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Work-Life Balance of Service Based Company Employees in Chennai

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Abstract. This study's primary goal is to examine the work-life balance of Chennai-based service industry personnel. The majority of families nowadays have two careers. Stress is a result of the numerous issues that both men and women employees, including those related to child care, elder care, and household chores, face. The pressures of the job will impact the executives' personal and professional lives as they spend more time in their offices; as a result of work-related stress and family strife, they are unable to do household duties. Financial and personal issues might cause employees to miss work or become distracted at work. Thus, flexible scheduling, self-motivation, overtime compensation, and child care facilities are necessities for both male and female employees. It will support the worker's self-motivation and preservation of work-life balance. The human resources department looks for ways to boost staff morale and keep them with important knowledge. The executives' data is gathered using the sampling method. Selected companies gathered information from 150 employees. With the aid of the data that was gathered, a master table including all the information was created, along with categorization tables and data that was exported for research.

Keywords: Service, Employees, Work, Family, Outcomes, Measures

INTRODUCTION

The duties and results associated with an employee's work are mostly established and deduced from the outcomes they produce. The degree of freedom afforded to employees in carrying out their jobs and obligations determines their productivity and performance. If employees have flexibility in their work life, they are more likely to perform well and provide good results. On the other hand, when workers lack comfort and flexibility at work, it negatively impacts their productivity and severely impairs their work-life balance. Work-life balance is one of the most important aspects of making sure that their professional and personal lives are balanced. Employee burnout frequently occurs as a result of growing demands, growing responsibilities, and rising work-related stress at work. This leads to the inability to meet objectives. Employee productivity may suffer if they are required to work long hours and are assigned more responsibilities. When an employee is the only one who provides for their family, they may find it difficult to function well, and if their family has two earners, they probably experience high levels of stress (Adnan, 2019). People who have significant family responsibilities are more likely to experience work-related stress. Furthermore, it is mentioned that when obligations and demands related to one's job are outside of one's control, significant work stress is likely to arise. Stress is likely to rise, particularly when one's job description changes and does not correspond with one's abilities (Dinh, 2020). According to Bjarntoft et al. (2020), workers who experience stress at work mostly show it in their physical and mental health. However, stress is more likely to show up in employee behavior when there is intense workplace competition and when workers are unable to function successfully in a specific organizational structure.

LITERATURE REVIEW

Sambandham et al.,(2020) discovered women's work-life balance in IT companies. In general, the workplace is difficult for everyone. Women in this situation must prioritize their careers while still taking care of their family. In a same vein, people must successfully manage their personal and professional lives. Many people find it challenging to manage two lives. This is the primary motivation behind businesses providing training programs to staff members on stress management and leading healthy lives. Research examines the work-life balance of IT companies using 100 sample sizes. Pay policies should be equitable and free from discrimination. For many individuals, compensation is the primary incentive to continue working in a given area. Second, the work environment: An workplace that is more encouraging and conducive to achievement can inspire employees to work more. Team leaders are essential in software firms because they assign tasks to workers and evaluate their contributions. Any type of employee needs a good team leader. A regular training program is necessary to keep their expertise current in a certain field. Mary and

Kavitha (2023) discovered that female professionals in the IT sector are experiencing stress due to the work-life balance. Primary methods, like questionnaires, are used to acquire primary data. Questionnaires are employed in this study to get primary data from the participants. The investigator uses factor analysis to determine the outcome. The findings indicated that a key concern for IT professionals is work-life balance. In today's competitive market, worker needs have skyrocketed as a result of constantly changing laws, pressure, and demands. This causes the female IT workers' stress levels to rise. Most respondents said that their company lacked a particular work-life balance policy and that lots of staff were working extra. Kailasam and Ramesh (2023) conducted research on the work-life balance of IT professionals in Chennai City. The purpose of this study is to investigate the relationship between work/life balance and employee happiness. The construct utilized in this study includes career chances, recognition, job duties, compensation, benefits, superior-subordinate interaction, employee happiness, and work/life balance. One hundred and fifty respondents who were employed by IT organizations participated in the survey. This study contributes to the intersection of two separate research areas: work-life balance and employee happiness. Maintaining a healthy work-life balance is essential to the smooth running of any company and the success of its employees. To ensure that no employee faces stress or pressure, the work-life balance must be effectively maintained. Unbalanced work-life patterns among employees can lead to stress, depression, poor mental health, family conflicts, and job dissatisfaction. It might also affect how productive the company is.

Objectives

- To learn more about the individual backgrounds of the chosen service industry workers in Chennai
- To change the variables affecting work-life harmony.
- To evaluate the impact of work-life satisfaction and work-life balance

Study hypotheses

Ho 1: There is no significant impact on Work life balance towards life satisfaction.

METHODS

Both primary and secondary data are used in this investigation. Executives in Chennai's private sector provided the primary source of data. The respondents were asked to complete a well-structured questionnaire in order to obtain primary data. The responders could choose from a variety of options to provide their own responses. The executives' data is gathered using the sampling method. Selected companies gathered information from 150 employees. With the aid of the data that was gathered, a master table including all the information was created, along with categorization tables and data that was taken for analysis. The questionnaire's first section aimed to provide sociodemographic information about the respondents, and its second section, which included 46 statements in total, measured the WLB of particular professionals in Chennai. The questionnaire was divided into two sections. The first asked respondents to rate their level of agreement or disagreement on a five-point Likert scale. This simplified the process for respondents to complete the questionnaire and allowed for the standardization of the data.

RESULTS AND DISCUSSION

It is evident from the preceding table that, at 50.7%, men make up the majority of responders, with women making up the remaining 49.3%. According to the age distribution, the bulk of respondents—43.3%—belong to the 20–30 age group, followed by the 31–40 age group (31.3%) and the over-40 age group (25.3%). In the head of Designation, we can understand that the majority of respondents i.e. 49.3% are Programmers, 29.3% are HR Assistants, 21.3% of the respondents are Team leader. In the heads of marital status, majority of respondents are single as 43.3%, remaining 56.7% of the respondents are married.

In the head of the Spouse employment, majority of respondent's Spouses i.e. 56.7% are Employed, 37.3% are Not application and 6.0% are Not employment. In the heads of No. of children, majority of respondents i.e. 48.7 have 1 child, 38.0% have 2 children, remaining 13.3% have 3 children. In the heads of Living type, majority of respondents are Alone 56.7%, 29.3% of respondents are Nuclear. employees, 10.7% are with dependents others than children and 3.3% are Others. Majority of respondents are earning 2,00,000 – 4,00,000 with 42.0%, 30.0% respondents are earning Up to 2,00,000, 20.0% are earning 4,00,000 – 7,50,000, 8.0% are Above 7,50,000.

TABLE 1. Respondents

| Gender | No. of. Respondents | Total Percentage |
|-------------------|----------------------------|-------------------------|
| Male | 76 | 50.7 |
| Female | 74 | 49.3 |
| Total | 150 | 100.0 |
| Age | No. of. Respondents | Total Percentage |
| 20 – 30 | 65 | 43.3 |
| 31 – 40 | 47 | 31.3 |
| Above 40 | 38 | 25.3 |
| Total | 150 | 100.0 |
| Designation | No. of. Respondents | Total Percentage |
| Programmers | 74 | 49.3 |
| Team leader | 32 | 21.3 |
| HR Assistants | 44 | 29.3 |
| Total | 150 | 100.0 |
| Marital Status | No. of. Respondents | Total Percentage |
| Single | 65 | 43.3 |
| Married | 85 | 56.7 |
| Total | 150 | 100.0 |
| Spouse employment | No. of. Respondents | Total Percentage |
| Employment | 85 | 56.7 |
| Not employment | 9 | 6.0 |
| Not application | 56 | 37.3 |
| Total | 150 | 100.0 |
| No. of children | No. of. Respondents | Total Percentage |
| 1 | 57 | 38.0 |
| 2 | 73 | 48.7 |
| 3 | 20 | 13.3 |
| Total | 150 | 100.0 |

From the above table, we can understand that, all the mean values are above 3 according to the guideline, and all the standard deviation values are above 7.

TABLE 2. Cronbach's Alpha

| | Mean | Std. Deviation | Cronbach's Alpha if Item Deleted |
|---|------|----------------|----------------------------------|
| Maintaining good physical and mental health, | 3.77 | 1.060 | .694 |
| Controlling stress | 3.81 | 1.071 | .696 |
| Cultivating healthy social ties | 3.77 | 1.048 | .698 |
| Make a list of everything that is vying for my attention at the moment. | 3.76 | .950 | .644 |
| Draw attention to any endeavor or engagement that seems more like a hassle than a pleasure. | 3.71 | 1.057 | .638 |
| Consider the adjustments I can make to feel happy or fulfilled in that area. | 3.74 | 1.016 | .644 |
| If it isn't feasible to alter, think about stepping back to make more space for the things that do make me happy. | 3.80 | 1.020 | .653 |
| Establishing boundaries with clarity, | 3.91 | .977 | .685 |
| Making use of flexible work schedules, | 3.95 | .986 | .684 |
| Managing my time well. | 3.99 | 1.032 | .694 |

TABLE 3. Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | | Rotation Sums of Squared Loadings | | |
|-----------|---------------------|---------------|--------------|-------------------------------------|---------------|--------------|-----------------------------------|---------------|--------------|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 3.229 | 32.287 | 32.287 | 3.229 | 32.287 | 32.287 | 3.181 | 31.809 | 31.809 |
| 2 | 2.219 | 22.195 | 54.482 | 2.219 | 22.195 | 54.482 | 2.195 | 21.954 | 53.762 |
| 3 | 2.045 | 20.454 | 74.936 | 2.045 | 20.454 | 74.936 | 2.117 | 21.174 | 74.936 |
| 4 | .611 | 6.105 | 81.041 | | | | | | |
| 5 | .533 | 5.330 | 86.372 | | | | | | |
| 6 | .351 | 3.505 | 89.877 | | | | | | |
| 7 | .307 | 3.069 | 92.946 | | | | | | |
| 8 | .290 | 2.901 | 95.847 | | | | | | |
| 9 | .246 | 2.463 | 98.310 | | | | | | |
| 10 | .169 | 1.690 | 100.000 | | | | | | |

From the Table, it is evident that, the 3 constructs, comprising of 10 items that are extracted cumulatively explains 74.936 percent of the total variance. Every item that loaded higher than the permissible threshold of 0.05, or 0.70, as well as those with low factor loading, were removed from the analysis. Consequently, every one of these items constitutes a distinct construct named as Work life satisfaction.

Every item that loaded higher than the permissible threshold of 0.05, or 0.70, as well as those with low factor loading, were removed from the analysis. Consequently, every one of these items constitutes a distinct construct named as Work factor on personal life.

TABLE 4. Rotated Component Matrix

| | Component | | |
|---|-----------|------|------|
| | 1 | 2 | 3 |
| Draw attention to any endeavor or engagement that seems more like a hassle than a pleasure. | .912 | | |
| Make a list of everything that is vying for my attention at the moment. | .897 | | |
| If it isn't feasible to alter, think about stepping back to make more space for the things that do make me happy. | .889 | | |
| Consider the adjustments I can make to feel happy or fulfilled in that area. | .860 | | |
| Establishing boundaries with clarity, | | .896 | |
| Making use of flexible work schedules, | | .888 | |
| Managing my time well. | | .768 | |
| Maintaining good physical and mental health, | | | .878 |
| Controlling stress | | | .875 |
| Cultivating healthy social ties | | | .755 |

Every item that loaded higher than the permissible threshold of 0.05, or 0.70, as well as those with low factor loading, were removed from the analysis. Consequently, every one of these items constitutes a distinct construct named as Emotional well-being. Table shows the after modifications of the initial model, the result provides a better level of acceptance in fit indices.

TABLE 5. Fit Statistic Change as a Result of Error Correlation

| Model | χ^2/df | GFI | AGFI | CFI | TLI | NFI | IFI | RMSEA | RMR |
|--------------------------------|-------------|------|------|------|------|------|------|-------|------|
| Before Error Correction | 62.402 | .983 | .968 | .991 | .987 | .981 | .991 | .338 | .022 |
| After Error Correction | 1.205 | .978 | .978 | .998 | .997 | .988 | .998 | .020 | .020 |

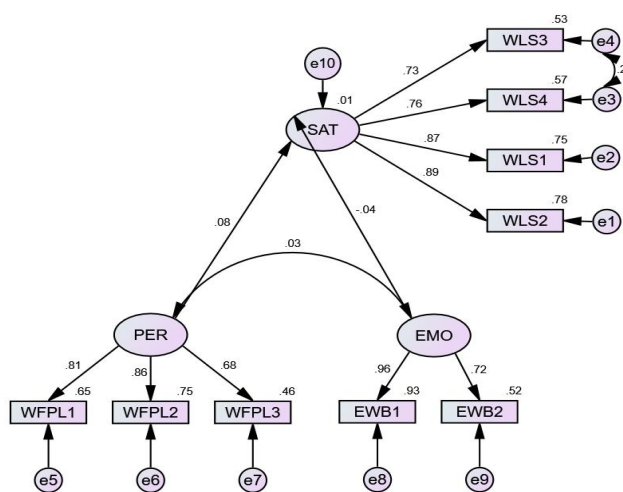


FIGURE 1. Weights for Regression

TABLE 6. Measurement characteristics

| Hypothesis | p Values | Results |
|-------------------|-----------------|----------------|
| H1 | .021 | Not Supported |
| H2 | .500 | Supported |

We evaluated hypotheses after verifying measurement characteristics, reliability, and discriminant and convergent validity. There was no evidence of a relationship between the work element and work life satisfaction in the personal life ($p = .021$, $p < .050$). H1. The link between work-life satisfaction and emotional well-being showed a supported path coefficient ($p = 0.500$, $p < .005$).

CONCLUSION

Workers in the service industry face a variety of challenges, including pressure to finish projects on schedule, lack of acknowledgment for completed work, improper promotion, poor relationships with managers and coworkers, excessive travel time, health concerns, and more. They could also need to tend to the family's needs. In their home, they have numerous tasks and obligations, including cooking, cleaning, and other household chores. It's clear that those who work in the service sector find it very difficult to maintain a decent work-life balance. They must take the necessary actions, such as living as a joint family or asking for assistance from family members, maintaining positive relationships with family and coworkers, and setting aside time for leisure and exercise. A study conducted in Chennai City reveals some of the ways in which workers in the service industry balance their personal and professional lives. However, to live a decent life, people must take further steps as advised.

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