ABSTRACT

Digital technology has revolutionized the world as never before. In the global scenario it undergoes transformation with undreamt rapidity. India is no exception and has witnessed an extraordinary growth in the field of information technology. IT sector has emerged as one of the largest employers in the country. The nature of the software profession poses some unique challenges in the industry. High salaries and social status associated with the industry attracted the talent pool to take up these jobs. But the nature of the job enables employees to work independently with multinational teams round the clock regardless of their age and location throughout the world. Such work environment results in various complexities to employees like late working hours, intensive technologies, targets, working with diverse cultures etc. This type of environment creates lot of stress and strain to the software professionals and results in work life imbalance.

Work – Life Balance is a challenging topic for IT leaders, managers and has also attracted the attention of researchers. “Work life balance is the principle that the paid employment should be integrated with domestic life and community involvement in the interest of personal and social well-being”(Edmund & Noon). This study is an attempt to contribute a new perspective to the field of human resources management taking job stress as one of the factor influencing work life balance of employees of Information Technology organizations. It is also an earnest attempt to bridge the gap particularly in this area by highlighting the significance and importance of job stress and work life balance to leadership, senior management, individual and organizations.

This study is made to know the work life balance issues and work life balance practices adopted by the Indian IT organizations that contribute to their better performance. The specific factors that cause job stress for software professionals are analyzed to address the work life balance of the employees. Detailed analyses of work family conflicts and work supports are taken up in the study.

Software professionals from different IT organizations are taken as the sample for the study. This research studied the association of demographic factors of the employees with work life balance and job stress. The connection of work life balance and job stress is studied with
respect to demographics and also the strength of the association is measured between work life balance and job stress. Factor analysis is done to identify the factors causing job stress of software professionals and identified 6 factors which are analyzed for all the demographics. The regression equation is fitted for measuring the job stress and work life balance of software professionals by identifying the coefficients for various causative factors of job stress and work life balance. In this study detailed analysis is done on work life initiatives and benefits accrued due to the initiatives taken by the software organizations.

It is observed from the regression analysis that organizational difficulties have the significant effect on job stress. From the analysis of demographic variables and job stress factors it is found that more working hours significantly contribute to job stress. Stress is moderate and almost same for both nuclear and joint families of the respondents who were the part of this empirical study. Work to family conflict and family to work conflicts are insignificant with respect to demographic variable ‘age’ but it is observed that all the age groups are having work impacted family conflicts, family impacted work conflicts. From the correlation it is observed that the correlation of family support and work life balance is higher than work support and work life balance and the demands of work that interface with family are more for females.

The findings and outcome of this research will be beneficial to the IT organizations in India, which is a prosperous industry and contributes significantly to the GDP of the country and the talent pool of the world. The study will bring in sharp focus on the major challenges encountered in these areas and the solutions that will assist IT organizations to deal more effectively the issues addressed.