



A Study on Employee Work Life Balance in Logistics Industry in Chennai

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ABSTRACT

Work life balance is a central issue affecting wellbeing as family and work are the most important element of every individual's life. Work life balance is always challenging for all working personnel. Work from home scenario changed balance between work life and personal life. Many previous studies have explored the nature of work life balance but rarely any study could cover pandemic affected working scenario. This study attempted to investigate various other factors affecting work life balance when employees are obligated to mandatorily work from home. The study intended to study the current work life balance situation and identified that work life responsibilities has an impact on personal life of employees. The study collected data from 132 employees working in the firm. Data were analyzed and found that there is negative impact in the work life balance of the employees.

Accordingly the employees are the one who determines the company's growth should be given the desired environment to enhance their job satisfaction.

Keywords: Work Life Balance, Pandemic, Job satisfaction

I. INTRODUCTION OF THE STUDY

Work-life balance (WLB) is an issue increasingly recognized as of strategic importance to organizations and of significance to employees. Work-life Balance is Human Resource Strategy, which is already recognized as the ultimate key for Human Resource Development among all the work systems. Researchers of Human Resource Management have indicated that work-life balance among employees of organizations is playing a vital role for better performance in an industry. It is

Work Life Balance Benefits:

widely accepted that better work place is closely associated with the development of career strategy which in turn would enhance individual's job satisfaction. This research attempts to study the Work-life balance of employees working from home.

Work life balance is the state of equilibrium where a person equally prioritizes the demands of one's career and the demands of one's personal life. Work life balance is about dividing the hours in your day evenly between work and personal. The term work life balance was first used in the United Kingdom in the late 1970's to describe the balance between an individual's work and personal life. The concept of work life balance has undergone major change in current pandemic situation. Balancing work life and personal life is overwhelming for any working class professionals.

It is important to draw a distinction between work and personal life. Employees who are constantly fed up with the job deals with stress and burnout. The person doesn't have time to relax and recharge their performance suffers. It important person to take time off from the work instead of working longer hours. A proper schedule is to be maintained for their work, family, and friends so that the mental stress decreases. The individual is running out for doing their best from adding additional task to his brain and not handling the situation. Once the time of work is over the person need to learn to walk away from laptop and not answering the call. In this busy world, because of work pressure no one will close to their loved once and not available for the friend and family. They also suffer from illness and medical disorders from prolonged stress such as heart diseases and diabetes.



- Employee in company already availing the benefits of the work life practices
- Without guilt or regret effectively managing multiple tasks as well as responsibilities at home and work.
- Earning an income and managing the personal life.
- As a part of supportive work place that values and trusts staff.

STATEMENT OF THE PROBLEM

In these days work life effort in a transportation setting is not easy because of the

OBJECTIVES OF THE STUDY

- ✚ To know that employees position in the firm affect their balance between dual life.
- ✚ To know if individuals are able to attend their family as well as office gathering.
- ✚ To know that long working hour affect

SCOPE OF THE STUDY

Work Life is the major significant factors for the employees in the organization. A satisfied employee will be having a positive attitude towards employee's job and would go beyond the normal expectation in employee job. This study emphasizes on the Quality of work life of logistics

LIMITATIONS OF THE STUDY

- ❖ Due to the time concern the secondary data is used to find out about the work-life balance
- ❖ Convenient sampling has been used in the study and it has its own limitations.

II. REVIEW OF LITERATURE

Klatt et al. (2017)¹ The term work life balance has become well known not only to social scientists, but to lay men as well. They have identified eleven dimensions of work life balance in the year 1985. They are: pay and stubbles of employment, occupational stress, organizational health programmes, alternative work schedule, participative management and control of work, recognition, superior-subordinate relations, grievance procedure, adequacy of resources, seniority and merit in promotion and development and employment on permanent basis.

unique administrative structure and inherent complexities of transportation employees. Work life directly affects organization's ability to serve its employees. Efforts towards work life measurement help in the efficient and effective allocation of resources to enhance productivity and stability of the workforce. By measuring the quality of work life, it increases positive attitudes of the employees towards the organization and enhances organization effectiveness and competitive advantage. Henceforth this study has been undertaken by the researcher to explore the factors influencing the quality of work life.

individual efficiency.

- ✚ To know that is there health is affecting due to work.
- ✚ To know what are the top most priorities of employees.

employees in Chennai. We have made a sincere attempt to determine the work life of logistics employees working in the logistics industry. The study is expected to identify the exceptional level of work life of employee in Chennai. This research is mainly focused on analysing the factors determining the work life of logistics industry employees.

- ❖ Results of the study may not be generalized to areas other than logistics Industry.
- ❖ The results of the study apply to the employees of logistic industry in Chennai only.
- ❖ The results may not be generalized to other regions.

Winter et al. (2018)² viewed QWL for attitudinal response among the employees which includes role stress, job characteristics, and supervisory, structural and social characteristics to directly and in directly shape academicians' experiences, attitudes and behaviours. Conceptualized the quality of work experience as the degree to which people perceive their work experiences reflect an ideal work environment. The intrinsic QWL is conceptualized as the degree to which people perceive the less tangible and qualitative aspects of life at work whereas extrinsic QWL as the degree to which people perceive more tangible and qualitative aspects of life at work

¹ Klatt et al. (2017) Influence of quality of work life on logistics employees and union commitment. Academy of Management Journal, 35(2), 439-450.

² Winter et al. (2018) Quality of logistics employees work life. Journal of Clinical Diagnosis Research 2008, 2(6):1169-1174.



Serey (2019)³ on work life is quite conclusive and best meet the contemporary work environment. The definition is related to meaningful and satisfying work. It includes (i) an opportunity to exercise one's talents and capacities, to face challenges and situations that require independent initiative and self-direction; (ii) an activity thought to be worthwhile by the individuals involved; (iii) an activity in which one understands the role the individual plays in the achievement of some overall goals; and (iv) a sense of taking pride in what one is doing and in doing it well. This issue of meaningful and satisfying work is often merged with discussions of job satisfaction, and believed to be more favourable to QWL.

Beukema (2020)⁴ described work life balance as the degree to which employees are able to shape their jobs activity, in accordance with their options, interests and needs. It is the degree of power an organization gives to its nurses to design their work. This means that the individual employees has the full freedom to design his job functions to meet his personal needs and interests. This definition emphasizes the individual's choice of interest in carrying out the task.

S.Khodadadi et al (2021)⁵ Investigated the QWL dimensions effect on the employees' job satisfaction. In this study independent variables were permanent security providing, salary and benefits payment policies, development and promotion opportunity, and job independence, job satisfaction as the dependent variables. Data analysis was done by using SPSS software. He founded out that the salary and benefits' policies have a significant and positive effect on Hospital employees' job satisfaction.

Sandeep kumar singh, (2021)⁶ observed on quality of work life if employees working in logistics industry: A strategic approach towards employee's excellence. He founded that quality of work life is

an important issue from the teacher's perspective as it affect the job satisfaction level, commitment, performance and performance level. he also suggest that hospital authority should take progressive step to organize a conductive and congenial work cultural and environmental at hospital level in which every employee works in a well-defined manner for their own excellence and for institutional effective also.

Chandrasekhar (2022)⁷ conceptualized the quality of work experience as the degree to which people perceive their work experiences reflect an ideal work environment.

III. RESEARCH METHODOLOGY

To fulfil any task, it is necessary to follow a systematic method. Research methodology is the main aspect of research studies. The methodology follow by research is detailed here.

RESEARCH DESIGN

A research design is the specialization of measure and procedure for the information needed to solve problems in the overall operational pattern of frame Work life of the project that stipulates what information is to be collected from which sources by what procedure. There are three types of research design.

³ **Serey (2019)** transport employees work life in logistics industry. Journal on nursing care 2004; 19(3):269-275.

⁴ **Beukema (2020)** Study of quality of work life. Iranian Journal of Public Health 2006; 35(4): 8-14.

⁵ **S.Khodadadi et al (2021)** Quality of work life and organizational performance: Empirical evidence from hospitals. In ILO Conference on Regulating for Decent Work, Geneva.

⁶ **Sandeep kumar singh, (2021)** Measuring the quality of faculty and administrative work life: Implications for transport employees. Research in Higher Education, 43(3), 379- 395

⁷**Chandrasekhar (2022)** Quality of work life as a predictor of employee's intention to leave units, organizations and the profession. Journal of nursing management, 23(4), 521-531



SAMPLING METHOD

In this paper non-probability sampling method has been followed and the convenience sampling technique has been used.

SAMPLING UNIT

The sampling unit is employees of the UCI Logistics, Chennai.

SAMPLE SIZE

According to De Morgan’s table the total population is 200

- ✓ Confidence level is 95%
- ✓ And the Margin of error is 5%
- ✓ The sample size is 132

METHODS OF DATA COLLECTION

DATA SOURCES

Data in the study are of two types:

- i. Primary data
- ii. Secondary data

PRIMARY DATA

Primary goal is original and collected by the researcher freshly. In this study primary data was collected through interview schedule.

An interview schedule is a popular means of collecting primary data. A interview schedule is a list of question for getting to know the opinion & information from the respondents.

SECONDARY DATA

Secondary data is the data, which is already available. It can be obtained through company records, internet and some data collected from the observation method by the researcher.

ANALYTICAL DESIGN

- Correlation
- ANOVA

CORRELATION

The degree of relationship between the variables under consideration is measured through the correlation analysis. “correlation analysis deals with the association between two or more variables”.

This correlation is a statistical device which helps us in analyzing two correlations of two or more variables.

$$R = \frac{\sum XY}{\sqrt{\sum X^2 \sum Y^2}}$$

The value of the co-efficient of correlation as obtained by the above formula shall always the between $\neq 1$ when $r = +1$ it means there is perfect positive correlation between the variable when $r = -1$ it means there is perfect negative correlation between the variables, when $y = 0$ it means there is no relationship between the two variables.

The table shows that the relationship between Age of the Employee and Monthly family income.

Correlations			
		Age of the Employee	Monthly family income
Age of the Employee	Pearson Correlation	1	.923**
	Sig. (2-tailed)		.000
	N	132	132
Monthly family income	Pearson Correlation	.923**	1
	Sig. (2-tailed)	.000	
	N	132	132

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations				
				Monthly family income
				Age of the Employee
Kendall's tau_b	Age of the Employee	Correlation Coefficient	1.000	.912**
		Sig. (2-tailed)	.	.000
		N	132	132
	Monthly family income	Correlation Coefficient	.912**	1.000
		Sig. (2-tailed)	.000	.
		N	132	132



Spearman's rho	Age of the Employee	Correlation Coefficient	1.000	.957**
		Sig. (2-tailed)	.	.000
		N	132	132
	Monthly family income	Correlation Coefficient	.957**	1.000
		Sig. (2-tailed)	.000	.
		N	132	132

** . Correlation is significant at the 0.01 level (2-tailed).

RESULT

ANOVA

Examination of change, or ANOVA, is a solid measurable method that is utilized to show contrast between at least two methods or parts through importance tests. It likewise shows us an approach to make numerous examinations of a few populace implies. The Anova test is performed by looking at two sorts of variety, the variety between the example implies, just as the variety inside every one of the examples. Beneath referenced recipe addresses one way Anova test measurements:

$$F = \frac{MST}{MSE}$$

ANOVA					
Overall Experience					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	114.941	4	28.735	479.883	.000
Within Groups	7.605	127	.060		
Total	122.545	131			

RESULT

From the above analysis, we find that calculated value of the F value is a positive value, so H1 accept. Since the P value less than < 0.05 regarding there is a significant relationship between

IV. SUGGESTIONS

- It should be given opportunities to develop their career
- Organization should give proper instruction to complete the job effectively
- It must be introducing of promotion policy at operation level.
- It needs to provide high motivation from the top management of the company.
- There must be mutual relationship with Co-Work life

This is a positive correlation. There are relationships between Age of the Employee and Monthly family income.

F = Anova Coefficient, MST = Mean sum of squares due to treatment

MSE = Mean sum of squares due to error

NULL HYPOTHESIS

Ho: There is no significant relationship between Overall Experience and Satisfaction on the amount of the time they spend at work.

ALTERNATIVE HYPOTHESIS

H1: There is a significant relationship between Overall Experience and Satisfaction on the amount of the time they spend at work.

Overall Experience and Satisfaction on the amount of the time you spend at work. The results are **significant** at 4 % level.

- It needs to provide special training from the company to their job during Work life period.
- The company should discuss with the employees in taking any important decision that makes them to involve in their Work life fully.
- Work life pressure given to employees should be at the normal.

V. CONCLUSION

In every organization, Human Resource is the vital resource which could raise the productivity, goodwill and quality of standards of the company. The main purpose of Work life balance of



employees is to boost them up to do their Work life effectively and efficiently. It is the employer's responsibility to provide the good environment to the employees, which could not affect them physically and mentally.

A magnificent building is strong if a foundation is strong, so also company performance depends upon the contribution made by its employees with an esteemed and well established name, and it is widely found obstacle such as with commitment and determination of the company can successfully overcome this obstacle to attain success.

This research highlights some of the small gaps in employee's satisfaction towards the company & maintenance. The company aims to promote the peaceful industrial relations and good organization which is highlighted by management and the employees.

Since employees are the backbone of the company, company should satisfy them in order to improve the business in the higher competitive market of the liberalized economy.

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