CHAPTER III
RESEARCH METHODOLOGY

Introduction

The current scenario of industrial business seems to be on ‘safe mode’, as the present economy is indicating a negative trend. Business organizations are struggling to cope with this situation and other factors such as global/technical changes and striving to minimize the consequences of inflation by adopting different strategies such as cost reduction, strategies to increase performance/production and down-sizing/right-sizing the human resources. Because, organizations not only include money and machine, it also includes the other important factor i.e. human resources. This kind of pressure may often force an organization to put more emphasis on characteristics of successful performance rather than on standard jobs duties and tasks (Wadhwa et al, 2011).

Manufacturing and IT organizations, both, are finding it difficult to cope effectively with this economic downfall. The consequences of the economic downfall seemed to affect the employees directly. To list the few consequences of economic downfall on employees are as follows:

- Job insecurity;
- Job stress due to overload of work/dead-line;
- Extended working hours which stops the employees to spend quality time with their family and friends;
- Want of time to attend emergencies at home or outside workplace.
The list mentioned above is not an exhaustive one, but these aspects/crisis often leads to a tendency to over work in order to achieve things faster which in turn leads to work/life balance being disturbed and the level of stress gets increased (Choudhary, 2011) which make the organizations a more complicated system and messy entities (Swanson et al., 2005). In view of this, the present research is undertaken to study the dimensions of professional and personal life i.e. work/life balance in relation to stress issues mainly occupational and personal life stress. Many studies have been carried out to address the issues of Work/Life Balance and stress in various dimensions. In this study, researcher has limited the scope of the study to Work/Life Balance, Occupational Stress and Personal Life Stress issues related to employees of manufacturing and IT sector employees.

Statement of the Problem

The present business environment has made the organizations to extract more from their employees. In this globalised and hyper-competitive environment where the mantra is ‘to do more with less’ (Phoolka and Juneja, 2012) and employees have also realized that spending more time at workplace by sacrificing the home front is inevitable. This conflict between work and personal front often push the employees feel frustrated and exhausted.

Blaike (2010) and Smith (2009) have said that a research problem is an intellectual puzzle that the researcher wants to investigate and choice of topic/problem
may be guided by interest, motivation, practical consideration and findings of other inquiries.

One of the major motivational factors for taking up this study is the previous findings, personal interest and beliefs of the researcher. Belief of the researcher is that the issue of work/life is not only the issue of working women, though working women play different roles at professional and personal life. But, now-a-days this belief does not hold well because, in this global village concept, everybody has to make their presence felt in professional and personal life. The push now is coming from all employees: fathers and mothers, single parents and employees with responsibilities for caring for aged relatives, and every employee who just want more flexibility in their daily lives (Babu and Valli, 2012).

The second belief which led the researcher to take this study is the relations between work/life balance and stress (occupational and personal). In a study conducted by Aggarwal (2012), it has been found that 34% of the employees strongly agree that maintaining work/life balance enable people to work better. Subsequent, study carried out by Sunil and Kumar (2012), it has been found that 68% of respondents have agreed that family engagements have an impact on performance improvement. Another reason for this study is also due to the findings explored by Govas (2011). The finding states that when the work/life and the personal life are not balanced it may lead to stress. Thereby all these findings of previous studies have motivated the researcher to carry out this study mentioned.
Now-a-days, work/life balance and managing stress have become prominent issues of professional life and organizations which are concerned about their employees’ well-being. Because, balancing profession and personal life may lead to a stressful life where in his/her work, family and social life suffer. Exposure to modern day life causes frustration and pressures in many ways. Today’s fast paced and ever-changing environment has caused stress to become part of our daily life (Siddiqi, 2011).

The same has been opined by Masood and Mahlawat (2012). According to the authors, in the recent global-economic turbulent situations, the multiplicity of demands that employees have at work and home activates into stress and there is a compulsion to incorporate many more activities into their lives because of ambitious attitudes, demands, and stressful corporate culture. Therefore, it is an interesting work for further studies. The above mentioned facts exactly describe the situation which existed in sector like manufacturing and IT and provide empirical support for business cases in India for investing and for maintaining proper work/life balance programme. Also the initiatives is less developed which needs immediate concern for further studies in different perspectives (Baral and Bhargava, 2011).

Hence, the current scenario motivates the researcher to take-up this study to find the level of Work/Life Balance, Stress and the correlation between these aspects.
Scope of the Study

The study has been confined to understand the aspects of work/life balance, occupational and personal life stress experienced by the employees of manufacturing and IT (Information Technology) sector and to find the relationship between issues of work/life balance, stress experienced at work place and stress experienced in personal life by employees.

This study also covers the programmes and policies adopted by the organizations to address the issues relating to work/life balance and stress of their employees. The organizations, manufacturing and IT, selected for this study is situated in and around Bangaluru, the capital of Karnataka, and one of the major metropolitan cities in India. Service sector industries such as hospital, retail sector have been kept outside the scope of the study.

Aim of the Study

The aim of the study is to describe and diagnose the issues of Work/Life Balance, and aspects of Occupational Stress and Personal Life Stress of employees of manufacturing and IT sector.
Specific Objectives

The specific objectives of the study are as follows:

1. To find the level of Work/life Balance of employees.
2. To assess the extent of stress derived from work-related issues among manufacturing and IT sector employees.
3. To compare Personal Life Stress of manufacturing and IT sector employees.
4. To find the inter-relationship among Work/Life Balance, Occupational Stress and Personal Life Stress.
5. To derive and render suggestions, on the basis of the findings, to improve the quality of work/life of employees.

Research Design

Any empirical study needs to be meticulously planned and designed. A research design is a procedural plan that is adopted by the researcher to answer questions validly, objectively, accurately and economically (Kumar, 2011). Hence, a researcher is bound to clearly state the step-by-step procedure to be followed in his study. The steps stated by the researcher are just a blue print of the study subjected to modification in accordance with the objectives of the study.

The researcher has adopted descriptive and diagnostic research design which exposed the hidden aspects of Work/Life Balance, Occupational Stress and Personal Life Stress. Descriptive research design can provide important fundamental information for
establishing and developing social programmes, but is not primarily concerned with causes (Marlow, 2011).

In order to explain the causes, and solutions while addressing the issues of Work/Life Balance and Stress, diagnostic research design has been adopted. Diagnostic refers to scientific differentiation among various conditions/phenomena for the purpose of accurately classifying these conditions. It consists of the following:

- The emergence of a problem;
- Diagnosis of its cause;
- Formulation of all the possible avenues of remediation and;
- Recommend actions for a possible solution (Gupta, 2008).

**Hypotheses**

The following hypotheses have been framed based on the extensive literature review and discussions with subject experts. The hypotheses for the study are as follows:

1. Employees of manufacturing sector, compared to employees of IT sector, experience greater level of Work/Life Balance.
2. Female employees, compared to their counterpart, experience greater level of Work/Life balance.
3. Higher the age of employees, lesser the level of their Work/Life Balance.
4. Longer the years of work experience, greater the level of their Work/Life Balance.
5. Employees of IT sector, compared to employees of manufacturing sector, experience greater extent of Occupational Stress.
6. Female employees, compared to their counterparts, experience great level of Occupational Stress.

7. Higher the age of employees, lesser level of their Occupational Stress.

8. Lesser the years of work experience of employees, lower the level of their Occupational Stress.

9. Employees of IT sector, compared to employees of manufacturing sector, experience greater degree of Personal Life Stress.

10. Employees, irrespective of gender, experience greater level of Personal Life Stress.

11. Young employees experience lower level of Personal Life Stress.

12. Higher the years of work experience, lower the level of Personal Life Stress.

13. There exists an inverse relationship between the extent of Occupational Stress experienced by employees and their degree of Work/Life Balance.

14. There is a negative correlation between Work/Life balance and Personal Life Stress.

15. Higher the level of Occupational Stress of employees, lower the level of their Personal Life Stress.

**Area of Study**

The researcher selected a metropolitan city i.e. Bangaluru, the capital city of Karnataka, also known as ‘Garden city’, as the area of study. According to a survey conducted by Indian Market Research Bureau (IMRB) for The Times of India, Bangaluru
it was ranked fifth among other eight metropolitan cities in India (www.marketspace.thinktosustain.com, accessed on 14/11/2013 at 12:50 pm).

The government of Karnataka has given importance to all districts of the state with regard to establishment of industries, but in Urban Development Policy for Karnataka, (Urban Development Department, 2009) government has recognized the economical importance of Bangaluru and special emphasis has been given to infrastructure development in Bangaluru to attract the investors. This encouragement provided by the state has made Bangaluru a centre of attraction for investors and many manufacturing and IT industries have been established. It has been noted by Shobha et al (2009) that Bangaluru has several advantages and strengths, which make it an ideal location for IT industries in respect of both development and manufacturing. At the global Investors Meet in 2012, the following sectors have been recognized as prominent areas to invest in Bangaluru. They are as follow:

- Infrastructure & Logistics development
- Precision engineering
- IT and Software Solutions
- Manufacture of aircraft component
- Manufacture of ceramic glazed tiles
- Manufacture of Bioreactors and other equipment for Bio-Technology
- Electronic control panels, switchboards and electrical transformers
- Medical Tourism
• Hospitality industry (Ministry of Micro, Small and Medium Enterprises, 2012).

Manufacturing Industries in Bangalore

Bangaluru is not only an IT hub. It is also a major location for manufacturing establishments. Many manufacturing industries are functioning in and around Bangaluru since 1950s. A few leading manufacturing industries in Bangaluru, Bharat Electronics Limited (BEL), Bharat Earth Movers Limited (BEML), Bharat Heavy Electricals Limited (BHEL), Shahi Exports House, Hindustan Motors (HM), Indian Telephone Industries (ITI), and Hindustan Machine Tools (HMT).

Information Technology (IT) Industries in Bangaluru

The positive effect of adopting liberal economic policy during 1990s has opened the gates for foreign investors to establish IT industries in India. Major IT industries have been established in and around Bangaluru. Yue et al (2001) have mentioned that the reason for booming of IT industries in Bangaluru. According to them the reason is that a number of new ventures have come up in Bangaluru regularly and Bangaluru boasts highly qualified professionals in the areas of integrated chip design, communication software, and application software as well as other services. Some of the leading IT industries established in Bangaluru are as follows:

• Wipro
• Infosys
• IBM
• Accenture
• Oracle Private Limited.

**Universe**

For the purpose of identifying the manufacturing and IT organizations situated in and around Bengaluru, the researcher has approached three subject experts, who have more than seven years work experience in the field of Human Resource Development (HRD) and are serving as members of National Institute of Personnel Management (NIPM), Bengaluru Chapter. They have been requested to identify five each of manufacturing and IT organizations, keeping in view of the objectives of the study, and the inclusion and exclusion criteria for choosing the organizations and the subjects. A list has been provided by the members of National Institute of Personnel Management (NIPM) which includes fifteen manufacturing organizations. Of which five organizations represents Apparels; five organizations represent Automobiles; and five organizations represents Pharmaceuticals Industries. The list also includes fifteen IT organizations, of which five organizations develop software for life science and financial (banking) industries; five organizations develop software for engineering and testing industries; and five organizations develop software for data management support and administration industries. Researcher has approached the suggested organizations in the order given for seeking permission to gather necessary data. Three manufacturing and three IT organizations from each have accorded permission to carry out the present study.
Inclusion Criteria

1. Organizations which have workforce of 500 and above.

2. Employees those who have put in minimum two years experience in the same organization (manufacturing and IT) in the cadre of minimum supervisory cadre.

3. Employees those who are on permanent rolls.

Exclusion Criteria

1. Organizations wherein manufacturing and IT together form a unit.

2. Employees those who are facing disciplinary action for professional misconducts.

3. Those employees who are badli, or on contract basis.

Selection of Subjects

The process of selection of subjects consists of two stages. In the first stage, based on the inclusion and exclusion criteria, out of fifteen organizations approached, three manufacturing and three IT organizations have accorded permission to collect data from the employees.

In the second stage, a list of employees who have fulfilled the inclusion and exclusion criteria has been prepared in all the organizations. One hundred employees each of manufacture and IT companies form the subject for the study and details have been furnished below:
Table 3.1.1 - SELECTION OF SUBJECTS

<table>
<thead>
<tr>
<th>Types of organizations</th>
<th>Actual No. of workforce</th>
<th>No. of employees working in the cadre of executive</th>
<th>No. employees who did not want to participate</th>
<th>No. of questionnaires distributed</th>
<th>No. of questionnaires returned</th>
<th>No. of questionnaires discarded</th>
<th>No. of questionnaires considered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Man-1</td>
<td>783</td>
<td>89</td>
<td>29</td>
<td>60</td>
<td>49</td>
<td>15</td>
<td>34</td>
</tr>
<tr>
<td>Man-2</td>
<td>1,183</td>
<td>117</td>
<td>30</td>
<td>87</td>
<td>54</td>
<td>21</td>
<td>33</td>
</tr>
<tr>
<td>Man-3</td>
<td>3,218</td>
<td>234</td>
<td>144</td>
<td>90</td>
<td>52</td>
<td>19</td>
<td>33</td>
</tr>
<tr>
<td>IT-1</td>
<td>3,529</td>
<td>435</td>
<td>350</td>
<td>85</td>
<td>52</td>
<td>22</td>
<td>30</td>
</tr>
<tr>
<td>IT-2</td>
<td>4,500</td>
<td>471</td>
<td>381</td>
<td>90</td>
<td>48</td>
<td>17</td>
<td>31</td>
</tr>
<tr>
<td>IT-3</td>
<td>975</td>
<td>110</td>
<td>35</td>
<td>75</td>
<td>57</td>
<td>18</td>
<td>39</td>
</tr>
</tbody>
</table>
Tools used

The researcher has adopted three scales to measure occupational stress, work/life balance and personal life stress.

Work/Life Balance Scale (WLBS)

Work and life are two sides of responsibilities that employees have to adapt to. Work/life affects personal life that includes family life and at the same time personal and family life affects the work/life. A balance is always desirable for the employees to function effectively in both the spheres.

To assess and diagnose the work-life balance of employees, the researcher adopted Work-Life Balance Scale, developed by Pareek and Purohit (2010). This scale consists of 36 items and each with five alternate responses. While some items are negative, others are positive in conveying the response. This is to avoid mechanical way of filling up the inventory.

The scale covers six different dimensions that include
1. Social Needs
2. Personal Needs
3. Time Management
4. Team Work
5. Compensation and Benefits
6. Work
The scoring pattern consists the below mentioned steps:

1. Transferred the responses from the instrument to the Scoring Sheet/excel sheet, after making sure that the original responses of the negative items are reversed (0 became 4, 4 became 0, 1 became 3, 3 became 1, and 2 remains 2).

2. Added each row.

3. Multiplied each total by 4.17. It ranges from 1 to 100.

Higher score indicates greater level of work-life balance. This can also be administered as a questionnaire by giving needed guidelines for its administration.

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Norm Values</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>36 - 71</td>
<td>Low</td>
</tr>
<tr>
<td>2</td>
<td>72 - 98</td>
<td>Moderate</td>
</tr>
<tr>
<td>3</td>
<td>99 - 144</td>
<td>High</td>
</tr>
</tbody>
</table>

The above scale has been widely used on Indian population, covering wider spheres of life of people like career women (Sree and Jyothi, 2012).

**Occupational Stress Index (OSI)**

Stress is a condition which overruns one’s capacity/ability to perform. Stress has become an integral part of profession and no employee can escape from the clutches of stress. Organisations are striving hard to evolve stress management programmes to prepare the employees to cope more effectively with stress. It does not mean that stress is always negative, sometimes stress produces constructive results and motivates the
person to be functional. In the absence of adequate level of stress, life would be dull and stress beyond the level of one’s capacity wrecks individual functional ability.

With this perspective, the Occupational Stress Index (OSI) developed by Srivastava and Singh (1981) is adopted to measure the occupational stress of employees. This scale purports to measure the extent of stress which employees perceive arising from various constituent and conditions of their job. The scale consists of 46 items, each to be rated on the five point scale. Out of 46 items, 28 are ‘true-keyed’ and rest 18 are ‘false-keyed’ items. The items related to almost all relevant components of job life which cause stress in some way or the other, such as:

1. Role overload
2. Role ambiguity
3. Role conflict
4. Group and political pressure
5. Responsibility for persons
6. Under participation
7. Powerlessness
8. Poor peer relations
9. Intrinsic impoverishment
10. Low status
11. Strenuous working conditions
12. Unprofitability
The tool may conveniently be administered, as questionnaire, to the employees of every level operating in the context of industries. However, it would prove more suitable for the employees of supervisor level and above.

Since the questionnaire of both true-keyed and false-keyed items of two different patterns of scoring have to be adopted for two types of items. The following table provides guide line to score the responses given to two categories of items.

<table>
<thead>
<tr>
<th>Categories of response</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>True-keyed items</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>1</td>
</tr>
<tr>
<td>Disagree</td>
<td>2</td>
</tr>
<tr>
<td>Undecided</td>
<td>3</td>
</tr>
<tr>
<td>Agree</td>
<td>4</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>5</td>
</tr>
</tbody>
</table>

The reliability index ascertained by split-half (odd-even) method and Cronbach’s alpha-coefficient for the scale as a whole were found to be 0.935 and 0.90, respectively.

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Norm Values</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>46 - 122</td>
<td>Low</td>
</tr>
<tr>
<td>2</td>
<td>123 - 155</td>
<td>Moderate</td>
</tr>
<tr>
<td>3</td>
<td>156 - 230</td>
<td>High</td>
</tr>
</tbody>
</table>

Higher score indicates higher level of occupational stress. The possible score ranges between 46 and 230. This inventory has been widely used on Indian population, covering wider sphere of life of people like employees of Nationalized and Non-nationalized
Banks (Katyal et al, 2011), IT Professionals (Kumar and Mohammed, 2011) and Teachers (Singh, 2010 and Pabla, 2012).

**Personal Life Stress**

The events which occur in one’s life may create stress. These conditions may be termed as stressors. The events may affect every aspects of life including professional life. Under stressful situations, people may not be able to focus on their daily activities of life. The events which occur in life is also termed as ‘life stress’, ‘emotional stress’, ‘object stress’, or ‘negative life events’, which may lead the person to lose his/her concentration on professional/personal life.

To explore the link between occupational stress and personal life stress, researcher adopted Social Readjustment Rating Scale (SRRS), developed by Holmes and Rahe (1967). This scale consists of a list of 43 life events. Each life event has been given specific values which indicate the extent of stress as a result of event, and the total score ranges from 0 to 1,466. Higher score indicates higher level of personal stress. This scale administered as check-list.

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Norm Values</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0 - 150</td>
<td>Low</td>
</tr>
<tr>
<td>2</td>
<td>151 - 299</td>
<td>Moderate</td>
</tr>
<tr>
<td>3</td>
<td>300 – 1,466</td>
<td>High</td>
</tr>
</tbody>
</table>

This scale has been widely used on different population of both India and abroad, covering wider spheres of life of people like Indian Armed Forces (Ryali et al, 2011),
Clinical Population (Moller et al., 2005; Moosavi et al., 2004 and Lueboonthavatchai, 2009), Doctors (Clarke and Singh, 2004).

Details with regard to the Human Resource practices relevant to occupational stress programmes and work/life balance gathered from Human Resource personnel through a semi structured organizational proforma and also collected data from secondary sources like the newsletter of the organisation, Human Resource manual.

**Method of Data Collection**

The researcher adopted four steps to collect the data. The first step is pre-testing the tools. The above mentioned tools have been pre-tested before administering it to the respondents. The pre-testing has been done on 10 personnel each of different manufacturing and IT organisations along with a feedback column to ensure the effectiveness of the tools. It is found that the tools are easy to understand and complete and it is relevant to the present working scenario. On an average, it took 45 – 60 (approximately) minutes.

The second step is to get permission from the concerned authority. The researcher has obtained a permission letter from the research guide explaining the need for taking up the study and objective of the study and has approached the concerned authority for permission to collect the data from employees. Out of fifteen manufacturing and fifteen IT organizations approached, three manufacturing and three IT organizations have accorded permission to collect the data permission.
In the third step, researcher has distributed the questionnaire, in leisure time, to employees personally and explained the objects of the study. While explaining the object and purpose of the study, it has been ensured that maintenance of data provided by respondents and identification of the organizations, as asked by the concerned authority of the organization, would be used for the research/academic purpose only and identification of both, organization and respondents kept confidential.

In the final stage, information/data related to practices/programmes with reference to work/life balance and stress was collected through a semi-structured organizational proforma by adopting interview method. This information/data has been gathered from HR Executives and HR manager of the concerned organization.

**Pattern of Analysis**

The questionnaires have been gathered from respondents and cross checked and the incomplete questionnaires were discarded. The responses were coded and transferred to data entry sheet (excel sheet) and presented in form of tables. In addition to descriptive statistics like Mean and Standard Deviation, the following measures of inferential statistics have been adopted in the analysis of data:
<table>
<thead>
<tr>
<th>Pattern of Analysis</th>
<th>Statistical technique/s used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comparison of work/life balance between employees of manufacturing and IT sector</td>
<td>‘t’ test used</td>
</tr>
<tr>
<td>Comparison of occupational stress of employees of manufacturing and IT sector</td>
<td>‘t’ test used</td>
</tr>
<tr>
<td>Comparison of personal life stress of manufacturing and IT sector</td>
<td>‘t’ test used</td>
</tr>
<tr>
<td>Relation between occupational stress experienced by employees and their degree of work/life balance</td>
<td>Karl Pearson’s Coefficient of Correlation (r) used</td>
</tr>
<tr>
<td>Relation between personal life stress experienced by employees and their degree of work/life balance</td>
<td>Karl Pearson’s Coefficient of Correlation (r) used</td>
</tr>
<tr>
<td>Relation between occupational stress experienced by employees and their personal life stress</td>
<td>Karl Pearson’s Coefficient of Correlation (r) used</td>
</tr>
<tr>
<td>Comparison of work/life balance between men and women employees</td>
<td>‘t’ test used</td>
</tr>
<tr>
<td>Relation between age of respondents and occupational stress</td>
<td>Karl Pearson’s Coefficient of Correlation (r) used</td>
</tr>
<tr>
<td>Relation between work experience and occupational stress</td>
<td>Karl Pearson’s Coefficient of Correlation (r) used</td>
</tr>
<tr>
<td>Comparison of occupational stress between men and women employees</td>
<td>‘t’ test used</td>
</tr>
<tr>
<td>Relation between age and personal life stress</td>
<td>Karl Pearson’s Coefficient of Correlation (r) used</td>
</tr>
<tr>
<td>Relation between work experience and the level of occupational stress</td>
<td>Karl Pearson’s Coefficient of Correlation (r) used</td>
</tr>
<tr>
<td>Comparison of personal life stress between men and women employees</td>
<td>‘t’ test used</td>
</tr>
<tr>
<td>Relation between age of employees and their personal life stress</td>
<td>Karl Pearson’s Coefficient of Correlation (r) used</td>
</tr>
<tr>
<td>Relation between work experience and personal life stress</td>
<td>Karl Pearson’s Coefficient of Correlation (r) used</td>
</tr>
</tbody>
</table>
Ethical Consideration

In any scientific study, the paramount importance has been given to maintain certain ethical principles. It has been reassured to the concerned authority and respondents about the research objectives and ethics to be followed by the researcher at every step. Informed consent has not only been obtained from the authority but it is also obtained by the respondents. Respondents have been requested to provide their professional e-mail address in order to remind them and also asked them to use their free time to fill-in the questionnaire so that their professional duties are not disturbed. Four reminders have been sent to the respondents through the e-mail after every seven days.

In order to encourage the respondents to give their honest information, respondents are assured that their personal identities are kept confidential. After the assurance has been given, respondents accepted to fill-in the questionnaire.

Limitations of the Study

This present study has certain limitations. The main study variables of the research are Work/Life Balance (WLB), Occupational Stress (OS) and Personal Life Stress (PLS). Each variable could be affected by other issues such as job satisfaction, work environment; organizational climate and culture, perceived personal life satisfaction and family members’ and personal health of respondents. These have not been considered for the study. Hence, the scope of the study is limited to three issues of personal and professional life of respondents.
The study is confined only to manufacturing and IT sector. Other sector like hospitality and service sector have not been taken for the study. Hence, the result of the study applies only to respondents/employees of manufacturing and IT organizations of Bangaluru city.

Definition of Terms

The terms used in the study and their explanations as given for Work/Life Balance, Occupational Stress and Personal Life Stress have been explained hereunder:

Work/Life Balance (WLB): Pareek and Purohit (2010) have defined the term Work/Life Balance in two ways. According to them, Work/Life Balance is individual’s control over the conditions in their workplace. It is accomplished when individuals feel dually satisfied about their personal life and their paid occupation. It mutually benefits the individual, business and society when a person’s personal life is balanced with his/her own job. They, further, defined the term, that, it is about people having a measure of control over when, where and how they work. It is achieved when an individual’s right to a fulfilled life inside and outside paid work is accepted and respected as the norm, to the mutual benefit of the individual, business and society.

Occupational Stress (OS): The conditions/factors at work which overrun the capacity of an employee. Srivastava and Singh (1981) identified these factors as potential psychological and situational conditions or job related factors which cause job stress. These conditions/factors are known as occupational stressors and the inability of an employee to overcome these conditions/factors can be defined as Occupational Stress.
Personal Life Stress (PLS): Personal Life Stress can be defined as a state where a person fails to cope more effectively with negative events of life.

Organization of the Thesis

The thesis consists of five chapters. The first chapter deals with the introduction of the chosen topic of research and cover conceptual frame work of the topic. The second chapter provides survey and review of concerned literature, and emphasized more on the latest literature. The third chapter focuses on the methodology adopted for the study. The fourth chapter represents the data of the findings in suitable tabular form with statistical explanation and discussion. The fifth chapter is discussed with logical/causal relation of factors conclusion and suggestions for further studies.