

# HOW JOB SATISFACTION AND WORK STRESS AFFECTS WORK LIFE BALANCE

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## ABSTRACT

Modern factors, such as the rise of dual-career couples and more women in the workforce, have an effect on workers' capacity to juggle work and life, which in turn affects their level of job satisfaction. This is especially true for women working in banking. Therefore, the purpose of this research is to try to figure out how female bank employees in the Mathura area feel about their jobs in regard to stress, work-life balance, and overall job satisfaction. In all, 200 female employees participated in the poll. Job satisfaction was positively and strongly correlated with work-life balance. The results might help inform the creation of programs and policies that help Indian women bankers manage their work-life balance and job satisfaction.

Keywords: Occupational stress, work-life balance, job satisfaction

## Introduction

Since the interplay between one's personal and professional lives affects the individual's experience, the pros and cons of work-life balance may have far-reaching societal implications. Misalignments between work and personal life are troublesome in many ways for companies and their workers.

The health of individuals, families, and communities may be negatively impacted when people fail to priorities work and personal life in a balanced manner. There should be frequent social and business-related events for the organization and its representatives. Perhaps the club and its members would benefit from a calendar that included both serious and pleasant events. A fundamental idea in business, it increases the enthusiasm and dedication of representatives to the organization. Since innovation is having both positive and negative effects, it is essential to strike a balance between enjoyable and serious pursuits. Work is one of the main reasons why pressure-related disorders are on

the rise, among many others. Another factor that increases people's stress levels is the proliferation of nuclear families. Studying how to strike a balance between serious and amusing pursuits is both necessary and relevant at the present moment for the reasons given above.

The increasing stress in the country's workplace poses a serious threat to employees' emotional and psychological well-being. Extended workweeks are negatively impacting people's mental health since they force them to shift their habits. There is a larger context in which issues with work-life balance and poor working conditions exist. Although this is far from an uncommon instance, some believe that corporations might assist representatives who have trouble balancing work and personal life if they did something about the division of labour. The variety of personalities seen in the workplace stems from underlying concerns about accountability and the best ways to get things done. We need to get the word out about the potential benefits of creating an environment that welcomes both serious and humorous pursuits. Human Solutions found that employees whose job and personal/day-to-day responsibilities were well balanced reported lower levels of stress. Concerns about the cost-effectiveness and manageability of the work and professional demands experienced by representatives are warranted, given the high incidence of occupational stress among information laborers. Salespeople, especially those in the information industry who put in long hours, should consider the risks to their health from stress at work. A healthy work-life balance is crucial for stress reduction. It seems that a key factor to evaluate is whether or not workplace rules and procedures help employees achieve a healthy work-life balance. In order to find a good work-life balance, this study analyzed the working lives of both employers and workers and offered suggestions. If businesses are serious about helping their employees strike a healthy work-life balance, they should pass laws that reduce workers' workloads without reducing productivity. Many have considered work-life

balance as a possible answer to the question of how job satisfaction affects one's health and happiness.

## Scope of the Study

Finding a happy medium between one's professional and personal responsibilities is the goal of work-life balance studies. Striking a balance between one's personal and work life is crucial. Workplace discontent, strained personal relationships, health problems connected to stress, and decreased productivity may all result from an imbalance between one's professional and personal life. Research of this nature could be useful for businesses if it reveals ways to improve the work-life balance of their people, which in turn boosts productivity and efficiency. Companies that invest in their workers' capacity to balance work and personal life see a rise in output. Workers may have a clearer picture of the significance of work-life balance as a whole. Researching how people balance their personal and professional lives is vital.

## Need for the Study

Employees' struggles to maintain a work-life balance have been the subject of research. Additionally, research has shown that IT companies and upper management are not very good at executing WLB programmes. The primary goal of this research is to get an understanding of the WLB programmes used by IT companies to benefit their employees. Second, we want to find out how these projects have changed efficiency and production. The primary goal of the research is to identify the most influential elements on workers' ability to achieve a healthy work-life balance, including opportunities for professional progress, job satisfaction, and stress in the workplace.

## Objective of the Study

- In order to find out how the responder manages their time between work and their personal life
- To get insight into the perceptions of IT workers about their anxiety levels.
- Uncover the elements that influence productivity and contentment in the workplace and in life
- To find out whether working changes household chores and overall productivity
- Discovering the factors that motivate people to strike a good work-life balance

- To learn more about the current state of work-life balance rules and practices
- See how things stand in terms of work-life balance and contentment among employees. Determine ways your workers may reduce stress and enhance their work-life balance.

## Methodology

In order to conduct the study according to plan, we will establish and evaluate the following hypotheses: Assuming all other factors stay constant, employees' views on work-life balance will not alter. EVALUATION FACTOR: A healthy work-life balance is a major motivator for employees. Having access to relevant and valuable data is a crucial tool for marketing research. There is more of an art to data collection than a science to it. Data collecting and marketing research have several commonalities. There are two broad types of databases that one may search.

### PRIMARY DATA:

The most basic definition of primary data is information that was collected specifically for a report or other intended use. A closed-end questionnaire will provide a more structured data collection. The questionnaire is split into two sections that address different aspects of the research in order to make it more accurate and easy to understand. The responder is the only one who should utilize both parts.

### SECONDARY DATA:

Secondary data refers to information that already exists but was collected for an unrelated purpose. The company's website, catalogues, and magazines are just a few of the various places data is gathered from. You may find more information about the company's history and products on its profile.

### SOURCES OF SECONDARY DATA:

- **Journals**
- **Text books**
- **Websites**
- **publications**
- **Newspapers**
- **Articles**
- **Manuals**

### **METHOD OF RESEARCH:**

Research Approach:

Although there is a certain level of technological expertise needed, the main procedures used in survey research include human interactions. Source data is less effective than surveys. Through interviews, researchers collect data from people. Time for Testing: By studying a small subset of a larger population, researchers may get valuable insight into the whole. This technique is known as a sample. The number of subjects surveyed was 108. How to Take a Sample: This study's straightforward sampling method was based on a random sample design. Data Collecting Instruments every research effort begins with data collection. If researchers make blunders while gathering data, the results will be faulty. The data gathering instrument for this study was the QUESTIONNAIRE. Filling out the form correctly requires that respondents read the questions carefully, think about their meaning, and then put their thoughts on paper. Every single responder is required to fill out the survey on their own. Statistics Techniques for Analyzing Data

Several statistical methods are used in the analysis, including: Arranged in a semi-tabular fashion. • As an example Traditional #Contrary to popular opinion

### **Limitation of the Study**

The absence of a clear end point was one of the main problems with the research. Because they don't want to offend the corporation, employees are hesitant to provide certain details.

Since most of the research took place during work hours, it was difficult for the employees who participated to provide truthful responses. • The research may not examine all possible employee emotions since this is a preliminary sample study with just 100 responses. • Research findings can

never remain static since workers' viewpoints vary over time. Lots of free time is available to you. Data collection becomes more challenging during epidemics because individuals are hard to reach.

### **Industry Profile**

One of the main reasons India is now so famous across the world is because of its booming information technology (IT) sector. The recent expansion of India's economy may be largely attributed to the success of the country's information technology sector. As a world leader in offering first-rate technological solutions and commercial services, the sector has been instrumental in changing India's reputation from a bureaucratic economy to a hub for inventive entrepreneurs. The sector has been essential in India's transition from an agricultural and rural-based economy to a technology-based one. The advent of gigabit-speed data connectivity has been made possible by developments in information technology. It has had a tremendous effect on the lives of millions of impoverished and disadvantaged individuals living in remote and rural areas. With the advent of the internet, hitherto impossible e-government programmes such as e-health, e-education, and e-agriculture may now be realized. At the click of a mouse, you may apply for a passport, file your taxes, and buy train tickets. Good news for India's chances in global competitiveness, defense, and solving important energy and environmental problems: the country's information technology (IT) industry is becoming more capable. With a total of USD 88.1 billion in revenue, India's information technology (IT) and IT-enabled services (ITES) industry employed over 2.5 million people directly in FY2011. Expanding the use of technology and creating new distribution channels were the primary objectives of the industry. Revenue from domestic sales was 28.8 billion USD in FY2011, whereas revenue from exports (including hardware) was 59.4 billion USD. The information technology sector is one of the fastest-growing in India's economy. The IT sector has established a reputation that is highly sought-after in worldwide marketplaces. Software development is only one area that makes up India's information technology industry.

### **Company Profile**

Established in 1989 and based in Chennai, Tamil Nadu, India, Tata Consultancy Services (TCS) is a global provider of consulting and IT services.

Mumbai, Maharashtra, India is home to its headquarters. As of February 2021, TCS's market value was \$169.2 billion, making it the biggest IT services corporation in the world. It is a part of the Tata Group and has 149 sites in 46 different countries. When measured in terms of market value, TCS is the number two Indian firm, and it is also one of the most valuable IT services companies in the world. Forbes identified TCS as the top IT services provider and the leading Indian firm in 2015, placing it 64th among the World's Most Innovative Companies. Its 2018 Fortune India 500 ranking was ninth. In April 2018, TCS's market capitalization on the Bombay Stock Exchange was ₹6.793 trillion, which in 2019 is equivalent to ₹7.3 trillion, or \$100 billion. It became the second Indian company to reach \$100 billion in market value, after 2007's Reliance Industries. In 2016 and 2017, TCS distributed over 70% of the dividends paid out by parent firm Tata Sons, despite the fact that Tata Sons held 72% of TCS. A deal to sell a substantial chunk of TCS shares, estimated at \$1.25 billion, was signed by Tata Sons in March 2018.

**1968–2004:**In 1968, Tata Consultancy Services Limited changed its name from "Tata Computer Systems" and became a fully owned subsidiary of Tata Sons Limited. Its early contracts included providing bureau services to Unit Trust of India, punched card services for sister firm TISCO (now Tata Steel), and services for the Central Bank of India's Inter-Branch Reconciliation System.

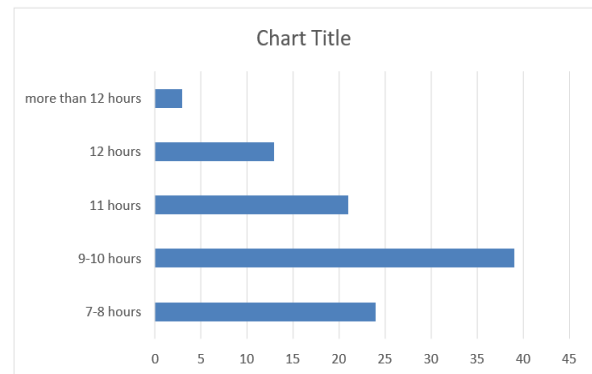
After TCS acquired the SECOM system for electronic banking and trade in 1975, the Swiss firm SIS SegalInterSettle took over. System X for the Canadian Deposit System and automation of the Johannesburg Stock Exchange are among its other accomplishments. [24] Just before they bought out TKS Techno soft, TCS had a Swiss partner. The Tata Research Development and Design Centre (TRDDC) in Pune, India, was the first of its type in the country when TCS opened it in 1980. Established in 1981 with the intention of providing its first client-dedicated offshore development facility in India to Tandem, one of its customers. A partnership between TCS and the Canadian software developer Integrity Software Corp was established in 1993. After some time, TCS acquired Integrity Software Corp. In preparation for the upcoming Euro and the Y2K issue, Tata Consultancy Services came up with the concept of a Y2K conversion factory and the supporting software tools to automate the process. This would make it simpler for third-party developers and clients to adopt. Under the leadership of Subbu

Iyer, VP and head of transformation at TCS, Decision Support System (DSS) was presented to the domestic market towards the end of 1999.

## Data analysis and interpretation

### HOWMANY HOURSIN ADAY DOYOUNORMALLYWORK?

S.no	Responses	Respondents	%
1	7-8	24	24
2	9-10	39	39
3	11	21	21
4	12	13	13
5	<12	3	3

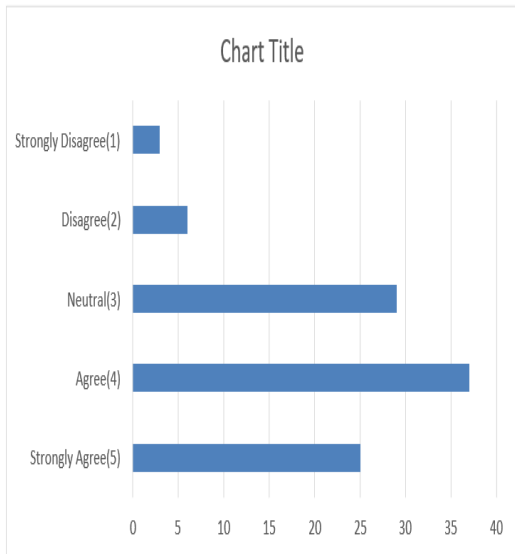


### INTERPRETATION:

The following percentages of working people put in full days: 39% from 9 to 10 hours, 24% from 7 to 8 hours, 21% from 11 to 12 hours, and 13% from 12 hours.

### DOYOUGENERALLYFEEL YOUAREABLE TOBALANCEYOURWORKLIFE?

S.no	Responses	Respondents	%
1	Strongly Agree	25	25
2	Agree	37	37
3	Neutral	29	29
4	Disagree	6	6
5	Strongly Disagree	3	3



**INTERPRETATION:**

Based on the data presented, 37% of individuals believe they are adept at managing their personal and professional lives simultaneously, 29% are uncertain, 25% strongly agree, and 6% are firmly against.

**DO YOU EVER FEEL TIRED OR DEPRESSED BECAUSE OF WORK?**

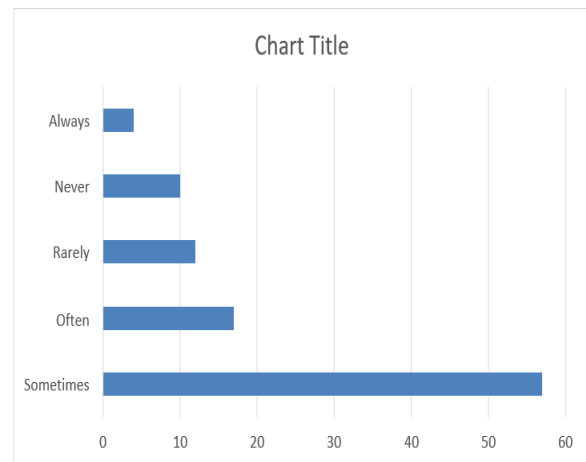
S.no	Responses	Respondents	%
1	Sometimes	71	71
2	Rarely	15	15
3	Daily	8	8
4	Never	6	6

**INTERPRETATION:**

From the above analysis it was observed that 71% of the respondents felt tired or depressed because of work sometimes, 15% of the respondents felt tired or depressed because of work rarely, 8% of the respondents felt tired or depressed because of work daily, 6% of the respondents never felt tired or depressed because of work.

**DO YOU EVER MISS OUT ANY QUALITY TIME WITH YOUR FAMILY BECAUSE OF PRESSURE OF WORK?**

S.no	Responses	Respondents	%
1	Sometimes	57	57
2	Often	17	17
3	Rarely	12	12
4	Never	10	10
5	Always	4	4

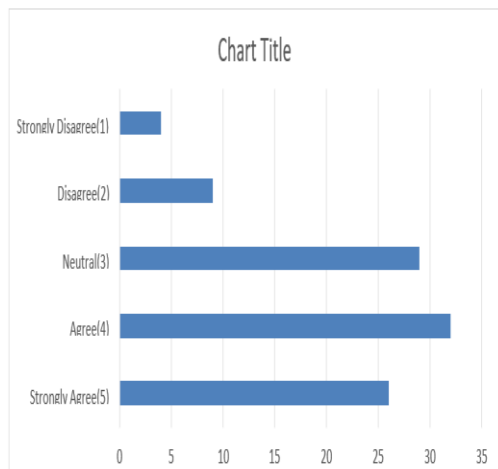


**INTERPRETATION:**

A total of 57% of workers report that work pressure occasionally prevents them from spending quality time with their families; 17% report that this happens frequently; 12% report that this happens very seldom; and 10% claim that this never happens.

**DOES YOUR ORGANIZATION PROVIDE COUNSELLING SERVICES FOREMPLOYEES?**

S.no	Responses	Respondents	%
1	Strongly Agree	26	26
2	Agree	32	32
3	Neutral	29	29
4	Disagree	9	9
5	Strongly Disagree	4	4



### INTERPRETATION:

According to the data shown above, 32% of people think their company offers counselling services, 29% aren't sure, 26% are very much in agreement, 9% are opposed, and 4% are very opposed.

### Conclusion

The idea of work-life balance has to be defined and researched thoroughly before any conclusions can be made. First of all, everyone has their own distinct set of accomplishments and pleasures, so the idea of a healthy work-life balance isn't a "one-size-fits-all" trend; rather, it's a trend that people see differently. Additionally, the precise formula for attaining work-life balance is yet unknown, and the idea itself is in a perpetual state of flux. A good work-life balance is the result of deliberate goal-setting and consistent effort. Improving workers' ability to combine their professional and personal lives requires giving them more control over how and when they get their jobs done. A better work-life balance led to increased output from the workforce. Some methods for controlling working hours include two-in-a-box, job-sharing, flexitime, and reduced workweeks. According to the results, the business does not think it's right to put pressure on workers. Work schedules and company rules are not rock solid. The company's flexible work hours, welfare programmes, generous leave policies, and other perks allow workers to be productive without stress. On the other hand, the business has alternative options, such as employment

sharing and rotation. In order to keep its workers interested and invested, the company should keep things as they are in regards to work-life balance rules and processes. The organization's goals may be more easily achieved when workers are able to strike a balance between their home and professional lives. Just as vital as doing one's part to help the firm succeed is maintaining a solid work-life balance. The workweek, job sharing, flexible deadlines, therapy sessions, happy hour, and well-managed leisure activities are some of the workplace aspects that might contribute to work-life balance. While WLB does have certain positive effects on businesses, it also presents some difficulties that must be overcome by employers and employees alike.

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