

A Study on Work–Life Balance of Employees Bangalore

An Employee Perception Study in HR Consulting Industry

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1. ABSTRACT

Work–life balance has become one of the most important concerns for employees in modern organizations due to increasing workload, performance pressure, and changing work environments. Employees working in the HR consulting and recruitment industry often face challenges in balancing professional responsibilities with personal life because of target-oriented work culture, extended working hours, and continuous client interaction.

The present study aims to analyze the work–life balance of employees working in the HR consulting industry and identify the factors influencing employee satisfaction and well-being. A descriptive research design was adopted for the study. Primary data was collected from 100 respondents using structured questionnaires and personal interaction methods. Statistical tools such as percentage analysis, chi-square analysis, and correlation analysis were used for interpretation.

The findings reveal that workload, job stress, and long working hours are major factors affecting employees' work–life balance. Organizational support, flexible work policies, and supportive management were found to positively influence employee satisfaction and productivity. The study concludes with suitable suggestions for organizations to improve employee well-being and maintain a healthy work environment.

2. INTRODUCTION

Work–life balance refers to the ability of employees to effectively manage professional responsibilities along with personal and family life. In today's competitive business environment, employees are expected to achieve higher productivity and performance within limited time, which increases work pressure and stress.

The HR consulting and recruitment industry is one of the fastest-growing sectors in India. Employees working in this sector often experience high workload, recruitment targets, deadlines, and continuous communication with clients and candidates.

These work conditions make maintaining work–life balance a significant challenge.

Organizations are increasingly recognizing that employee well-being is directly connected to organizational productivity and performance. Employees who maintain a healthy work–life balance tend to show better job satisfaction, motivation, and commitment toward the organization. On the other hand, poor work–life balance can lead to stress, burnout, absenteeism, and reduced organizational performance.

This study focuses on understanding employees' perceptions regarding work–life balance and identifying the key factors influencing it in the HR consulting industry.

3. LITERATURE REVIEW

Several researchers have examined the importance of work–life balance and its influence on employee well-being and organizational performance.

Greenhaus and Beutell (1985) identified workload, role conflict, and time pressure as major factors affecting

employees' personal life and work balance.

Clark (2000) introduced the Work–Family Border Theory and emphasized the importance of organizational support in helping employees manage work and personal responsibilities effectively.

Guest (2002) concluded that poor work–life balance negatively affects employee motivation, job satisfaction, and organizational commitment.

Kossek et al. (2011) found that flexible work arrangements improve employees' ability to manage professional and personal responsibilities.

Poulouse and Sudarsan (2014) observed that long working hours and job stress significantly affect employees' work–life balance in Indian organizations.

Previous studies clearly indicate that work–life balance has become a major human resource issue in modern organizations.

4. METHODOLOGY

4.1 Research Design

The present study adopts a descriptive research design to analyze the work–life balance of employees in the HR consulting and recruitment industry. Descriptive research design is used because the study aims to understand employees' perceptions, opinions, and experiences regarding work–life balance without manipulating any variables. The design helps in systematically collecting information related to workload, stress, working hours, organizational support, and employee satisfaction.

This research design is considered appropriate because it provides a detailed understanding of the current situation of employees and the factors influencing their work–life balance. It also helps in identifying relationships between work-related factors and employee well-being. The descriptive approach enables the researcher to present findings in a structured manner using tables, charts, and statistical analysis.

The study mainly focuses on employees' views regarding their ability to manage professional responsibilities along with personal and family commitments. Through this design, the researcher attempts to examine how organizational practices and work pressure influence employees' overall satisfaction and productivity.

4.2 Sampling

Sampling refers to the process of selecting a subset of respondents from the total population for the purpose of conducting the study. In the present study, convenience sampling technique has been used. Under this method, respondents were selected based on their availability, accessibility, and willingness to participate in the research study.

The convenience sampling method was chosen because of limited time availability and ease of data collection. Employees working in HR consulting and recruitment organizations who were readily available during the data collection period were included as respondents. This method helped in collecting responses quickly and efficiently.

The sample size for the study consists of 100 employees working in HR consulting and recruitment firms located in Bengaluru. The respondents include recruiters, HR executives, team leads, and employees working in different departments. The selected sample represents employees with different age groups, work experience, and job roles, which helps in obtaining diverse opinions regarding work–life balance.

4.3 Data Collection

Data collection is an important part of the research process as it helps in gathering relevant information required for analysis and interpretation. The present study uses both primary data and secondary data sources for collecting information related to employees' work–life balance.

Primary Data

Primary data was collected directly from employees through a structured questionnaire. The questionnaire was designed using a Likert scale to measure employees' opinions and perceptions regarding workload, working hours, stress, organizational support, flexible work arrangements, and overall work–life balance. The questionnaire was distributed among employees working in HR consulting and recruitment organizations in Bengaluru.

Direct interaction and personal communication with employees were also used to obtain accurate and reliable responses. The collected responses were organized systematically for statistical analysis and interpretation.

Secondary Data

Secondary data was collected from journals, research articles, books, company websites, online resources, and previous research studies related to work–life balance and employee well-being. Secondary data helped in developing theoretical understanding and supporting the analysis of the study.

The combination of primary and secondary data sources improved the reliability and effectiveness of the research study and provided comprehensive insights regarding work–life balance among employees.

4.4 Analytical Tools

The collected data was analyzed using:

- Percentage Analysis
- Chi-Square Analysis
- Correlation Analysis
- Tables and Charts

Table 1: Demographic Profile of Respondents

Demographic Variable	Category	No. of Respondents	Percentage (%)
Gender	Male	58	58%
	Female	42	42%
Age Group	20–25 Years	46	46%
	26–30 Years	32	32%
	Above 30 Years	22	22%
Marital Status	Unmarried	61	61%
	Married	39	39%
Occupation	Recruiter	40	40%
	HR Executive	35	35%
	Team Lead	25	25%

Interpretation

The demographic profile shows that the majority of respondents are young employees working in the HR consulting industry. Most respondents belong to the 20–25 years age group and are employed in recruitment-related roles, indicating that work–life balance is an important concern among early-career professionals.

Table 2: Employees’ Opinion on Work–Life Balance

Response	No. of Respondents	Percentage (%)
Strongly Agree	30	30%
Agree	42	42%
Neutral	15	15%
Disagree	8	8%
Strongly Disagree	5	5%

Interpretation

The analysis shows that 72% of employees either strongly agree or agree that work– life balance significantly affects their job satisfaction and productivity.

Table 3: Factors Affecting Work–Life Balance

Factor	No. of Respondents	Percentage (%)
Workload	35	35%
Long Working Hours	28	28%
Job Stress	22	22%
Lack of Flexible Policies	15	15%

Interpretation

Workload and long working hours are the major factors affecting employees’ work– life balance in the HR consulting industry.

Table 4: Organizational Support Towards Work–Life Balance

Organizational Support	No. of Respondents	Percentage (%)
Flexible Working Hours	38	38%
Leave Policies	27	27%
Supportive Management	21	21%
Employee Wellness Programs	14	14%

Interpretation

Flexible working hours and leave policies are the most preferred organizational support systems among employees.

Table 5: Employee Satisfaction Level

Satisfaction Level	No. of Respondents	Percentage (%)
Highly Satisfied	24	24%
Satisfied	48	48%
Neutral	16	16%
Dissatisfied	8	8%
Highly Dissatisfied	4	4%

Interpretation

The findings reveal that the majority of employees are satisfied with their current work environment and organizational support.

5. ANALYSIS & RESULTS

5.1 Demographic Findings

The majority of respondents belong to the 20–25 age group, indicating that young professionals form the major workforce in the HR consulting industry. Male employees constitute 58% of respondents, while unmarried employees represent the majority category.

5.2 Work–Life Balance Perception

Most employees believe that work–life balance directly influences employee productivity, job satisfaction, and mental well-being. Employees working under high workload and recruitment pressure experience greater difficulty maintaining balance.

5.3 Factors Affecting Employees

Workload, extended working hours, and job stress were identified as the major challenges affecting employees' personal life and mental well-being.

5.4 Organizational Support

Flexible work arrangements and employee-friendly HR policies positively influence employees' perception toward work–life balance.

6. CHI-SQUARE ANALYSIS

Hypothesis H0

There is no significant relationship between work–life balance and employee productivity.

H1

There is a significant relationship between work–life balance and employee productivity.

Particulars	Value
Chi-Square Value	36.4
Degree of Freedom	2
Significance Level	0.05
Result	Significant

Interpretation

Since the significance value is less than 0.05, the null hypothesis is rejected. Therefore, there is a significant relationship between work–life balance and employee productivity.

7. CORRELATION ANALYSIS

Variables	Correlation Value
Work–Life Balance & Employee Satisfaction	0.864

Interpretation

The correlation value indicates a strong positive relationship between work–life balance and employee satisfaction.

8. FINDINGS

- Majority of employees experience moderate work–life balance.
- Workload and long working hours are major challenges.
- Organizational support improves employee satisfaction.
- Flexible work policies positively influence employee well-being.
- Job stress negatively affects work–life balance.

9. SUGGESTIONS

1. Organizations should implement flexible working hours.
2. Employee wellness programs should be strengthened.
3. Workload should be distributed effectively.
4. HR departments should encourage supportive work culture.
5. Stress management programs should be conducted regularly.
6. Organizations should provide proper leave and relaxation policies.

10. CONCLUSION

The study concludes that work–life balance is an important factor influencing employee satisfaction and organizational productivity in the HR consulting industry. Employees face significant challenges due to workload, stress, and long working hours. However, organizations that provide flexible work arrangements and supportive HR policies can improve employee well-being and organizational performance. Therefore, organizations should focus on creating a

healthy and employee-friendly work environment to maintain better work–life balance and long- term employee satisfaction.

11. REFERENCES

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