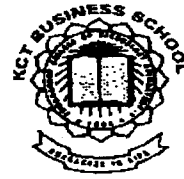


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**A STUDY ON WORK LIFE BALANCE OF THE EMPLOYEES AT THE  
GATEWAY HOTEL, BANGALORE**

A PROJECT REPORT

Submitted by

**J.PREM ANAND**

**Reg. No. 0820400036**

In partial fulfilment of the requirements

For the award of the degree

Of

**MASTER OF BUSINESS ADMINISTRATION**

**JUNE-2010**

**KCT Business School**

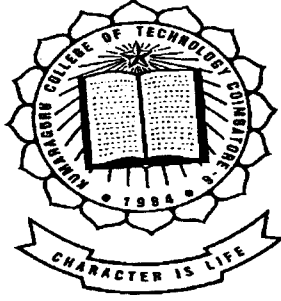
Department of Management Studies

**Kumaraguru College of Technology**

**(An autonomous institution affiliated to Anna University, Coimbatore)**

**Coimbatore – 641 006**

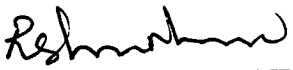
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**DEPARTMENT OF MANAGEMENT STUDIES**  
**KUMARAGURU COLLEGE OF TECHNOLOGY (AUTONOMOUS)**  
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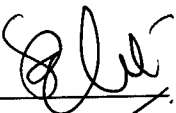
**BONAFIDE CERTIFICATE**

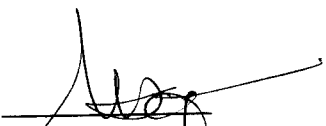
Certified that this project titled "A STUDY ON THE WORK LIFE BALANCE AT THE GATEWAY HOTEL, BANGALORE" is the bonafide work of Mr.J.PREM ANAND who carried out this project under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

  
**Mrs.R.HEMANALINI**  
**Faculty Guide**

  
**PROF S.V.DEVANATHAN**  
**Director**

Evaluated and viva-voce conducted on .....14.06.10.....

  
**Examiner I**

  
**Examiner II**

## DECLARATION

I hereby state that the dissertation report entitled "A STUDY ON WORK LIFE BALANCE OF EMPLOYEES AT THE GATEWAY HOTEL, BANGALORE Submitted in partial fulfillment for the award of Master of Business Administration to the Anna University, is a record of independent research work carried out by me under the guidance of Mrs.R.HEMANALINI, Lecturer, Department of Management Studies, Kumaraguru College Of Technology, Coimbatore. I also declare that this dissertation report is result of my own effort and has not been submitted earlier for the award of any other Degree / Diploma / Associate ship and prize by Anna University or any other university.

Place: Coimbatore

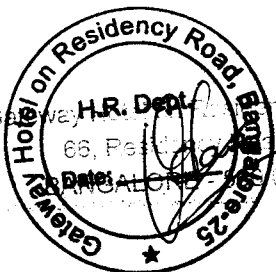
Date: 14.06.10

  
J.PREM ANAND

## CERTIFICATE

### TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr.J. Prem Anand (08MBA36) a bonafide student of Kumaraguru College of Technology has successfully completed his project and training at our organization, in human resource department. During his project work he exhibited high level of discipline and was sincere at his work . we wish him success for his future .



## ACKNOWLEDGEMENT

I thank the GOD, Almighty for his blessings bestowed upon me, which gave strength, confidence and health for completing this project.

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## EXECUTIVE SUMMARY

This project is undertaken to study the various aspects of work life balance issues faced by employees working at the TAJ GATEWAY HOTEL. THE GATEWAY HOTEL is a subsidiary of the THE TAJ GROUP OF HOTELS. Where it comprises of world class facilities in the garden city of India.

The gateway hotel was inaugurated by the TAJ GROUP as a four star hotel in the brand name of GATEWAY. Where it branches are spread throughout India. The brand has earned a reputation among the competitors in hospitality sector, where the gateway hotel at Bangalore has earned the highest privilege of successful running hotel that generates more revenue than any other gateway throughout India. This successful reputation has initiated the corporate head to start spreading this new gateway brand throughout India.

The main objective of this study is to examine various organizational and other important causes for imbalance of work life of employees and also to find out the ill effects of this imbalance and how it affects the employees and organization as a whole. The study covers the three major issues faced by employees in the organization which include organizational, psychological and societal issues. It also involves the study of various organizational role issues faced by employees in the organization. This study is also concerned with understanding the work life management techniques practiced in the organization and to suggest suitable method to cope up with personal life, so that employees can put their full effort and work effectively which ultimately can improve the productivity of the organization.

The sample size for this study is limited to 150. It includes the executives from various departments. The primary data for this study were collected through questionnaire. The researcher has used census sampling method for collecting the data. The secondary data were collected from company records, journals, websites and news papers. The collected data were properly classified and analyzed using percentage method and chi square method and weighted average method. The findings and suggestion is also provided for further research and analysis.

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## CHAPTER 1

### INTRODUCTION

#### 1.1 BACKGROUND OF STUDY

##### **Work life Balance:**

Trying to schedule an equal number of hours for each of your various work and personal activities is usually unrewarding and unrealistic. Life is and should be more fluid than that you perform. The right balances for you when you are single will be different when you marry, or if you have children; when you start a new career versus when you are nearing retirement. However, at the core of an effective work-life balance definition are two key everyday concepts that are relevant to each of us. They are daily **Achievement and Enjoyment**, ideas almost deceptive in their simplicity.

Achievement and Enjoyment are the front and back of the coin of value in life. You can't have one without the other, no more than you can have a coin with only one side. Trying to live a one sided life is why so many "Successful" people are not happy, or not nearly as happy as they should be.

It's important to remember that no one person needs to take on the whole responsibility for employees' balance. The success of any work-life initiative starts with each player on the team playing his/her part. Executives and leaders need to articulate a vision for a healthy and resilient work force, a productive and successful organization, and satisfied customers/clients. Managers need to model healthy habits and balance behaviors', such as good self-management (time, stress, and career management, healthy lifestyle choices, conflict resolution, and problem solving). Employees need to take responsibility for their own choices (diet, exercise, sleep, stress reactions, relationships, career development, and personal and professional development).

Achieving work-life quality and balance requires the complementary efforts of:

- An Organizational Support System and implementation of:
- Manager/Supervisor/Employee-Designed Work-Life Process

The Organizational Support System consists of:

- . Program support
- . Leadership support
- . Cultural Transformation

The Manager/Supervisor/Employee Designed Work-Life Process consists of:

- Personal Work-Life Plan
- Implementation Process

## 1.2 REVIEW OF LITERATURE

**“5 Tips for Better Work-Life Balance”** By Sherry Rauh (WebMD Feature) Reviewed by Charlotte E. Grayson Mathis, MD Personal coach Laura Berman Fortgang, author of *NOW WHAT? 90 Days to a New Life Direction*, says getting your priorities clear is the first and most essential step toward achieving a well-balanced life. The important point here is to figure out what you want your priorities to be, not what you think they should be. "I use an exercise for figuring out what matters most," Fortgang tells WebMD. She has her clients take a couple days off from work to contemplate the following series of questions:

1. If my life could focus on one thing and one thing only, what would that be?
2. If I could add a second thing, what would that be?
3. A third?

## **Work/Life Balance Challenges and Solutions Nancy R. Lockwood 2003 Research Quarterly.**

In a society filled with conflicting responsibilities and commitments, work/life balance has become a predominant issue in the workplace. Three major factors contribute to the interest in, and the importance of, serious consideration of work/life balance: 1) global competition; 2) renewed interest in personal lives/ family values; and 3) an aging workforce. Research suggests that forward-thinking human resource professionals seeking innovative ways to augment their organization's competitive advantage in the marketplace may find that work/life balance challenges offer win-win solution.

**Welch: 'No Such Thing as Work-Life Balance (BY CARI TUNA AND JOANN S. LUBLIN) 'Former General Electric Co. Chief Executive Jack Welch has some blunt words for women climbing the corporate ladder: you may have to choose between taking time off to raise children and reaching the corner office. "There's no such thing as work-life balance," Mr. Welch told the Society for Human Resource Management's annual conference in New Orleans on June 28. "There are work-life choices, and you make them, and they have consequences." Mr. Welch said those who take time off for family could be passed over for promotions if "you're not there in the clutch."**

**Achieving work-life balance** Thomas Kalliath, Australian National University, Paula Brough, Griffith University. Achieving a good balance between work and family commitments is a growing concern for contemporary employees and organizations. There is now mounting evidence linking work-life imbalance to reduced health and wellbeing among individuals and families. It is not surprising then that there is increasing interest among organizational stakeholders (e.g. CEOs, HR directors) for introducing work-life balance policies in their organizations. The purpose of the expert commentary was to provide an easy to access statement on the current state of theoretical and practice issues surrounding the 'achievement of work-life balance' in organizations. We note that there is a real and continuing dilemma in the dissemination of new knowledge to the practitioner community. On the one hand most of the new knowledge created by the best researchers in any arena gets published in prestigious academic journals not accessible to the vast majority of practitioners.

### **1.3 OBJECTIVES OF THE STUDY**

#### **Primary objective :**

- To gain an insight into current working time policies and practices, as well as work-life balance issues in THE GATEWAY HOTEL.

#### **Secondary objective :**

- ▶ To find out effectiveness of quality of work life in THE GATEWAY HOTEL.

### **1.4 STATEMENT OF THE PROBLEM**

- The attrition rate is also equally rising due to imbalance in the consistency of work life balance among the employees.
- As far as THE GATEWAY WAY HOTEL considered same issue prevails in the organization.

### **1.5 SCOPE OF THE STUDY**

The study will reduce the attrition rate and it will provide a better platform for the employees to balance their work and personal commitments.

Revision of the current working time policies and analyzing the job sharing possibilities for all level of employees. This would help the employees to perform better in their responsibilities.

## **1.6 METHODOLOGY**

### **Type of study**

The study is based on descriptive research design to the level of work life balance among employees at THE GATEWAY HOTEL. This study leads to the control of attrition rate of the employees.

### **Sampling design**

The target sample for the study is employees at THE GATEWAY HOTEL. The sample taken for the analysis was 150 from the population.

Sample Technique: Census Sampling.

### **Method of data collection**

Data collection is of two types, they are Primary and Secondary data collection.

#### **Primary Data:**

They major tool of Data collection that has been used in this study is a Questionnaire. The first part of the Questionnaire is designed in such a way to get the personal information such as Age, Gender, and Designation. The remaining questions are related with the study and were put forward to gather information about the various causes for imbalance in their work life balance. Each respondent was met personally with questionnaire and their responses were collected individually.

#### **Secondary Data:**

These are the data that already exist. The relevant information for this study has been collected from Secondary sources such as Books, Journals, Reports and copies available in the hotel.

## **Tools of Analysis**

- Percentage method

## **1.7 LIMITATIONS**

1. Some of the executives gave only oral responses.
2. Work life balance is a wide area, in that the researcher cannot cover all the area.
3. There may be error due to the bias of the employees.
4. The sample size of the study was 150 entire employees of the Organization were covered.
5. Non-availability of the details from the various departments.
6. Non availability of hotel supplies for annexure as it is against hotel policy so no support was given by the supervisors in this regard.

## **CHAPTER II**

### **ORGANIZATION PROFILE**

#### **2.1 HISTORY OF THE ORGANIZATION**

##### **TAJ GROUP**

Mr. Jamshedji Nusserwanji Tata in the year 1885 was refused admission in a British run hotel, which had an announcement that entry barred for Indians and Dogs. This made him decide that he would build a hotel which will be the best in the country. He formed a company called the Indian hotels company limited in 1892.

He then raised finance and invested his own money, hired the best of architects and craftsman and built the exquisite TAJ MAHAL hotel in Mumbai. This lovely building is the imposing structure that arrests the eye of anyone who arrives at the gateway of India. The hotel first opened its door to the guests in 1903 from 1903 till the end of the 60's the Indian hotels company was synonymous with the TAJ MAHAL HOTEL and restricted to running only this hotel.

In 1971-72 the 220 room TAJ MAHAL hotel was converted into a 325 room's hotel, without in any way lessening its charm. A contract was signed with the inter-continental hotel, to acquire marketing know-how. Today the company has expanded and there are more than 100 plus hotels in India and abroad.

The group is divided into 5 types

- 1) Luxury Hotels
- 2) Business Hotels
- 3) Leisure Hotels



- 4) TAJ AIR Caterers
- 5) TAJ International hotels

The properties belonging to TAJ GROUP OF HOTELS UNDER DIFFERENT CATEGORIES

## **2.2 TAJ LUXURY HOTELS**

- The Taj West End (Bangalore)
- TAJ BENGAL (Kolkata)
- TAJ Coramandel (Chennai)
- TAJ Krishna (Hyderabad)
- TAJ Mahal Hotel (Mumbai)
- TAJ Mahal Hotel (New Delhi)
- TAJ Palace Hotel (New Delhi)

## **TAJ BUSINESS HOTELS**

- TAJ Residency (Ahmedabad)
- TAJ Residency (Aurangabad)
- TAJ Residency (Bangalore)
- TAJ Residency (Calicut)
- TAJ Residency (Ernakulam)
- TAJ Connemera (Chennai)
- TAJ Banjara (Hyderabad)
- TAJ Residency (Hyderabad)
- TAJ Residency (Indore)
- TAJ Residency (Lucknow)
- TAJ President (Mumbai)
- Blue Diamond (Pune)
- TAJ Residency (Vishakhapatnam)

## **TAJ PALACE HOTELS**

- JAI MAHAL PALACE (JAIPUR)
- RAMBAGH PALACE (JAIPUR)
- LAKE PALACE (UDAIPUR)

## **TAJ RESORT HOTELS**

- Fisherman's Cove (Chennai)
- Fort Aguada beach resort (GOA)
- The Aguada Hermitage (GOA)
- TAJ EXOTICA (GOA)
- TAJ Holiday Village (GOA)
- TAJ LAND'S END (GOA)

## **TAJ GARDEN RETREAT**

- TAJ Garden Retreat (Chikkamagalur)
- TAJ Garden Retreat (Coonoor)
- TAJ Garden Retreat (Kumarkom)
- TAJ Garden Retreat (Thekkady)
- TAJ Garden Retreat (Madurai)
- TAJ Garden Retreat (Varkala)

## **TAJ Cultural Centre Hotels**

- TAJ View Hotel (Agra)
- TAJ Ganges (Banaras)

- TAJ Malabar (Ernakulam)
- TAJ Hari Mahal (Jodhpur)
- Hotel Chandela (Khajuraho)

## **OTHER TAJ HOTELS**

- TAJ Kuteeram (Bangalore)
- City Inn (Baramati)
- Ramgarh lodge (Jaipur)
- Manjarun hotel (Mangalore)
- The Ambassador hotel (New Delhi)
- Savoy hotel (Ooty)
- The Gir Lodge (Susan gir)
- The Salvai Madhopur lodge (Madhopur)

## **TAJ International Hotels**

### **MALDIVES – TAJ Coral reef resort**

- Nepal, Kathmandu – Hotel Delamanna purna
- OMAN - SOHAR beach hotel
- Sri Lanka, Bentota – TAJ Exotica
- Sri Lanka, Colombo – Air port Garden hotel
- Sri Lanka, Colombo – TAJ Samudra
- UAE, Dubai – TAJ Palace Hotel
- UK, London – 51 Buckingham Gate
- UK, London – Crown Plaza – St. James
- Yemen, Sana'a – TAJ Sheba hotel
- Zambia, Lusaka – TAJ Panodzi hotel

## 2.3 GATEWAY HOTELS & GET AWAY RESORTS

- GATEWAY Hotel (Bangalore)
- Gateway River view Lodge (Chiplun)



P-3200

### **GATEWAY HOTEL**

No 66, Residency Road,  
Bangalore 560 025, Karnataka, India

Tel: (91-80) 56604545

Fax: (91-80) 56614542

Email: [gateway.bangalore@tajhotels.com](mailto:gateway.bangalore@tajhotels.com)

Located in the centre of Bangalore's business, shopping and entertainment district, the Gateway Hotel is also in close proximity to both the airport and railway station. The hotel offers wireless broadband Internet connections its four conference rooms that can accommodate up to 230 guests.

Gateway Hotel offers a remarkably multifaceted experience with its fusion of elegant guestrooms, warm hospitable service, and central location on a street which is at the heart of the city's throbbing lifestyle. There's much to experience and see in Bangalore,

Famous for its IT industry base as well as traditional silk shops, and Cauvery Handicrafts emporium.

## **FACILITIES**

98 elegantly appointed rooms and four luxury suites with in-room internet connectivity, and more.

## **ACCOMMODATION**

### **Executive Rooms**

Located on all the floors of the hotel, the executive rooms are elegant, modern, and above all comfortable. Each room includes guest amenities like wireless Internet connectivity, international direct dial facility, channel music, and color television with satellite programmers and are well equipped to cater to the needs of business travelers offering additional amenities like two line telephones and a complimentary breakfast and a cocktail at the elegant Indian Restaurant, The Northern Gate.

### **Executive Suites**

Spacious and unbelievably comfortable, these two-room units include a living room and bedroom. Includes all the above guest amenities.

### **Meeting Rooms & Banquet Facilities include:**

- Four meeting rooms can accommodate from 40 to 230 guests
- Poolside and garden areas for outdoor functions
- Catering is available for breakfast, lunch, dinner, meeting breaks and cocktail Parties

### **Incentives available at this Hotel:**

- Swimming
- Sightseeing tours to Mysor
- Sightseeing Bangalore City
- Nandi Hills
- Puttaparthi – Sai Baba Darshan
- Shravan Belagula, Belud, & Halebed

### **FACILITIES AND SERVICES AT GATEWAY HOTEL ON RESIDENCY ROAD**

#### **Hotel Business Services include:**

- Business Centre
- Copier/fax
- Wireless hi-speed
- Internet access
- Workstations

### **HOTEL LEISURE AND OTHER SERVICES INCLUDE**

- 24-hour room service
- Car rental
- Currency Exchange
- Doctor-on-call
- Express Laundry/Dry Cleaning
- Safe deposit lockers
- Travel desk

## **MEETING ROOMS AND BANQUET FACILITIES**

Five meeting rooms, with capacities ranging from 15 to 200 persons auditorium style and 15 to 500 persons for cocktails/receptions. Poolside and the Garden lawns are available for outdoor functions.

## **RECREATION AT GATEWAY HOTEL ON RESIDENCY ROAD**

Bubbling with big city excitement and exotic attractions, at Gateway Hotel, guests can experience the best in heavenly food, hospitality, and most of all, good times.

## **FITNESS AND FUN INCLUDE**

- Fitness Centre
- Swimming Pool

## **RECREATION OUTSIDE THE HOTEL**

- Mysore Trip - Sightseeing
- Nandi Hills
- Puttaparthi - Sai Baba Darshan
- Shravan Belagula, Belur, & Halebed
- Sightseeing - Bangalore City

## **AWARDS AND ACCOLADES**

- 1999** : Hotel & Food Services National Hospitality Awards for Excellence,  
**1999** : Karavalli, "Best Indian Cuisine"

## **2.4 DESCRIPTION OF VARIOUS FUNCTIONAL AREAS**

### **Functional Areas:**

#### **Front Office:**

The front office in a hotel is the department responsible for sale of hotel room through systematic methods of reservation, followed by registration and assignment of rooms to the guest. The term sales rooms may appear misleading to those unfamiliar with the industry. The sale here means the use of hotel rooms at a particular fixed price. A room is termed sold for the day when the guest uses the room for a stay in the hotel.

#### **Housekeeping**

The housekeeping department is basically entrusted to look after the cleanliness of the house and up keep of its décor. Though it works behind the scene it is this human force put up with activity and co-ordination that gives the front house everyday a grand look. The shine and glamour of the public area is maintained by this department.

#### **Food And Beverage Service**

From casual, all-day eateries to formal, fine dining, guests can look forward to a wide selection of delectable dishes and refreshing drinks. At Taj, they offer a distinctive dining experience, one that explores the nuances of the finest Indian and international cuisines, serving traditional and contemporary favourites.

## **FOOD & BEVERAGE PRODUCTION**

The need of this department was felt in the hotels was felt when first man started travelling. Along with his boarding and lodging needs came the demand for providing meal at an



extra cost to travelers. This demand led to the opening of new small restaurants. As ages modernized and then the man developed twice small kitchens into a full fledged industry of its kind.

## **ENGINEERING & MAINTENANCE**

In many hotels, engineering and maintenance department personnel begin each shift by examining the front office log book to track maintenance problems reported by guest or staff such as poor heating or cooling, faulty plumbing, noisy equipments as broken furniture.

### **Finance Department:**

The major functions of finance department are

1. Profit Maximization.
2. Wealth Maximization.

The other functions include:

3. Where to raise the funds and in what amount
4. How to utilize funds and to what extent
5. Evaluation of Capital project

### **Learning and Development:**

Learning and development department provides the training schedules for all the new joining employees, where their induction schedules.

## **Human Resource Department:**

The human resource department center is under the control of Administration department. The administration department has control over personnel, Finance and Accounts section, Engineering and project department.

The main functions of Human Resource Department are:

- Employee services
- Industrial Relations
- Performance Management
- Recruitment and Placement

## Chapter III

### DATA ANALYSIS & INTERPRETATION

The researcher analyze after getting the data, the most gratifying part of carrying out the study, since after all the hard work and waiting they get the chance to find out the answers. So analyzing the data and interpreting the result are the reward for the work of collecting the data. The data analysis must be related to the study objectives and research questions.

#### 3.1 RESPONDENTS GENDER IN THE ORGANISATION.

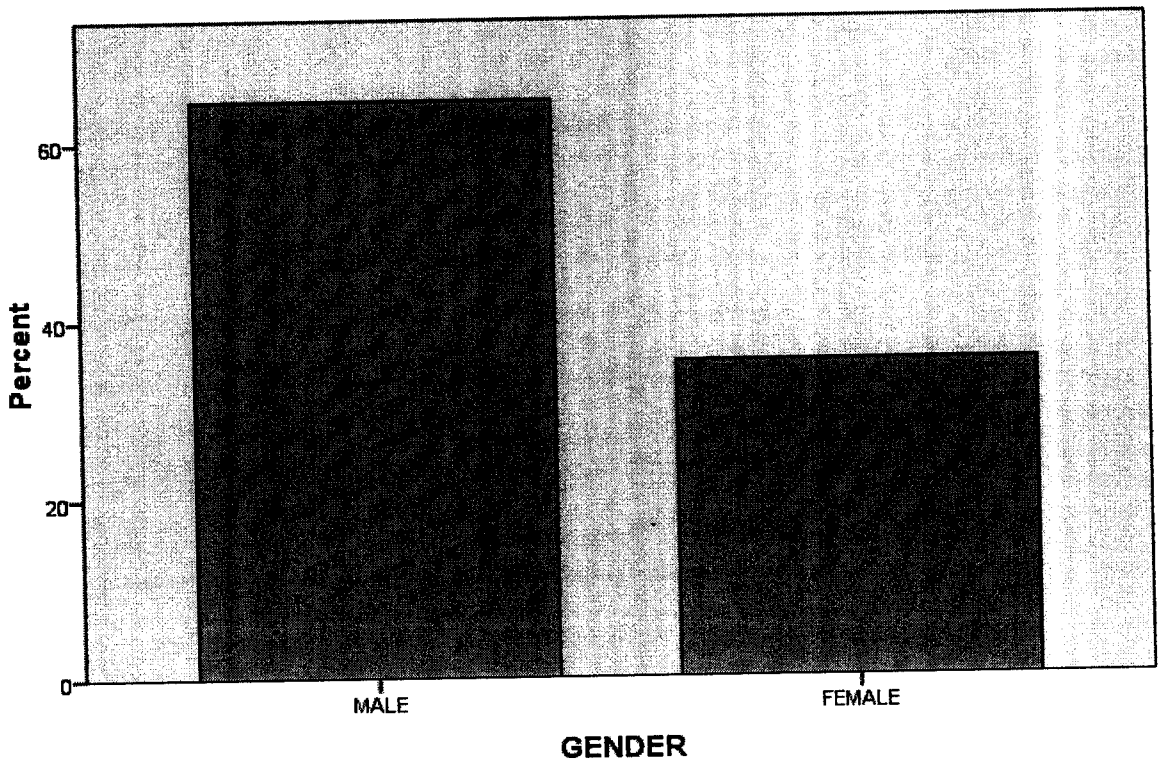
Table No. 3.1

Gender	Frequency	Percent
MALE	97	64.7
FEMALE	53	35.3
Total	150	100.0

The male respondents are 64.7% and the female respondents are 35.3%, the male respondents are high than female since the shift system adopted by the organization is very comfortable for male respondents.

**CHART 1: GENDER**

**GENDER**



### 3.2 NUMBER OF WORKING DAYS IN A WEEK

**Table No 3.2**

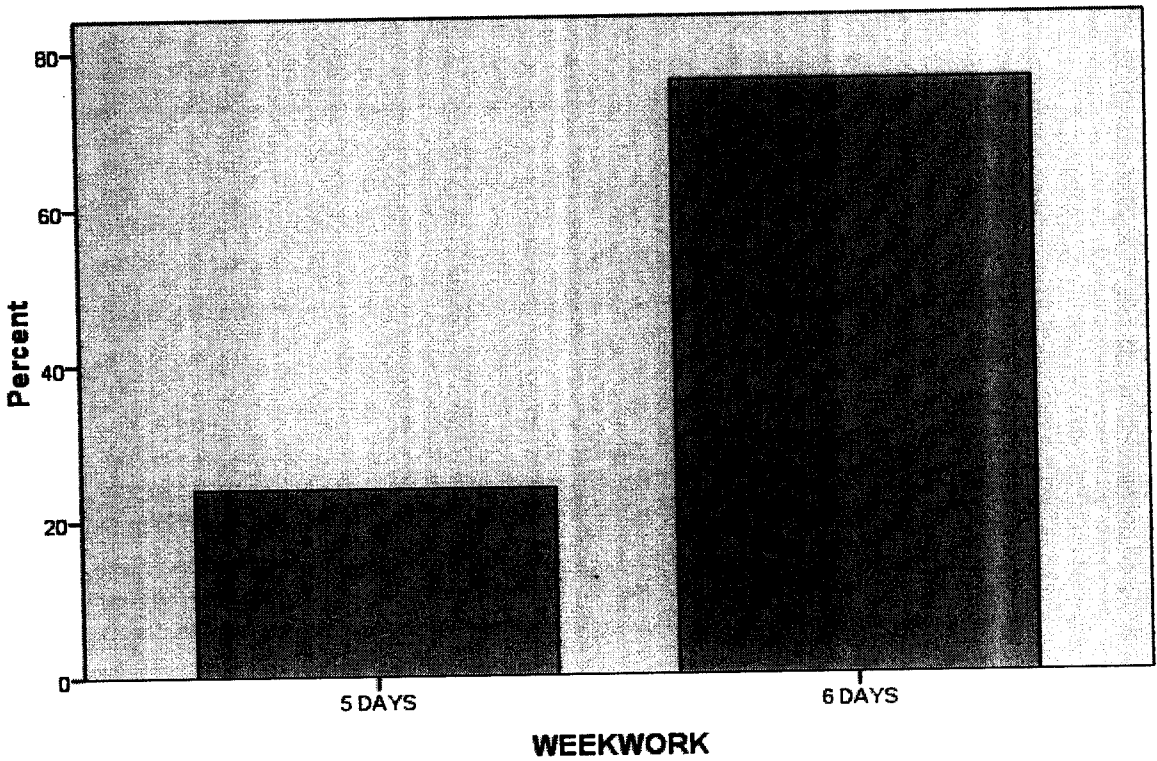
**Number of working days in a week**

No. of working days	Frequency	Percent
5 DAYS	36	24.0
6 DAYS	114	76.0
Total	150	100.0

76% of the respondents work 6 days in a week and about 24% of people work for 5 days in a week. Since the industry offers only one weekly off to the employees. That could be availed by them any day they want in a week. The employees are satisfied with this policy.

**CHART 2: WEEK WORK**

**WEEKWORK**



### 3.3 WORKING HOURS PER DAY

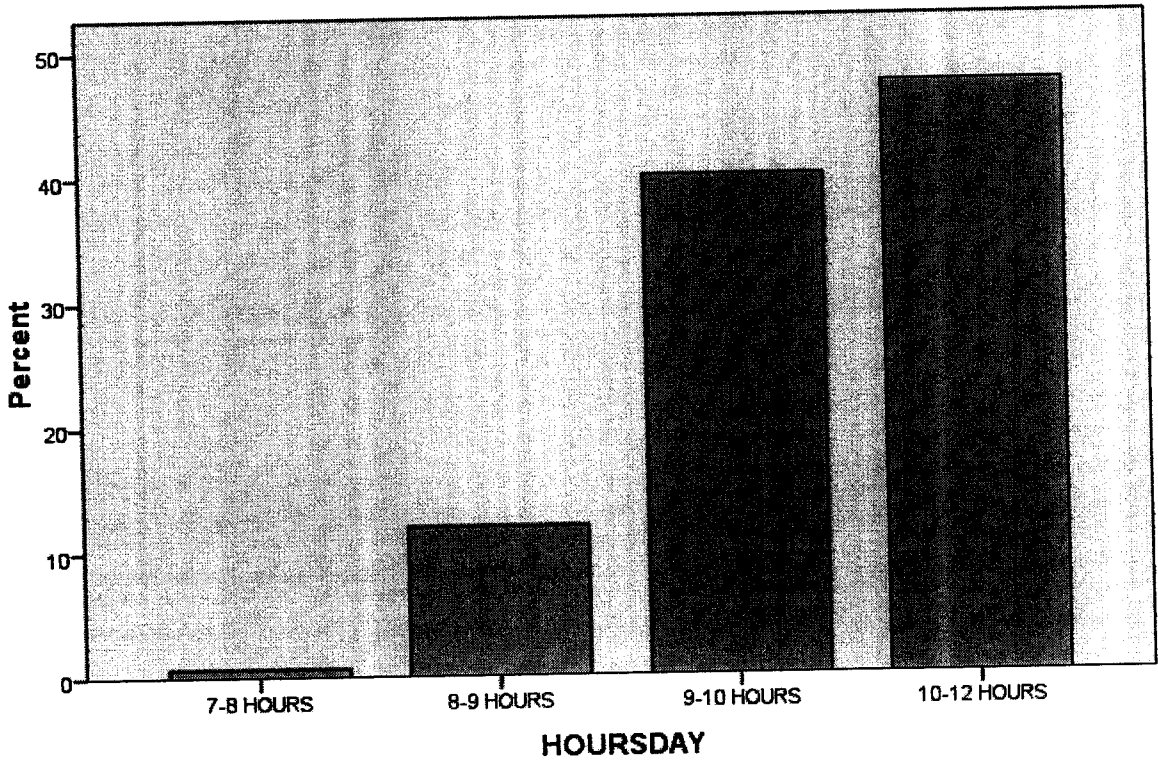
**Table 3.3**  
**Working hours per day**

Working hours	Frequency	Percent
7-8 HOURS	1	.7
8-9 HOURS	18	12.0
9-10 HOURS	60	40.0
10-12 HOURS	71	47.3
Total	150	100.0

Majority of the respondents work for 10-12 hours, and about 40% of people work for 9-10 hours and about 12% of people work for 8-9 hours per day, the reason is that most of the outlets have uneven long working hour patterns. These outlets have uneven functioning schedule since the working hours are based on the work orders per day.

**CHART 3 HOURS DAY**

**HOURSDAY**





### 3.4 TRAVELLING TIME TO WORK.

TABLE 3.4

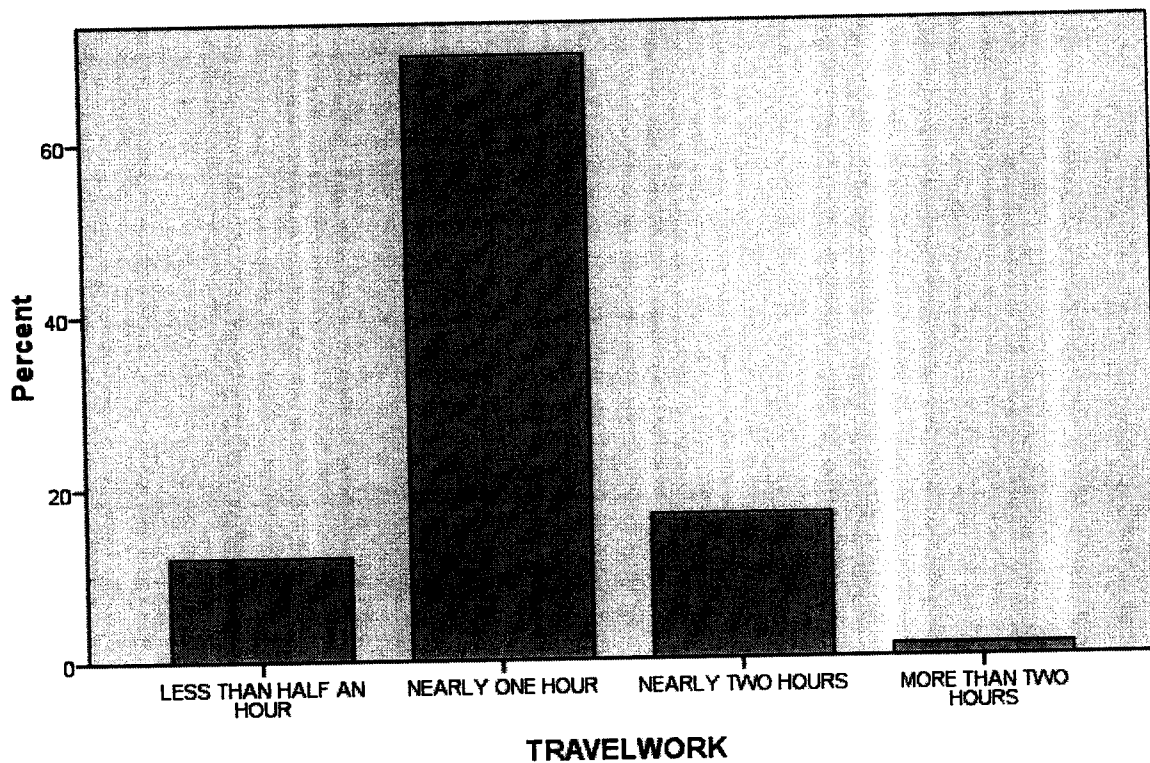
Travelling time to work

Travelling time	Frequency	Percent
LESS THAN HALF AN HOUR	18	12.0
NEARLY ONE HOUR	105	70.0
NEARLY TWO HOURS	25	16.7
MORE THAN TWO HOURS	2	1.3
Total	150	100.0

About 70% of the respondents travel nearly one hour, almost 12 % of people travel less than half an hour to work , almost 16.7% of people do travel around nearly two hours to work, only 1.3% of people travel more than two hours to work , since the hotel is located at the commercial hub, moreover picks and drop facilities are not offered to them.

**CHART 4: TRAVEL WORK**

**TRAVELWORK**



### 3.5 WORRY ABOUT WORK

**TABLE3.4**

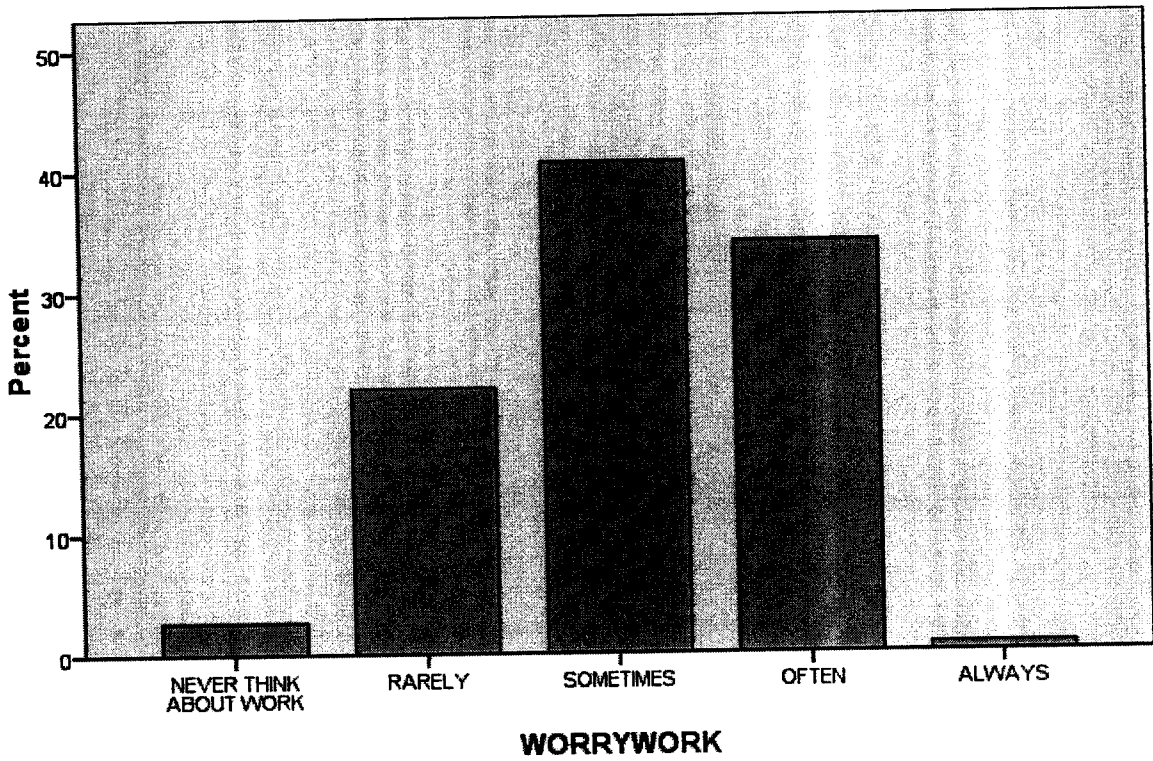
**Worry about work**

Worry about work	Frequency	Percent
NEVER THINK ABOUT WORK	4	2.7
RARELY	33	22.0
SOMETIMES	61	40.7
OFTEN	51	34.0
ALWAYS	1	.7
Total	150	100.0

The majority of respondents do worry about their work while travelling is 34% and people who worry about work sometimes is 40% and people who worry about work rarely is around 22.7% or when they have off, since most of their schedules are reported at the instance. Due to sudden changes in their routine works.

**CHART5: WORRY WORK**

**WORRYWORK**



### 3.6 TYPE OF SHIFT WORK

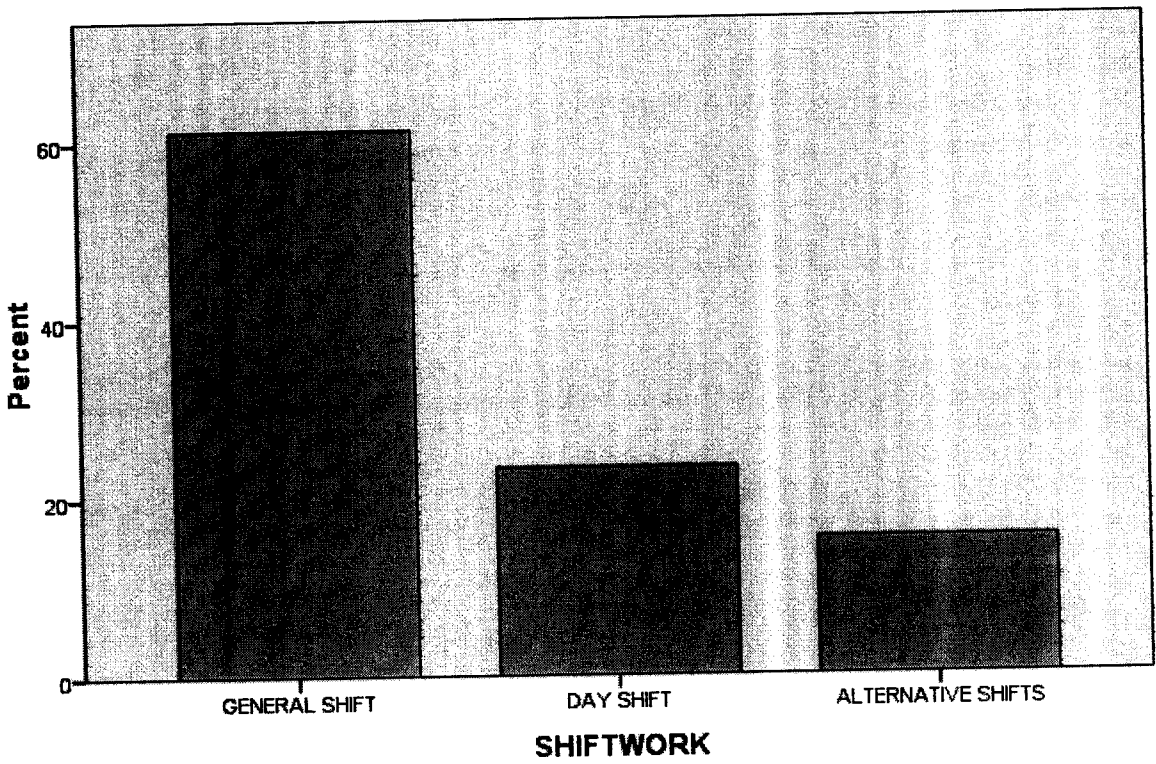
**TABLE 3.6**  
**Type of shift work**

Type of shift	Frequency	Percent
GENERAL SHIFT	92	61.3
DAY SHIFT	35	23.3
ALTERNATIVE SHIFTS	23	15.3
Total	150	100.0

About 61.3% of the respondents work in the general shift and about 23.3% of respondents work in the day shift and about 15.3% work in alternative shifts, since the hotel is busy at day, where people are engaged to perform entire day's routine works.

**CHAPTER 6: SHIFT WORK**

**SHIFTWORK**



### 3.7 TIME SPENT WITH FAMILY

TABLE 3.7

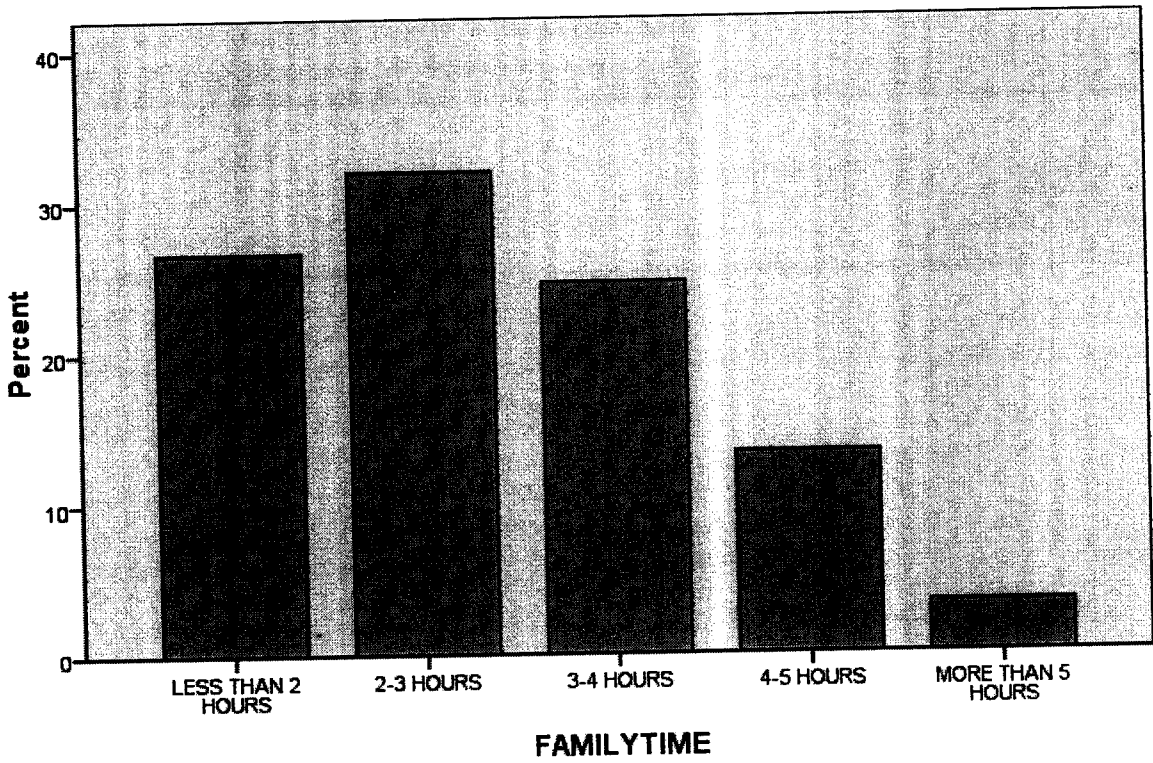
Time spent with family

Time Spent with family members	Frequency	Percent
LESS THAN 2 HOURS	40	26.7
2-3 HOURS	48	32.0
3-4 HOURS	37	24.7
4-5 HOURS	20	13.3
MORE THAN 5 HOURS	5	3.3
Total	150	100.0

About 32% of people spend 2-3 hours of time with their family members daily; and about 26% of people spend about less than two hours of time , about 24.7% of respondents spend about 3-4 hours of time with their family , only mere 3.3% of respondents spend about more than five hours with their family members, the time span is less since there are un-even schedules of work in the form of sudden inspections like J&D audit etc.

**CHAPTER 7: FAMILY TIME**

**FAMILYTIME**





### 3.8 TIME SPENT AT WORK

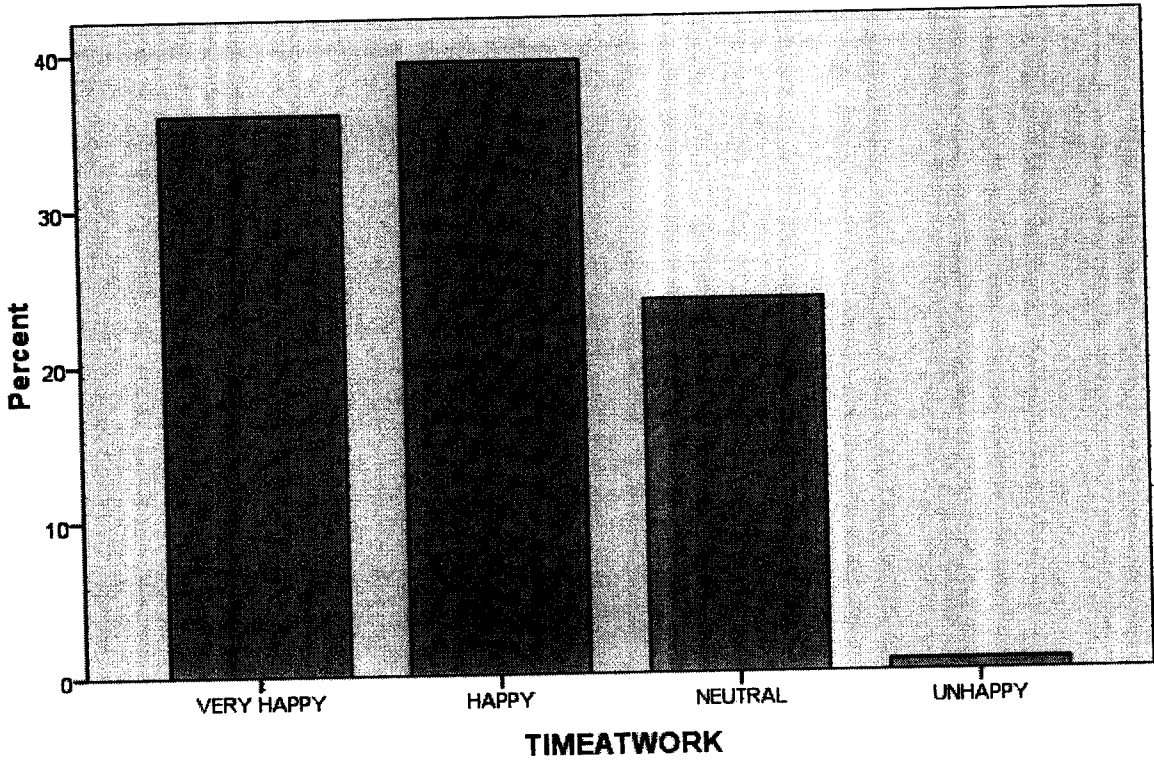
**TABLE 3.7**  
**Time spent at work**

Time spent at work	Frequency	Percent
VERY HAPPY	54	36.0
HAPPY	59	39.3
NEUTRAL	36	24.0
UNHAPPY	1	.7
Total	150	100.0

About 39% of respondents are happy since the benefits offered are really satisfactory to them, like providing quality food and some fringe benefits on daily basis.

**CHAPTER 8: TIME AT WORK**

**TIMEATWORK**



### 3.9 QUALITY TIME WITH FAMILY

TABLE 3.8

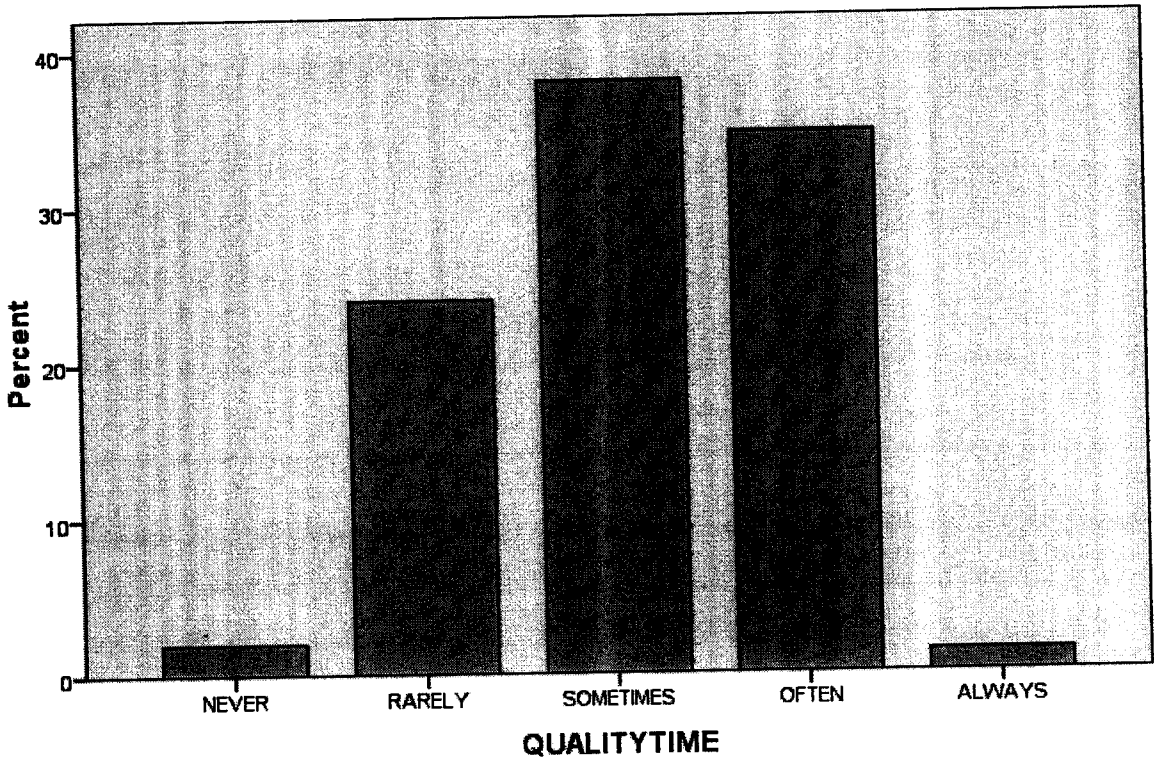
Quality time with family

Quality time with family	Frequency	Percent
NEVER	3	2.0
RARELY	36	24.0
SOMETIMES	57	38.0
OFTEN	52	34.7
ALWAYS	2	1.3
Total	150	100.0

About 38% respondents say that they do miss out quality time with their family members, and about 34.7% of respondents do miss out quality time often, about 24% of respondents miss out time rarely, and almost 1.3% ,since the work schedules may be extended without prior notice. The organization do expect compulsory co-operation of the employees.

**CHART 9: QUALITY TIME**

**QUALITYTIME**



### 3.10 STRESS RELATED DISEASES

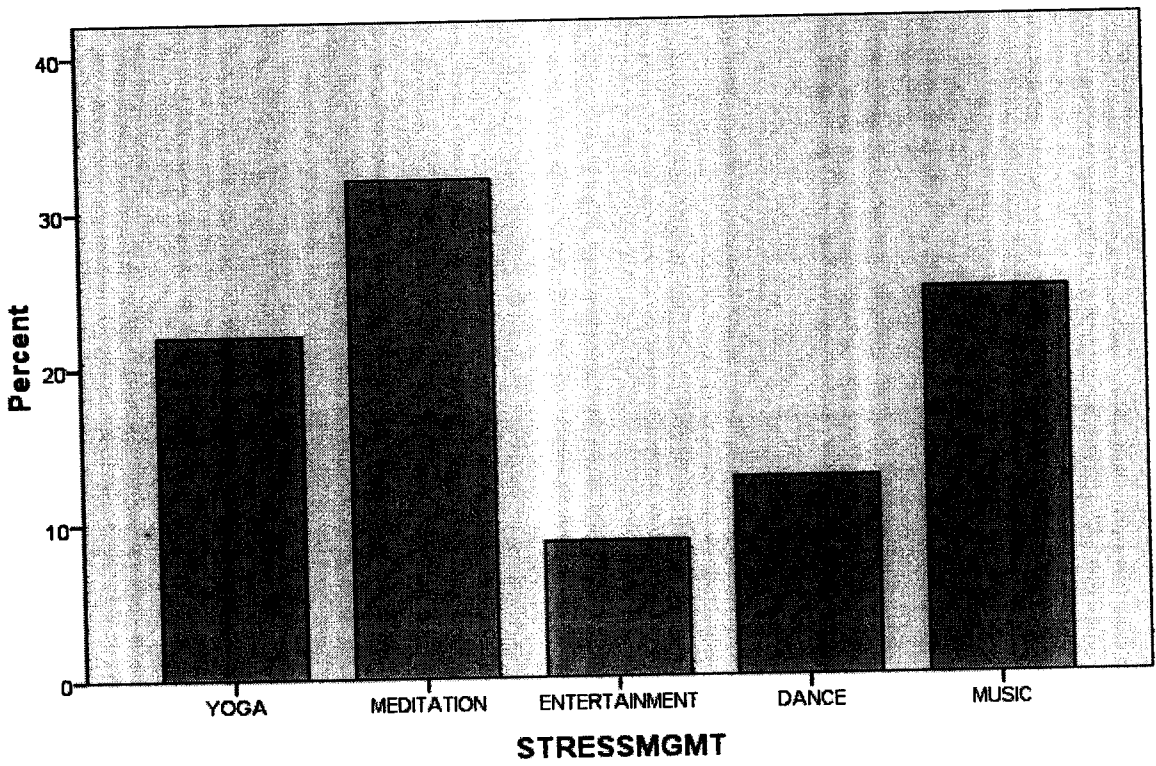
**TABLE 3.9**  
**Stress related diseases**

Stress related	Frequency	Percent
YOGA	33	22.0
MEDITATION	48	32.0
ENTERTAINMENT	13	8.7
DANCE	19	12.7
MUSIC	37	24.7
Total	150	100.0

About 32% of respondents get relieved from stress by meditation, and about 22% of people do relax by yoga, about 12.7% people relax themselves by dance, and about 24.7% this exercise is offered to them through some external trainers. This includes meditation training and exercise practices.

**CHART 10: STRESS MGMT**

**STRESSMGMT**



### 3.11 WORK LIFE BALANCE

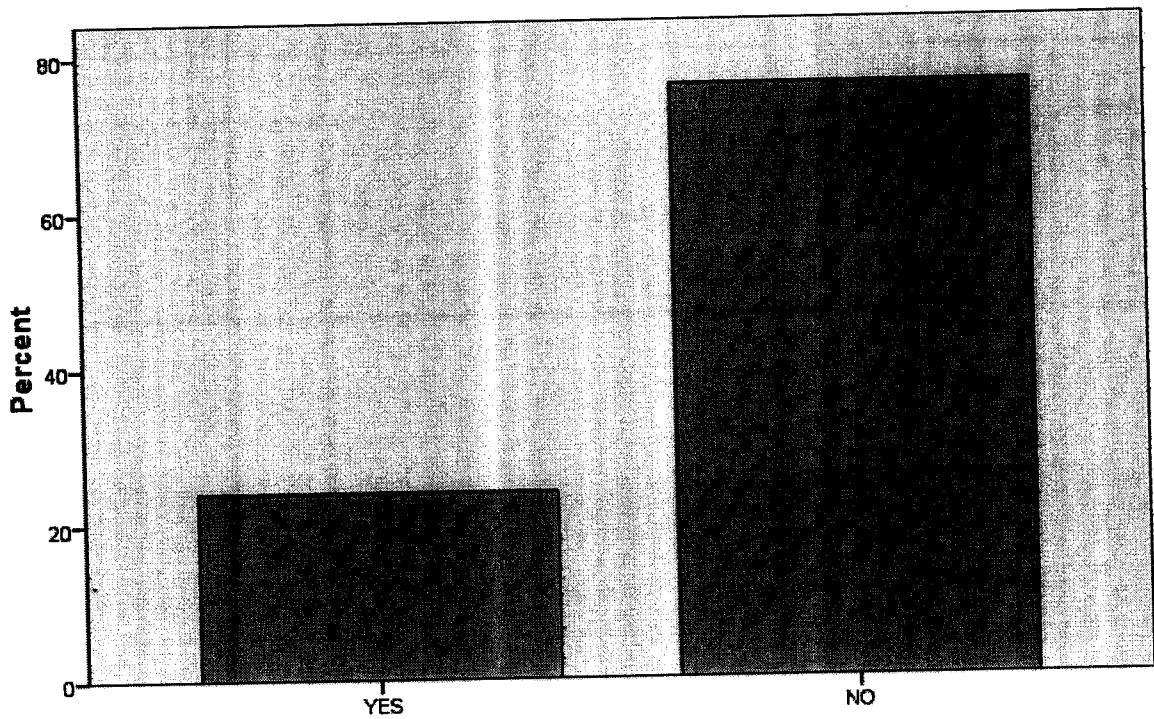
**TABLE 3.10**  
**Work life balance**

Work life balance	Frequency	Percent
YES	36	24.0
NO	114	76.0
Total	150	100.0

About 76% of the respondents say that they are struggling to balance their work life, and about 24% respondents do feel that they are able to balance their work life, since the working schedules are altered frequently. Like un-noticed absents are too replaced by regular staffs.

**CHAPTER 11 GENERAL WORK**

**GENERALWORK**



**GENERALWORK**



### 3.12 HELPING WORK LIFE

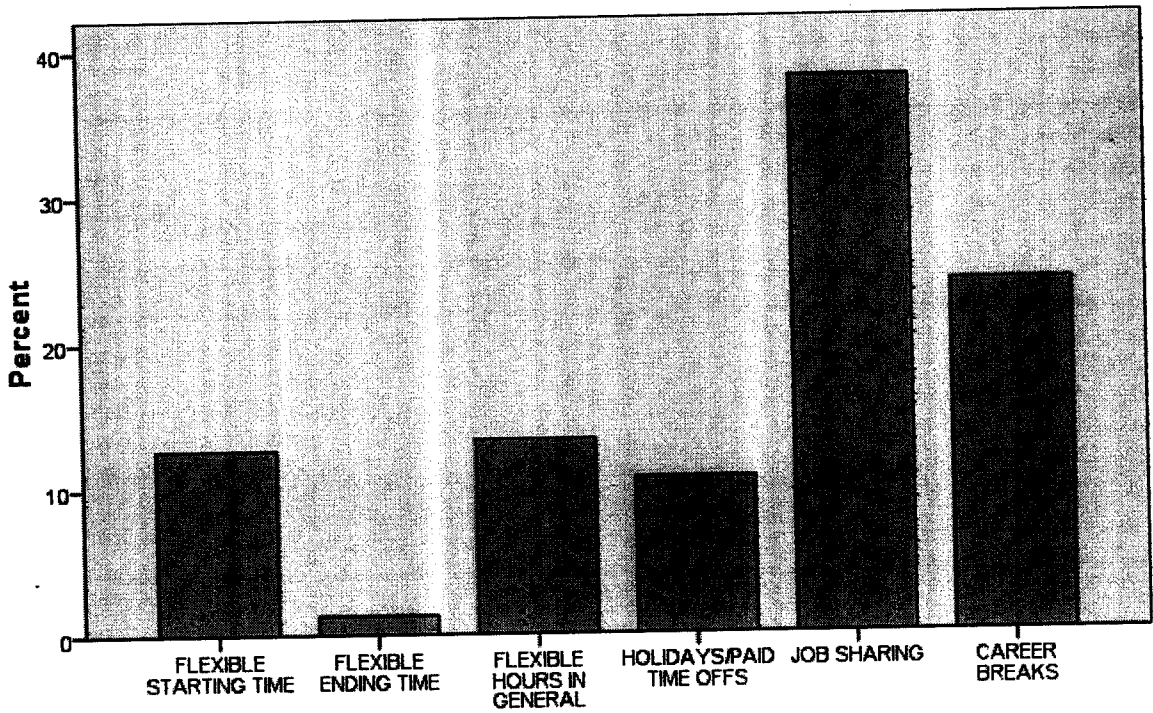
**TABLE 3.11**  
**Helping work life**

Helping work life	Frequency	Percent
FLEXIBLE STARTING TIME	19	12.7
FLEXIBLE ENDING TIME	2	1.3
FLEXIBLE HOURS IN GENERAL	20	13.3
HOLIDAYS/PAID TIME OFFS	16	10.7
JOB SHARING	57	38.0
CAREER BREAKS	36	24.0
Total	150	100.0

About 38% of respondents say that they are overloaded with lots of responsibilities, and about 24% of respondents expect a career break for their routine work, and about 13% suggest that they need some flexible hours in general like paid holidays time offs etc, merely 1.3% of people suggest that they need flexible ending time for their work ,where multi tasking becomes unavoidable to them.

## CHAPTER 12: BALANCE WORK

### BALANCEWORK



### BALANCEWORK

### 3.13 HINDRANCE AT WORK

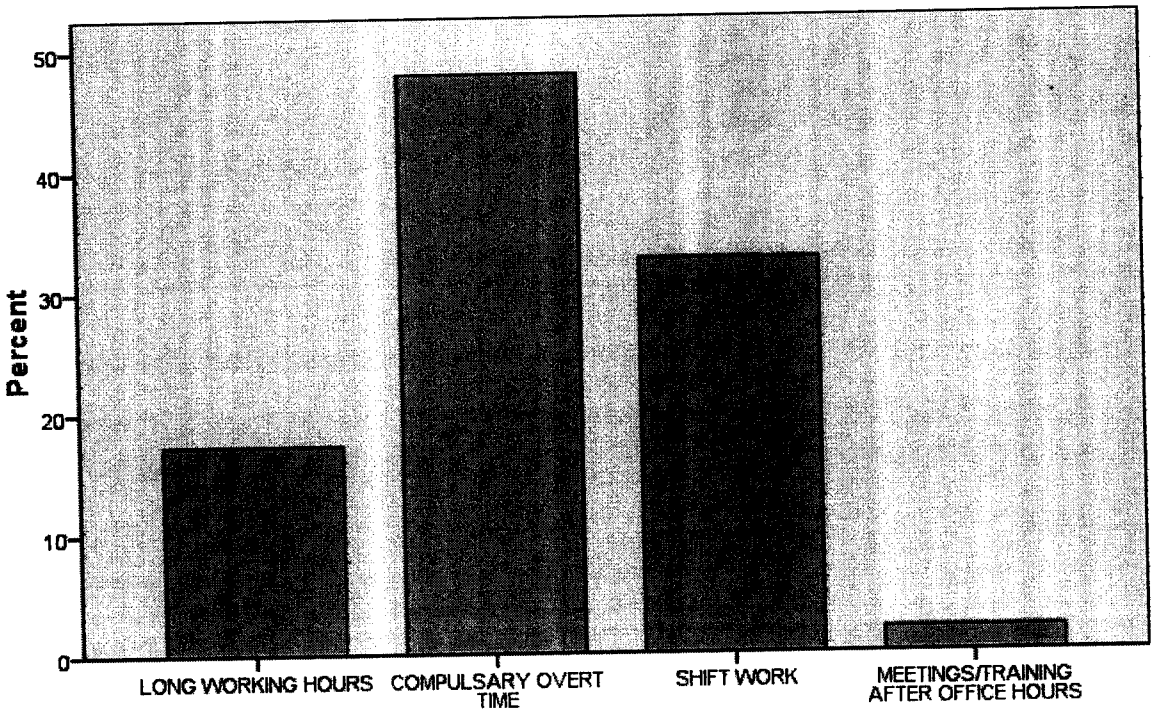
TABLE 3.12

Hindrance to work	Frequency	Percent
LONG WORKING HOURS	26	17.3
COMPULSARY OVERT TIME	72	48.0
SHIFT WORK	49	32.7
MEETINGS/TRAINING AFTER OFFICE HOURS	3	2.0
Total	150	100.0

About 48% of respondents say that they are bothered by compulsory overtime, and about respondents do worry about the long working hours , some respondents do complain about shift work 32% , due to lack of adequate manpower.

**CHAPTER 13: HINDER WORK**

**HINDERWORK**



**HINDERWORK**

### 3.14 STRESS DISEASES

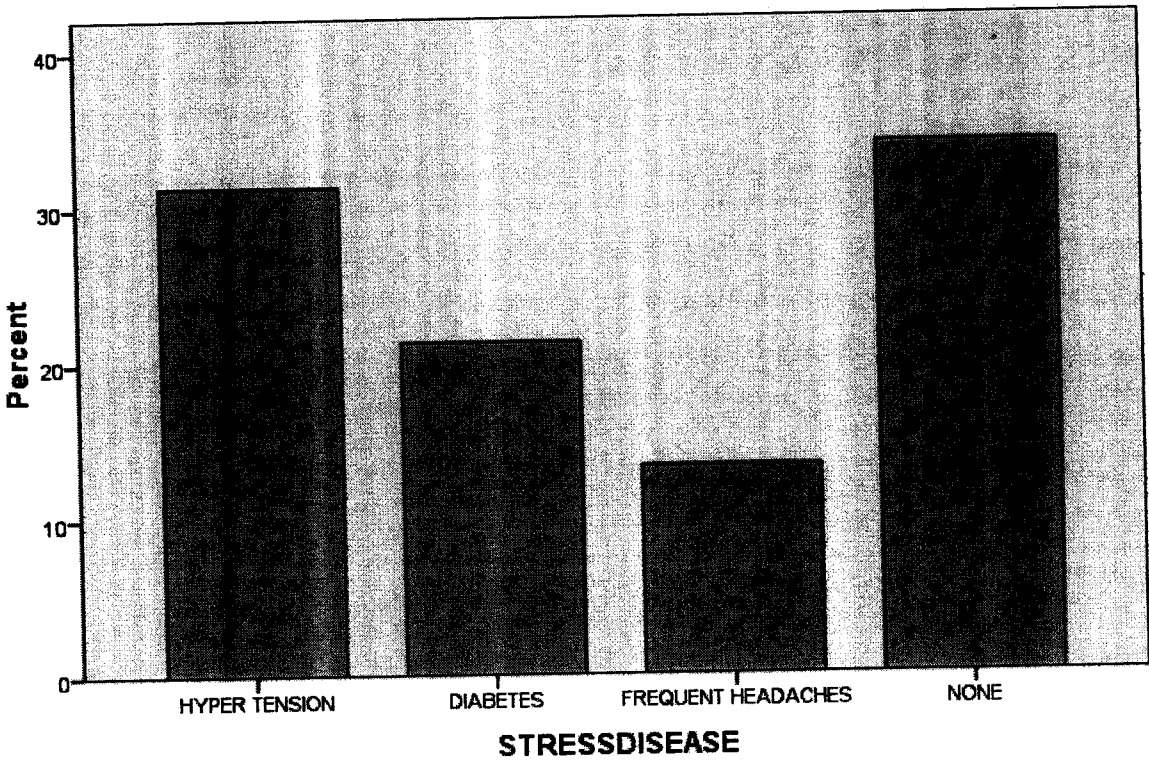
**TABLE 3.13**  
**Stress diseases**

Stress diseases	Frequency	Percent
HYPER TENSION	47	31.3
DIABETES	32	21.3
FREQUENT HEADACHES	20	13.3
NONE	51	34.0
Total	150	100.0

About 34% of respondents says that they are able to avoid most of the stress related diseases, some employees and about 13.3% suffer from frequent headaches and 21.3% suffer from diabetes and almost 31.3% of people suffer from hyper tension, since HR department provides them with some fun do activities weekly.

**CHAPTER 14 STRESS DISEASE**

**STRESSDISEASE**



### 3.15 BENEFITS

TABLE 3.14

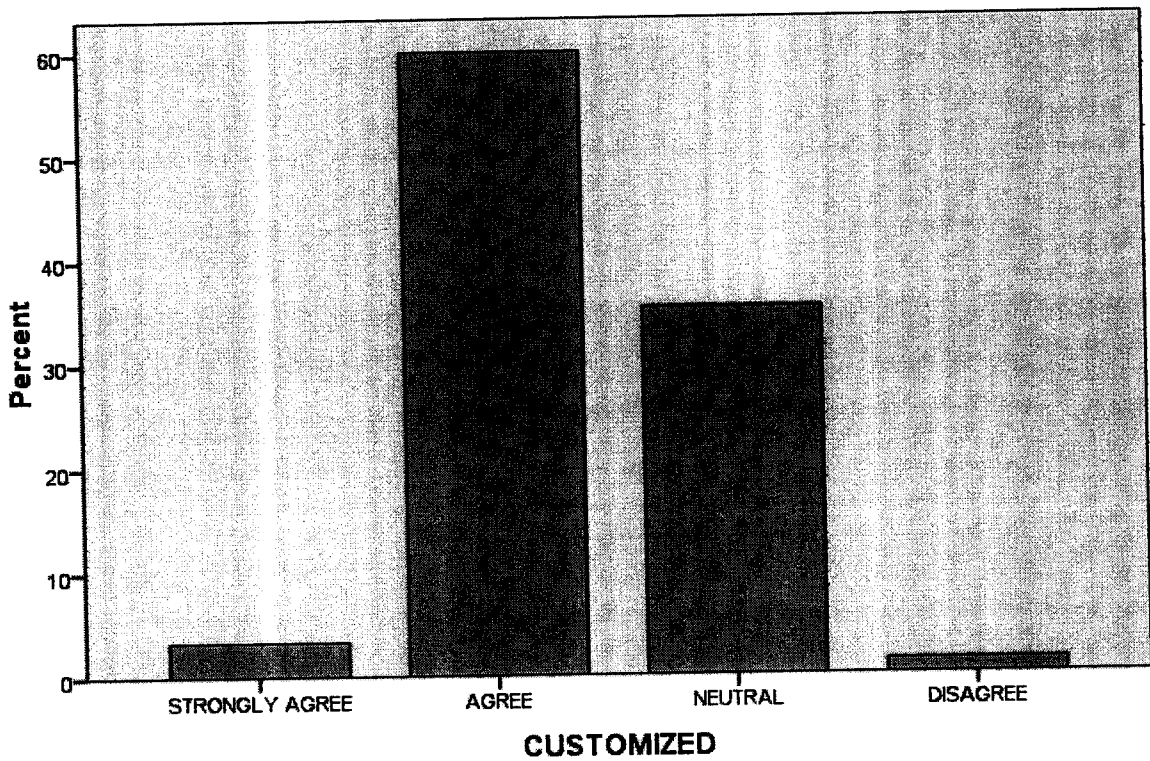
#### Benefits

Benefits for	Frequency	Percent
STRONGLY AGREE	5	3.3
AGREE	90	60.0
NEUTRAL	53	35.3
DISAGREE	2	1.3
Total	150	100.0

About 60% of the respondents say that the benefits should be customized as per individual needs, and about 35.3% of people are neutral they do agree nor disagree and only mere 3.3% people only do strongly agree. Since there is frequent change in working patterns of the individuals.

**CHAPTER 15: CUSTOMIZED**

**CUSTOMIZED**





### 3.16 ORGANIZATIONAL BENEFITS

TABLE 3.15

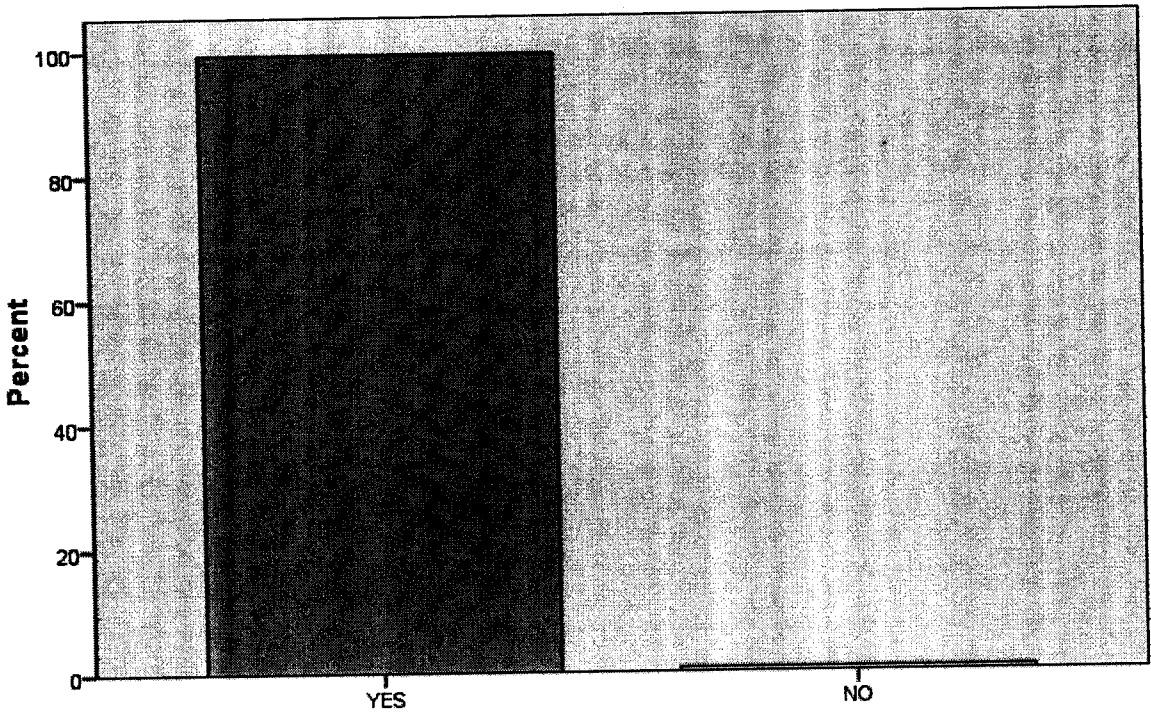
Organizational Benefits

Organizational Growth	Frequency	Percent
YES	149	99.3
NO	1	.7
Total	150	100.0

About 99% of respondents agree and about .7% of respondents do not agree to it, that they could support in all possible aspects if the organization could help them to balance their work life.

**CHAPTER 16: EFFECTIVE**

**EFFECTIVE**



**EFFECTIVE**

## **CHAPTER IV**

### **Findings, Conclusion and Suggestions.**

#### **FINDINGS**

- Majority of the executives are not able to balance their work life due to the uneven working patterns.
- Most of the executives are not satisfied with sudden burdens of workloads.
- Most of them have reported in as they are not aware of the benefits provided to them, due to this work burden they are not able to even think about these benefits.
- They do miss out quality time with their family members.
- They do say that there is no job sharing for them.
- Work which involves employees from different departments creates overlapping responsibilities. Another major reason is when the reporting relation is not clear or when it is not properly defined.
- Majority of employees feel that by getting prior instruction the employees are able to work faster, reduce mistakes, improve their efficiency and save time as majority of employees.
- Most of the employees are satisfied with the different aspects like nature of job, breaks given, behavior of superiors and subordinates, promotions and incentives given.

- Majority of employees are satisfied with the promotion procedure. Next to the breaks given, the employees are more satisfied with the job they perform. But regarding behavior of superiors/ subordinates/ coworkers the employees are not very much satisfied in the other aspects of job.

## **SUGGESTION**

- Proper training and approaches can help the employees to maintain their work life balance.
- Role clarity and unbiased approach can help them to maintain a balance in their work life.
- The employees should be more committed and involved in their work. There should be good cooperation among the employees, between executives and subordinates.
- Job sharing on a random basis could be introduced so that the employees could be able to get a turn of opportunities for growth.
- Compulsory over time work should be reconsidered, most of the employees are not at all satisfied with this pattern for compulsory over time.
- More employees oriented activities should be organized by the executives since there is a huge communication gap among them.

## CONCLUSION

The study reveals the fact that more employees face lot of problems in their work . that affects their work life balance and the major reason is their job they perform. Good relationship between executives and employees and co-workers should be maintained in the organization.

There are various other reasons like absence without prior instruction, poor involvement and commitment of employees, overlapping responsibility, overloaded work and personnel inadequacy of the employees. Some employees come with many health problems due to over stress and this leads to job dissatisfaction. Where the prime reason is there is an imbalance in their work life balance.

If the executives could help the employees personal issues then the organization would be able to balance their attrition rate , frequent meetings if possible personal meetings with their subordinates should be arranged to hear out their personal issues which they would definitely require organizational support to over come their issues to have a hold in their personal and work life .

## **QUESTIONNAIRE**

### **Work life balance questionnaire**

- 1. Name :**
- 2. Age :**
- 3. Gender : Male/Female**
- 4. Designation :**
- 5. How many days in a week do you normally work?**
  - a.) Less than 5 days**
  - b.) 5 days**
  - c.) 6 days**
  - d.) 7 days**
- 6.) How many hours in a day do you normally work?**
  - a.) 7-8 hrs.**
  - b.) 8-9hrs.**
  - c.) 9-10hrs.**
  - d.) 10-12hrs.**
  - e.) More than 12 hrs.**
- 7.) How many hours per day do you spend on travelling to work?**
  - a.) less than half an hour.**
  - b.) Nearly one hour.**
  - c.) Nearly two hours.**
  - d.) More than two hours.**

**8.) How often do you think or worry about work (When you are not actually at work or travelling to work)?**

- a.) Never think about work.**
- b.) Rarely.**
- c.) Sometimes.**
- d.) Often.**
- e.) Always.**

**9.) Do you work in shifts?**

- a.) General shift.**
- b.) Day shift.**
- c.) Alternative shifts.**
- d.) Night shifts.**
- e.) Other shifts.**

**10.) How many hours do you spend with your family / friends apart from work?**

- a.) Less than 2 hrs.**
- b.) 2-3 hrs.**
- c.) 3-4 hrs.**
- d.) 4-5 hrs.**
- e.) More than 5 hrs.**

**11.) How do you feel about the amount of time you spend at work?**

- a.) Very Happy.**
- b.) Happy.**
- c.) Neutral.**
- d.) Unhappy.**
- e.) Very Unhappy.**

**12.) Do you ever miss out any quality time with your family or your friends because of pressure at work?**

- a.) Never.**
- b.) Rarely.**
- c.) Sometimes.**
- d.) Often.**
- e.) Always.**

**13.) How do you manage the stress arising out of your work?**

- A.) Yoga.**
- b.) Meditation.**
- c.) Entertainment.**
- d.) Dance.**
- e.) Music.**
- f.) Others Specify .....**

**14.) Do you generally feel you are able to balance your work and family life?**

- Yes**       **No**

**15.) Do you personally feel that any of the following would help you balance your work life?**

- a.) Flexible Starting Time.**
- b.) Flexible ending time.**
- c.) Flexible hours in general.**
- d.) Holidays / Paid time offs.**
- e.) Job Sharing.**
- f.) Career breaks.**
- g.) Others Specify .....**



**6.) Do any of the following hinder you from balancing your work and family**

**Commitments?**

- a.) Long working hours.**
- b.) Compulsory Overtime.**
- c.) Shift work.**
- d.) Meetings/Trainings after office hours.**
- e.) Others specify.....**

**17.) Do you suffer from any stress related diseases?**

- a.) Hypertension**
- b.) Obesity**
- c.) Diabetes**
- d.) Frequent headaches**
- e.) None.**
- f.) Others specify.....**

**18.) Do you feel work life balance should be customized to individual needs?**

- a.) Strongly agree.**
- b.) Agree.**
- c.) Neutral.**
- d.) Disagree.**
- e.) Strongly disagree.**

**19.) Do you think that if employees have good work life balance the organization will be more effective and successful?**

- a.) Yes**
- b.) No**

**10.) What could this organization do to help you balance your work and family life?**

**Comments:**

**Your answers are confidential. Please return this questionnaire**

**to:.....by .....**

**Thank you for your help.**

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