# CHAPTER VIII
## INSIGHTS AND CONTRIBUTIONS

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“Never stop learning, because life never stops teaching”

8.1. Preview:

This chapter comprises the overall insights that the researcher gained out of the experience of taking up a study in the area of ‘management of work life balance in the banking sector’. The study helped the researcher absorb the following insights. For better clarity, they have been classified into generic and sectoral insights. This is followed by the contributions of the study towards academics and industry.

8.2. Generic Insights:

The generic insights are those learnings which are outside the realm of banking sector.

1. Sufficient work with respect to literary and scholarly studies has been done in the area of work life balance. Theories and models of WLB have been developed by researchers and social scientists across the globe.

2. Adequate research has been undertaken and is currently ongoing to study the impact of presence/absence of work life balance in the organizations and lives of people.

3. Though organizations and employees are well aware of the absence of work life balance, all are striving to meet it through various coping mechanisms.

4. Human Resources as a function in the banking sector just like all other service sectors, is looked down and not given any importance than being treated as an administrative function.

5. Work life balance is not given its due credit as a function of Human Resource.

6. Though majority of organizations appreciate, acknowledge and accept the importance of work life balance in life, the title ‘work life balance’ is not reflected in their HR policies and programs.
7. Generally people are well aware of the negative impact of work life balance. However, preventive actions are not seen to be taken to correct the same. Most of the individuals start taking corrective actions only when things start seriously deteriorating with respect to colleagues/family relations, individual/family health or loss to career growth.

8. Studies which require sensitive information are generally not appreciated by employers. This may be due the apprehension that confidential reality may be exposed outside.

8.3. Sectoral Insights:

The insights given below are those learnings which are specific to the banking sector.

1. Human Resource department is in dire need of professionalism.

2. Banks in India have to make a separate HR policy for the bank’s HR department employees with respect to transfers, educational qualifications, personality traits, competency background, talent/skill sets, training etc. so that they are as efficient as their counterparts of other service sectors.

3. ‘Employee welfare’ is wrongly and directly perceived as ‘work life balance’. The outcomes of employee welfare like employee satisfaction and growth are treated as direct impact of work life balance by all the bank personnel.

4. Employees and the Top Management of Banks in India are aware and acknowledge of, the presence/absence of work life balance in their personal and professional lives, but majority of them due to various reasons, avoid taking corrective actions to prevent a state of imbalance.

5. Considering the current scenario of being tuned to a work life of 24/7, the term ‘work life balance’ itself needs a facelift and may now be re-christened as ‘work life integration’.
8.4. **Contribution to Academics:**

The following are the academic contributions of the study.

1. Several small case studies can be developed out of the data of the study.
2. The study was able to validate the ‘Work Family Enrichment’ model of WLB, introduced by Greehaus and Powell in 2006.

8.5. **Contribution to Industry:**

The following are the contributions of the study to the industry.

1. Organizations and especially the banking sector can use the findings of the study to re-evaluate and re-engineer their HR policies and practices.
2. The study provides empirical support to the recommendations of Dr. A. K. Khandelwal Committee’s report on HR Reforms in the Indian public sector banks, submitted to the Government of India.
3. The study can help conceive and evolve training programs in banks which aid towards training the employees to look at the concept of work life balance in its right perspective.
4. The Work Life Balance Design governed by the principle of ‘Work Life Synchronization’ suggested as a part of the study can be implemented in the banks to reduce work life imbalance and blend work and life positively.