

# A STUDY ON WORK-LIFE BALANCE OF EMPLOYEES IN MNC's

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## Abstract

Work is an important part of everyday life, we spend an average of twelve to eighteen hours on it every day, as it is our livelihood, career or business. The global pandemic has completely changed our lives, with lasting impacts on the economy, business and work life. The pandemic has reduced the employee performance and affecting the overall growth of the organizations. However, the organizations were forced rapidly to change the way they operate, including how and where work is done, as well as plan for employees return to work safely. Employees, in turn, have to cope with balancing work life, dealing with technological challenges and online communication with adaptation to the changing circumstances in their personal lives. Initially, there was some expectation of the ability to work from home as a positive factor in promoting work-life balance. However, over time, negative factors were also revealed, the influence of family life, additional housework responsibilities and uncertainties often created more stress. An employee's ability to successfully cope with work, family responsibilities, and personal life is important to both the employers and the employee's family members. Many organizations and individuals were not ready for these sudden changes, many mistakes were made, and the issue of work-life balance was raised. This research paper focuses on the challenges and opportunities of work-life balance of employee in MNC's during pandemic and after pandemic period. The data will be collected through primary and secondary sources as well analytical presentation is also included.

Keywords: Global Pandemic, Employees, Work-life balance, Work from home, Family life

## INTRODUCTION

Today, both work and personal lives has been dramatically altered by unprecedented challenges posed by the unpredictable global pandemic two years ago. The spread of the pandemic has created many problems, with the sudden shutdowns, forcing people to learn different things around the world. In addition to this, it has also shut down the economy, business and working life and brought the entire economic sector to be at risk. During the pandemic, many employees around the world were forced to work remotely, which caused many problems.

Work-life balance is of great importance, especially for employees. All employees face the challenge of finding the right work-life balance. An employee's ability to deal with the successful work, family responsibilities, and personal life affects both the employer and the employees of family members. There has been a shift in working styles, with many companies have adopted the practice of work from home. Some companies have not adopted to new working styles, as they have closed permanently during the pandemic. This has put employees in critical situations, forcing them to learn and use technologies to secure their jobs and survive.

The pandemic just brought several unexpected positives to employees that one fact that organizations prioritize their employees' well-being and also the health and safety of employees to survive in this situation. Organizations are now offering more flexible working arrangements and benefits of the employees. The positive benefits such as flexibility, ease of working from home and family leisure. But also, this pandemic situation has been both good and bad for work-life balance as the remote working makes that work-life balance less achievable than previously. The work-life balance also creates a healthy work environment for employees, helping them to reduce stress, anxiety and protects themselves from multiple breakdown from the workplaces.

Initially during the pandemic, the change in working style caused employees discomfort and dissatisfaction. Employees required improvement in the work-life balance. Most of the employees work from the comfort of their home stating that they are unable to properly interact and engage with colleagues and employees were only on call or message away from the employers, which affects their performance. Work from home schedules do not allow employees to spend time with family and friends. Therefore, employees must work overtime and also be available outside working hours. This resulted in employees constantly working on laptops or desktops. Working continuously in front of the computer affects the health and directly affects the eyes of the employees.

Despite the opportunity of work from home, they had to face many challenges such as communication, sudden shift in adopting new technologies, increase in working hours, poor internet connection, deduction in salaries, family responsibilities and uncertainties. A poor work-life balance can negatively lead to some serious consequences such as stress and fatigue at work, meaning that if employees are too tired, it can reduce their ability to work efficiently and think critically, disruption of family and work relationship.

Besides the interference of work with employees personal lives, there is emotional exhaustion challenge that employees face when working from home due to the pandemic. A good environment is very important for employee work development and a big challenge in maintain work-life balance. Therefore, the environment of a home is not suitable for work.

So, that now companies are open and employees can work using the work from home option and go back to workplace. Going back to work is generating mixed feelings for employees and need to understand that work-life balance is essential for good work and better results. On the other hand, there are ways that can be helpful in maintaining work-life balance, such as determining the importance of work-life balance for the development of employee's work growth.

## REVIEW OF LITERATURE

Jacob Morgan, author and speaker, says companies will adopt flexible working arrangements. “With the current pandemic, millions of people around the world are working from home,” he said. “This is likely to continue for the next few months, but even after the pandemic is over, I expect we will see a significant increase in flexible working arrangements. However, in order for these efforts to be successful, organizations need to utilize a range of new digital technologies and adopt a new way of working.”

According to Hermina & Yosepha (2019) on The Model of Employee Performance, the employee performance is essential not only for the employees but also for organizational success as it benefits both the company and the employees themselves. Organization worldwide today know that they need best performances of human resources to deal with challenging business environment.

Mendis & Weerakkody (2017) found that there is a strong relationship between work-life balance and employee performance. A better work-life balance can motivate employees, make them more productive and less stressed, and reduce absenteeism. Employee performance can be affected by effort, ability, and

## RESEARCH METHODOLOGY

### • Objectives of the Study

1. To investigate the challenges and analyze the benefits of work-life balance.
2. To determine whether current post pandemic working conditions are affecting employees work-life balance.

### • Hypothesis of the Study

1. Work-life balance helps in improving employee’s well-being and more satisfaction with their jobs.
2. There is a relationship between employee job and personal life.

### • Universe

The study is conducted in Bangalore among employees in MNC’s.

### • Sampling Size

30 respondents were selected using snowball sampling method by sending an online questionnaire through virtual link. Employees in MNC’s were selected for the study to understand their work-life balance during and after the pandemic.

### • Sources of Information

Data was collected from primary sources using questionnaires sent through a posted link. Data is also collected from secondary sources including books, articles, journal reviews, etc. was used for research.

• **Limitations**

This Research study will be subjected to some limitations:

- It has limited samples.
- Restricted to Employees in MNC’s who are staying at Bangalore.
- The sampling used for the collection of data is Snowball sampling.

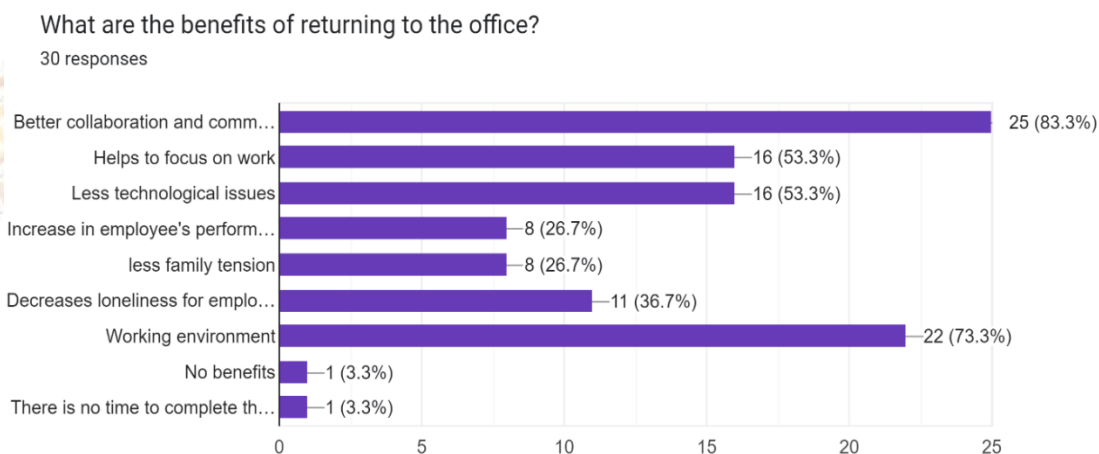
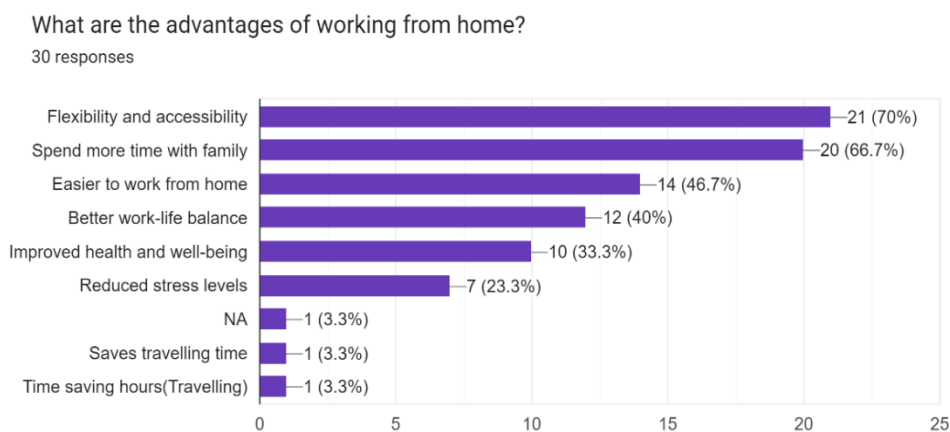
**SCOPE OF THE STUDY**

This research focuses on analyzing the work-life balance of the respondents. This includes work environment, working hours, stress due to role in work life balance. It also examines the benefits and challenges associated with work-life balance among respondents during and after pandemic.

**ANALYSIS OF THE STUDY**

Data Analysis is a very important method to draw conclusions about a problem or topic.

Through this analysis the opinions of respondents on work-life balance can be seen;



## Personal Profile of the Respondents

Sex	Male	21	70%
	Female	09	30%
Age	21-25 Years	08	26.7%
	26-30 Years	15	50%
	More than 30 Years	07	23.3%
Educational Status	Undergraduate	18	60%
	Postgraduate	10	33.3%
	Job Oriented Courses	02	6.7%
Marital Status	Married	06	20%
	Unmarried	24	80%

- ❖ The study shows that almost 90% of the respondents have worked remotely during pandemic situation and 10% have said no.
- ❖ 53.3% of respondents are currently working from office, whereas, 46.7% are working from home.
- ❖ 50% of respondents had moderate and 43.3% of respondents said that they had hectic work, whereas, 6.7% have said there was neither hectic nor less work during pandemic situation.
- ❖ Almost 56.7% of respondents working hours has increased in pandemic situation and 36.7% of respondents had moderate working hours, whereas, 6.7% have said their working hours was less.
- ❖ 46.7% of the respondents work 10 hours per day, 20% of them work 9 hours and 13.3% of them work 8 hours, whereas, 20% of them work more than 11 hours per day.
- ❖ The study shows that 43.3% of the respondents have more family support while working, 33.4% of them have moderate support and 23.3% of them have less support from their family.
- ❖ In balancing between family and work, 56.7% of the respondents find manageable and 36.7% of them are finding difficult whereas, 6.6% of them have said neither manageable nor difficult.
- ❖ 63.3% of the respondents spend 2-3 hours with their family, 33.3% of them spend 4-5 hours and 3.4% of them spend more than 5 hours.
- ❖ 40% of them respondents have free time at work and 40% of them have said there is no free time, whereas, 20% of them said they often have free time at work.
- ❖ 70% of the employees are opinion that they feel stressed at work and 30% of them have said no.
- ❖ The study shows that 46.7% have faced both psychological and physical stress, 30% of them faced psychological stress, and 10% of them have faced physical stress, whereas, 10% shows neither.
- ❖ According to this study employees balance their work stress with music, leisure with family, entertainment, read books followed by meditation/yoga, games and recreation.
- ❖ 56.7% of the respondents are more convenient in working from home and 43.3% of them are convenient working with office.
- ❖ Most of the employees find advantages in working from home like flexibility, more time towards family, improved health, better to balance work-life, followed by less stress and time saving.

❖ The study shows that there are benefits in returning to office, most of the respondents find better collaboration and communication, followed by working environment, focus, less technological issues and less family tensions.

❖ 23.3% of the respondents strongly agree that it is difficult to maintain balance between work and personal life, 23.3% of the agree and 40% of them said neutral, remaining 11.4% of them disagree with it.

❖ Most of the employees face challenges like working overtime, high level of stress, increasing family responsibilities followed by global competitions and lack of support.

## FINDINGS

❖ 90% of the respondents have worked remotely during pandemic situation.

❖ Currently 53.3% of employees are working from office, whereas rest of them are working from home.

❖ The study reveals, 43.3% of the employees had hectic work during pandemic, whereas, 56.7% agree that working hours has increased and currently, almost all the respondents work 10 hours per day regularly, remaining 20% of them work 11 hours per day.

❖ The employees are able to balance work and family, with the support of family, whereas, 36.7% of them find it difficult.

❖ Employees spend only 2 to 3 hours with their family and 37.7% of them spend more than 4 hours.

❖ Employees believe that, they have leisure at work and 40% of them believe that they have no leisure, remaining of them opined that they often have leisure.

❖ 70% of the employees agree that they feel stressed at work and most of them face both psychological and physical stress.

❖ The study reveals that the employees balance their work stress music, leisure with family, entertainment, read books followed by meditation/yoga, games and recreation.

❖ The employees agree that they are more convenient in working from home, as they believe it helps in balancing work and personal life.

❖ Looking at the advantages of working from home, majority of them feels they have flexibility, more time towards family, improved health, better to balance work-life, followed by less stress and time saving.

❖ The employees believe that they have benefits in returning to office, most of them find better collaboration and communication, followed by working environment, focus, less technological issues and less family tensions.

❖ Employees have showed neutral to that statement that it is difficult to maintain balance between work and personal life.

❖ The major findings of this study are that the employees face challenges, firstly with working overtime, high level of stress, increasing family responsibilities followed by global competitions and lack of support.

## SUGGESTIONS

❖ Employees should get enough support from their family while working.

❖ A proper and flexible time should be adopted so that employees doesn't feel stresses.

❖ Company must provide personal counselling for the employees to solve their problems.

❖ Employees should be encouraged to get their work done efficiently with restricted working hours.

- ❖ Employees should be motivated by giving incentives, rewards and benefits.
- ❖ The organization must create a healthy workforce and provide flexible work arrangements.
- ❖ The organization must address the mental health and wellness of the employees.
- ❖ The organization should create a conducive environment for the employees to discuss their work-related issues and make them feel comfortable with their work.
- ❖ Recreational facilities must be provided for the employees, so that they get time for themselves and come out of work pressure.
- ❖ Employees should have a proper strategy that increases their ability to manage work and individual commitments.

## CONCLUSION

The pandemic situation creates so many boundaries for our work-life balance. Since almost everyone was working from home, it creates that blurring boundaries between work and personal life negatively. Some people are working too much and not getting proper benefits and support from the organization. Employees are finding difficult in managing the both work and personal life. They also find positive effects out of this pandemic situation such as, the flexibility to schedule their work. Furthermore, the employees have faced many challenges in balancing family and work such as overtime working, high stress, family responsibilities, global competition and lack of support from company etc. Individuals at different stages appear to have different perspectives on work-life balance and may benefit from different work-life balance strategies. Thus, work-life balance must be supported and encouraged at all levels of the company.

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