work-life balance may be extended. The linkage between work-life imbalance and emotional exhaustion among the employees may be extended to find out the impact of these imbalances on job performance, job satisfaction and affective organizational commitment through emotional exhaustion. There may be a possibility of separate in-depth analysis on the impact of intrinsic motivation among the employees and their work-life imbalances. The organizational culture and leadership in the BPO industry and its role in work-life balance among the employees may be analysed in near future. The gender variation on work-life imbalances might be examined in future studies. The various techniques to maintain the work life balance among the employees may be studied alone as a research topic in near future.

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