A Study on Work- Life Balance and Flexible Working Conditions at Dell Company in India

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ABSTRACT:

This study deals with the importance of flexible working conditions. This flexible working has been widely practiced in order to balance between work and lifestyle. The Dell company makes it possible to work from almost anywhere, the program allows team members by choosing the work style that best fulfils their needs on their job and in their personal lives as well. It talks about giving the workers a choice of how long they perform including location choice.

INTRODUCTION

The flexible working conditions enables the employees to perform their work at any time and can chose to stop their work on their convenience. Its main purpose is to help manage work life balance and some of the benefits of this particular arrangement is to reduce or avoid employee stress and increase employees job satisfaction. This type of arrangement can be a positive effect on incompatible family responsibilities.

This idea came from German management consultant, Christel Kammerer in West Germany (1960). It was first implemented by German Aerospace firm (1967). It was not until the 1970s that flexible working conditions began in Canada, The United Kingdom and the United States.

The types of flexible work conditions

- Flexible working hours
- Remote work
- Compressed workweek
- Voluntary reduction of work hours

Flexible work arrangements allow employees to deviate the traditional 9-5 Monday to Friday work schedule.

Employees may still be required to work a set number of hours per day/week, also employees can customise their workdays to fit their specific needs. Some companies have set times in which events are conducted and workers are expected to be available and other employees prefer asynchronous communication (the information which can be exchanged independent of time, it doesn't require the recipient's immediate attention, allowing them to respond to the message at their convenience). Many companies are adopting 9/80 work schedule where employees will work for 80 hours over 9 days rather than the usual 10 days and giving employees a day off every other week. The flexible working arrangements benefits both employers and employees, it is one of the primary reasons for companies focusing towards flexible working. It also builds better relationship between employers and employees. They feel a sense of support from their managers, offering flexible work hours will encourage happiness to the employees. According to Stats, Canada 79% of employees with flexible work conditions reported that they were satisfied with their work.

Studies show that flexible workers tend to be more satisfied than workers who work 9-5 regularly. Most employees face mental health issues due to their working schedules and so flexible working arrangements helps them customise their working hours. A survey conducted by Kenexa High Performance Institute revealed that 68% of people with inflexible schedules report " unreasonable " levels of work stress. In comparison, only 20% of respondents with flexible work schedules felt the same way. In addition Flex Jobs found that, 97% of people say

having a more flexible work conditions would have a huge and positive impact on their quality of life.

Hence Flexible Working Arrangements is important for employees because it helps them to work remotely which boosts employee morale and reduce stress levels.

Providing medical leave coverage can attract new job candidates. The National Study of Employers reports that 75% of employers with 50 or more employees provide caregiving leaves.

When there is a great work-life balance it builds trust and commitment within the workplace which increases employee productivity.

COMPANY PROFILE

Dell was founded in 1984 by Michael Dell, he is a computer industry's longest tenured
chief executive officer (CEO). It is the world's largest direct-sale computer vendor, capturing a global market share of more than 15%. This includes Dell directly to customers and delivering PCs that the customer wants. Dell markets desktop, personal computers, notebook computers, network servers, workstations, printers and monitors and a variety of computer software, it also has moved offering LCD televisions, projectors, smartphones. Dell manufactures most of the products it sells worldwide located in Austin, Texas, Nashville, Tennessee, Brazil, Ireland, Malaysia, and China. Founder Michael Dell holds 12% of the company and will remain chairman of the company even after stepping down as the CEO in July 2004. The headquarters is located in Round Rock, Texas USA. And the number of employees are 1,65,000 as of 2020. It is the 3rd largest personal computer vendor by as of January 2021. According to the Fortune magazine it is the 6th largest company in Texas. By 1992, Dell computer had entered the Fortune 500 list of the world's largest companies, and at age 27, Michael Dell was the youngest CEO ever to lead one of the 500. Dell filled its first orders in July 1996, without promotion of any kind the Dell website sold immediately 30 to 50 computers a day. In 2005 Forbes magazine identified him as the 4th richest man in the US

Dell Technologies is a provider of desktop personal computers and software. The company designs, develops, manufactures, markets, sells and supports information technology infrastructure such as laptops, desktops, mobiles, workstations, storage devices, software, HDTVs, cameras, printers and notebooks. Dell was founded by Michael Dell on February 1, 1984.

Dell then entered the market for IT services the company has expanded storage and networking systems wanting to expand from offering computers only to delivering a range of technology for enterprise customers.

It is the 3rd largest personal computer vendor as of January 2021 ranked as the 31st on the Fortune 500 lists in 2022 up from 76th in 2021. It is also the 6th largest company in Texas by total revenue, according to Fortune magazine.

In 2015, Dell acquired the enterprise technology firm EMC Corporation both Dell and EMC became parent organizations of Dell Technologies both sells storage, information security, virtualization, analytics and cloud computing.
Michael Dell founded Dell Computer Corporation doing business as PC's Limited, in 1984 while being a student at the University of Texas at Austin. He started trading in the belief that by selling personal computer systems directly to customers he dropped out of college upon completion of his freshman year at the University of Texas at Austin in order to focus full-time on his business, after getting $1,000 in expansion capital from his family. As of March 8, 2024, his net worth is $85.07 billion. This is a 192.32% increase in market cap over the past year.

DELL COMPANY MARKETING SLOGANS:

- Be direct (1998-2001)
- Easy as Dell (2001-2004)
- Get more out of now (2004-2005)
- It's a Dell (2005-2006)
- Dell. Purely You (2006-2007)
- Yours is Here (2007-2011)

- The power to do more (2011-)

1.1 BRIEF LITERATURE REVIEW:

This review is renewed by some of the researchers who have attempted to analyse the performance relating to the subject

1.   Grover and Cooker (1995): Flexible work arrangements have also been recognized as a means for employees to create a more satisfying balance between their work and family lives.

2.   Piore (1998) argues that flexibility enables the workforce to be multi-skilled and it also promotes a cordial relationship between workers and management towards achieving the organisational goals and objectives.

3.   Brumit Kropf (1999). At times when the labour market is particularly competitive, flexible work arrangements can be utilised not only to retain staff, but also to attract groups who are currently under-represented in employment due to family responsibilities or other limitations.

4.   Lewis (2001).: He contended that flexible work arrangements came to prominence during the skills shortage of the 1980s when recruitment concerns were compounded by restricting and downsizing. The need to avoid absenteeism and stress associated with work-life conflict was recognized as being a compelling argument for continuing the development of flexible work arrangements. This would suggest that regardless of economic conditions, there are significant benefits to offering and utilising flexible work arrangements.

5.   Nadeem and Henry (2003).: The utilisation of flexible work arrangements have also been linked to improved organisational commitment, motivation, job satisfaction, increased productivity and morale.

6.   Maxwell, Rankine, Bell and Mac Vicar (2006), p. 138.: Flexible work conditions are defined as 'any polices, practices, formal or informal, which permit people to vary when and where to work is carried out'.

7.   Burmit Korpf (1999), Cole (2006), Poelmans, Chinchilla and Cardona (2003).: Flexible work arrangements have been acknowledged as a means of obtaining a competitive advantage by improving the attraction and retention of quality employees, who may have been overlooked in the past for various reasons including their personal circumstances.

8.   Shockley and Allen (2007).: Flexible work arrangements are an increasing number of offers across organisations. The most prevalent are flextime / flexitime and flexspace. These flexible work arrangements allow flexibility in the timing of work and the place in which the work is conducted.

9.   According to Rose (2008).: Flexibility is mostly analyzed from the perspective of revolution within the structure of employment relationship and it aids in conforming rapidly to changes in the world of technology and market opportunity.

1.1 Need for the study:

- To study and to analyze the flexible working conditions.

- To develop a better understanding about the impact of flexible working conditions.

- To study the need of the employees in regards to flexible working conditions.

- To analyse the impact of flexible working condition on the overall performance of company.

This study helps managers to formulate or enhance the strategies to improve and provide stress free working conditions to employees in the organization.

1.2 <u>OBJECTIVES:</u>

- To build a more flexible working conditions provided by Dell company.

- To evaluate the effects (benefits and harms) of flexible working conditions on the physical, mental and general health and wellbeing of employees.

- To study the effect of flexible working on the overall performance of the company.

- To provide valuable suggestion and recommendations in regrets to the flexible working conditions.

1.3 <u>Scope of Project:</u>

- This project focuses only on flexible working conditions offered to their workers by the Dell Technology Company.

- The project does not focus on any other human resource, marketing or financial aspects of company.

- This project intends to analyse the overall effect of flexible working conditions on employees and their productivity.

- This project aims to find out the flexible working conditions on performance of company.

- As the data in this research are collected from secondary sources some of the opinions and review of employees regarding flexible working conditions maybe biased and may vary with change of employees and company policies in the future.

1.4 <u>Methodology:</u>

All the information presented in this study are collected, represented and interpreted via secondary sources and standard authorized websites related and belonging to Dell Technologies.

All information represented in the conceptual framework are collected by the method of research using blogs, management centric websites and HR related articles published by various authors.

1.5 Limitations of the study:

- Lack of communication between employees while working from home.

- No clear fixed work time which can affect employees work-life balance.

- Can lead to more procrastination.

- Possibilities of absenteeism.

- Can lead to less productivity.

- Difficult for the managers to keep a track on their employees performance.

CONCEPTUAL FRAMEWORK

INTRODUCTION

Flexible working conditions are alternate arrangements or schedules from the traditional working day and week, employees may choose a work schedule to meet personal or family needs similarly employers may initiate various schedules to meet their customer needs.
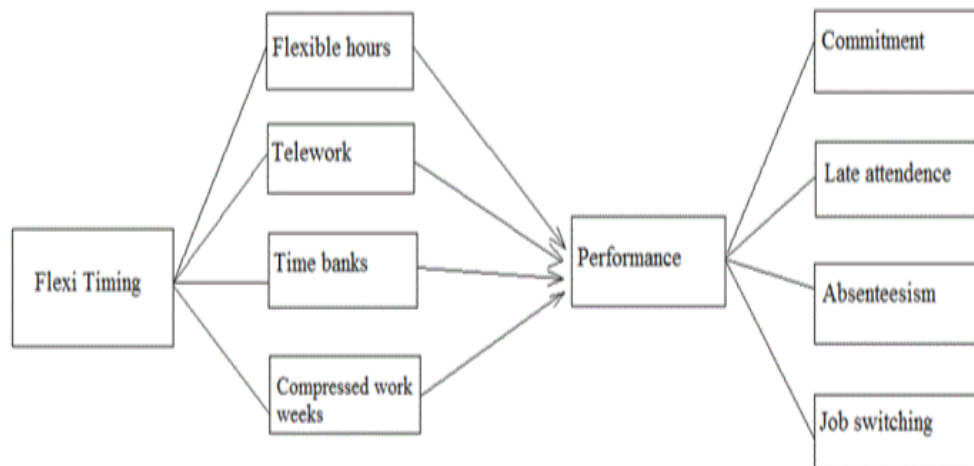
Flexible working is a way of working which suits an employee's needs having flexible start and finish times or working from home.

All employees have the legit right to request flexible working to simply put this, employees may choose a different work schedule to meet their personal or family needs alternatively, employees will initiate various schedules to meet their customer needs.

The pandemic has provided many employees with greater flexibility over where and when they work and a Garter survey of more than 10,000 remote workers from the U.S, Europe and Asia-Pacific shows that workers in that segment are likely to feel flexibility is the key to their productivity.

In 2021, digital workers who are highly dependent on technologies are proved during the pandemic that working in employer-controlled workspaces isn't important to their productivity or engagement in work.

According to the Garter 2021 Digital Worker Experience Survey, 43% of respondents said that flexibility in working hours helped them achieve greater productivity and 30% of respondents said that less or no time commuting enabled them to be more productive.

Whereas, 26% of the respondents said their productivity fell they reported that connectivity issues and technology changes were among the top reasons for decreased productivity.

As of 2022 more than 32% of the remote workers are representing of all employees worldwide totalling 628 million employees, 59% of workers surveyed indicated they agreed more with a statement "I would only consider a new position or job that allows me to work from a location of my choice" instead of saying that the location would not matter. Similarly, 64% were more likely to consider a role that allows for flexible hours.

Many benefits have been reported by various studies saying that flexible working conditions motivate high-performing and experienced employees and reduced absenteeism and presenteeism with this it helps employees to manage their responsibilities, increased job satisfaction, creativity and ability to handle stress.

Some of the examples for flexible working conditions are flex time/ flexi time, part- time, compressed work week, job sharing

Flex time is an arrangement where employees work full day but they can customize their working hours, flex time

is usually arranged in advance with the employee and employer or supervisor and a set range of start and finish times the total hours of work are not usually affected by this arrangement. For example, the employee may choose to start between 7:30 and 9:30 AM, and finish between 3:30 and 5:30 PM. This arrangement establishes that core hours are between 9:30 and 3:30 PM when all employees will be at work. Lunch periods are usually 30 minutes or more). Employees may wish to maintain their start/finish times so that a routine is established and co-workers can become accustomed to each other's schedules.
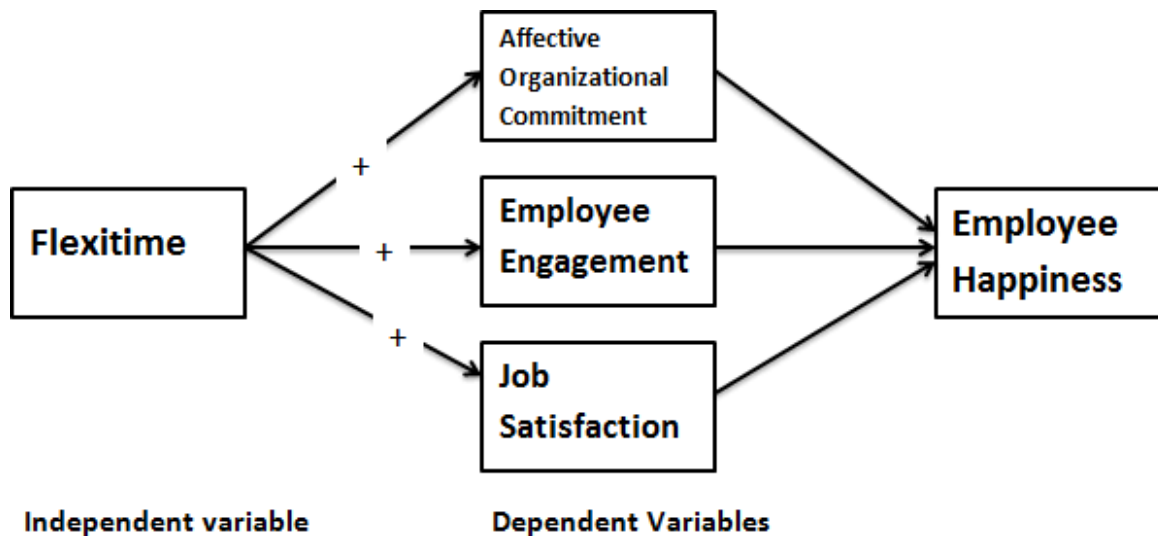
Employees may choose to work fewer than the standard 37.5 or 40 hours work week. These arrangements may be on a temporary or permanent basis depending on individual circumstances. It may also be temporary or permanent depending on individual circumstances, some of the issues for employees with health problems or disabilities work hours maybe negotiated, depending on the type of job they would want with peak workload hours.

Employees would work for longer periods of time per day in a shift in exchange for day off they may start earlier and finish it sooner or later sometimes they establish longer working hours which can enhance customer services this is known as compressed work week and it is often initiated by the employees. Working 10 hours per day, 4 days a week and also working an extra hour.

When people do some of their regular work from home instead of going to office and working from different locations is said to be teleworking/working remotely.

Two or more employees also share one or more positions this arrangement is said to be as job sharing, this arrangement can affect on employees pay benefits and holidays. Employees should be clear before making those arrangements, it is important that employees share their job effectively as a team and communicate well.

Banking of hours arrangement allows employees to choose their days and hours of work the period of time maybe weekly, monthly or yearly. These arrangements are often a combination of flex time and compressed work week.

Employees desire flexible working for a number of options a better work life balance is the main reason why employees adapt this arrangement, remote workers are happier and are more productive further it can boost company loyalty and staff turnover will be reduced.

GENDER ROLE THEORY:

Society places different roles on women and men simply based on their biological sex women face problems between their job and home, FWA also has the ability to encourage men to play in this role. Over the past few years, more women than men were using flexible working hours.

2.1 BENEFITS OF FWA IN BUSINESS ORGANIZATIONS:

- It increases the ability to attract, retain and motivate high-performing and experienced workers.

- Reduces absenteeism and presenteeism.

- It helps for the employees to manage their responsibilities outside of work.

- Increases job satisfaction, productivity, creativity and ability to handle stress.

Businesses also benefit from improved culture and employee morale flexible work environment helps to attract and retain talent and strengthens bonds to the company itself.
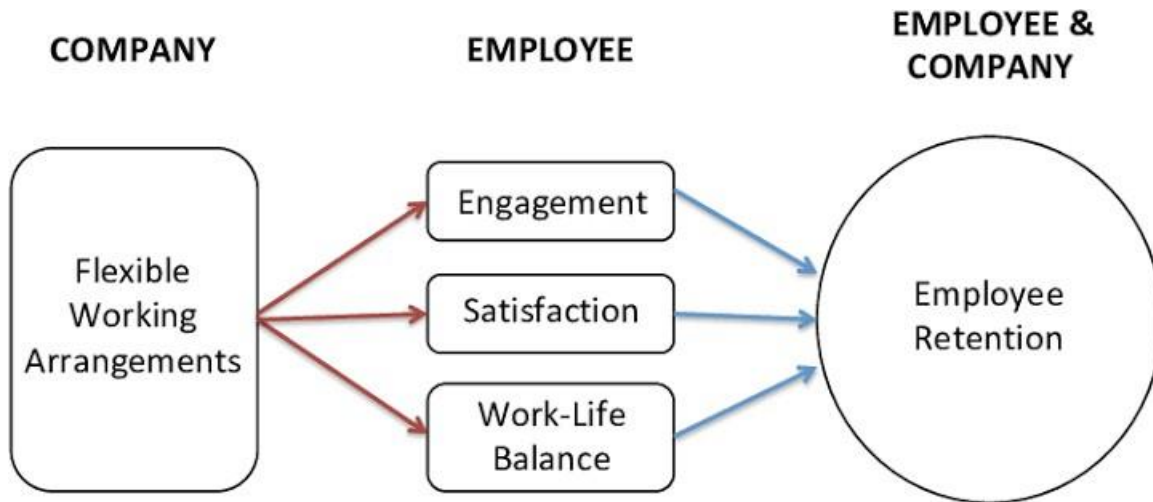
DATA ANALYSIS AND INTERPRETATION.

INTRODUCTION

This chapter represents the statistical analysis of the data and the interpretation of the final results. The statistical analysis has been collected and then has been presented and interpreted with the help of pie charts. The statistical data is extracted through questionnaires.

The following data interpretation and analysis are based on the responses given by the employees of Dell Technologies

The sample size of respondents is 41.

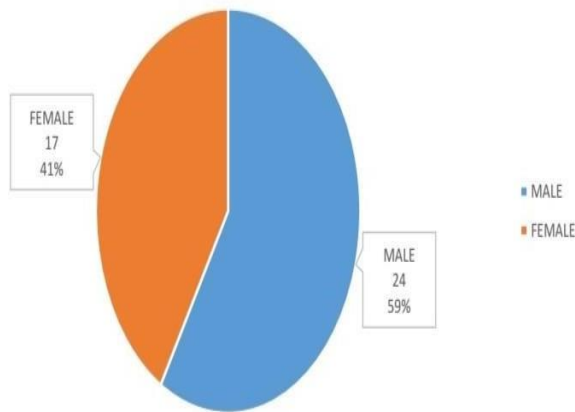## 4.1 Table showing the gender of employees from whom the responses were collected.

Title: Gender

Responses	No. of Respondents	Percentage of Responses
Male	24	59%
Female	17	41%

Source: Secondary Data.

Analysis: From the above table it is clear that majority of respondents are Male and being 17 out of 41 (41%) of respondents are Female and 24 out of 41 (59%) of total respondents are Male.

Fig - 4.1 Graphical Representation of number of respondents:

Interpretation: From the above data analysis it is clear that majority of respondents are Men in the following survey.

4.2 Table showing the designation of employees from whom the data were collected.

Title: Designation of the employees

| Response	No. of Respondents	Percentage of Respondents
Accountant	1	2%
Manager	4	10%
Assistant Manager	4	10%
Marketing Executive	2	5%
HR Personnel	2	5%
Engineer	16	39%
Developer	5	12%
Risk Analyst	3	7%
Technical Assistant	4	10%

Source: Secondary Data.

Analysis: From the above table we can state that,

Out of 41 respondents 16 respondents are engineers, 5 respondents are developers, 4 respondents are managers, 4 respondents are assistant managers, 4 respondents are technical assistants, 3 respondents are risk analysts, 2 respondents are marketing executives, 2 respondents work in HR department and 1 person is an Accountant at Dell Technologies.

Fig – 4.2 Graphical representation of employees designation:
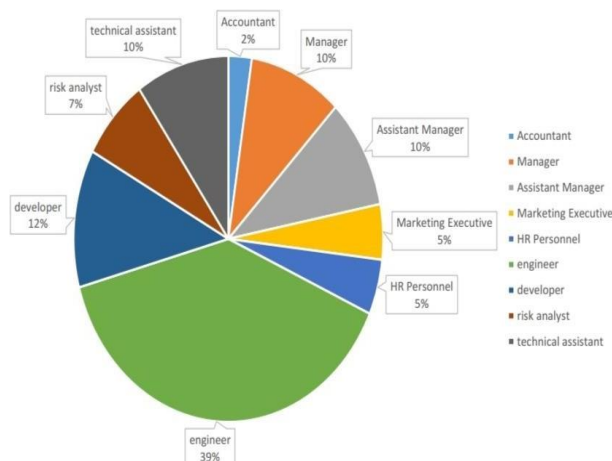
Interpretation: From the above analysis we can state that majority of respondents in the survey are engineers as they occupy 39% of total respondents.

**4.1 Table showing the length of service of respondents in the company.**

Title: How long have you been working in Dell company?

Responses	No. of Respondents	Percentage of Respondents
Less than 1 year	14	35%
2-3 years	15	37%
4-6 years	11	28%

Source: Secondary Data.

Analysis: Out of 41 respondents, 14 employees have been working in the company for less than one year, 15 of them have been working from 2-3 years in the company and 11 of them are working for Dell Technologies from past 4-6 years.

Fig – 4.3 Graphical Representation of number of years employees have been working in the company:
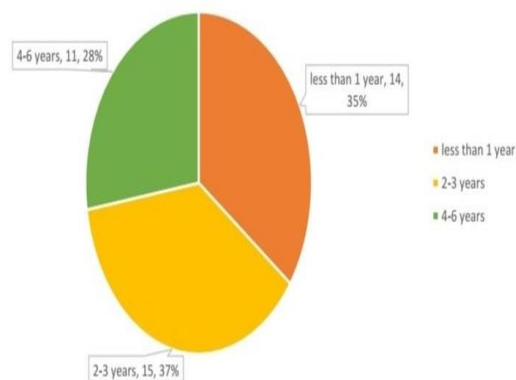
Interpretation: From the above analysis the majority of employees i.e.37% of employees who are the respondents of this survey are working in Dell Technologies from past 2-3 years and 35% of respondents have been working for less than one year in the company.

4.3 Table showing the response of employees regarding the flexibility of work from home facility.

Title: Do you have the flexibility to work from home?

Responses	No. of Respondents	Percentage of Respondents
Yes	34	83%
Slightly Disagree	6	15%
No	1	2%

Source: Secondary Data.

Analysis: Out of 41 employees 34 employees agree that they have the flexibility to work from home whereas 6 of them slightly disagree that they have flexibility to work from home and 1 employee says that he/she doesn't have the flexibility of working from home.

Fig – 4.4 Graphical Representation of employees regarding the flexibility of WFM:
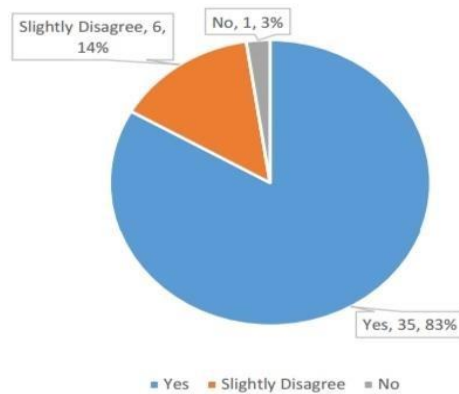
Interpretation: Majority of employees agree that they have been provided with work from home facilities and 14% of employees feel that they are not given the facility of work from home completely or the facility is not provided to their satisfaction as they slightly disagree to the question.

**4.4 Table showing the number of full-time workers in the company.**

Title: Do you work full-time?

Responses	No. of respondents	Percentage of Respondents
Yes	25	61%
No	6	15%
Sometimes	10	24%

Source: Secondary Data.

Analysis: Out of 41 respondents, 25 of them agree that they work full-time at the company, 6 of them say that they don't work for full time only sometimes.

Fig – 4.5 Graphical Representation of employees working full-time in the company:
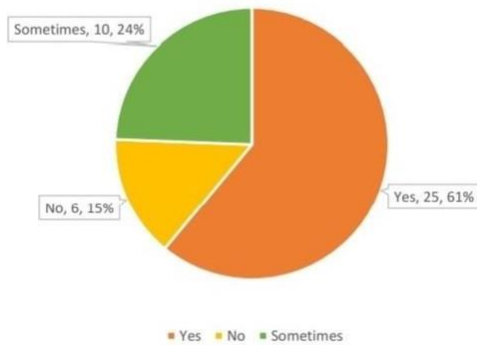
Interpretation: Majority of respondents i.e, 25% of employees agree that they work full-time at Dell Technologies and 10% of workers only work full-time occasionally.

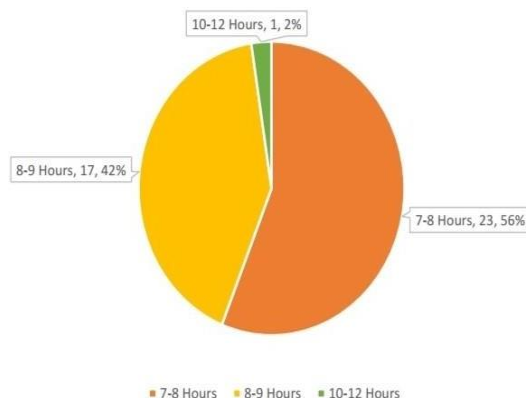**4.5 Table showing the working hours of employees in the company.**

Title: How many hours a day you normally work?

Responses	No. of Responses	Percentage of Respondents
7-8 hours	23	56%
8-9 hours	17	42%
10-12 hours	1	2%

Source: Secondary Data.

Analysis: 23 out of 41 employees work for 7-8 hours per day. 17 of them work for 8-9 hours and 1 of them work 10-12 hours normally.

Fig – 4.6 Graphical Representation of working hours of employees in the company:

Interpretation: 56% of employees are working 7-8 hours normally per day and almost 42% of employees are working for 8-9 hours which is slightly higher than normal working hours which can cause employee dissatisfaction.

**4.6 Table showing the frequency of employees working from home.**

Title: How often do you work from home?

Responses	No. of Respondents	Percentage of Respondents
More than 1 day per week	22	54%
3-4 days per week	14	34%
More than 5 days per week	5	12%

Source: Secondary Data.

Analysis: 22 out of 41 employees work for at least more than 1 day from home, 14 employees work for 3-4 days completely from home and 5 employees work for more than 5 days from home.

Fig – 4.7 Graphical Representation of employees working from home:
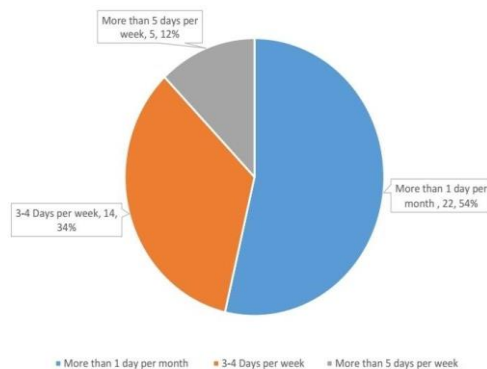
Interpretation: Majority of workers i.e. 54% of employees are working from home for at least one day and 34% are working for at least 3-4 days per week from this it is clear that employees are feeling comfortable working from rather than office.

**4.7 Table showing the accessibility of team leaders and teammates.**

Title: Is it easy to reach your teammates and team leaders when you need them?

Responses	No. of Respondents	Percentage of Respondents
Yes	35	85%
No	1	3%
Sometimes	5	12%

Source: Secondary Data.

Analysis: Out of 41 employees, 35 of them agree that their team mates and team leaders are accessible when they need them, 5 employees say that their teammates and team leaders are not always available when they need them and 5 employess say that teammates and team leaders are never available.

Fig – 4.8 Graphical Representation of accessibility of teammates and team leaders for the employees:
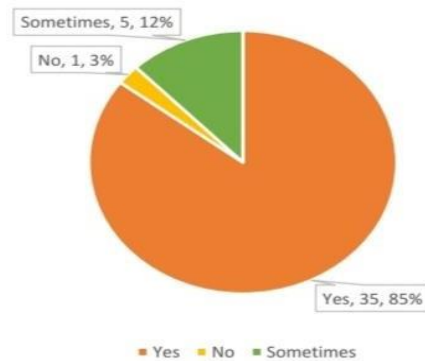
Interpretation: Majority of employees agree that their team leaders and teammates are available in their needs indicating good cordial relationship among employees and superiors in the company.

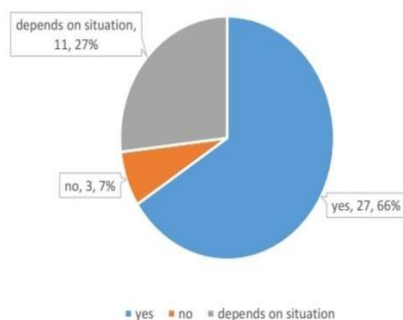**4.8   Table showing the need of flexible working arrangement from the future employees of the respondents.**

Title: If you currently have flexible working arrangement will you consider this requirement to your next employer?

Responses	No. of Respondents	Percentage of Respondents
Yes	27	66%
No	11	7%
Depends on the situation	3	11%

Source: Secondary Data.

Analysis: 27 out of 41 employees say that they will consider the requirement of flexible working arrangement from next employer, 11 of 41 employees say that don't consider it and 3 of them ar eunsure about it.

Fig – 4.9 Graphical Represenation of need of FWA from the future employees of the respondents:

Interpretation: Majority of employees expect their employees to provide flexible working arrangements.

4.9   Table showing the level of agreement on Work-Life Balance among employees.

Title: Do you feel you have good work-life balance?

Responses	No. of Respondents	Percentage of Respondents
Agree	34	83%
Disagree	7	17%

Source: Secondary Data.

Analysis: 34 employees among 41 agree that they have a proper work life balance and 7 out of 41 say that they are lacking proper work live balance.

Fig – 4.10 Graphical Representation on Work-Life Balance among employees in the company:
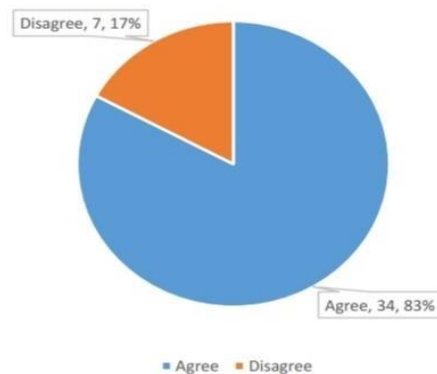
Interpretation: Majority of employees have work life balance indicating job satisfaction due to flexible working hours.

4.10   Table showing the regularity of breaks taken by the employees during working hours.
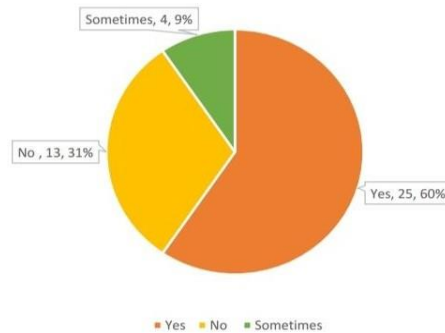
Title: Do you take regular breaks in between from work?

Responses	No. of Respondents	Percentage of Respondents
Yes	25	60%
No	13	31%
Sometimes	4	9%

Source: Secondary Data.

Analysis: 25 out of 41 workers are taking regular breaks during their work and 13 employees are not taking regular breaks and 4 members take regular breaks occasionally.

Fig – 4.11 Graphical Representation showing breaks taken by the employees during working hours:

Interpretation: Majority of workers are taking regular breaks during their work but 13 employees don't take regular breaks this can become a reason for unproductivity.

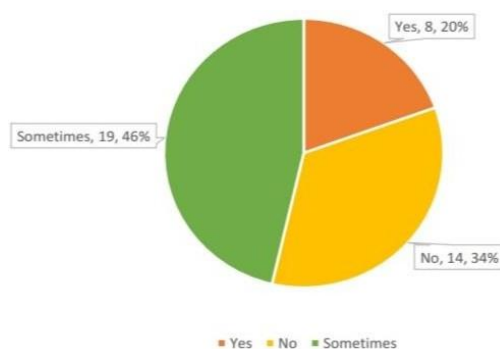**4.11   Table showing the number of employees who work long hours during holidays.**

Title: Do you work long hours even on holidays?

Responses	No. of Respondents	Percentage of respondents
Yes	8	20%
No	14	34%
Sometimes	19	46%

Source: Secondary Data.

Analysis: 8 employees out of 41 employees work long hours on holidays, 14 employees say that they don't work long hours on holidays and 19 employees occasionally work long hours on holidays.

Fig – 4.12 Graphical Representation of employees who work long hours even on holidays:

Interpretation: Majority of employees are working occasionally for long hours on holidays this could lead to serious job dissatisfaction and loss of productivity.

4.12 Table showing the number of employees who are looking forward to return to office and come out of work from home facility.
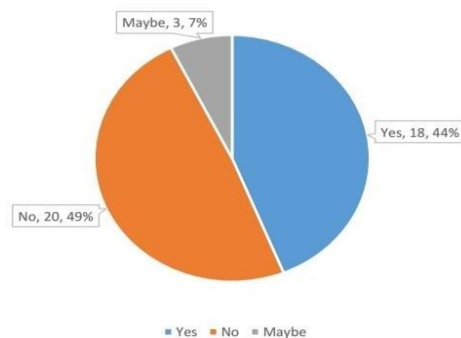
Title: Do you look forward to returning to the office?

Responses	No. of Respondents	Percentage of Respondents
Yes	18	44%
No	20	49%
Maybe	3	7%

Source: Secondary Data.

Analysis: 18 out of 41 employees have shown unwillingness to return to office after work from home phase and 20 out of 41 employees have shown willingness to return to office after work from home phase and 3 among the 41 are unsure about the decision yet.

Fig – 4.13 Graphical Representation number of employees looking forward to return to office after WFH:

Interpretation: Majority of employees are finding the facility of work from home comfortable hence they are not willing to return to office.

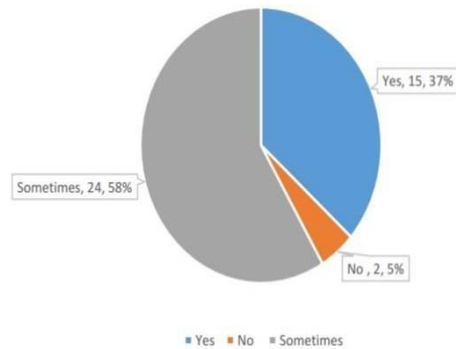**4.13 Table showing the number of employees who feel tired because of work.**

Title: Do you ever feel tired because of work?

Responses	No. of Responsents	Percentage of Respondents
Yes	15	37%
No	2	5%
Sometimes	24	58%

Source: Secondary Data.

Analysis: 15 out of 41 employees are feeling tired because of work, 24 among 41 employees are feeling tired occasionally or frequently due to work and 2 among the 41 are not feeling tired because of work.

Fig – 4.14 Graphical Representation showing number of employees who feel tired because of work:

Interpretation: 39 employees out of 41 are feeling tired due to work either frequently, always or occasionally indicating job stress among employees.

**4.14   Table showing the number of employees who feel that suitable tools are provided to work from home.**

Title: Has the company provided you with office requirements or tools to work from home?

Responses	No. of Respondents	Percentage of Respondents
Yes	39	95%
No	2	5%

Source: Secondary Data.

Analysis: 39 out of 41 employees agree that the company has provided them with suitable requirements to perform work from home and 2 among 41 disagree to the same.

Fig – 4.15 Graphical Representation of employees who are provided with suitable tools and requirements to WFH:
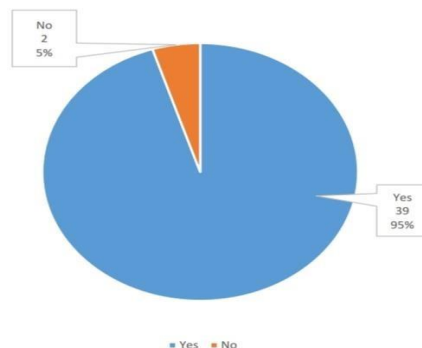
Interpretation: Majority of employees i.e. 95% of employees are satisfied with the suitable requirements provided by Dell Technologies.
FINDINGS AND SUGGESTIONS.

Findings:

- In the first data analysis it shows that the majority of employees are men with 59% (24) and the remaining 41% (17) are women in the company.

- The second analysis states that the majority of respondents in the survey are engineers occupying 39% of the total respondents.

- With the given data in the third analysis interprets that the majority i.e. 37% of employees who are the respondents of this survey are working in DELL Technologies from past 2-3 years and 35% o respondents have been working for less than 1 year in the company.

- The fourth data interprets that majority of employees agree that they have been they have the flexibility to work from home and 14% of employees feel that they are not given the facility to their satisfaction to work from home completely as they slightly disagree.

- 25% of the employees agree that they work full-time at Dell and 10% of workers only work full-time occasionally.

- In the sixth analysis it stats that 56% (23) of employees are working 7-8 hours normally per day and almost 42% (17) of employees are working for 8-9 hours which is slightly higher than normal working hours which can cause employee dissatisfaction.

- 54% (22) of employees are working from home for at least 1 day and 34% (14) are working for a least 3-4 days per week from this it is clear that employees are feeling comfortable working from home rather than office.

- Majority of the employees agree that their team leaders and teammates are available in their needs indicating good cordial relationship among employees and superiors in the company.

- Majority of employees expect their future employers to provide flexible working arrangements.

- The tenth question of the data analysis states that most/majority of the employees have work-life balance indicating job satisfaction among employees due to flexible working hours.

- Majority of workers are taking regular breaks during their work but 13 employees don't take regular breaks this can become a reason for unproductivity.

- 46% (19) majority of employees are working occasionally for long hours on holidays this could lead to serious job dissatisfaction and loss of productivity.

- 49% (20) of employees are finding the facility of work from home comfortable hence they are not willing to return to office.

- 39 employees out of 41 are feeling tired due to work either frequently, always, or occasionally indicating job stress among employees.

- 95% (39) out of 41 of employees are satisfied with the suitable requirements provided by Dell Technologies.

Suggestions:

- To provide adequate flexible working arrangement facilities to the members who are not satisfied in Dell company.
- To make sure the employees are able to communicate with their teammates and team leaders in the company.
- To ensure that the employees are provided with office requirements by the company.
- To make sure the employees are regularly working according to the working schedules/arrangements they have chosen in Dell company.
- To ensure the employees have a proper work-life balance and are satisfied with their jobs due to flexible working hours.
- To look after the employees so that they don't feel tired because of work.

CONCLUSION.

This chapter concludes the overall research of the project on flexible working conditions:

The Flexible working conditions helps the employees to shift their work schedules and allows them to work at any time according to their choice which in other words it is denoted as flexi time, this type of arrangement is necessary to employees because it provides them with good work-life balance and also leading to job satisfaction and overall contribution to their organizations. Working from home will benefit for savings in extra expenses it also benefits for working women where they have to make time and focus both family and work, working from home will be way more comfortable and cozy and prevents from spending less money outside for food, transportation etc, and employees can also work from wherever they choose to it doesn't have to be from home. Flexible working arrangements helps the employees to perform their work in their own creative way and can keep the employees productive and also helps people with physical disabilities and chronic health issues which can be difficult for them to transport to the office. Hence it helps for the organizations to become more diverse.

DELL company builds a more flexible work culture to meet their challenges it enables the employees to work easily and securely from any location as the company provides accessibility like network resources and data centre infrastructure, the company ensures that the employees stay connected and productive and that data and devices are always protected.

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ANNEXURE.

1. Name

2. Gender

3. Designation in the company?

4. How long have you been working in Dell company?

- Less than 1 year
- 2-3 years
- 4-6 years
- More than 10 years

5. Do you have the flexibility to work from home?

- Yes
- Slightly disagree
- No

6. Has the company provided you with office requirements or tools to work from home?

- Yes
- No

7. Do you work full-time?

- Yes
- No
- Sometimes

8. How many hours a day you normally work?

- 7-8 hours
- 8-9 hours
- 10-12 hours

9. How often do you work from home?

- More than 1 day per month
- 3-4 days per week
- More than 5 days per week

10.   Is it easy to reach to your teammates and team leaders when you need them?

* Yes
* No
* Sometimes

11.   If you currently have flexible working arrangement will you consider this requirement to your next employer?

* Yes
* No
* Depends on the situation

12.   Do you feel you have good work-life balance?

* Satisfied
* Dissatisfied

13.   Do you take regular breaks in between from work?

* Yes
* No
* Sometimes

14.   Do you feel as productive at home as you are at the office?

* Yes
* No

15.   Do you look forward to returning to the office?

* Yes
* No
* Maybe

16.   Do you work for long hours even on holidays?

* Yes
* No
* Sometimes

17.   Do you ever feel tired because of work?

* Yes
* No
* Sometimes