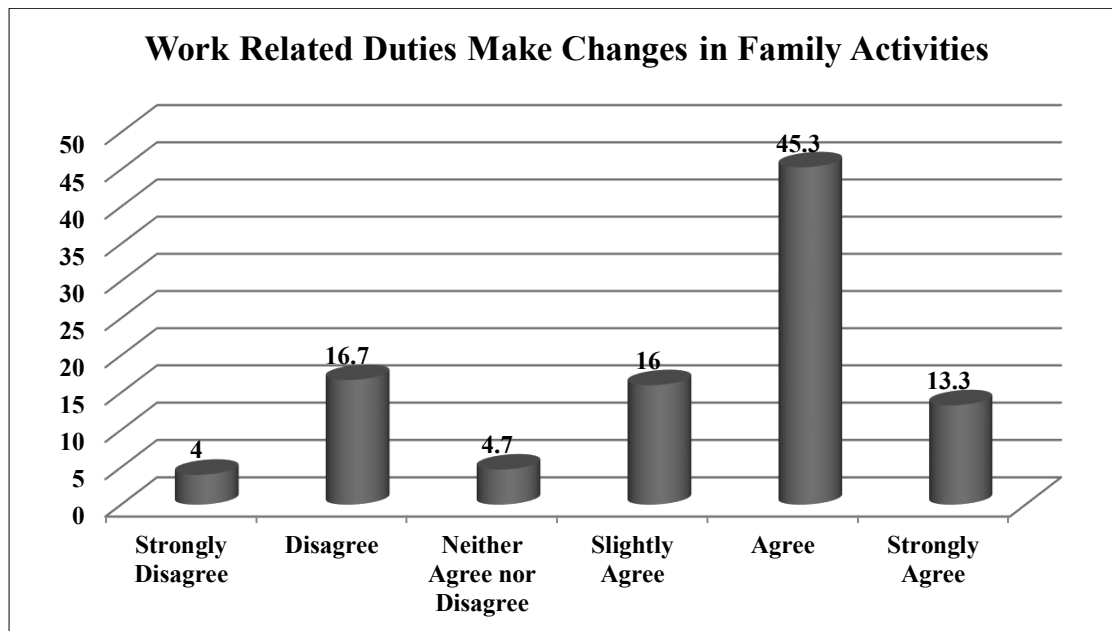
Graph 4.5.2 shows that about 32.7% of the respondents slightly agreed that the amount of time respondent's job takes up, leads difficulty in fulfilling th their family responsibilities. 24.7% of the respondents agreed that the amount of time respondent's job takes up leads difficulty in fulfilling their family responsibilities. Only 3.3% of the respondents slightly agreed that the amount of time their job takes up leads difficulty in fulfilling their family responsibilities.

Graph 4. 5. 3 Inability to fulfil family duties due to job strain



Graph 4.5.3 shows that, 29.3% of the respondents slightly agreed that they were not able to fulfill family duties due to job strain. 23.3% of the respondents disagreed that they were not able to fulfill family duties due to job strain. 3.3% of the respondents strongly agreed that they were not able to fulfill family duties due to job strain

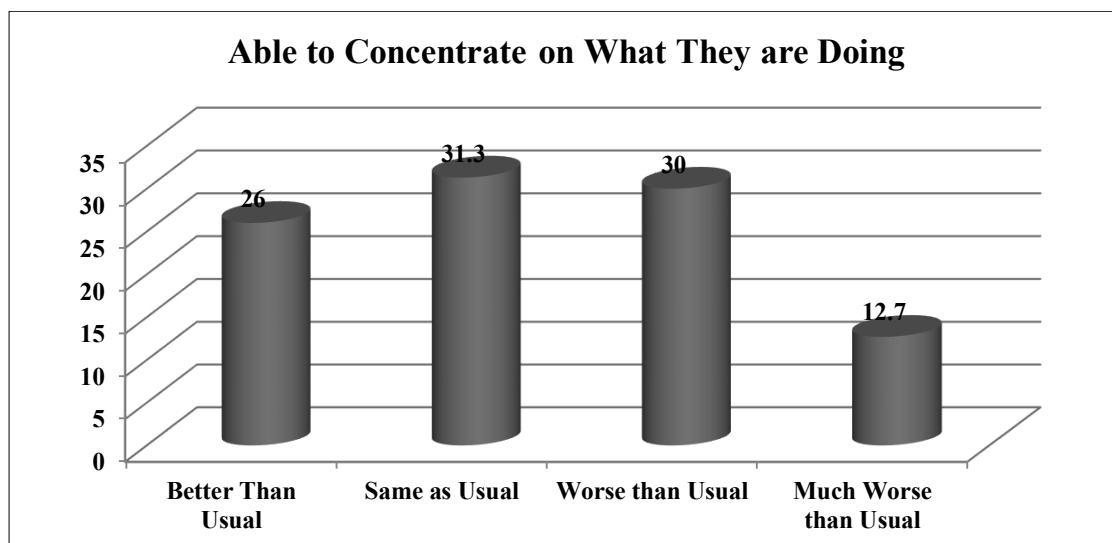
Graph 4. 5. 4 Work related duties make changes in family activities.



Graph 4.5.4 shows that about 45.3% of the respondents agreed that due to work-related duties, they have to make changes to their plans for family activities. 16.0% of the respondents in this study slightly agreed that due to work-related duties, they have to make changes to their plans for family activities. Only 4.7% of the respondents in this study neither agree nor disagreed that due to work-related duties, they have to make changes to their plans for family activities.

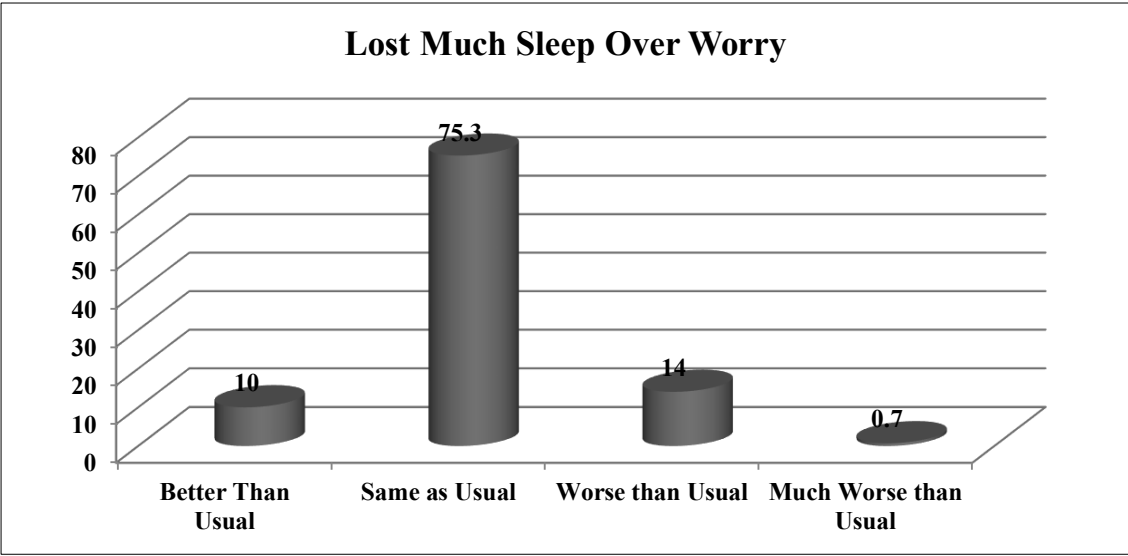
4.6 PSYCHOLOGICAL HEALTH ISSUES

Graph 4. 6. 1 Able to concentrate on what they are doing



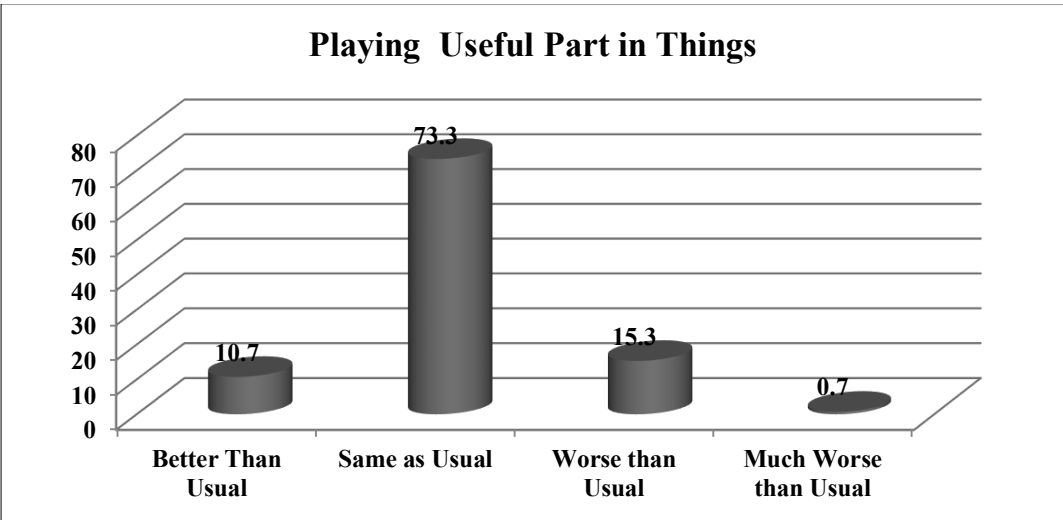
Graph 4.6.1 shows that 31.3% of the respondents were able to concentrate on their work same as usual. 26.0% of the respondents expressed that they were able to concentrate on what they were doing is better than usual. Only 12.7% of the respondents expressed that that they have recently been able to concentrate on what they were doing is much worse than as usual.

Graph 4. 6. 2 Lost much sleep over worry



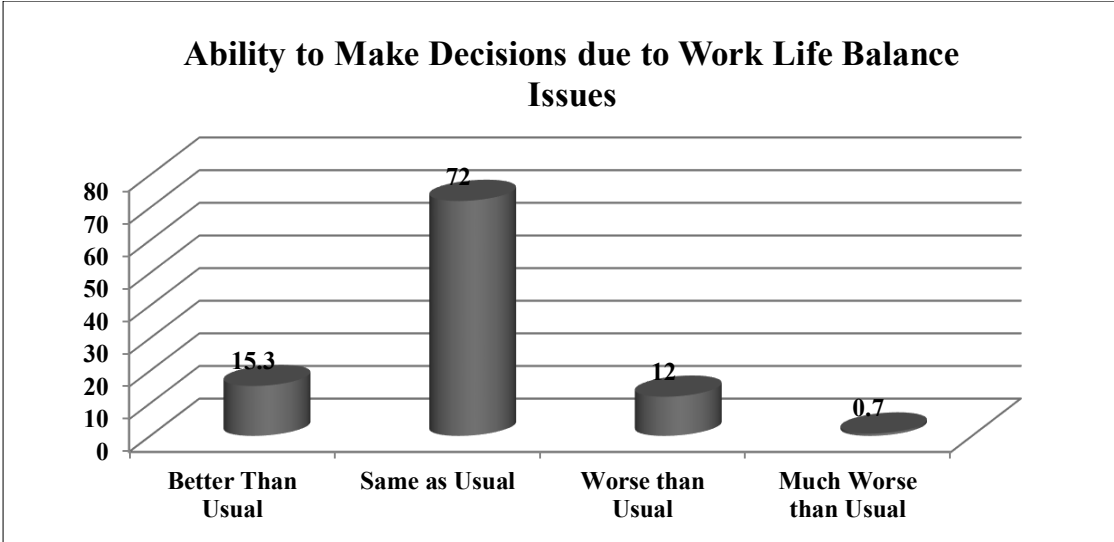
Graph 4.6.2 shows that, 75.3% respondents lost their sleep due to worry is same as usual. 14.0% of the respondents expressed that they lost their sleep due to worry is better than usual. Only .7% of the respondents expressed that they have lost their sleep due to worry is much worse than usual.

Graph 4. 6. 3 Respondents are playing a useful part in things



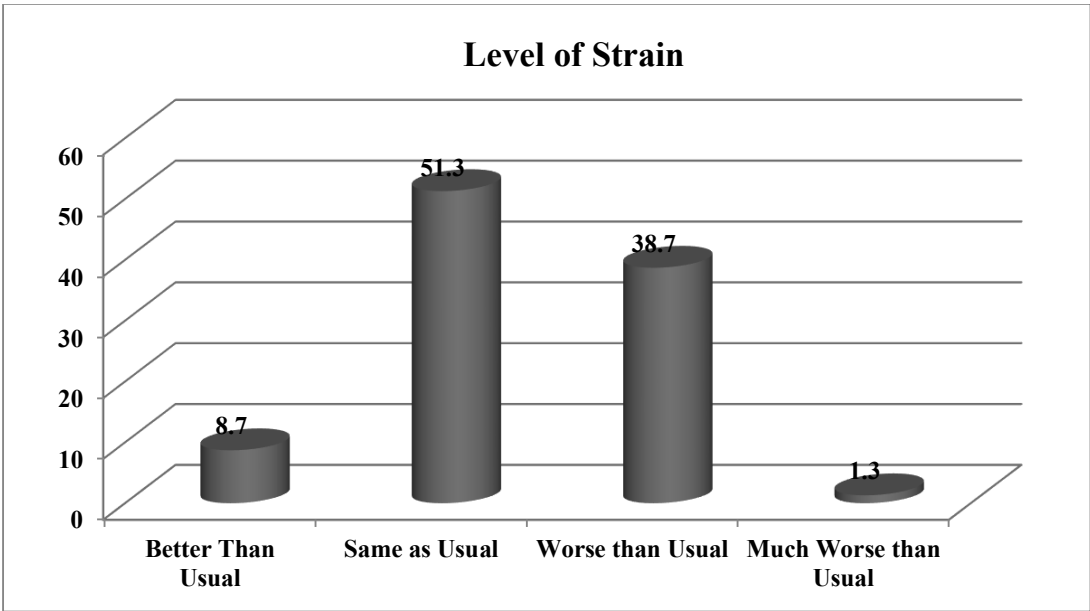
Graph 4.6.3 shows that, 73.3% of the respondents felt that they were playing a useful part in things as usual. 10.7% of the respondents felt that they were playing a useful part in things is better than usual. Only.7% of the respondents felt that they were playing a useful part in things is much worse than usual.

Graph 4. 6. 4 Ability to make decisions due to work life balance issues



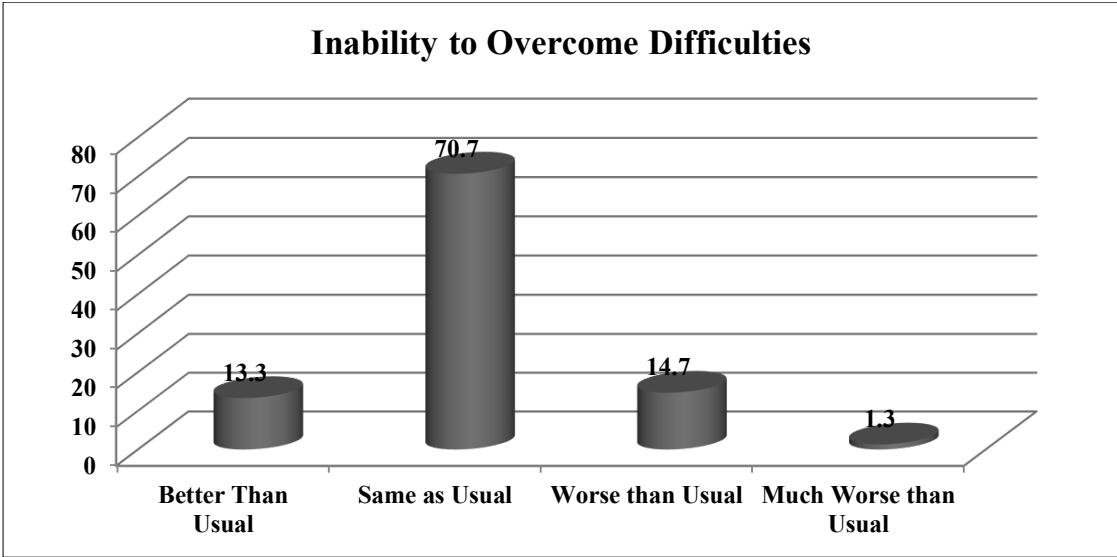
Graph 4.6.4 shows that, 72.0% of the respondents felt they can make decision as usual. 15.3% of the respondents felt they can make decisions better than usual. Only 0.7% of the respondents felt they can make decision worse than usual.

Graph 4. 6. 5 Level of strain due to work and family pressure



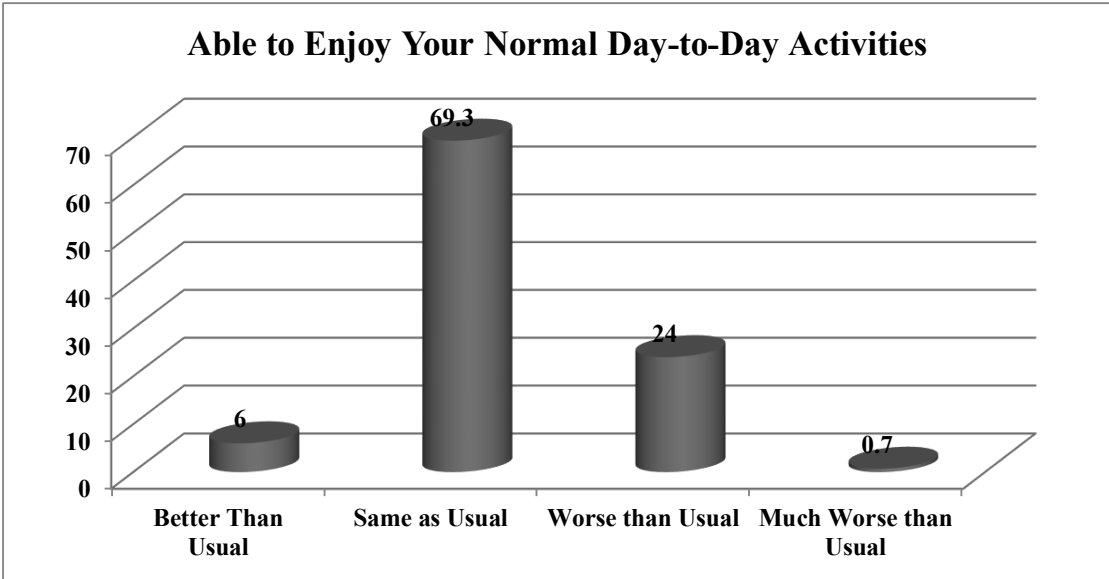
Graph 4.6.5 shows that, 51.3% of the respondents felt that their strain level was same as usual. 38.7% of the respondents felt that their strain level was worse than usual. Only 1.3% of the respondents felt that their strain level was much worse than usual.

Graph 4. 6. 6 Inability to overcome difficulties



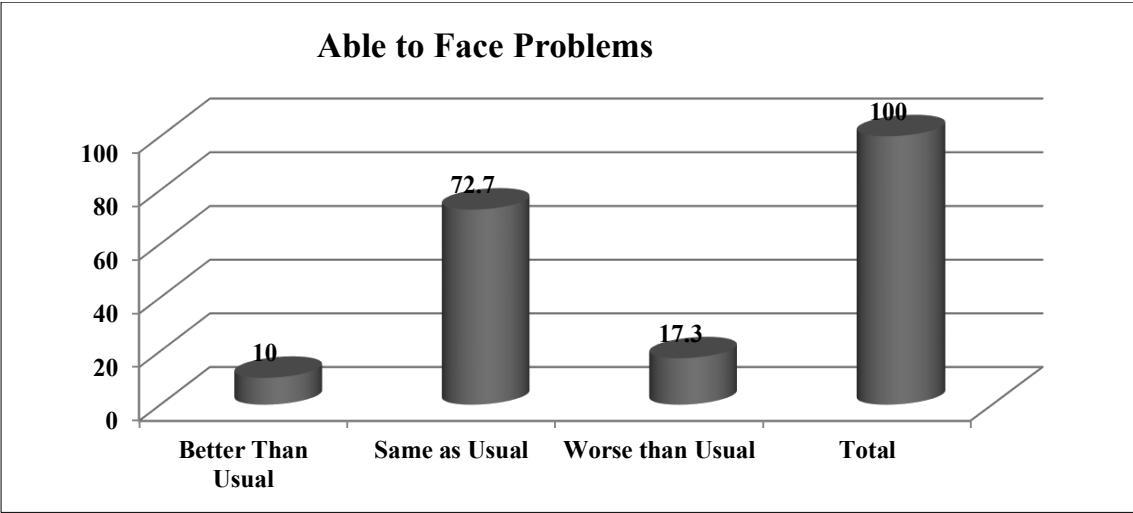
Graph 4.6.6 shows that, 70.7% of the respondents expressed that they do not feel any difference in overcoming their difficulties. 14.7% of the respondents felt that could not overcome their difficulties.

Graph 4. 6. 7 Respondents able to enjoy your normal day-to-day activities



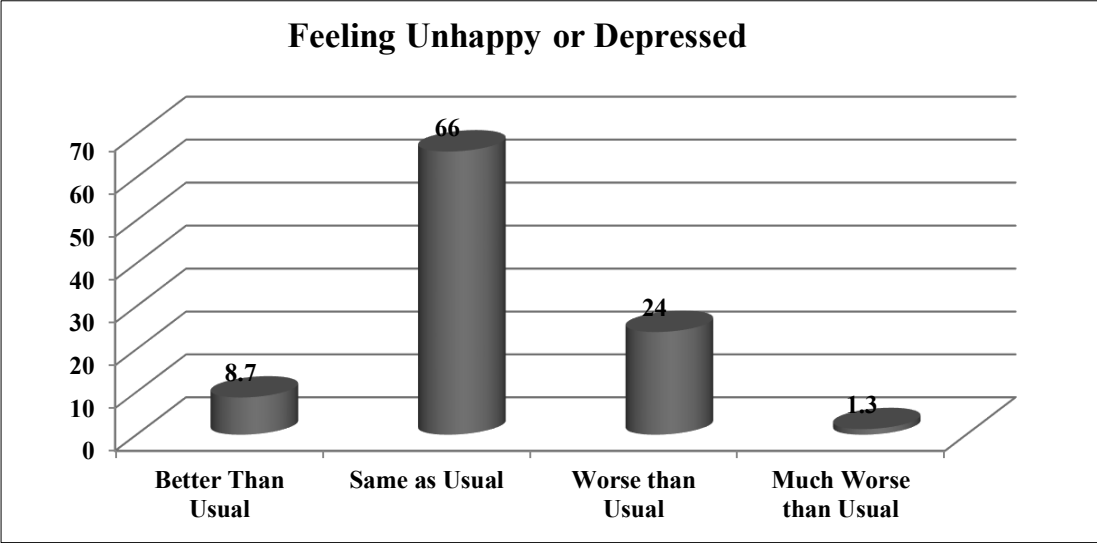
Graph 4.6.7 and Graph shows that about 69.3% of the respondents expressed that they were able to enjoy their normal day-to-day activities same as usual. 24.0% of the respondents expressed that they were not able to enjoy their normal day-to-day activities as usual.

Graph 4. 6. 8 Ability to face problems



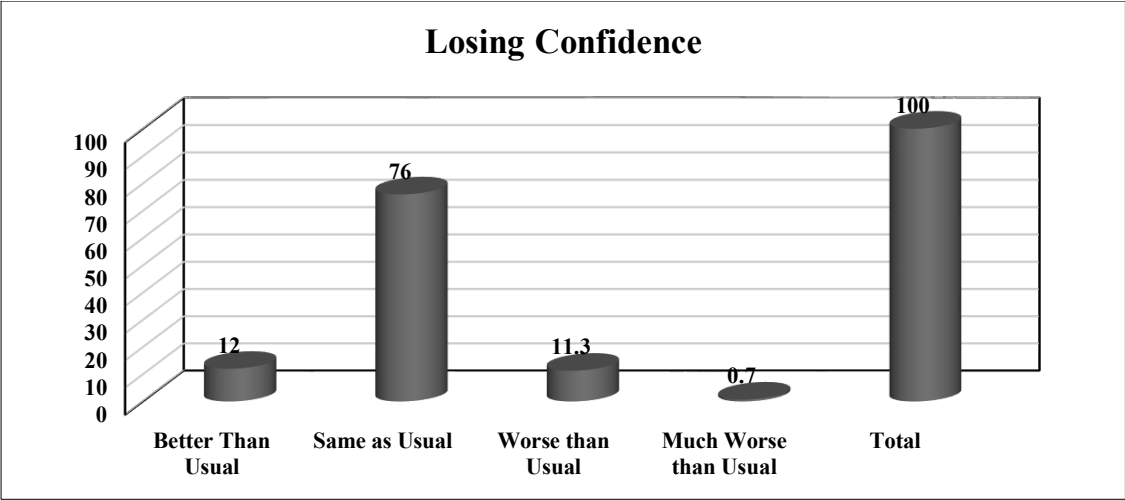
Graph 4.6.8 shows that about 72.7% of the respondents expressed that they were able to face up to their problems as usual. 17.3% of the respondents expressed that they were able to face up to their problems worse than usual.10.0% of the respondents expressed that they were able to face up to their problems better than usual.

Graph 4. 6. 9 Feeling unhappy or depressed due to work and family pressure



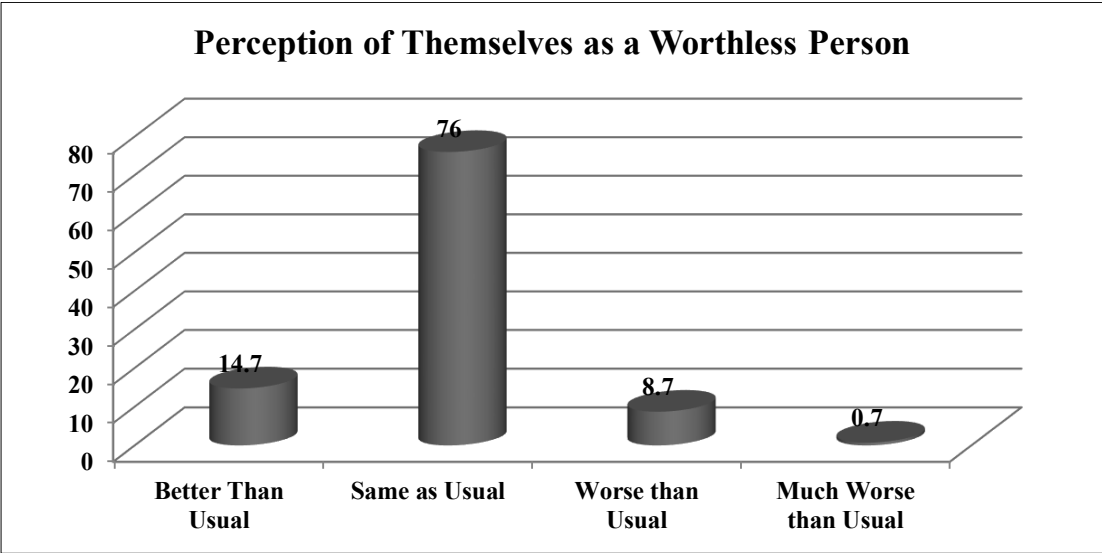
Graph 4.6.9 shows that, 66.0% of the respondents expressed that they were not feeling any difference in their happiness. 24.0% of the respondents expressed that they were not feeling unhappy or depressed worse than usual. Only 1.3% of the respondents expressed that they were feeling unhappy or depressed much worse than usual.

Graph 4. 6. 10 Losing confidence due to work and family pressure



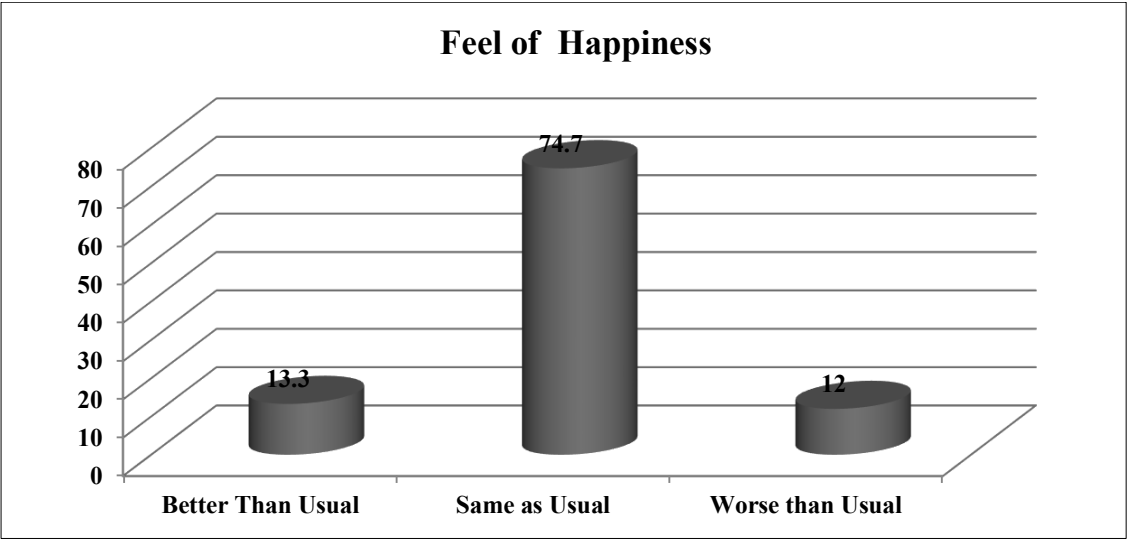
Graph 4.6.10 shows that, 76.0% of the respondents expressed that they did not feel any difference in their confidence level. 12.0% of the respondents expressed that their confidence level was more than usual. Only .7% of the respondents expressed that they were losing confidence in themselves much worse than usual.

Graph 4. 6. 11 Perception of themselves as a worthless person



Graph 4.6.11 shows that about 76.0% of the respondents expressed that there is no difference in their perception.14.7% of the respondent felt that they are better than usual.

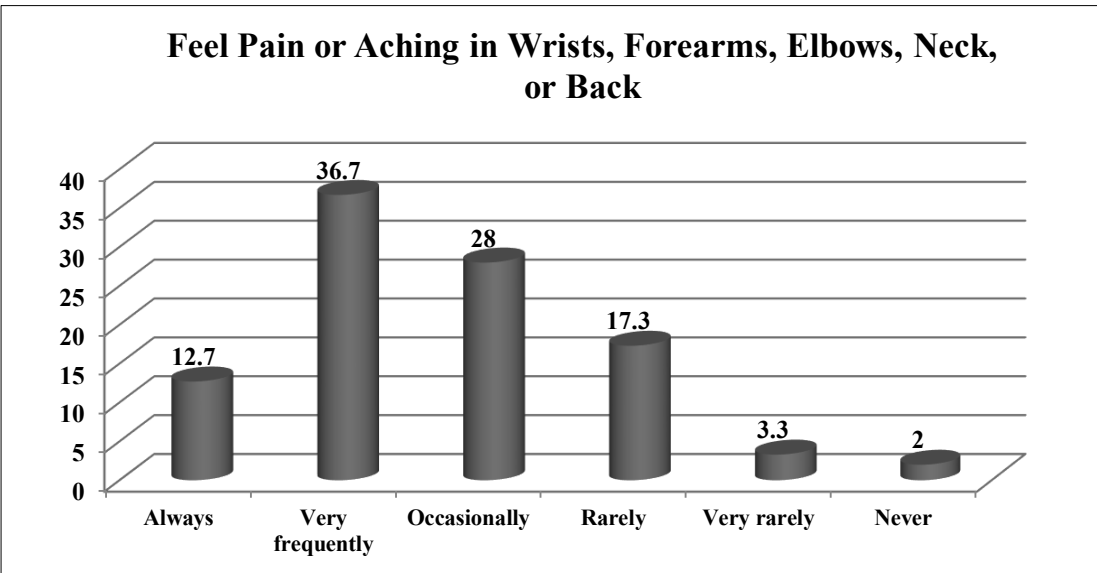
Graph 4. 6. 12 Feel of happiness



Graph 4.6.12 shows that, 74.7% of the respondents expressed that they were feeling reasonably happy as usual. 13.3% of the respondents expressed that they were reasonably happy better than usual. Only 12.0% of the respondents expressed that they were feeling worse than usual.

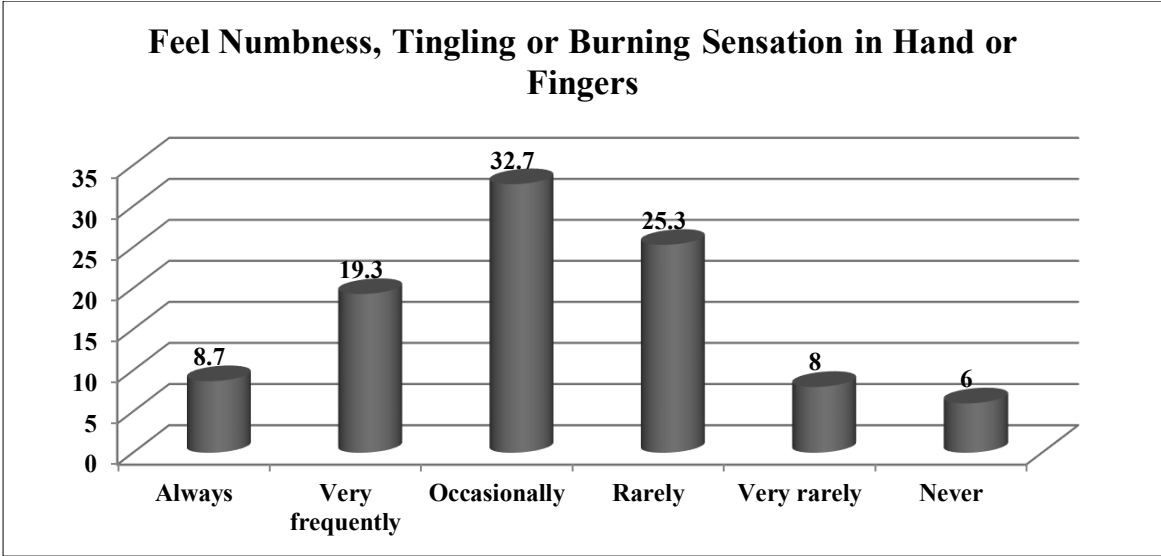
4.7 PHYSICAL HEALTH ISSUES

Graph 4. 7. 1 Feel pain or aching in wrists, forearms, elbows, neck, or back followed by discomfort



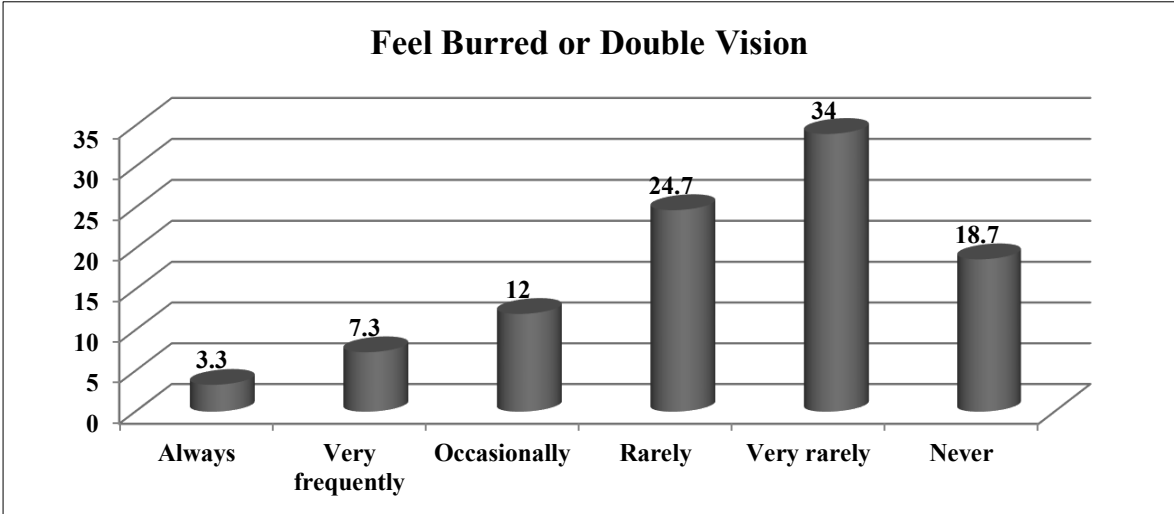
Graph 4.7.1 shows that, 36.7% of the respondents expressed that they frequently feel pain or aching in wrists, forearms, elbows, neck, or back followed by discomfort. 28.0% of the respondents expressed that they always feel pain or aching in wrists, forearms, elbows, neck, or back. 2.0% of the respondents express that they never felt these discomforts.

Graph 4. 7. 2 Feel Numbness, tingling or burning sensation in hand or fingers



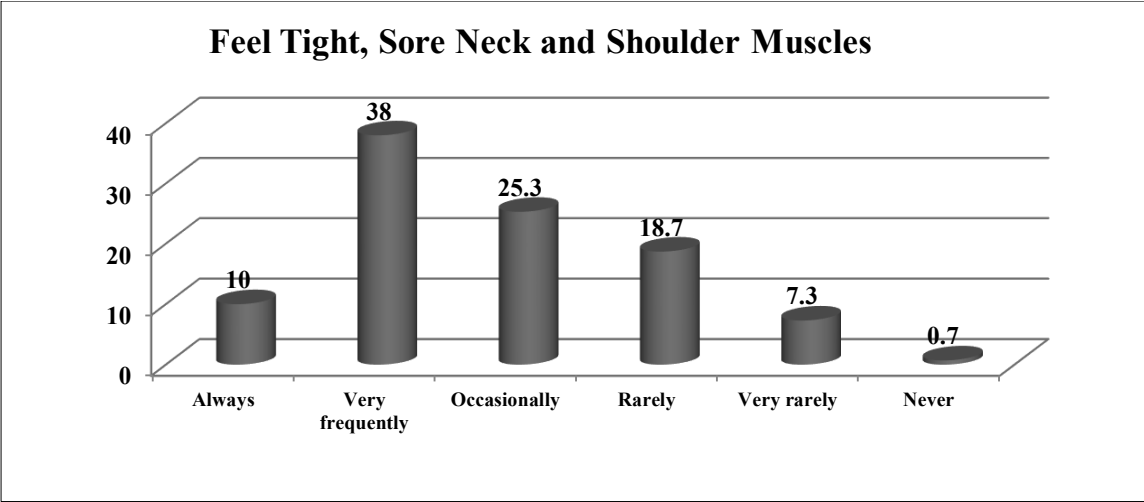
Graph 4.7.2 shows that, 32.7% of the respondents expressed that they occasionally feel numbness, tingling or burning sensation in their hand or fingers. 25.3% of the respondents expressed that they rarely feel numbness, tingling or burning sensation in their hand or fingers. Only 6.0% of the respondents expressed that they never felt these discomforts.

Graph 4. 7. 3 Feel blurred or double vision



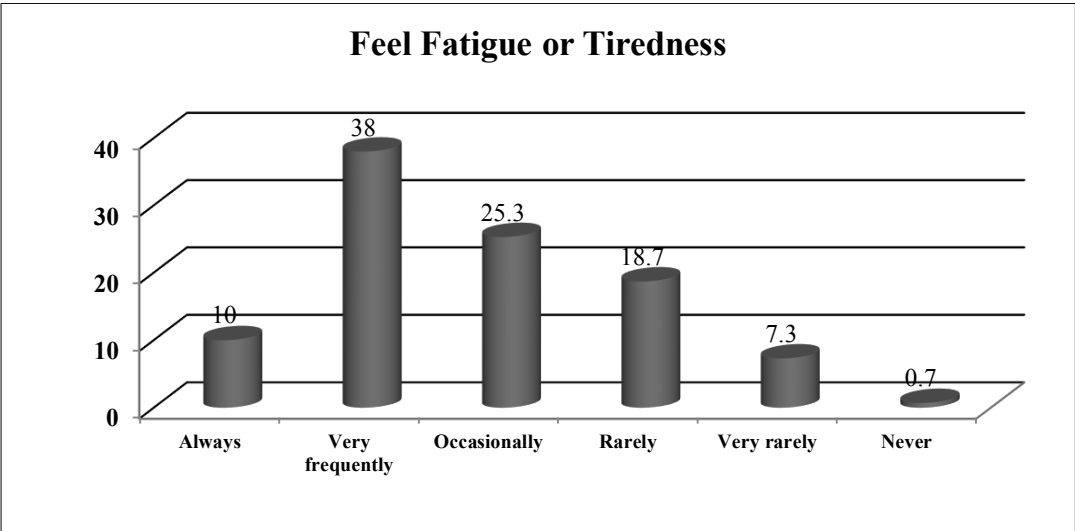
Graph 4.7.3 shows that, 34.0% of the respondents expressed that they have blurred or double vision very rarely. 24.7% of the respondents expressed that they have blurred or double vision rarely. 3.3% of the respondents expressed that they always have blurred or double vision.

Graph 4. 7. 4 Feel Tight, Sore Neck and Shoulder Muscles



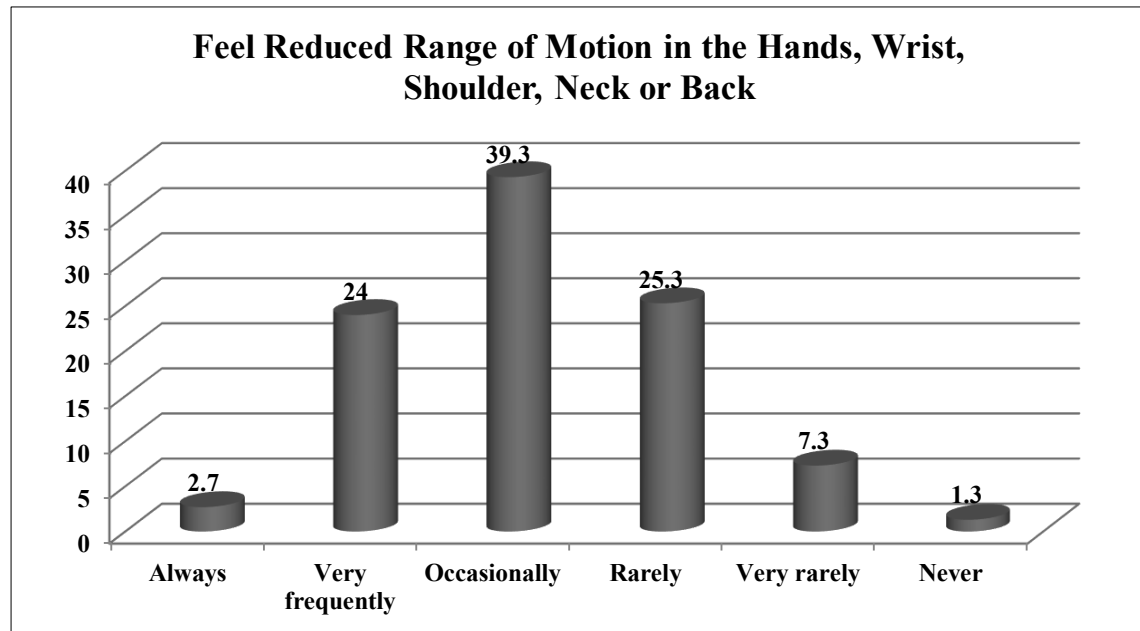
Graph 4.7.4 shows that, 38.0% of the respondents expressed that they frequently feel tight, sore neck and shoulder muscles. 25.3% of the respondents expressed that they occasionally feel tight, sore neck and shoulder muscles. .7 % of the respondents never felt tight, sore neck and shoulder muscles.

Graph 4. 7. 5 Feel Fatigue or Tiredness



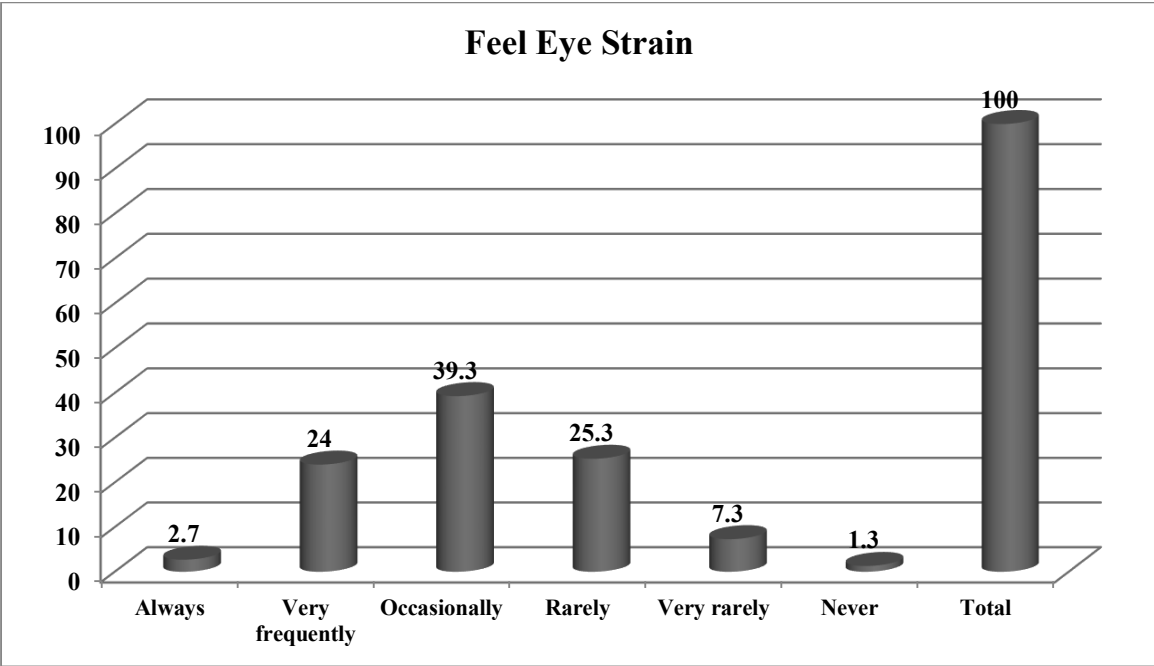
Graph 4.7.5 shows that, 38.0% of the respondents expressed that they frequently feel fatigue or tiredness. 25.3% of the respondents expressed that they occasionally feel fatigue or tiredness. 7% of the respondents expressed that they never felt fatigue or tiredness. Continuous computer usage can be a cause of tiredness; employees need to make sure that they are taking sufficient breaks during the work. Some of the employers uses the screen saver pop ups to urge the employees to take break.

Graph 4. 7. 6 Feel reduced range of motion in the hands, wrist, shoulder, neck or back



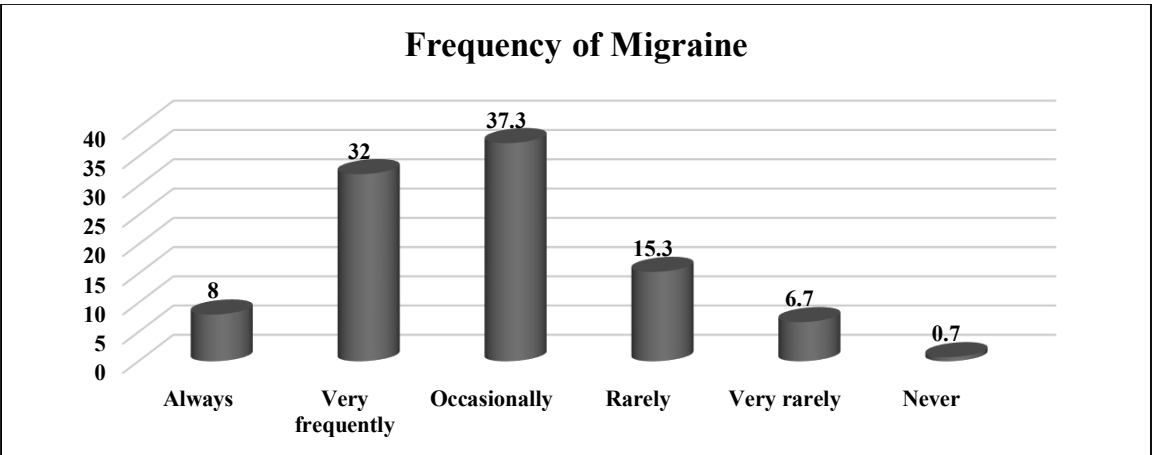
Graph 4.7.6 that, 39.3% of the respondents expressed they were occasionally feeling reduced range of motion in the hands, wrist, shoulder, neck or back. 25.3% of the respondents expressed that they feel reduced range of motion in the hands, wrist, shoulder, neck or back very frequently. 1.3% of the respondents never felt reduced range of motion in the hands, wrist, shoulder, neck or back. Working continuously on laptops makes same movements on fingers and wrist which lead to pain in hands. Similarly, the body position and neck position also affect the health of the individual.

Graph 4. 7. 7 Feel dry, itchy, red or sore eyes (Eye Strain)



Graph 4.50 shows that, 39.3% of the respondents expressed that they occasionally feel, dry, itchy, red or sore eyes (Eye Strain). 24.0% of the respondents were feeling eye strain very frequently. 1.3% of the respondents never felt eye strain. Eye fatigue and discomfort are common among digital device users, these symptoms are not caused by the screen itself. All levels of radiation from computer screens can cause eye damage.

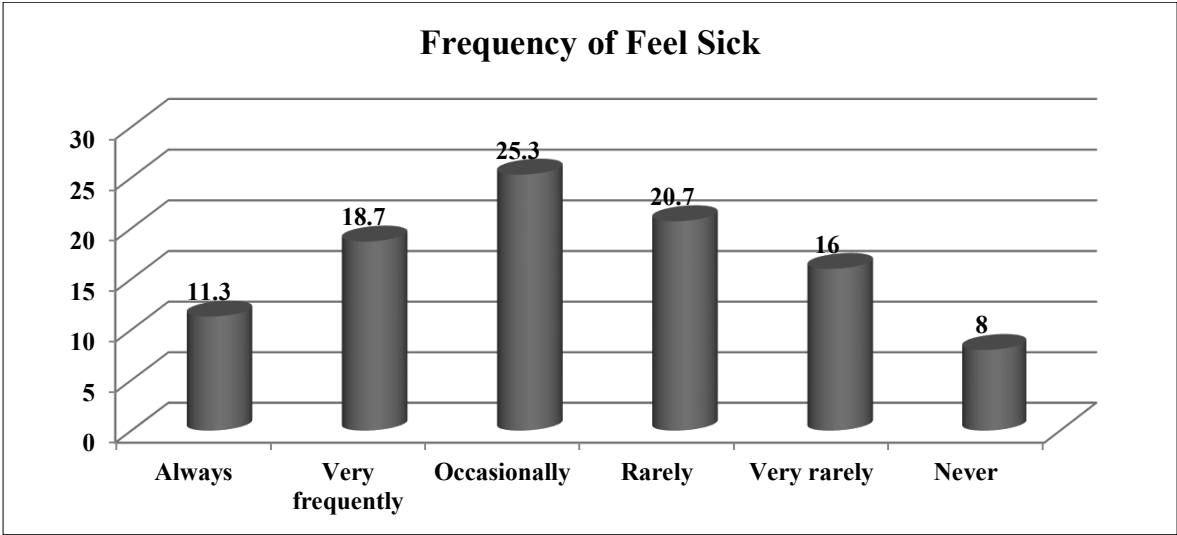
Graph 4. 7. 8 Frequency of Migraine



Graph 4.7.8 shows that, 37.3% of the respondents expressed they occasionally feel migraine. 32.0% of the respondents expressed that they feel migraine very frequently. Only 0.7% of the respondents expressed that they never felt migraine. The IT professionals are

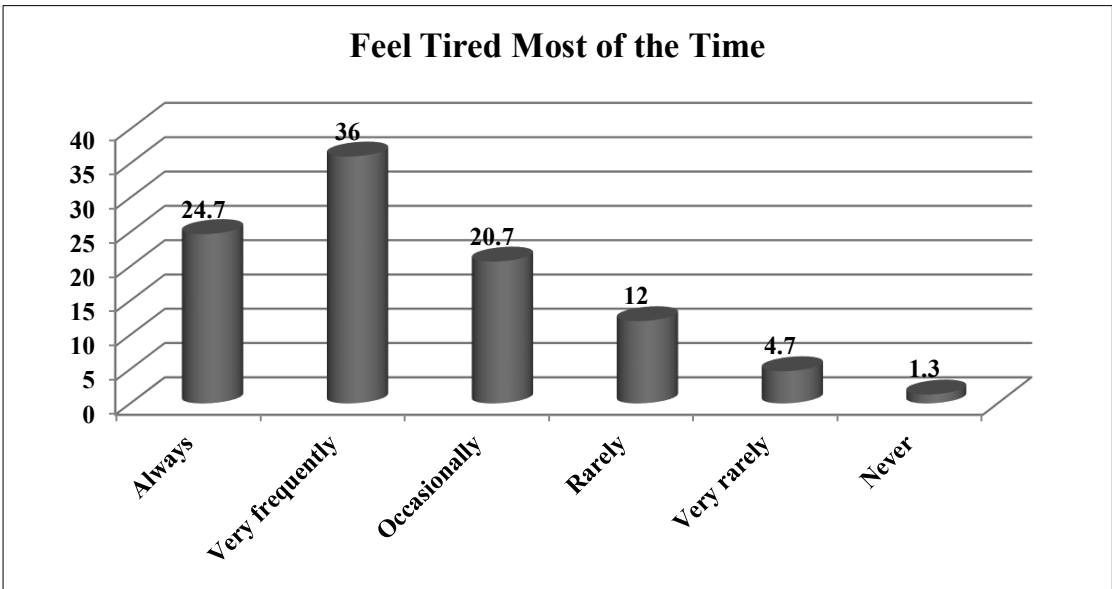
doing their work with Laptops. They continuously look at the laptops that make them migraine. If any issues are come, they are working many hours continuously.

Graph 4. 7. 9 Feel sick frequently



Graph 4.7.9 shows that, 25.3% of the respondents in this study expressed that they frequently feel sick. 20.7% of the respondents expressed that they rarely feel sick. Only 8.0% of the respondents expressed that they never felt sick.

Graph 4. 7. 10 Feel tired most of the time



Graph 4.7.10 shows that, 36% of the respondents expressed that they frequently feel tired. 24.7% of the respondents expressed that they always feel tired. Only 1.3% of the

respondents expressed that they never felt tired. The working style of IT companies is continuous.

4.8 TESTING OF HYPOTHESIS

HI: Work life balance and occupational health issue between males and females are different.

Table 4.8. 1 t-test based on Gender

		Group Statistics				t-test		
Gender		N	Mean	Std. Deviation	Std. Error Mean	t	df	Sig. (2-tailed)
Family work Conflict	male	81	4.0	1.7	0.2	-2.7	148	.007
	female	69	4.7	1.3	0.2			
Work Family Conflict	male	81	3.4	1.4	0.2	-3.2	0.148	0.002
	female	69	4.2	1.5	0.2			
Psychological Health	male	81	2.1	0.3	0.0	-5.1	0.148	0
	female	69	2.4	0.3	0.0			
Physical Health	male	81	3.1	0.4	0.0	0.9	0.148	0.353
	female	69	3.0	0.4	0.0			

Table 4.8.1 shows that family work conflict is higher than work family conflict in both male and female employees.

The t value corresponding to the mean difference in family work conflict based on gender was 2.72 and its corresponding p value is $0.007 < 0.05$. Since the p value is less than 0.05, we can conclude that there is a significant difference in mean family work conflict between the males and females.

The t value corresponding to the mean difference in work family conflict based on gender was 3.20 and its corresponding p value is $0.002 < 0.05$. Since the p value is less than 0.05, we can conclude that there is a significant difference in mean work family conflict between the males and females. Since both dimensions of work life balance are different male and female employees, the hypothesis is accepted.

The study also supports the fact that work life balance is higher for male employees than female employees.

The t value corresponding to the mean difference in Psychological Health and gender was 5.15 and its corresponding p value is $0.00 < 0.05$. Since the p value is less than 0.05, we can conclude that there is a significant difference in mean psychological health between the males and females.

The t value corresponding to the mean difference in Physical health issues and gender was 0.93 and its corresponding p value is $0.35 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in mean physical health issues between the males and females.

In occupational health issues the psychological health issues between males and female are different but in physical health issues there is no significant difference in mean physical health issues between the males and females. Hence this hypothesis is rejected.

H2: Work life balance and occupational health issues between married and unmarried are different.

Table 4.8. 2 t-test based on Married and Unmarried

Group Statistics						t-test		
Marital Status		N	Mean	Std. Deviation	Std. Error Mean	t	df	Sig
Family work Conflict	Single	48	4.06	1.49	0.21	-1.37	146	.171
	Married	100	4.43	1.59	0.16			
Work family Conflict	Single	48	3.16	1.27	0.18	-3.61	146	.000
	Married	100	4.07	1.50	0.15			
Psychological Health	Single	48	2.19	0.22	0.03	-1.63	146	.105
	Married	100	2.29	0.39	0.04			
Physical Health	Single	48	2.98	0.29	0.04	-1.63	146	.105
	Married	100	3.10	0.42	0.04			

The t value corresponding to the mean difference in family work conflict and marital status was -1.37 and its corresponding p value is $0.17 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in mean family work conflict between marital status. Hence the hypothesis is rejected.

The t value corresponding to the mean difference in work family conflict and marital status was -3.61 and its corresponding p value is $0.00 < 0.05$. Since the p value is less than 0.05,

we can conclude that there is a significant difference in mean work family conflict between marital statuses. Hence the hypothesis is accepted.

The t value corresponding to the mean difference in psychological health and marital status was 1.37 and its corresponding p value is $0.10 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in mean psychological health issues between marital status. Hence the hypothesis is rejected.

The t value corresponding to the mean difference in work family conflict and marital status was 3.61 and its corresponding p value is $0.10 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in physical health issues between marital status. Hence the hypothesis is rejected.

The work family conflict is found to be significantly different based on marital status. This shows that employees who are married have high work family conflict than single.

H3: Work life balance and occupational health issues between the respondents take care of children are different.

Table 4.8. 3 t-test based on people who are taking care of children

		Group Statistics				t-test		
Take care of Children		N	Mean	Std. Deviation	Std. Error Mean	t	df	Sig
Family work Conflict	Have Children	69	4.42	1.63	0.20	-.080	98	.936
	Don't Have Children	31	4.45	1.51	0.27			
Work family Conflict	Have Children	69	4.16	1.58	0.19	.938	98	.351
	Don't Have Children	31	3.86	1.29	0.23			
Psychological Health	Have Children	69	2.33	0.39	0.05	1.622	98	.108
	Don't Have Children	31	2.20	0.36	0.06			
Physical Health	Have Children	69	3.08	0.42	0.05	-.805	98	.423
	Don't Have Children	31	3.15	0.41	0.07			

The Table shows that the t value corresponding to the mean difference in family work conflict and take care of children was 0.08 and its corresponding p value is $0.94 > 0.05$. Since

the p value is greater than 0.05, we can conclude that there is no significant difference in mean family work conflict between take care of children.

The t value corresponding to the mean difference in work family conflict and take care of children was 0.94 and its corresponding p value is $0.35 > 0.05$. Since the p value is less than 0.05, we can conclude that there is no significant difference in mean work family conflict between takes care of children.

The t value corresponding to the mean difference in psychological health issues and take care of children was 1.62 and its corresponding p value is $0.11 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in mean psychological health issues between take care of children.

The t value corresponding to the mean difference in physical health issues and take care of children was 0.81 and its corresponding p value is $0.42 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in physical health issues between marital status.

The result shows that work life balance and occupational health issues are not significantly different based on married couple who are having children or not. Hence the hypothesis is rejected.

H4: Work life balances and occupational health issues between the respondents have elder care are different

Table 4.8. 4 t- test based on respondents who are taking care of elder people

		Group Statistics				t-test		
	Elder care	N	Mean	Std. Deviation	Std. Error Mean	t	df	Sig
Family work Conflict	Have Eldercare	76	4.33	1.72	0.20	-.430	146	.668
	Don't Have elder care	72	4.43	1.31	0.15			
Work family Conflict	Have Eldercare	76	3.89	1.56	0.18	.538	146	.591
	Don't Have elder care	72	3.76	1.40	0.16			
Psychological Health	Have Eldercare	76	2.25	0.42	0.05	-.686	146	.494
	Don't Have elder care	72	2.29	0.26	0.03			
Physical Health	Have Eldercare	76	3.07	0.40	0.05	.187	146	.852
	Don't Have elder care	72	3.06	0.37	0.04			

Table 4.8.4 shows that the t value corresponding to the mean difference in family work conflict and respondents have elder care was 0.43 and its corresponding p value is $0.67 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in mean family work conflict between respondents have elder care.

The t value corresponding to the mean difference in work family conflict between respondents have elder care was 0.54 and its corresponding p value is $0.59 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in mean work family conflict between respondents have elder care. Hence this hypothesis is rejected.

The t value corresponding to the mean difference in psychological health issue between respondents have elder care was 0.69 and its corresponding p value is $0.49 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in mean psychological health issue between respondents have elder care.

The t value corresponding to the mean difference in physical health and was 0.19 and its corresponding p value is $0.85 > 0.05$. Since the p value is greater than 0.05, we can conclude that there is no significant difference in physical health issues between respondents have elder care.

The t-test shows that work life balance and occupational health issues are not significantly different based on respondents' who is taking care of elderly people or not. Hence this hypothesis is rejected.

H5. Work life balances and occupational health issues between the age group are different

Table 4.8. 5 ANOVA based on age

	Descriptive Statistics						ANOVA				
	Age Group	N	Mean	Std. Deviation	Minimum	Maximum	Sum of Squares	df	Mean Square	F	Sig.
Family work Conflict	18-25	26	3.35	1.35	2.00	6.60	7.0	2	3.5	1.58	.21
	26-35	116	3.91	1.51	1.00	6.60	325.8	147	2.2		
	36-45	8	3.55	1.61	1.80	5.60	332.8	149			
Work family conflict	18-25	26	4.38	1.20	2.00	6.00	6.8	2	3.4	1.40	.25
	26-35	116	4.39	1.61	1.00	7.00	357.3	147	2.4		
	36-45	8	3.44	1.89	1.00	6.00	364.1	149			
Psychological Health	18-25	26	2.25	0.26	1.80	2.87	0.0	2	0.0	0.11	.90
	26-35	116	2.27	0.37	1.47	3.27	18.6	147	0.1		
	36-45	8	2.21	0.34	1.80	2.73	18.6	149			
Physical Health	18-25	26	3.03	0.36	2.50	3.80	0.1	2	0.0	0.31	.73
	26-35	116	3.07	0.39	2.20	4.00	21.6	147	0.1		
	36-45	8	3.16	0.43	2.60	3.80	21.7	149			

The F value corresponding to the mean difference in family work conflict and age was 1.58 and its corresponding p value is .21>0.05. Since the p value is more than 0.05, we can conclude that there is no significant difference in mean family work conflict between age group. The F value corresponding to the mean difference in work family conflict and age was 1.40 and its corresponding p value is .25>0.05. Since the p value is more than 0.05, we can conclude that there is no significant difference in mean work family conflict between age group.

The F value corresponding to the mean difference in psychological health issues and age was 0.11 and its corresponding p value is 0.90 >0.05. Since the p value is more than 0.05, we can conclude that there is no significant difference in mean psychological health issues between age group. The F value corresponding to the mean difference in physical health issues and age was 0.31 and its corresponding p value is 0.73 >0.05. Since the p value is more

than 0.05, we can conclude that there is no significant difference in mean physical health issues between age group. Hence, we can reject the hypothesis.

H6: Employees with low work life balance have high health issues.

Table 4.8. 6 Correlation between work life balance and occupational health issues

	Descriptive Statistics			Correlation			
	Mean	Std. Deviation	N	Family work Conflict	Work family Conflict	Psychological Health	Physical Health
Family work Conflict	3.79	1.49	150	1	.753**	.535**	.009
Work family Conflict	4.34	1.56	150		1	.470**	-.021
Psychological Health	2.26	0.35	150			1	-.011
Physical Health	3.07	0.38	150				1

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

Table 4.8.6 shows the correlation between work life balance and occupational health issues. This study reveals that family work conflict and work family conflict are highly correlated (0.753**). Family work conflict is moderately correlated with Psychological health issues (0.535**) and Work family conflict is moderately correlated with Psychological health issues (0.470**). The study also reveals an interesting finding that work life balance and Physical health issues are not correlated. Hence, we accept the hypothesis that employees with low work life balance have high psychological issues.

CHAPTER V

FINDINGS, SUGGESTION AND CONCLUSION

5.1 MAJOR FINDINGS

5.1.1 Based on demography

- 54% of the team leaders in the study are males and 46% are females. There is almost an equal distribution among male and female respondents.
- Majority (77.3%) of the respondents in this study were aged between 26–35 years.
- Majority (66%) of the respondents were married/cohabitating.
- Majority (52.7%) of the respondents had no children.
- Majority (50.7%) of the respondents were taking care of elderly relatives.

5.1.2 Based on Availability of work- life balance benefits at your workplace

From the response it is identified that majority (60.7%) of the companies are providing flextime facility (part – time work, rostered hours, night/ day shifts) for their employees, but the number of people utilizing these facilities are 48%. 33.3% of the respondents expressed that on-site child-care center is not available but needed. Most of the IT companies are not providing child care centers. Wipro is one such company providing these types of opportunities for employees having children. 42.0% of the respondents expressed that subsidized local child-care is not available in the company and voiced the need for the same. Paternity /maternity leave is a most needed thing in everyone's life. But 4.7% of the respondents expressed that maternity leave / paternity leave is not available but needed.

5.1.3 Based on family work conflict

Family-to-work conflict occurs when experiences and commitments in the family interfere with work. In this study, family work conflict was found to be relatively less than work family conflict. The study reveals that most of the respondents disagreed that the demands of their family or spouse/ partner interfere with work-related activities. Because of the demands at home 25.3% of the respondents have to put off doing things. It is also found that respondents were able to complete the task even though family pressure. The interferences from family members towards work and family related strain towards work was found to be less.

5.1.4 Based on work family conflict

Work-to-family conflict occurs when experiences and commitments at work interfere with family life. Thus, this study reveals that they have work family conflict than family work conflict because most of the respondents in this study slightly agreed that the demands of work interfere with their home and family life. 34.0% of the respondents in this study slightly agreed that the demands of work interfere with their home and family life. In this study researcher took both single and married and both male and female respondents because the family responsibility of single/married and male/ female are different from each other. 32.7% of the respondents in this study slightly agreed that the amount of time the job takes up makes it difficult to fulfill their family responsibilities. As a person both family duties and work duties are important but 29.3% of the respondents in this study slightly agreed that their job produces strain that makes difficult to fulfill family duties. Most of the respondents make changes in their plans for family activities due to work-related duties.

5.1.5 Based on psychological health

The study reveals that in IT companies, the issues related to psychological health problems are comparatively less than physical health related problems. The response shows that they are not losing their sleep due to work related pressure. Even though they had problems such as strain level, capability of decision making, enjoying normal day to day activities, ability to face up their problems and, feeling unhappy or depressed, they felt that these problems are same as usual. It is also found that respondents are capable of overcoming these difficulties. The confidence level and level of happiness of employees are also found to be high. The reason may be due to the high salary and other facilities provided by these companies.

5.1.6 Based on physical health

Physical health issues are predominant than psychological issues on their work. 36.7% of the respondents expressed that they feel pain or aching in wrists, forearms, elbows, neck, or back followed by discomfort very frequently. Because of the continues work with laptop 32.7% of the respondents expressed that they occasionally feel numbness, tingling or burning sensation in their hand or fingers and 38.0% of the respondents expressed that they frequently feel fatigue or tiredness. Sitting in same position for many hours they feel reduced range of motion in the hands, wrist, shoulder, neck or back. 39.3% of the respondents feel it

occasionally. Eye strain and migraine are also the major health issues faced by IT professionals and the frequency is found high.

5.1.6 Findings Based on Hypotheses

- Family work conflict is higher than work family conflict in both male and female employees.
- The psychological health issues between males and female are different. The Psychological health issues are more for female respondents than male respondents. The physical health issues are not significantly different for female and male employees.
- There is no significant difference in mean work family conflict, psychological health issues and physical health issues based on marital status, but work family conflict is found to be high for married respondents.
- There is no significant difference in mean family work conflict and work family conflict based on respondents who has to take care of children or not.
- The psychological health issues and physical health issues are not based on respondents' who has to take care of children or not.
- There is no significant difference in family work conflict and work family conflict between respondents have elder care or not
- There is no significant difference on occupational health issues and work life balance of respondents based on age difference.
- The study also reveals that employees with low work life balance have psychological health issues.

5.2 DISCUSSION

Work life balance is tied in with making and keeping up caring and solid workplace, which will empower one to adjust amongst work and individual obligations and in this way, reinforce worker unwavering quality and efficiency. The present laborers have numerous unfriendly duties, for example, work, youngsters, housework, volunteering, life partner and elderly parent care and this spots weight on people, families and the groups in which they live. Work life strife is an extreme issue that influences laborers, their bosses and groups. Long work hours and exceedingly upsetting occupations not just hamper capacity to mix work and family life yet in addition related with wellbeing hazard.

This research was led among 150 workers who were related with various IT associations in Bengaluru. Significant offer of workers in this investigation are matured near 26 and 35.66 % of the representatives in this examination are hitched/cohabitating. Inside this expert condition, it isn't just the quantity of hours yet in addition the representative understands of those hours that issues for work family struggle (Voydanoff, 1988). 60.7 % representatives communicated that the timings are accessible and utilized. One of the significant focuses talked about here is identified with kid mind in the working premises and financed neighborhood youngster mind. 42% workers reacted that this office isn't accessible and required.

This research uncovers that the work life adjust amongst guys and females are extraordinary. The principal distinction amongst male and female executives is standing out they outline work life clashes. The men tend to pick work without lament when clashes emerge, because they outline their family part as breadwinner. 45.3% of the respondents in this study agreed that due to work-related duties, they have to make changes to their plans for family activities.

Job security, regularly measured using the alleged risk of job loss soon, is a substantial determinant of job satisfaction Representatives who sink into a position are more anticipated that would accomplish long haul vocation objectives, better position themselves monetarily, and increase needed aptitudes that interest to future businesses. All these factors provide necessary reminders about the prominence striving for job security. 31.3% of the respondents in this study disagreed that they feel secure in their present job.

36.7% of the respondents in this study expressed that they feel pain or aching in wrists, forearms, elbows, neck, or back followed by discomfort very frequently. This is a severe concern for employees working continuously with computers. 38% of the respondents in this study expressed that they feel fatigue or tiredness very frequently. Physical action is fundamental for good wellbeing. Work environments can help increment physical movement levels, and accordingly enhance the wellbeing of representatives, decrease affliction, nonappearance and increment profitability. 39.3% of the respondents in this study expressed that they occasionally feel reduced range of motion in their hands, wrist, shoulder, neck or back.

This study shows that there is a significant difference in work life balance between the male and female.

5.3 IMPLICATION OF THE STUDY

This study gives a clear understanding of work life balance and occupational health issues of IT professionals. It gives the need for implementing policies related to benefits such as paternity leave and flexible work time. This study adds value to the literature. The same topic can be further researched in different sectors to understand the work life balance and health related issues. This study also stresses the importance of including work life balance and occupational health related issues in the curriculum. This may help the future HR managers to focus on such issues for motivating and retaining the employees.

5.4 SUGGESTIONS

- Organizations needs to explore the options of implementing the child care or child care information/referral services
- Organization need to try implementing the Flexible work time and Work from home options wherever possible
- Government can implement a strong policy on job cuts and to control hire in hire out culture of organizations
- There are no noticeable employee welfare organizations or trade unions across this industry, Employee welfare organization can help employees to handle the issues in the workplace.
- Employees needs to be educated and provided the facility on healthy food habits and physical workouts.
- Organizations need to implement adaptive mechanism in work places such as Yoga, Meditation or other physical exercise

5.5 AREAS FOR FUTURE RESEARCH

- A comparative study between work life balance and organizational commitment can be conducted.
- As the study was conducted in Bengaluru, So the studies can be done in other places.
- The study can also be conducted by taking into consideration all type of IT professionals

5.6 CONCLUSION

Work life balance is a major concern for researchers due to its importance in employee's health, performance and productivity. In this study work life balance is assessed based on two dimensions i.e. "work family conflict and family work conflict". Work family conflict assesses the influence of work on family and "family work conflict" assesses the influence of family on work life balance. The findings of the research indicate that employees with low work life balance have high psychological issues. In this study work family conflict was found to be higher than family work conflict.

The analysis shows that few employees are concerned with their physical health issues. The major physical issues faced by employees are pain or ache in wrists, forearms, elbows, neck or back and numbness, tingling or burning sensation in their hand or fingers.

This study also reveals that there is an association between family work conflict and psychological health issues as well as work family conflict and psychological health issues.

Work life balance is found to be higher for males compared to female respondents. Work family conflict is found to be higher for married employees. This study divulges that the work life balance is low in married respondents. As people progress in age to the development phase of their vocations, they have been found to put a more noteworthy accentuation on a harmony between their work and family lives.

REFERENCES

- Abele, A. E & Volmer, J. (2011). Dual-career couples: Specific challenges for work-life integration in creating balance, Berlin: Springer.
- Agarwal, R., Mishra, A., & Dixit, P. (2015). Gender and work-life balance. *International Journal of Science Technology and Management*, 4, (1), 67-75.
- Allan, C., Loudoun, R. and Peetz, D., (2007). Influences on work/non-work conflict. *Journal of Sociology*, 43(3), 219-239.
- Atheya, R., & Arora, R. (2014). Stress and its brunt on employees work-life balance : a conceptual study. *IOSR Journal of Humanities and Social Science*, 19(3), 58-61.
- Baldwin, C. Y., & Clark, K. B. (2000). Design rules: The power of modularity. MIT press.
- Bielby, W. T., & Bielby, D. D. (1992). I will follow him: Family ties, gender-role beliefs, and reluctance to relocate for a better job. *American Journal of Sociology*, 97(5), 1241-1267.
- Buckley, Paul (2015). Work Related Stress, Anxiety and Depression Statistics in Great Britain. 55.
- Challiol, H., & Mignonac, K. (2005). Relocation decision- making and couple relationships: a quantitative and qualitative study of dual- earner couples. *Journal of Organizational Behavior*, 26(3), 247-274.
- Duarte, M., Sabharwal, A., Aggarwal, V., Jana, R., Ramakrishnan, K. K., Rice, C. W., & Shankaranarayanan, N. K. (2014). Design and characterization of a full-duplex multiantenna system for WiFi networks. *IEEE Transactions on Vehicular Technology*, 63(3), 1160-1177.
- Dundon, T., Wilkinson, A., Marchington, M., & Ackers, P. (2004). The meanings and purpose of employee voice. *The International Journal of Human Resource Management*, 15(6), 1149-1170.
- Dwivedi, R. S. (2001). Human relations and organisational behaviour. Macmillan 440-450
- Frone, Michael R. (2000) Work–family conflict and employee psychiatric disorders: The national comorbidity survey. *Journal of applied psychology* 85, 6.
- Frone, M. R., Russell, M., & Cooper, M. L. (1995). Job stressors, job involvement and employee health: A test of identity theory. *Journal of Occupational and Organizational Psychology*, 68(1), 1-11.
- Grady, Geraldine, (2008) et al. Work life nalance: Policies and initiatives in Irish organisations: *A Best Practice Management Guide*. Oak Tree Press. 10-12.

- Greenhaus, J. H. (2008). Innovations in the study of the work- family interface: Introduction to the Special Section. *Journal of Occupational and Organizational Psychology*, 81(3), 343-348.
- Gutek, B. A., Searle, S., & Klepa, L. (1991). Rational versus gender role explanations for work-family conflict. *Journal of applied psychology*, 76(4), 560.
- Halbesleben, J. R., Wheeler, A. R., & Rossi, A. M. (2012). The costs and benefits of working with one's spouse: A two- sample examination of spousal support, work-family conflict, and emotional exhaustion in work- linked relationships. *Journal of Organizational Behavior*, 33(5), 597-615.
- Harnois, G., Gabriel, P., & World Health Organization (2000). Mental health and work: impact, issues and good practices. 5-34.
- Jagdish Sharma (2006). Diaspora: History of and Global Distribution. *Encyclopedia of India (vol. 1)*, 331-336.
- Jang, S. J. (2008). Relationships among perceived work-life balance, resources, and the well-being of working parents. Rutgers The State University of New Jersey-New Brunswick. 4-5.
- Jeff Davidson (2012). *Simpler Living*, was Amazon Kindle #1 in its category, first quarter, 3-10.
- Jang, S. J. (2008). *Relationships among perceived work-life balance, resources, and the well-being of working parents*. Rutgers The State University of New Jersey-New Brunswick.
- Josephine Moulds (2014). More men working part-time shows a shift in lifestyle choice. Retrieved 3 February 2017 – The Guardian. 4.
- Karambayya, R., & Reilly, A. H. (1992). Dual earner couples: Attitudes and actions in restructuring work for family. *Journal of Organizational Behavior*, 13(6), 585-601.
- Kelly, E.L., Kossek, E.E., Hammer, L.B., Durham, M., Bray, J., Chermack, K., Murphy, L.A. & Kaskubar, D. (2008). Research on the effects of work-family initiatives on work-family conflict and business outcomes. *The Academy of Management Annals*, 7(2): 305-49.
- Kluczyk, M. (2013). The impact of work-life balance on the wellbeing of employees in the private sector in Ireland(Doctoral dissertation, Dublin, National College of Ireland).
- Marmot, M. G., Bosma, H., Hemingway, H., Brunner, E., & Stansfeld, S. (1997). Contribution of job control and other risk factors to social variations in coronary heart disease incidence. *The lancet*, 350(9073), 235-239.

- McDonald, P., Pini, B. & Bradley, L. (2007). Freedom or fallout in local government? How work-life culture impacts employees using flexible work practices. *The International Journal of Human Resource Management*, 18: 602–22.
- Mohanty, A. & Jena, L.K. (2016). Work-Life Balance Challenges for Indian Employees: *Socio-Cultural Implications and Strategies*. *Journal of Human Resource and Sustainability Studies*, 4, 15-21.
- Odongo, O.D. (2012). *Occupational health and safety management practices among the electronic media houses in Kisumu County, Kenya*. School of Business University of Nairobi. 30-35.
- Pradhan, G. (2016). Work life balance among working women: A cross-cultural review.1-7.
- Nirmal, Rajalakshmi. (2017,February 26). IT's time for ctrl+alt+delete. *The Hindu*.
- Rajadhyaksha, U., & Velgach, S. (2015). What is a better predictor of work-family conflict in india?–Gender or gender role ideology .Springer, Cham.
- Robinson, John P., Alain Chenu, and Anthony S. Alvarez. "Measuring the complexity of hours at work: the weekly work grid." *Monthly Lab. Rev.* 125 (2002): 44.
- Saritha Rai (2006). Is the Next Silicon Valley Taking Root in Bangalore. *New York Times March 20*, 7.
- Sathish Men. (2016, October 14). IT in India. *The Hindu*.
- Satpathy, I., Patnaik, B. C. M., & Agarwal, M. (2014). Work-Life Balance of Working Couples in Organized and Un-Organized Sectors. *International Journal of Innovative Research and Development*, 3(1). 7-15.
- Seligman, M. E. P. (2011) *A visionary new understanding of happiness and wellbeing*: Flourish. Australia: Random House Australia Pty Ltd.
- Sing, S. (2017). How the Indian IT services sector is seeking to make its biggest transformation. *The Economic Times*. Sep 14, 7.
- Singh, R.(2006). The Process Through Which Professional Couples Manage Career: *In Pursuit of Work Life Balance*. 3-18.
- Stank, T. P., Davis, B. R., & Fugate, B. S. (2005). *A strategic framework for supply chain oriented logistics*. *Journal of Business Logistics*, 26(2), 27-46.
- Stone, J. H., Zen, Y., & Deshpande, V. (2012). IgG4-related disease. *New England Journal of Medicine*, 366(6), 539-551.
- Sullivan, C. & Smithson, J. (2007). Perspectives of homeworkers and their partners on working flexibility and gender equity. *The International Journal of Human Resource Management*, 18: 448–61.

- Tewathia, N. (2014). Work-Life Balance in the IT Sector: A Case Study of Delhi. *International Journal of Advancements in Research & Technology*, 3(7). 4-5.
- Thong, M. K., Rudzki, Z., Hall, J., Tan, J. A. M. A., Chan, L. L., & Yap, S. F. (1999). A single, large deletion accounts for all the α -globin gene mutations in twenty families from Sabah .Malaysia. *13*(5), 413.
- Voydanoff, P. (1988). Work role characteristics, family structure demands, and work/family conflict. *Journal of Marriage and the Family*, 749-761.
- Wallace, M., & Webber, L. (2011). The disaster recovery handbook: step-by-step plan to ensure business continuity and protect vital operations, facilities, and assets. 24(7).
- Warrier, U. (2013). A Study on Work-life Balance as a function of demographic Variables At An IT Company in Bangalore. *Journal of Organization and Human Behaviour*, 2(3), 40.
- Wirtz, A., Nachreiner, F., & Rolfes, K. (2011). Working on Sundays–Effects on Safety, Health, and Work-life Balance. *Chronobiology International*, 28(4), 361-370. <http://dx.doi.org/10.3109/07420528.2011.565896>.

APPENDIX - I

INFORMED CONSENT FORM

This study is being conducted by Sreedevi C V, under the guidance of Dr. Princy Thomas, Assistant Professor, Department of Social Work, Christ University, Bengaluru. The present study is on “Work life balance and Occupational health issues among IT professionals in Bengaluru”. The research is being conducted purely for the partial fulfillment of M.Phil course as it is part of the academic requirements. This research is being conducted among 150 IT professionals.

The finding of the study would help professional social workers, IT professionals, Organizational management and human resources team working in IT companies and plan interventions and development of programs to enhance the quality of life. The study also will add value to the theory.

Hence, I request you to participate and provide information for this study. The identification data will be kept confidential.

Consent of the participation

I, _____ give my voluntary consent to fill the questionnaire.

I have been explained in the language best understood by me regarding the purpose of the study and I agree voluntarily to participate in this study. I have been given opportunity to know more details of the study. I understand that all information will be kept confidential and will be used only for educational and scientific purposes with the omission of all personal details. I understood that I have options to withdraw at any point of time if I choose to do so without giving any reasons.

Signature of the participant: _____

Date: _____

Name of the researcher: Sreedevi C V .

Signature of the researcher: _____

APPENDIX - II

QUESTIONNAIRE

Email address

1. Name

2. Company

3. Gender

1) Male

2) Female

4. Age

1) 18-25

2) 26-35

3) 36-45

5. Marital Status

1) Single

2) Married/Cohabiting

3) Separated/Divorced

4) Widowed

6. Do you have children?

1) Yes

2) No

7. Do you look after any elderly relatives?

1) Yes

2) No

8. What is your current role in your job?

9. How long have you been with your employer?

Availability of work- life balance benefits at your workplace

1= Available + Used, 2= Available + Not used, 3= Not Available but Needed

, 4= Not Available but Needed

1. Flexitime - e.g. part-time work, rostered hours, night/day shifts

..... 1 2 3 4

2. Compressed work week - e.g. working approx 40 hours in fewer than 5 days

..... 1 2 3 4

3. Telecommuting - e.g. having the flexibility to work from home using a computer

..... 1 2 3 4

4. Part-time work - e.g. working fewer hours than a full-time worker

..... 1 2 3 4

5. On-site child-care center - e.g. child-care available at the location of the company

..... 1 2 3 4

6. Subsidised local child-care - e.g. the company's contribution to the needed child-care costs

..... 1 2 3 4

7. Child-care information/referral services - e.g. when the company offers assistance in locating a child-care when needed

..... 1 2 3 4

8. Elder care - e.g. the company provides financial support for elder care

..... 1 2 3 4

9. Paid maternity leave / paternity leave

..... 1 2 3 4

Family - Work Conflict

1= Strongly Disagree, 2= Disagree, 3= Slightly Disagree, 4= Neither Agree Nor Disagree,

5=Slightly Agree, 6= Agree, 7= Strongly Agree

1. The demands of my family or spouse/ partner interfere with work-related activities

..... 1 2 3 4 5 6 7

2. I have to put off doing things at work because of demands on my time at home

..... 1 2 3 4 5 6 7

3. Things I want to do at work don't get done because of the demands of my family or spouse/partner

..... 1 2 3 4 5 6 7

4. My home life interferes with my responsibilities at work such as getting to work on time, accomplishing daily tasks, and working overtime

..... 1 2 3 4 5 6 7

5. Family-related strain interferes with my ability to perform job-related duties

..... 1 2 3 4 5 6 7

Work - Family Conflict

1. The demands of my work interfere with my home and family life

..... 1 2 3 4 5 6 7

2. The amount of time my job takes up makes it difficult to fulfil my family responsibilities

..... 1 2 3 4 5 6 7

3. Things I want to do at home do not get done because of the demands my job puts on me

..... 1 2 3 4 5 6 7

4. My job produces strain that makes it difficult to fulfil family duties

..... 1 2 3 4 5 6 7

5. Due to work-related duties, I have to make changes to my plans for family activities

..... 1 2 3 4 5 6 7

Psychological Health

1= Better Than Usual, 2= Same as Usual, 3= Worse than Usual, 4= Much Worse than Usual

1. Have you recently been able to concentrate on what you are doing?

..... 1 2 3 4

2. Lost much sleep over worry?

..... 1 2 3 4

3. Felt you are playing a useful part in things?

4. Felt capable of making decisions about things?

..... 1 2 3 4

5. Felt constantly under strain?

..... 1 2 3 4

6. Felt you couldn't overcome your difficulties?

..... 1 2 3 4

7. Been able to enjoy your normal day today activities?

..... 1 2 3 4

8. Been able to face up to your problems?

..... 1 2 3 4

9. Been feeling unhappy or depressed?

..... 1 2 3 4

10. Been losing confidence in yourself?

..... 1 2 3 4

11. Been thinking of yourself as a worthless person?

..... 1 2 3 4

12. Been feeling reasonably happy, all things considered?

..... 1 2 3 4

Physical Health

1= Always, 2= Very frequently, 3= Occasionally, 4= Rarely, 5= Very rarely, 6= Never

1. I feel pain or aching in wrists, forearms, elbows, neck, or back followed by discomfort

..... 1 2 3 4 5 6

2. I feel Numbness, tingling or burning sensation in hand or fingers

..... 1 2 3 4 5 6

3. Do you have blurred or double vision

..... 1 2 3 4 5 6

4. I feel Tight, sore neck and shoulder muscles

..... 1 2 3 4 5 6

5. I feel fatigue or tiredness

..... 1 2 3 4 5 6

6. I feel reduced range of motion in the hands, wrist, shoulder, neck or back

..... 1 2 3 4 5 6

7. I feel, Dry, itchy, red or sore eyes (Eye Strain)

..... 1 2 3 4 5 6

8. I feel Migraine

..... 1 2 3 4 5 6

9. I feel sick frequently

..... 1 2 3 4 5 6

10. I feel tired most of the time

..... 1 2 3 4 5 6