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The Study on Work life Balance Towards It Industries

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Abstract:

Information Technology is a growing industry in India. Currently it constitutes around 7.7% of India's GDP and the contribution is expected to rise by another 2.3% leading to a 10% share by the year 2025. Broadly the Indian IT sector can be categorized into two. They are the IT services and the IT enabled Services (ITeS). The expansion of the Indian economy has also led to the developments within the country to a large extent. The workforce in the sector constitutes more than 4mn. This field has further more wide opportunities of growth in terms of open innovation and the performances of the firms. Our nation lags behind the other countries of the world in both the terms. Being a nation filled with talents, this is an issue of concern and hence need to be addressed. As a result, a SLR has been prepared to understand the factors responsible for the growth of inventions and breakthroughs in IT and ITES along with those reasons responsible for the performance of any firm. Further research can be done with special focus on the corresponding factors which will prove to be a fruitful one for the IT sector and the Indian economy as a whole.

Introduction:

Information and Technology is an integral part of Indian economy and makes a contribution of around 7% to the economy. India being a major source of IT and ITeS services has a major role to play. The fact that there is a wide scope for artificial intelligence and it is expected to make a share of one trillion $ US in Indian economy gives a brief picture of the development track of the nation in term of Information Technology. Further the government of India's expected contribution for the sector is to rise by 6% in the current year. The country spends more than 1bn US $ for the training of the employee of the sector. The factors responsible for the growth of any
firm vary with the industry and hence the innovation instilling factors too. Open innovation has become a growing trend and many companies have adopted it. The most common example of the same in India is Philips and Netflix. According to an innovation index released by the Bloomberg, India ranks 50th in the list of countries. Similarly, according to the Global Innovation Index released together by the Confederation of Indian Industry (CII) and the

World Intellectual Property Organization (IPO), India is ranked 48th. India, being a country filled with talents, the scope of innovation is boundless. Even then, the Indian sub-continent couldn't find a rank in the top 10 list of the innovation indices. Similarly, in the case of the performance of the Indian firms, which is measured across the globe in terms of Global Innovation Index, released by SAHA, India comes under the category of Group 2 countries and couldn't get a place in the group 1 list.

LITERATURE REVIEW:

Ashok Desai (2003): The Dynamics of the Indian Information Technology Industry The perception of an industry is generally shaped by official statistics. In the case of the Indian information (IT) industry1, the statistics are not even official. All statistics on it are generated by National Association of Software and Service Companies (NASSCOM). This energetic industry association had 850 members at the end of 2002 (NASSCOM 2003a:17); it claimed that they accounted for over 95 per cent of the industry's revenue. There are clearly many firms in the industry that are not members of NASSCOM; a single directory, for instance, lists over 4000 firms (EFY 2002). Although there is no reason to expect a bias

in NASSCOM's figures, they are projections from its members' figures.

Objectives Of The Study:

- To study on work-life balance before the COVID-19 pandemic.
- To analyze Option to work remotely before the COVID-19 pandemic.
- To study scope of manpower in future.
- To study challenges in IT industry

Methodology :

The methodology used in this particular literature review is explained in this section. A careful analysis of the available research articles along with the related information is considered in this particular research. A number of articles were considered for the research and checked to segregate those which can be included in the research as well as excluded. Various criteria were used for the same. The literature chosen for inclusion and those excluded were based on various criteria. Those

which were available as full-text was included and others were excluded in the research. Only the articles written in English were considered for the research and the rest was excluded including those of the widely spoken regional languages.

RESULT AND ANALYSIS:

Age of the respondent:

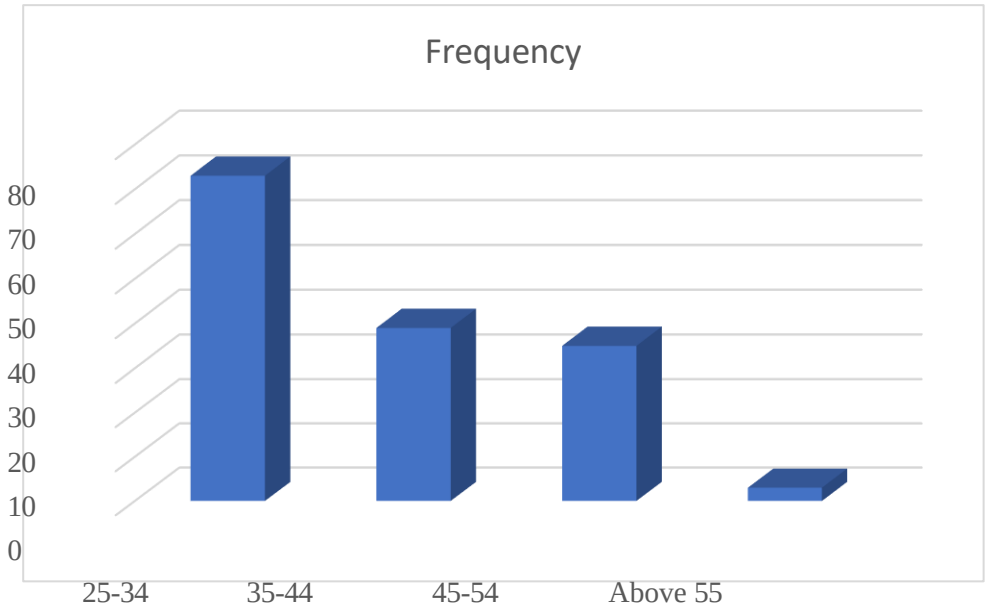
The analysis examines the age distribution of respondents to understand the demographic composition of the sample. By categorizing respondents into four age groups, the data provides insights into the predominant age range and overall representation across different age brackets.

Table 4.1 Age of the respondent

	Frequency	Percent	Cumulative Percent
25-34	73	48.7	48.7
35-44	39	26.0	74.7
45-54	35	23.3	98.0
Above 55	3	2.0	100.0
Total	150	100.0	

The table shows the ages of 150 people in four groups. Most people (48.7%) are between 25-34 years old, followed by 26% in the 35-44 age range. About 23.3% are between 45-54, and only 2% are above 55. In total, 74.7% of the sample is between 25-44 years old, and almost everyone (98%) is under 55 years old.

Chart 4.1 Age of the respondent



Position in the IT Industry

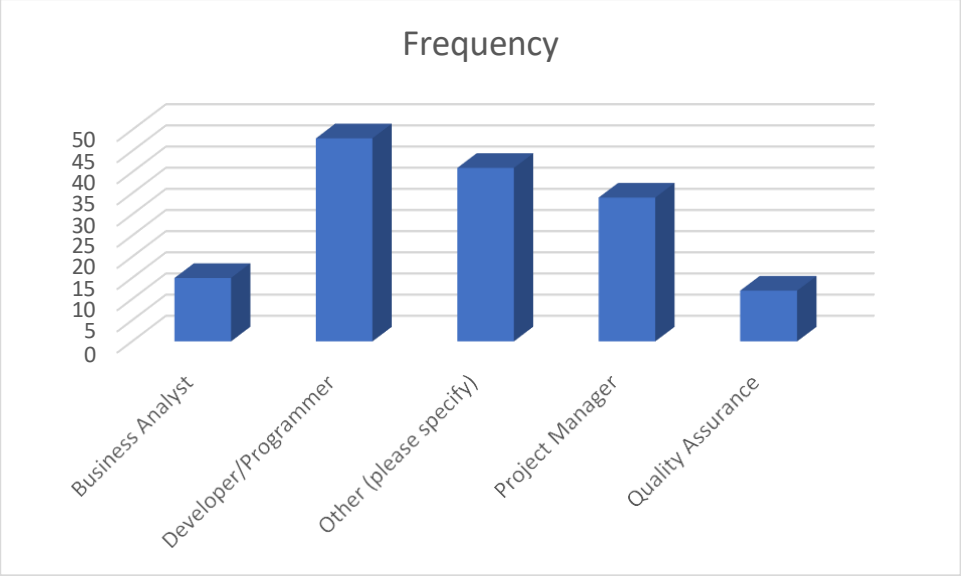
The analysis explores the distribution of job roles within the IT industry among respondents. By categorizing positions into key functional areas, the data provides insights into the prevalence of technical, managerial, and analytical roles, highlighting the overall workforce composition in the sector.

Table 4.2 Position in the IT Industry

	Frequency	Percent	Cumulative Percent
Business Analyst	15	10.0	10.0
Developer/Programmer	48	32.0	42.0
Other (please specify)	41	27.3	69.3
Project Manager	34	22.7	92.0
Quality Assurance	12	8.0	100.0
Total	150	100.0	

The distribution of positions in the IT industry among the 150 respondents shows that the majority are Developers/Programmers, making up 32% of the total. This is followed by those in the "Other" category (27.3%), which includes various roles not specifically listed. Project Managers account for 22.7% of the respondents, while Business Analysts make up 10%. Lastly, Quality Assurance professionals constitute 8% of the total. This distribution indicates that technical roles, particularly developers, dominate the IT industry, while managerial and analytical positions also hold significant representation.

Chart 4.2 Position in the IT Industry



Rate your work-life balance before the COVID-19 pandemic

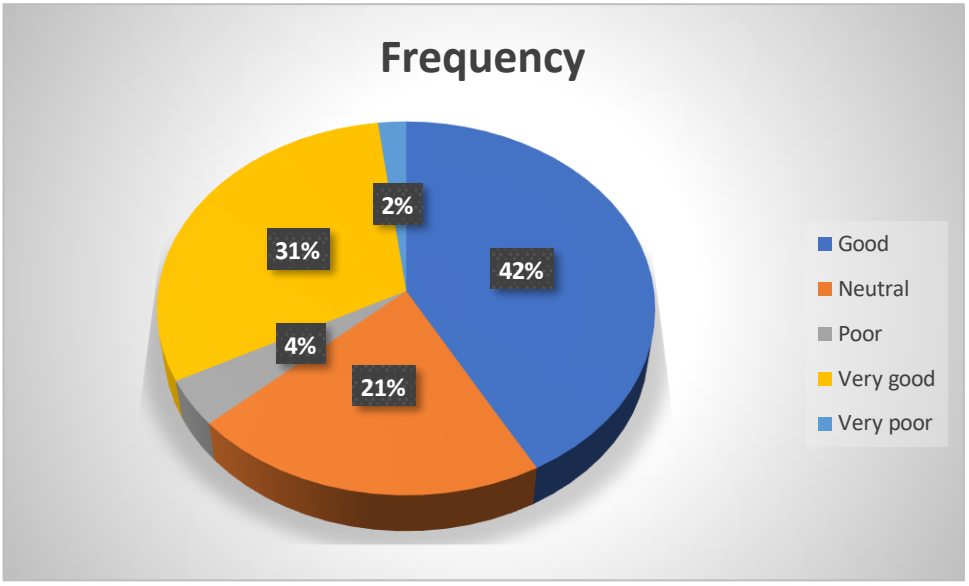
The analysis examines respondents' self-assessed work-life balance before the COVID-19 pandemic. By categorizing responses into different rating levels, the data provides insights into how professionals perceived their work-life equilibrium prior to the shift in work environments caused by the pandemic.

Table 4.5 Rate your work-life balance before the COVID-19 pandemic

	Frequency	Percent	Cumulative Percent
Good	63	42.0	42.0
Neutral	32	21.3	63.3
Poor	6	4.0	67.3
Very good	46	30.7	98.0
Very poor	3	2.0	100.0
Total	150	100.0	

Before the COVID-19 pandemic, most respondents (42%) rated their work-life balance as "Good," while 30.7% considered it "Very Good," indicating that a significant portion of the workforce was satisfied with their work-life balance. A smaller group (21.3%) remained neutral, suggesting neither strong satisfaction nor dissatisfaction. However, 4% rated their balance as "Poor," and 2% as "Very Poor," highlighting that a minority faced significant challenges in managing work and personal life. Overall, the data suggests that work-life balance was generally positive for most employees before the pandemic.

Chart 4.5 Rate your work-life balance before the COVID-19 pandemic



Option to work remotely before the COVID-19 pandemic

The analysis explores the availability of remote work options before the COVID-19 pandemic. By categorizing responses based on frequency, the data highlights the extent to which remote work was a standard practice or an exception in the IT industry prior to the pandemic-driven shift in work environments.

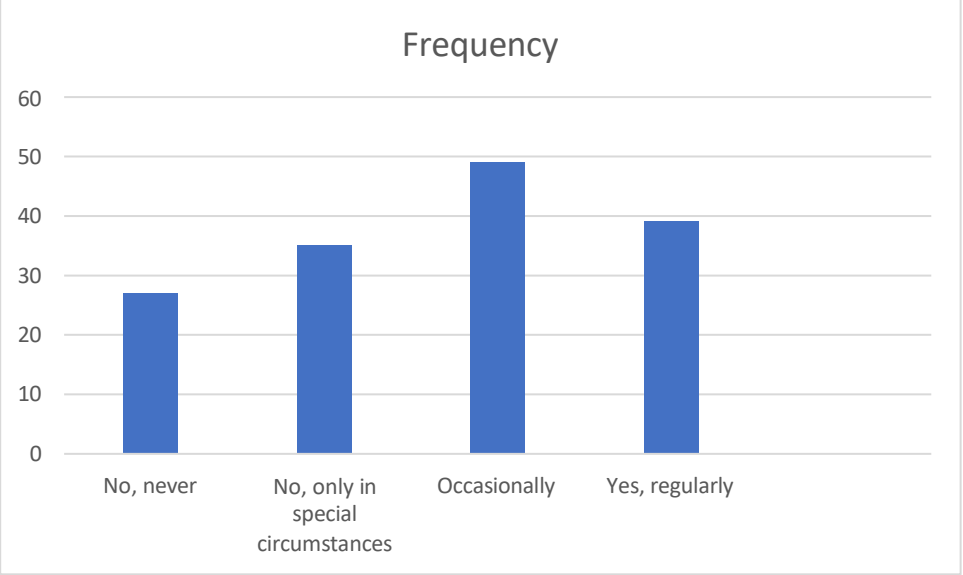
Table 4.6 Option to work remotely before the COVID-19 pandemic

	Frequency	Percent	Cumulative Percent
No, never	27	18.0	18.0
No, only in special circumstances	35	23.3	41.3
Occasionally	49	32.7	74.0
Yes, regularly	39	26.0	100.0
Total	150	100.0	

Before the COVID-19 pandemic, remote work was not a common option for many employees. While 32.7% had the opportunity to work remotely occasionally, only 26% were allowed to do so

regularly. A significant portion (23.3%) could work remotely only in special circumstances, and 18% never had the option at all. This suggests that while some flexibility existed, remote work was not widely implemented as a standard practice before the pandemic

Chart 4.6 Option to work remotely before the COVID-19 pandemic



Chi – Square test

The Chi-Square test was conducted to examine the relationship between current work arrangements (remote, hybrid, or in-office) and employees' perceptions of their work-life balance after the COVID-19 pandemic.

Table 4.29 Chi-Square Test: Work Arrangement and Work-Life Balance Post-Pandemic

Do you work remotely or have a hybrid work setup now due to the pandemic *How would you rate your work-life balance now, after the COVID-19 pandemic Crosstabulation		
	How would you rate your work-life balance now, after the COVID-19 pandemic	Total

			Good	Neutral	Poor	Very good	
Do you work remotely or have a hybrid work setup now due to the pandemic	Hybrid (some days in the office, others remote)	Count	63	22	9	14	108
		Expected Count	54.0	20.2	13.0	20.9	108.0
	No change (work remotely only when necessary)	Count	3	0	0	3	6
		Expected Count	3.0	1.1	.7	1.2	6.0
	No, back to the office full-time	Count	6	6	9	3	24
		Expected Count	12.0	4.5	2.9	4.6	24.0
	Yes, fully remote	Count	3	0	0	9	12
		Expected Count	6.0	2.2	1.4	2.3	12.0
Total		Count	75	28	18	29	150
		Expected Count	75.0	28.0	18.0	29.0	150.0

Chi-Square Tests

	Value	df	Asymptotic gnificance (2-sided)
Pearson Chi-Square	51.418[a]	9	.000
Likelihood Ratio	44.535	9	.000
N of Valid Cases	150		

a. 10 cells (62.5%) have expected count less than 5. The minimum expected count is .72.

The crosstabulation analysis examines the relationship between current work arrangements and employees' perceptions of their work-life balance after the COVID-19 pandemic. Among the 150 respondents, a majority (108) reported working in a hybrid setup, while smaller groups indicated they were back in the office full-time (24), fully remote (12), or working remotely only when necessary (6).

FINDINGS, SUGGESTIONS, AND CONCLUSION

Findings

1. **Demographic Insights:** The majority of respondents (74.7%) are between the ages of 25- 44, highlighting a workforce primarily composed of young and mid-career professionals in the IT industry.
2. **Work Settings and Experience:** A large portion of respondents (67.3%) work full-time, with a significant number (41.3%) having over 11 years of experience. Hybrid work has become more common post-pandemic.
3. **Work-Life Balance Shifts:** Before the pandemic, 72.7% rated their work-life balance as "Good" or "Very Good." Post-pandemic, this percentage slightly declined, with 69.3% rating it similarly, indicating a mixed impact.
4. **Remote Work Trends:** Pre-pandemic, only 26% worked remotely regularly. Post- pandemic, 72% adopted a hybrid model, while 8% are fully remote.
5. **Workload Changes:** Nearly half (48%) of respondents reported an increase in workload post-pandemic, while 46% said it remained the same.

Suggestions:

1. **Promoting Work-Life Balance Policies:** Organizations should adopt flexible policies, such as limiting overtime and encouraging paid time off, to help employees maintain a better work-life balance.
2. **Enhancing Hybrid Work Strategies:** Since hybrid work models lead to better work-life balance, companies should optimize hybrid policies by offering structured in-office days and effective remote collaboration tools.
3. **Managing Workload Efficiently:** Employers should assess workload distribution to ensure fairness and prevent burnout, particularly as workloads have increased for many post-pandemic.
4. **Improving Managerial Support:** Organizations should train managers to be more open to discussions about work-life balance and provide adequate mental health and career development support.
5. **Encouraging Gender-Inclusive Policies:** Companies should offer gender-sensitive policies such as childcare assistance and equitable promotion opportunities to ensure fairness in career growth.

CONCLUSION

The COVID-19 pandemic has transformed work-life balance, work patterns, and career dynamics in the IT sector in a fundamental way. From the findings of this study, though the shift to hybrid and remote work has been beneficial for employees in that they have increased flexibility, it has also added some new problems including higher workload, increased levels of stress, and inability to disengage work from personal life.