

A STUDY ON WORK LIFE BALANCE OF WOMEN IT EMPLOYEES POST COVID-19 PANDEMIC

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ABSTRACT:

Work-life balance states that the level of prioritization between personal and professional activities of an individual. Work life balance encourages increased productivity, less instances of sickness and absenteeism, a happier, less stressed workforce, improvements in employee mental health and well-being and more engaged staff. The work life imbalance leads to mental disorders, such as anxiety and depression. Many studies have explored the impacts of work life balance but one or two covered COVID pandemic affected work scenario. After this mostly in IT industry work from home culture was introduced. This brings in a new change in the existing paradigm. At present this causes Job switch overs and resignations while people called on to work from office. In this context this study aims to measure the level of work life balance among IT women employees. For this purpose existing models were reviewed and analyzed to bring out an improved model. The review data of forty previous studies were analyzed and a hypothetical model is built as a result. In future the model is planned to be validated through real time data collection and analysis.

keywords: work life balance(WLB), work from home, COVID-19, personal life variable, professional life variables and psychological variables

INTRODUCTION:

Work life balance is not something you find, it is something you create. Work-life balance states that the level of prioritization between personal and professional activities in an individual's life. It is important to manage and strike a balance between the two dimensions of life: personal and professional, which, in turn, may influence one's happiness. There are numerous factors affecting the work-life balance like work hours, flexibility in working hours, overtime paid, gender etc., Good work life balance encourages increased productivity, less instances of sickness and absenteeism, a happier, less stressed workforce, staff feeling valued and that their personal and/or family life is important, improvements in employee mental health and well-being and more engaged staff. The poor work life balance leads to mental disorders, such as anxiety and depression.

The Major components of work life balance are identified as self-management, Time management, Stress management, Managing change, Managing technology and Managing leisure time.

IT industries

Information Technology (IT) is a business sector that deals with computing, including hardware, software, telecommunications and generally anything involved in the transmittal of information or the systems that facilitate communication. Major sectors in IT industry IT Services, Business Process Management, Software Products, Engineering Research and Development.

The IT industries that are planned to be covered for measuring WLB are Tata Consultancy service, Infosys, HCL Technologies, Wipro Limited, Redington India Ltd, Tech Mahindra Ltd, Larsen & Toubro Infotech Ltd and Mphasis Ltd

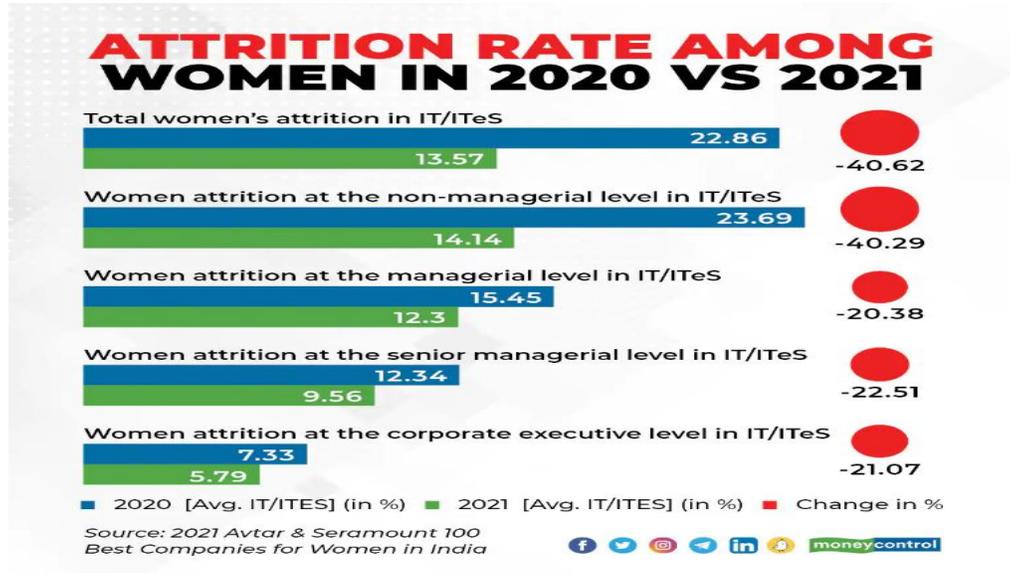
WOMEN EMPLOYEES IN IT SECTOR

A 2020 study found that women make up **28.8%** of the tech workforce, a steady increase from the past few years 25.9% in 2018 and 26.2% in 2019

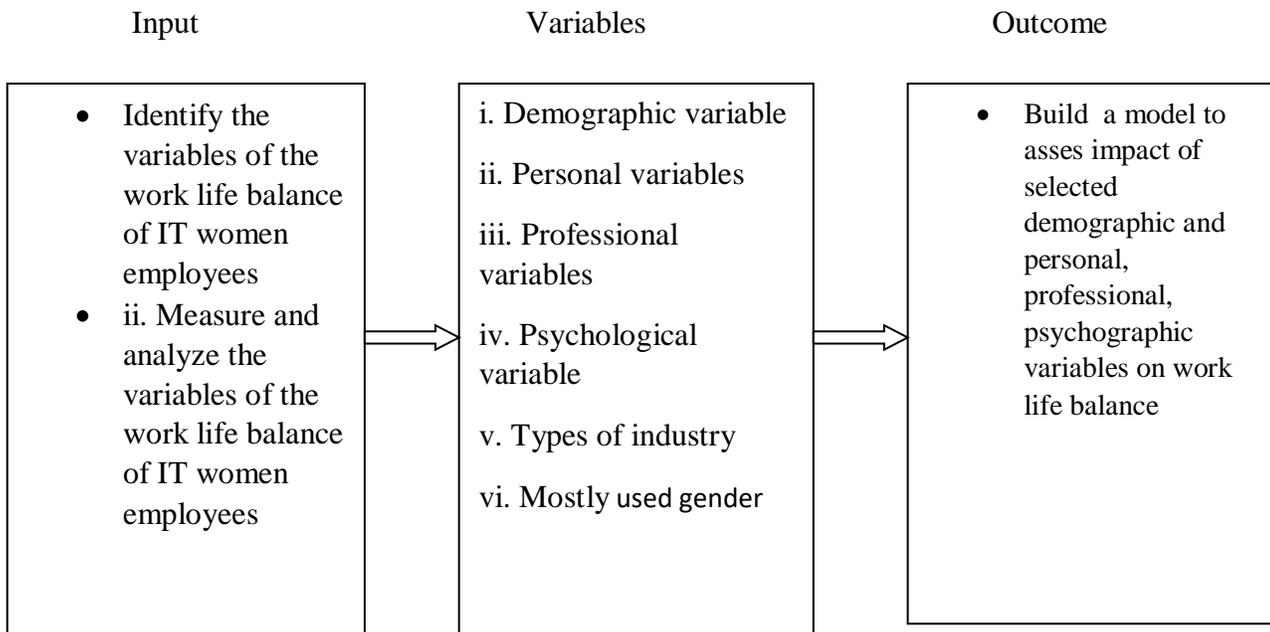
Two years into the COVID-19 pandemic, the option of work from home is changing the work dynamics for women employees in India. The COVID-19 pandemic decisively changed the way women look

at their careers. As the pandemic hit India’s workplaces, women had to navigate the blurring boundaries between professional and personal lives. While women had to undergo an overnight shift to allow their personal, home spaces to become workplaces, companies devised new models of work.

Women leaving IT sector down by nearly half due to remote working: Study



FRAMEWORK



REVIEW OF LITERATURE

Chaitra R & Ashok kumar R S (2011) studied about the work life balance of the employees at bosch ltd, Bangalore. In this study used variables are working hours, time spend at work daily, organisation policy on Work-Life Balance, work life management, quality of time and work pressure. This study measure the controlling on when, where and how they work. Many factors are acting as supporting elements for employees to achieve balance between work and personal life.

G.Delina and Dr. R. Prabhakara Raya (2013) studied about the working women's work life balance . In this study used variable such as demographic variables such as age, spouse profession, number of children, satisfaction level on personal life and professional life variables. The findings revealed the importance of work-life balance and the need to have work-life balance is necessary for happiness and work life satisfaction.

Dr. Chhaya chavda and Ashok gaur (2013) studied about the Work Life Balance among Employees. In this study the used variables are flexible work place, statutory and non-statutory measures, work life balance and work place stress. This study explains about the components of the work life balance like time management, self-management, stress management, change management, technology management, leisure management

Amanda connick (2014) studied about the Comparative Study of Hotel Employee Satisfaction in the West and Midwest with their work. In this study used variables are demographic variables such as gender, age, marital status, ethnicity, birth year, working hours, religion, work & home life balance. This study reveals that there is a relationship between satisfaction of work and home-life balance between regions.

Milind A. Peshave , Dr. Rajashree Gujarathi (2014) studied about the An Analysis of Work-Life Balance (WLB) Situation of Employees and its Impact on Employee Productivity at Hotel Industry. In this study used variables are 24 X 7 Service Industry, Seasonal Business, Manpower shortage, High attrition rate, Scheduling Conflicts, Pressure of multiple roles, weekly offs and Effective Training & Counseling. The outcome of the study is about how to increase the productivity

Muhammad and shadab kashif arif (2015) studied about the Impact of Work-Life Balance on Job Satisfaction of Health Care Services in Pakistan. In this study used variables are demographic variables such

as gender, age, marital status, employment type, children, work life balance and job satisfaction. Findings reveals that due to high working hours, people are dissatisfied with their jobs because of which they cannot balance their life. They cannot give time to their personal life which leads to dissatisfaction with their job.

R. Vajiravel & dr. P. A. Sathyararyana (2015) studied about work life balance of women teaching staff and its impact on their job performance, in this study used variables such as demographic variables such as age, education, marital status, type of family, size of family, designation, present family, personal life environment, work life environment and work conflicts. The outcome of the study is activities outside work positively influence the productivity and creative potential of employees.

Dr. Saloni Pahuja (2016) studied about the work life balance of female employees. In this study Work life balance, Personal Life, Professional Life, Work pressures, Regulations and Technological Advancement were taken for analysis. Findings revealed that employees in Axis Bank have medium level of Work Life Balance. Also there is significant positive relationship and impact of work life balance on employee's personal and professional life

V. Vijay anand , V. Rengarajan, R. Renganathan, B. Swathi, N. Udhaya and N. Vardhini (2016) studied about the Employee Work-Life Balance to Rural Employees. In this study used variables such as demographic variables such as gender, age, marital status, employment type, employment position, work life balance, employee satisfaction. This study reveals that significant effect of individual factor on employee work-life balance and There is a relationship between employee work life balance and employee satisfaction.

H. M. Bilal & Dr. J. Sulaiman (2016) studied about the work life balance of it employees at chennai city. . In this study used variables are demographic variables gender, age, income , residence status, mode of transportation, marital status, education, work life balance, work place, friendly environment and job security. Outcome of the study is promotes the good work life balance for the organization growth.

Ajith Sankar & Dr. Sonny Jose (2016) studied about the Work-life Balance among Women Employees reference to IT Companies. In this study some of the variables are used such as demographic variables age, gender, qualifications, type of the job, Perception of women professionals in IT sector About the Inhibitors of work-life balance, Perception of employer representatives about the inhibitors of Employment, Critical factors promoting Work-Life Balance Career Facilitators. It reveals that women

professionals be encouraged to stay in mainstream work for a longer duration and climb the rungs of the corporate ladder in the process, bring a better balance between work and life

V. Sabitha & Dr. D. Padmanaban (2016) studied about that work life balance of women employees in coimbatore city. In this study variables are used demographic variables age, religion, educational qualifications, experience, work schedule, Sector Employed, number of childrens, monthly income, husband occupation, Economic Security, Achievement, Affiliation and Selfactualization. Outcome of the study is having practical implications for organization which is interested in implementing family friendly policies in the near future

Neha chouhan (2016) studied about work-life balance of working women in india. In this study variables are used working Environment, qualification and skills, employee satisfaction, working hours, balance life, work pressure, flexible working hours and paternity leave. Outcome of this study is importance of the work life balance and make productivity.

Sumathi & V. Ravi kumar (2017) studied about the work-life balance of women teachers' working in private schools at coimbatore city. In this study used variables are work – life balance issues, level of teaching, stress and socio-economic factors. This study suggest that implementing work family friendly policies.

Dr. Indu Gautam & Dr. Sameeksha Jain (2018) studied about the challenges and solutions of work life balance. In this study used variables such as demographic variables such as Gender, Age, Educational Qualification, Total Experience, Marital Status, Monthly Income, and psychographic variables as perception on Work Life Balance, Impact on Family, Compensation Factors and Work Life Balance Solution. The outcome of the study advocated that the employee-driven solutions for balancing work-life, will help organization to design and implement work-life balance policies

Ramya thiyagarajan and tamizhjyothi (2018) studied about the Perception of Construction Women Employees on Dimensions Implying Work Life Balance. In this study variables are job stress, Quality of work life, Supervisor support, Co-worker support, Emotional sustenance, Instrumental assistance, Work environment and Job description. The outcome of the study is reveals that the perception towards the above Dimensions Implying Work Life Balance of women employees.

Sreedevi U panicker & Dr. Jacob thomas (2018) studied about the work-life balance of it employees in kerela. In this study used variables age, gender, marital status, parental status, work place flexibility, work place culture, social support, work life programmes, support from family, work life, conflict stress related problems and self care methods. Outcome of the this study is work life balance is important to every organization.

Radhika dasari, R satya raju & G sudarsana Rao (2018) studied about the work life balance on rinl-visakhapatnam steel plant. In this study used variables such as organizational support and work life balance, work-life effectiveness and work life balance components. The outcome of the study reveal the importance of work – attitudinal aspects dimension, work – workload dimension, work – support mechanism dimension, family life dimension and personal life dimension.

C. Muthulakshmi (2018) studied about that work life balance among the teaching professionals of arts and colleges in tuticorin district. In this study used variables such as gender, age, education, religion, family type, family size, residence, family type, spouse occupation, type of college , salary, working days, knowledge updating, personal illness. This study reveals the importance of work life balance in teaching profession.

M. Kamalesh & A. John William (2019) studied about the work life balance TNPL at karur. In this study the used variables are Job Satisfaction, Stress, Work Performance, Professional Secrecy Employee's Efficiency and Work Life Management. It reveals that Work life is all about a measure about controlling on when, where and how they work. Many factors are acting as supporting elements for employees to achieve balance between work and personal life.

Yukta kotwal (2019) studied about the Work-life balance of women employee in india. In this study the used variables are work-life balance, stress management and work-life stress. It explains about work-life balance of women, causes of work-life imbalance, consequences of work-life imbalance for women and work-life balance in indian organizations. Outcome of the study is The work-life balance of women employee can get so much better if organisations take necessary steps to facilitate maintenance of balance between work and personal life.

Magdalene peter, S.F Fbiyola kavitha (2019) studied is about that work life balance of employees in aruneshwara hi-tech in in thiruvanamalai. In the study they had taken eight variables such as no of working days in a week, feeling about working hours in a day, status of balancing work life, thinking about the work outside the office, family time, feeling tired of work, policy of the company for work life balance. The outcome of the study shows work life balance is effective and successful in the organization.

Joshin joseph & Dr. Deepu jose sebastian (2019) studied about the work-life balance at service sector in kerala. Variables used in this study demographic variables age, income , residence status, mode of transportation, marital status, family type , no of adults in family , no of children in family, religion, work life balance, job demand and employee perception. The outcome of the study is evaluating the work life balance in the state of kerala.

Akanksha singh & Sunil kumar tiwari (2019) studied about that work life balance among working women in service sector at vindhya region. In this study used variables are demographic variables age, income , residence status, mode of transportation, marital status, term of contract, position level, work pressure, work environment (work load, financial assistance, work satisfaction). The outcome of the study is suggest women plan their duties and finish their work on time and their job responsibility it encourage good work life balance.

Dr. Shweta Sharma, Dr. Sanjeevni Gangwani, Dr. Latefa hamad Al Fryan (2019) this study is about the Work Life Balance of Working Women Professionals. In this study used variables are Employee's motivation, Flexible working conditions, Welfare and recreational activities, Work and total life space, Job enrichment, Grievance handling , Job satisfaction and Family support. Outcome of the study is Work-life balance of an employee is as important for the employing organizations as it is for individual employee.

Dharavath Rajeshwari and Prof. K G Chandrika (2019) studied about the A Conceptual Study on Factors Affecting Work Life Balance of Employees Working in BPO's. In this study used variables are age, gender, civil status, experience, salary, residence, work load, Support from top management , Support from colleagues , Organizational change , Working hours , Work overload , Physical health , Family support , Children responsibilities and Financial problems of family. This study reveals that which factor affect most the work life balance.

Ya-Yuan Hsu, Chyi-Huey Bai , Chien-Ming Yang, Ya-Chuan Huang, Tzu-Ting Lin and Chih-Hung Lin (2019) studied about that Long Hours' Effects on Work-Life Balance and Satisfaction. In study used variables are gender , marital, education, experience, shift work, age, Job Stress, Work-Life Balance, Job Satisfaction and over time.this study found evidence that occupational stress acts as a powerful mediator of the relationships among long working hours, work-life imbalance, and job dissatisfaction in employees.

Yedele O. Ola, Willoughby O. John, Olaniyi A. Simeon and Oyero A. Mutiu, (2019) studied about the Impact of Work Life Balance on the Social Life of Workers Living in Lagos Metropolitan Borders, in this study used variables are demographic variables such as age, gender, marital status, business sector, place of residence, work time, work life balance, Work-life conflict, Job satisfaction, Job stress and Employee Wellbeing. This study conclude that work life balance has profound impacts on the social life of workers in Lagos Metropolitan borders. To be specific, issues or consequences of work life imbalance often results to job dissatisfaction and poor employee wellbeing

Deepa singh (2020) studied about the work-life balance on google and a comparative study of practices followed in norway and india. In this study used variables are work life balance, Education, Job security, Income inequality, Volunteering and Dry Season off. Outcome of the study reveals that Every person is related to us directly or indirectly is contributing for work- life balance. It is the need of the hour to understand the importance of family and work and to put them in same parameter.

Madhu R hadapad & Aruna battur (2020) studied about the work life balance of information technology employees working from home during covid-19. In this study variables used such as work life balance, stress management and personal life. This study reveals that how factors that impact the employees work life balance. As Communication one of the factor and it is part of working from home and it is treated as important to have access to your team members and be able to maintain regularly scheduled meetings

Onuorah anthonia ngozi and ugochukwu chinelo (2020) studied about the effect of work life balance and employee productivity in nigerian organizations. In this study the variables are Employee Productivity, Family Stress, Role Conflict and Workload Pressure. Findings of the study that family work life balance significant effect on employee productivity.

Dodi wirawan irawanto , khusnul rofida novianti and kenny roz (2020) studied about that Measuring Satisfaction between Work–Life Balance and Work Stress during the COVID-19 Pandemic in Indonesia. In this study used variables are demographic variables such as gender, age, marital status, employment type, employment position, work life balance, tenure, Work from home, Work stress, Job satisfaction. This study reveals that working from home as the new climate of working for Indonesian workers can maintain their job satisfaction, and it is expected that they commit to their work and fulfill their task accomplishment.

Anitha N (2020) studied about the work life balance among women information technology professionals in tamilnadu. In this study used variables are demographic variables age, income , residence status, mode of transportation, marital status, family type , no of adults in family , no of children in family , types of organisation, flexible work policies, attractive working environment, work pressure, work place harassment, stress/health issues, work and life balance and personal factors. Overcome of the study is success is also dependent upon related factors and responses of workplaces. It also understood that the effective work-life.

Surinder kaur & Dr. Rajinder kapil (2020) studied about the work life balance in working women at the state of punjab. In this study used variables such as socialization, work environment, organizational support, extended working hours, relaxation and well being. The outcome of the study reveals that the factors significantly relationship with the work life balance

G.Srileka, C.S.Nivedha, S.Rathika(2020) studied about the study on work life balance with reference to celebrity fashion. In this study used variables are age , gender, salary, experience, work life balance, job uprachment, organization culture and work environment. This study reveals that Work life balance helps in increasing the motivation level of employees in order to perform their job in a better their personal& professional life with the help of the facilities that has been provided by the company to their employee

Ms. Prithivi.s & Dr. A. Thilagaraj (2020) studied about the im\pact of covid in work life balance of employees in Chennai. In this study used variables such as gender, number of kids, work life, professional life, flexible work time and quality of time. This study concludes that Work Life Balance is a very important

issue in the Human Resource Management field and it has a vital impact on the productivity and growth of both the organization and the employee.

Pooja jain and u. S. Rawat (2021) studied about the COVID-19 Lockdown and work life balance. In this study variables used such as family size, working hours, job flexibility, work status and job security. Outcome of the study explains overcome from covid balancing the work both male and female employees.

Ashwini nitesh patel & Dr. Atik asgar shaikh (2021) studied about the work life balance of female employees working in manufacturing industries. In this study used variables such as demographic variables age, income, residence status, mode of transportation, marital status, family type, no of adults in family, no of children in family, work experience in current company, designation, working in shifts, reliability statistics, work life balance and job satisfaction. Outcome of the study is work life balance increase the productivity of employees.

Vani Haridasan, Kavitha Muthukumaran and Yohita D (2021) studied about the work-life balance of women working from home during lockdown. In this study used variables are age, marital status, experience, Work Life Balance, Job Performance, Personal Life Challenges, Professional Life Challenges, Job Satisfaction and Personal Well Being. This study measured employees' work-life balance and found that job performance and personal wellbeing were crucial determinants of employees' work-life balance, alongside their occupations, age, and caring responsibilities

Sabanpreet Mann and Dr. Jaya Chitranshi (2021) studied about the Challenges Faced by Employees in Maintaining Work-Life Balance During Work from Home in Covid-19 Pandemic in India. In this study used variables are age, gender, Problem of communication, Lack of motivation in the workplace, Distraction by personal works in work from home, Technological problems in working from home, Lack of positive working culture, Collaboration problems in remote working, Impossible to balance between work and personal life and Performance improved in working from home. Outcome of the study is there is a vital significance of making a balance between work and personal life, the work-life balance makes the environment of the workplace healthy and positive.

NEED OF THE STUDY

Now a days work from home people started resigning or switch over. This is prevelant in IT sector because of the paradigm change. Hence this study is planned to assess impact of selected demographic and psychographic variables on work life balance in the post covid pandemic.

OBJECTIVES

- The main purpose of the project is to identify variables that involves in the work life balance of women employees at IT sector
- To build a model of WLB using variables like personal life, professional life and psychological variables.

RESEARCH METHODOLOGY

This study attends to explain the factors involved in the taken work life balance related research papers and also finds that frequently used variables. sample size 40 research paper, secondary data is collected through the research papers.

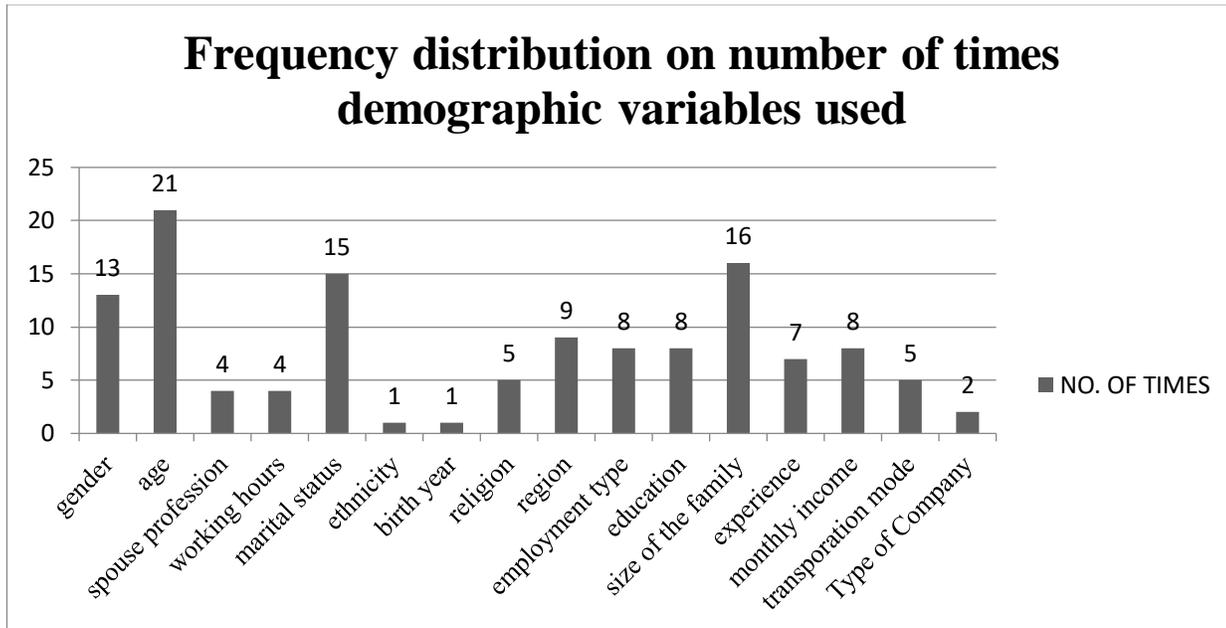
DATA ANALYSIS

TABLE 1.1: Frequency distribution on number of times demographic variables used

SI.NO	DEMOGRAPHIC VARIABLES	NO. OF TIMES	TOTAL	PERCENTAGE
1	Gender	13	40	32.5
2	Age	21	40	52.5
3	Spouse profession	4	40	10

4	Working hours	4	40	10
5	Marital status	15	40	37.5
6	Ethnicity	1	40	2.5
7	Birth year	1	40	2.5
8	Religion	5	40	12.5
9	Region	9	40	22.5
10	Employment type	8	40	20
11	Education	8	40	20
12	Size of the family	16	40	40
13	Experience	7	40	17.5
14	Monthly income	8	40	20
15	Transportation mode	5	40	12.5
16	Type of Company	2	40	5

FIGURE 1.1: Frequency distribution on number of times demographic variables used



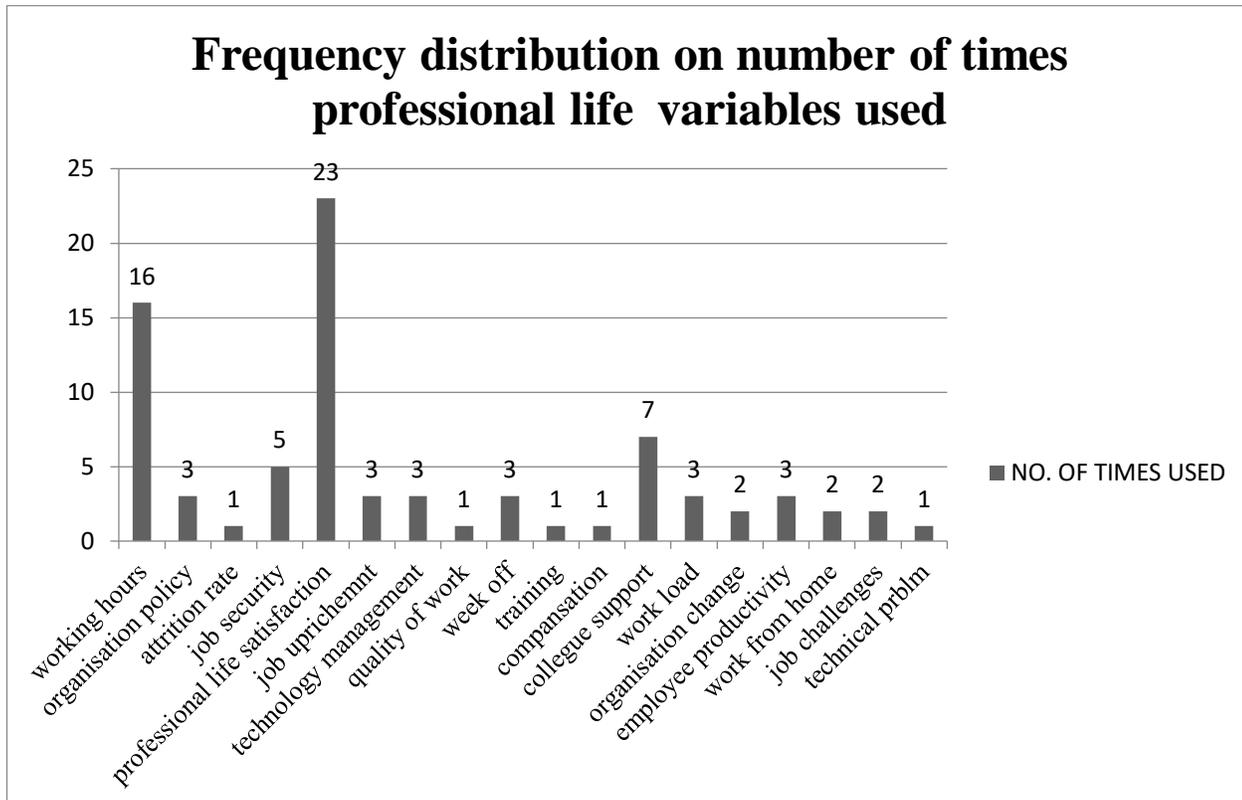
Interpretation:

from this table demographic variable age 52.5% is mostly used by the researchers, size of the family 40%, marital status 37.5 %, gender 32.5 %, monthly income 29%, region 22.5%, employment type 20%, education 20%, experience 17.5%, religion 12.5 %, transportation mode 12.5%, spouse profession 10%, working hours 10%, Type of Company 5%, ethnicity 2.5% and birth year 2.5%

TABLE 1.2: Frequency distribution on number of times professional life variables used

SI. NO	PROFESSIONAL LIFE VARIABLE	NO. OF TIMES USED	TOTAL	PERCENTAGE
1	Working hours	16	40	40
2	Organization policy	3	40	7.5
3	Attrition rate	1	40	2.5
4	Job security	5	40	12.5
5	Professional life satisfaction	23	40	57.5
6	Job enrichment	3	40	7.5
7	Technology management	3	40	7.5
8	Quality of work	1	40	2.5
9	Week off	3	40	7.5
10	Training	1	40	2.5
11	Compensation	1	40	2.5
12	Colleague support	7	40	17.5
13	Work load	3	40	7.5
14	Organization change	2	40	5
15	Employee productivity	3	40	7.5
16	Work from home policy	2	40	5
17	Job challenges	2	40	5
18	Technical problem	1	40	2.5

FIGURE 2.2: Frequency distribution on number of times professional life variables used



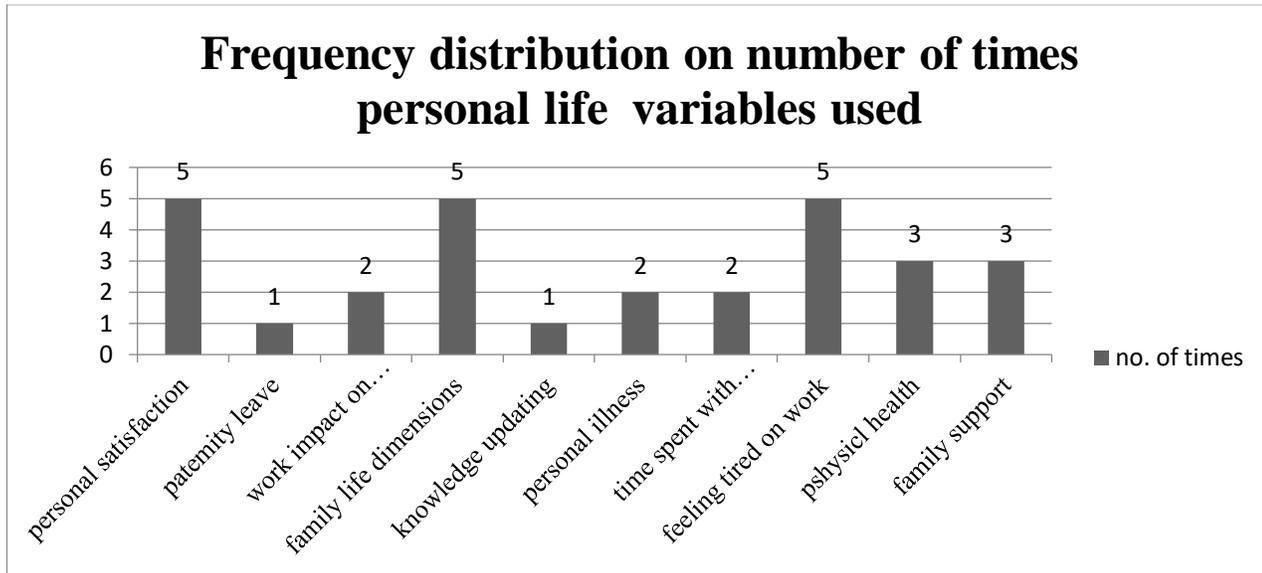
Interpretation

From the above table professional life variables professional life satisfaction 57.5% is used by the researchers frequently, working hours 40%, compensation 17.5%, colleague support 17.5%, job security 12.5%, organization policy 7.5%, job enrichment 7.5%, technology management 7.5%, week off 7.5, work load 7.5%, employee productivity 7.5%, organization change 5%, work from home 5%, job challenges 5%, attrition rate 2.5%, quality of work 2.5%, training 2.5% and technical problem 2.5%

TABLE 1.3: Frequency distribution on number of times personal life variables used

SI. NO	PERSONAL LIFE VARIABLE	NO. OF TIMES USED	TOTAL	PERCENTAGE
1	Personal satisfaction	5	40	12.5
2	Paternity leave	1	40	2.5
3	Work impact on family	2	40	5
4	Family life dimensions	5	40	12.5
5	Knowledge updating	1	40	2.5
6	Personal illness	2	40	5
7	Time spent with family	2	40	5
8	Feeling tired on work	5	40	12.5
9	Physical health	3	40	7.5
10	Family support	3	40	7.5

FIGURE 1.3: Frequency distribution on number of times personal life variables used



Interpretation

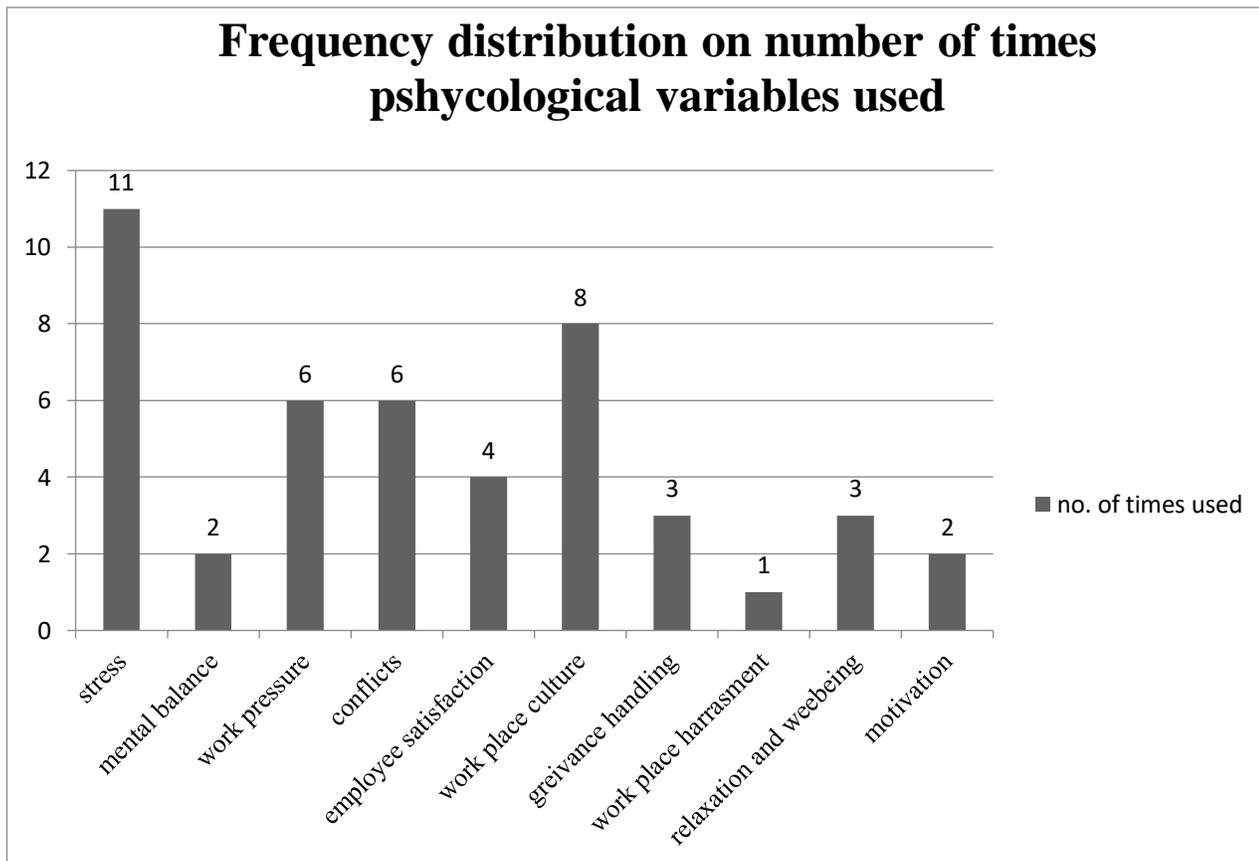
From the above table in personal variable personal satisfaction 12.5% is majorly used by the researchers, feeling tired on work 12.5%, family life dimensions 12.5%, mental health 7.5%, family support 7.5%, paternity leave 5%, personal illness 5%, family time 5%, personal satisfaction 2.5% and knowledge updating 2.5%

TABLE 1.4: Frequency distribution on number of times psychological variables used

SI. NO	PSYCHOLOGICAL VARIABLE	NO. OF TIMES USED	TOTAL	PERCENTAGE
1	Stress	11	40	27.5
2	Mental balance	2	40	5
3	Work pressure	6	40	15
4	Conflicts	6	40	15

5	Employee satisfaction	4	40	10
6	Work place culture	8	40	20
7	Grievance handling	3	40	7.5
8	Work place harassment	1	40	2.5
9	Relaxation and wellbeing	3	40	7.5
10	Motivation	2	40	5

FIGURE 1.4: Number of times psychological variables used



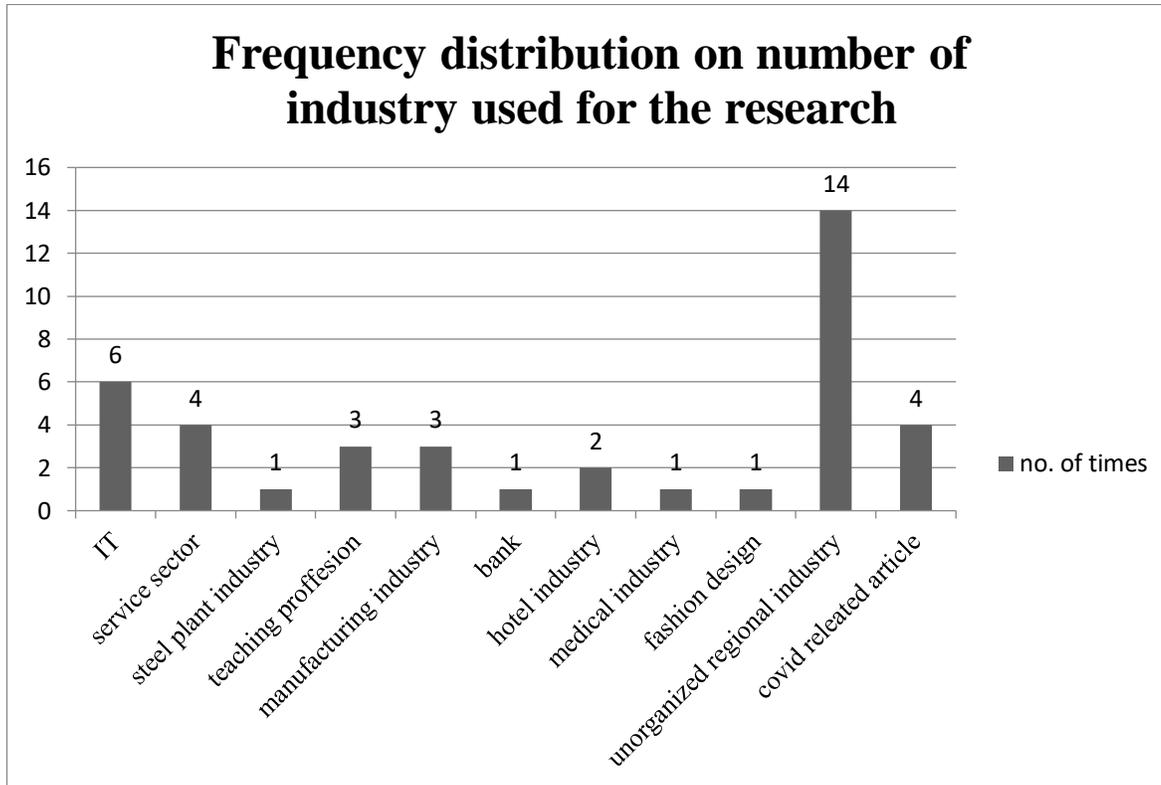
Interpretation

From the above table in psychological variable Stress 27.5% is majorly used, work place culture 20%, work pressure 15%, Conflicts 15%, employee satisfaction 10%, grievance handling 7.5%, relaxation and wellbeing 7.5%, Motivation 5%, work place harassment 2.5% and mental balance 5%.

TABLE 5: Frequency distribution on number of industry used for the research

SI. NO	INDUSTRY CLASSIFICATION	NO. OF TIMES	TOTAL	PERCENTAGE
1	IT	6	40	15
2	Service sector	4	40	10
3	Steel plant industry	1	40	2.5
4	Teaching profession	3	40	7.5
5	Manufacturing industry	3	40	7.5
6	Bank	1	40	2.5
7	Hotel industry	2	40	5
8	Medical industry	1	40	2.5
9	Fashion design	1	40	2.5
10	Unorganized regional industry	14	40	35
11	Covid related	4	40	10

FIGURE 1.5: Frequency distribution on number of industry used for the research



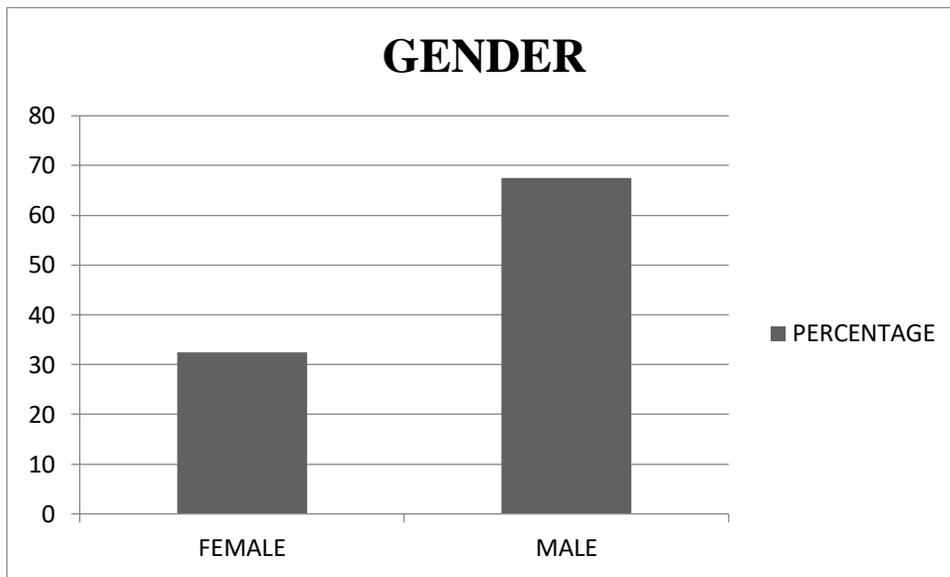
INTERPRETATION

From the above table unorganized regional industry are used 35%, IT 15%, service sector 10%, covid related 10%, teaching profession 7.5%, hotel industry 5%, manufacturing industry 7.5%, steel plant industry 2.5%, Bank 2.5%, medical industry 2.5% and fashion design 2.5%

TABLE 6: frequency distribution on majority of gender used for the research

GENDER	PERCENTAGE
Female	32.5
Male	67.5

FIGURE 1.6: Frequency distribution on majority of gender used for the research



Interpretation

From the above table majority of the researchers used male category for their research 67.5% and female 32.5%

FINDINGS

1. In demographic age variable is used the majorly used by the researchers 52%
2. In professional variable work life balance is used the majorly used by the researchers 37.5%
3. In personal variable personal life satisfaction is used the mostly used by the researchers 12.5%
4. Psychological variable Stress is majorly used mostly used by the researchers 27.5%
5. Unorganized industry is majorly used by the research by the researchers 35%
6. Mostly Male category gender are used by the researchers 67.5%

CONCLUSION

This study aims to measure the level of work life balance among IT women employees. For this purpose existing models were reviewed and analyzed to bring out an improved model. The review data of forty previous studies were analyzed and a hypothetical model is built as a result. In future the model is planned to be validated through real time data collection and analysis.

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