Executive Summary
“A STUDY OF WORK LIFE BALANCE (WLB) AMONG WOMEN EMPLOYEES IN SERVICE SECTOR WITH SPECIAL REFERENCE TO PUNE CITY (2009-2012)"

The purpose of this research was to identify strategies that women employees might use to achieve better balance in their lives. This topic is examined in the context of the influences on, and outcomes of, the lack of balance between work and personal life, as well as the impact on performance and well-being. This thesis on work–life balance issues makes a valuable contribution to research in this area.

Undertaken research describes the impact of women entering the workforce on work/life balance issues. The aim of this study is to explore the relationship between employees’ supportive resource (workplace support and non-work support) and their work-life balance in the service sector with specific reference to Pune City. The roles of work-life balance’s four components (work-to-life conflict, life-to-work conflict, work-to-life facilitation, and life-to-work facilitation) in the relationship between support and employee outcomes were examined.

Organizational efforts at providing a supportive work environment are appreciated as they go a long way towards enhancing work life balance. In the post liberalization context, Indian organizations are trying to enable work life balance through initiatives including flex times, part time work, provision of child care facilities etc.. These initiatives are quite similar to those that are provided in other countries. No doubt, this is a promising trend. Yet, the respondents in this sample have reported their inability to balance work and home. In the light of this observation, the researcher suggests the need to improve work life balance practices to enable employees to balance their lives. This will ensure a congenial work place for employees and make work more meaningful to them.
Five hundred and ten questionnaire were distributed to six different types of organizations falling under service sector viz Banking and Financial services, Hospitals, Hotels, IT & ITES and Education and other. After eliminating the invalid questionnaires, 263 valid questionnaires were used for further analysis. The findings of this study suggested that three kinds of support (organizational support, family support, and self support) were positively related to employees’ work-life balance. However, no significant relationship was found between the availability and usage of the work-life balance policies and employees’ work-life balance. More importantly, it was found that work-life balance and four components mediate the relationship between supervisor support and all employee outcomes. The relationship between employees’ awareness of the policies that organization offered and favorable employee outcomes is also mediated by work-life balance. Interestingly, the availability and usage of the policies were not found to be related to either employees’ better work-life balance or favorable employee outcomes. It is thus recommended that emphasizing supervisor support might be a better option than introducing various work-life balance policies for employees to achieve a better work-life balance. Otherwise, the work-life balance policies offered have to meet employees’ needs.

Research has shown that work/life balance policies can offer a range of benefits for employers and employees. However, research has highlighted that simply having work-life balance policies may not be enough for employers and employees to enjoy their potential benefits. This study examined the possible barriers for employees to access work-life balance policies available in their workplace. Data from this study was drawn from respondents of major five types of companies under service sector. The focus of discussions revealed that while each organization had various formal and informal work-life balance policies available, there were a significant number of barriers prevalent in workplaces which made it difficult for employees to actually use these policies. For work-life balance policies to work well, organizations need to attend to the possible barriers to policy access prevalent in their workplace.