ABSTRACT

The IT is considered as the development model for India, because of its focus on IT-enabled service and software export, which is very much connected to the international economy. However, that has some considerable connections with the national, regional and local economies as well; having implication to the kind of service is created by the industry its broader cultural and social consequences. The Indian IT segment provides employment to millions. However, each firm has its own way of functioning and hence employees will be fortunate enough to get the finest place of work and the best employers. But how many organizations do really satisfy their employees and enable them in sustaining their balance of work life? Where stress and pressure exists, where employees happen to lose their personal lives and with the heavy work load and high competition and heavy demands by firms the need to balance this life becomes more crucial, hence in these highly competitive days work flexibility has become the working people’s new mantra that improves productivity through it.

The environment of workplace which is in proper place creates an impact on the morale of the employee, engagement and productivity – being negatively and positively. Changes in lifestyle, life/work balance, fitness and health are not only a coincidence that the new programs address – the main factors that were not considered previously are now being the major advantages – which presently are the basic concerns of the possible workers and regular practice that majority of the companies admire. Individuals are enabled to adjust to the changes in circumstances with flexibility. With these substitutes the employees get help to balance their work, retirement planning and personal commitments, and at the same time fulfilling the objectives and requirements of the business. In addition, managers/ supervisors may utilize these flexible schedules like instruments for promoting productivity, increase in job satisfaction, and developing leadership and management skills. Retaining and recruiting precious workers can be improved by these same alternatives.

In today's times, accessibility through technology allows employees to work from home. Most organizational members are connected through cell phones and computers. There is a possibility of being online through webcam or telephonic conference, employee hails freedom with these flexible working hours that in turn creates them to be highly creative and responsible.
It does not only mean working far from office, but it means working with the ability of being more productive. A specified time period should be there in flexible working hours at which every worker is supposed to be present at work. In general, the Indian IT and BPOs are found exhibiting structured, formal and rationalized systems of HRM favorable to practices relating to employment in economies and other formal sections. According to NASSCOM’s sheet of industry facts, there was a growth in the ITES – BPOs sections in India by 37% in the year 2011 – 2012 (ITES- BPO).

A number of factors are required to be taken into consideration while designing a workplace that is fundamentally, an integral part of the work itself, besides the tools of work. For developing a conductive workplace, awareness is required about the manner in which workplace puts impact on behavior and the manner in which behavior propels the performance at workplace. Flexible Work Arrangement (FWA) may be explained as benefits provided by an employer that allow the employees, a specific level of control over the place and time the employees work. And the time is beyond the normal working hours. Studies conducted indicated that FWA facilitates both the integration and overlapping of work assignments and family responsibilities in time and space. This in turn leads to a positive spillover and achievement of a healthy balance between work and family. FWA includes flexibility in timing of work schedules, sharing of job with others and compressed work week.

These facilities enable employees to have some control over the place and time of their work. If the daily schedule of work is made flexible, employees enjoy better control over their hours of work. This in turn enables them to respond positively to emergent situation arising in the family. The variables that interpose the performance of organization and FWA relationship should be understood well to conduct future researches. Promising results are offered by technological, behavioral and managerial variables. So, as part of research study focused on IT and ITES employees with objectives to study FWA’s impact on work schedules and contribution to achievement of Organizational goals, to analyze the Flexibility available to employees to meet family needs and other personal obligations, to gage the contribution of FWA on reducing employee commuting time, employee burn out and stress levels.

When objectives of FWA are encouraged in organizations then a positive attitude towards work increases and a certain discretionary behavior makes people work harder thus leading to better performance. On
average, with FWA there was a positive relationship between working flexibility, organizational commitment and work-life balance. So, the study recognizes that the society has thrown personal-professional life balance into the spotlight over the past few years. In the last one decade and more the press, scholarly journals, government, management and employee representatives have shown a growing interest in work-life balance. Reduced health, low performance from individuals, families and organizations which are the repercussions of unbalanced work-life relationships are the source of this increased interest.