WORK LIFE BALANCE OF EMPLOYEES IN SONATA SOFTWARE SOLUTIONS (OR ANY COMPANY)

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ABSTRACT

There is a developing readiness in today's workplaces that employees don't surrender their lives only on the grounds that they work. Work and life remain the two most paramount areas in the life of a utilized single person. Nonetheless, the test of adjusting work and non-work requests is one of today's focal attentiveness toward both people and organizations. With the developing differences of family structures spoke to in today's workforce, especially with the developing standard of double profession families, the imperativeness of dealing with an employee's work-life balance have expanded notably in the course of recent years.

Managements understand that the nature of an employee's close to home and family life effects work quality and that there are solid business motivations to advertise work and non-work coordination. In this project, we battle that helping employees to accomplish a work-life balance should turn into a basic piece of HR policy and procedure in the event that it is to genuinely get the best from the organization's kin without abandoning them unsatisfied, worn out and unfulfilled.

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CHAPTER I

INTRODUCTION

1.1 SCOPE OF THE STUDY:

The study covers the various aspects in employee work life Balance and measured increase in productivity accountability, commitment better team work and communication improved morale, less negative organizational stress.

1.2 PROBLEM STATEMENT:

Lack of work flexibility, high work pressure and longer working hours are stressing out many BPO industry workers, reducing their job performance and productivity as well as causing broken homes. In the community, there is growing concern that the quality of home and work life is deteriorating. These have resulted to poor employee input and performance at their job place, because an employee, who finds it difficult to properly balance his or her family life, tends to also have difficulties managing tasks at his or her workplace, therefore resulting in poor employee performance.

Moreover, there is a view, widely promoted by some management professionals but not strongly supported by sound empirical evidence, that workers are less willing to display unlimited commitment to the organization. One reason offered for this is the changing nature of the psychological contract at work; turbulence in organizations has made it less feasible to offer secure progressive careers and therefore to justify why workers should be committed.

1.3. OBJECTIVES OF THE STUDY

- To find out reasons for work life balance of employees in Sonata Software Solutions, Mumbai.
- To find out effectiveness of work life balance of employees in Sonata Software Solutions, Mumbai.
- To find out how to improve work life balance of employees in Sonata Software Solutions, Mumbai.
- To gain an insight in to current work time policies and practices, as well as work life balance issues in Sonata Software Solutions, Mumbai.

1.4 WORK LIFE BALANCE AND CONCEPTS

Do we live to work or we work to live? Research has shown that work and home (or family) are the two most important domains in the life of an employed individual (Kofodimos, 1993; Lewis and Copper, 1995; Greenhaus, Collins and Shaw, 2003). While some may argue that we realise ourselves through work – being able to self-actualise – attaining unto the very zenith of our chosen career, a truly all encompassing self actualisation however, will integrate both our work and life (family, personal life, community service). When an individual is thus employed in an organisation, he does not give up his life in exchange for work rather he attempts to maintain a balance between them. This balance is necessary for a healthy life.

For many employees, the day is not over when they go home. Often, a second day of work starts at home (Vlems, 2005) and for most working mothers, they come home to the second shift (assuming the inescapable role of a wife and a mother). The challenge of balancing work and family (non-work) demands is one of today's central concerns for both individuals and organisations (Valcour, 2007). People who have better balance have a greater job satisfaction and perform better in their position.

They have a bigger loyalty and a higher level of trust (Vlems, 2005). In many of today"s workplaces, employers are cutting cost mainly through lay-offs and are placing more demands on the lean staff left behind. The excuse is to stay afloat in the wake of a global economic recession. The implication however, is that the more time and energy employees give to work, the less they have to give to the other important aspects of their lives, thus creating a work-life balance problem with its attendant negative consequences for both the employee and the organisation. In this paper, we contend that assisting employees to achieve a work-life balance should become a critical part of HR policy and strategy if it is to truly get the best from the organisation's people without leaving them unsatisfied, burnt-out and unfulfilled.

When an individual maintains a balance between his personal and professional life, the phenomenon is called Work-Life Balance. This expression holds worth a lot because it is very important to have a balance between personal and professional life. Work life balance is at the forefront of the world of work. Kaizen, the Japanese philosophy for continuous

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improvement, along with the role of information technology (IT) helps and guides the management people, to get the maximum output with the help of available resources.

The balance between personal and professional life vary from person to person and the organization where he or she is working. When an individual does not maintain a balance and works too much in the organizational setting, this may cause him some medical, psychological and behavioral consequences, as a result his or her productivity will also be low. Studies have shown that work life stress is harmful to the employees. Late sitting and working too much can cause imbalance in an individual's personal and professional life; however there are some techniques to manage the work life stress e.g. time management, task management, relaxation, flexible working hours, working from home and exercise etc. Work life balance improves individual's health, job satisfaction, commitment, involvement and reduces absenteeism and presenteeism (state of physical presence but not productive). Despite of the progress in the betterment of maintaining work life balance, there is still more to be done.

One important factor is the degree to which work life balance are generally applicable across the whole hierarchy of the organization. Those lower down the organizational hierarchy are some times not entitled for some benefits or uninformed about relevant company policies. Work life balance can assist employers and employee to be healthy and productive in their personal and professional life.

"Balance is not better time management, but better boundary management. Balance means making choices and enjoying those choices." - Betsy Jacobson.

For some people spending more time in the organization is more important than the time they spend at home. However, there are people who give priority to the personal and family life. In this technological era, some organizations also offer flexible working hours. One can carry laptop, PDA, black berry and is connected with suppliers, venders through internet 24 hours a day. The moment he gets any query, he responds to it. There are some work-alcoholics who take their laptops and PDAs to the vacation and face the annoyance of their wives while checking the emails.

People are more interested in looking for a job that gives them flexibility at work. Necessary arrangements for work life balance are required by all workers at different times in their lives

because balance is instrumental in quality initiatives by preparing an individual to deal with the change. An individual can give his best only in a conducive environment e.g. students want to study and work at the same time; parents want to have time with their children and the older worker approaching retirement to have the opportunity to stay in the workforce on reduced hours. Mostly the employers and the employees agree that organizational objectives are more important, so it is the obligation of the employer to help people in work life balance.

Work life balance in today's world

A lot of people face the problem of balancing work and family life. Many multinational companies remain open for 24hrs. Employees need to work in shifts. Day shift and night shift. Night shift employees feel hard to cope up with family life and health. This in turn leads to divorces and bad health. Many Mothers feel difficult to continue work after delivery because her home becomes her first priority. She may be a very good worker but she quits to look after her new born and family. Many Corporates have come up with the option of Flexi time and work from home opportunity to tap theses employees. Personal demands such as visiting school for report card or hospital or any emergency requires attention. In that case the employee need to take take leave and remains absent from work. Companies have introduced flexi timings for working so that an individual employee can complete his scheduled work by coming to office any time. This lessens the burden of reaching office on time when personal life needs more attention. Yahoo India allows employees to work Flexi time.

Working from home is also adopted to balance work and personal life. Companies don't want to get away with hard working and result oriented employees so many companies have introduced work from home opportunities where an employee can work from home. There is no stress of visiting office on time. Here an employee can adjust time to devote for work and family. Giving an employee option to work from home helps the employer in adjusting work from a small office and managing a big workforce.

Companies give training sessions to employees so that they are more productive. Various seminars are organized. They call the family members of employee so that they too cooperate with the employee in balancing work and home. When a company gives an employee an option of balancing his work and personal life it increases retention and lowers the turnover rate.

There are few negative side effects of allowing an employee to work from home or practice flexi timings -

1. A productive employee turns unproductive.
2. Takes work for granted.
3. Does not completes work on time.
4. Gives more stress to personal life and personal demands.

A company needs to keep an eye on each and every employee so that the productivity is not reduced. An Employer takes measures to retain his employees and increase performance. Work life balance is a good measure taken by companies. An employee should fit in it and try to get maximum benefits.

Managing Work life balance

A valuable quality of leadership is the ability to balance work and life. They make it clear that this is an aspect they value in others, too. Individuals establish a pattern for their personal life - whether it's being home for dinner four nights a week, attending choir practice, or being a part of their kids' school activities. Whether through unpaid leave or flexible scheduling, they provide people with the opportunity to lead productive personal lives. Consequently, elevated trust levels are inspired throughout the members of the organization.

Michele, managing partner of a San Francisco law firm, clearly values and appreciates her quality family time. She is honest about her desire to attend her children's soccer and softball games and her need for personal time as well. "These are just too important for me to miss," she says.

Michele doesn't set a double standard. What rules apply for her also apply to the other lawyers and employees in her firm. Consequently, the value of family increases as people are encouraged to participate in family functions and enabled to lend assistance to family in need. Based on Michele's strong personal values, it is part of the culture. And she would have it no other way.

The executive director of a non-profit agency, David, possesses a true love for travel and eco-tourism. When vacationing, he often takes his family to places of isolation and relaxation

where his work life cannot interfere. Often, he stays away for several days at a time. He understands the significance and importance of this time in his life. He recognizes the need to hone his focus and renew his ambitions. His team of managers supports David's travels "off the grid" because they are aware that they possess the same freedoms

As a woman in leadership, balancing your career, finances, family life and extracurricular activities can be challenging. Your responsibilities can pose various demands on your life that can make you feel overwhelmed and out of balance. In this age of mobile communications, technology can play an important role in helping you achieve a more balanced life. Here are 3 areas of your life where technology can help you achieve balance:

Your time: Most PDAs come with really great features to help you manage your time. Take the time to read the manual that comes with your PDA and maximize its functionality. For example, in addition to the basic calendar functions the Palm Treo has a programmable voice that will speak to you and alert you of your appointments. The iPhone allows you to download some great applications to help you manage different aspects of your life. You can manage everything from your to do lists to travel management programs that keep track of your frequent traveler programs to goal setting programs that help you develop new habits.

Your finances: Programs like Quicken or Quickbooks provide great tools to help you manage your finances. These programs allow you to link to your online banking accounts and provide you with a comprehensive and up-to-date view of your finances. These programs also provide great features like bill pay as well as spreadsheets, charts and graphs. The programs are user friendly and you have the option to link them to your PDA if you want to monitor your accounts when you're on the go.

Your social life: Social media have become powerful and effect tools to strengthen already existing relationships and to form new ones. Programs such as Facebook, Twitter and LinkedIn have revolutionized the way we connect with each other and how we share information. You can share photos, videos, audio files and news articles. If you haven't already, consider joining a social media network to stay in touch with family and friends. Short and regular updates throughout the week will give you a glimpse into the lives of those in your network and help you feel connected even when you're on the go.

Your career: Technology can help you to streamline your work day so that you work more efficiently. For example, there are various Google applications such as Google docs that can help you to promote collaboration and to share information with colleagues. You can save time and cut back on travel expenses by hosting video calls via Skype rather than face-to-face meetings. Skype is free and all you need is a computer with a webcam. Technology can also help you to expand your professional network through social networks like LinkedIn. Finally, you can expand your knowledge and learn new things through webinars and online courses from the comfort of your office or home.

Technology should never replace personal connections, but when approached in a thoughtful way, it can be useful in helping you maintain the right balance in your personal and professional life.

CHAPTER 2

LITERATURE REVIEW