

A Study on Work-Life Balance in the Service Sector

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Work-life balance is the concept of finding a harmonious equilibrium between an individual's Work professional and personal life. It is essential for maintaining good physical and mental health, increasing productivity and job satisfaction, and fostering positive relationships with family and friends. Achieving work-life balance requires proper time management skills, setting realistic goals and priorities, and creating boundaries between work and personal life. Employers can also play a crucial role in supporting their employees in achieving work-life balance by implementing policies and programs that promote flexibility, job autonomy, and work-life integration. This paper highlights the significance of work-life balance and provides an overview of some of the strategies that individuals and organizations can adopt to achieve it. The purpose of the research is to study the role of work life balance on an employee. The main aim of the study is to explore the factors that contribute to work-life imbalance and the consequences of such imbalance on individuals, organizations, and society. Analyze the existing literature on work-life balance, identify gaps in knowledge, and suggest new areas for future research and Investigate the effectiveness of various strategies, policies, and interventions designed to promote work-life balance and improve employee well-being, productivity, and job satisfaction. The research design is exploratory and descriptive and the data collected was primary and secondary using questionnaire as research instrument. The sample size is 113. The sampling technique used is snowball sampling.

Keywords: work life balance, satisfaction, flexible work arrangements, productivity

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1. Introduction

Work-life balance refers to the ability to maintain a healthy and sustainable balance between work-related activities and personal or leisure activities. It is prioritizing between work and personal life. If there is a stress in anyone of them then it brings a negative impact on both personal life and work.

Researchers in India while examining the perceptions of Indian employees regarding the quality of work life at workplace have found four underlying dimensions such as

- 1) supportive management and favorable work environment,
- 2) personal growth and autonomy,
- 3) nature of the job,
- 4) stimulating opportunities and friendly co-workers.

In today's fast-paced and highly competitive world, achieving a balance between work and personal life has become increasingly important. It helps individuals to maintain good physical and mental health, foster healthy relationships, and avoid burnout.

However, achieving work-life balance can be a challenging task. The demands of work, along with personal responsibilities, can make it difficult to find time for personal activities and leisure pursuits. Many individuals struggle to maintain a healthy balance and often find themselves feeling overwhelmed and stressed.

2. Work Life Balance: Concept & Significance

The concept of work-life balance has gained significant attention in recent years, with many organizations recognizing its importance in employee well-being and productivity. Many companies now offer flexible work arrangements and other initiatives to support employees in achieving a better work-life balance. In this era of technological advancements and changing work culture, it is crucial to find a balance between work and personal life to achieve overall happiness and well-being.

Importance of Work Life Balance

Achieving a healthy work-life balance is essential for maintaining overall well-being and productivity.

Here are some reasons why work life balance is important in our life:

- Improved physical health
- Improved mental health³
- Better relationships
- Increased productivity
- Better job satisfaction
- Greater creativity
- Reduced turnover

Ways to Maintain Work Life Balance

Some tips to maintain a healthy work-life balance are:

- Prioritizing your tasks
- Create boundaries
- Take breaks
- Practice self-care
- Learn to say no
- Get organized
- Communicate with your employer

Issues Due to Poor Work Life Balance

There are many issues that can arise when individuals struggle to maintain a healthy work-life balance. Some of the common issues include:

- Burnout
- Health problems
- Relationship problems
- Reduced productivity
- Poor job satisfaction
- Lack of personal development and Difficulty in managing work and personal responsibilities

Challenges to WLB

- Company culture: Culture refers to the values that drive a company. The principles that company follows to deal with both internal client ie, employees and external client ie, customers that reflects the company's work culture. The culture should be created which contributes towards employee's growth and development but the targets and goals set should not be in a pressuring manner.

- **Managerial support:** Managers behavior and support is a very important factor in employees work life balance. As the organization in which managers does not encourage, supports and appreciate the efforts of their subordinates then the employees of that organization will not be satisfied, they will feel demotivated, their morale will be decreased, they will feel that they are not valued in organization, ultimately affecting both work and personal life.
- **Organizational time expectation:** Another factor which becomes a challenge in work life balance is organizational time expectation i.e., the number of hours employees are expected to work. If the employee is completing his/her work before the working hour gets over, then he/she should be allowed to utilize the remaining time for fulfilling responsibilities of personal life instead of making them sit in office till the working time gets over.
- **Organizations Policies:** Organizations policies becomes a major challenge in work life balance as if policies include rigid working hours, unclear work allocations to various job roles, no proper working condition, less employee welfare facilities, lack of support from management, etc. will make it difficult for an employee to manage the work and personal life in a proper manner.
- **Management Support:** Management plays an important role for work life balance of an employee, especially where work pressure and task allocation and workload management are concerned. They delegate the responsibilities and authorities to team members also if there is any problem in organization then they are the one from where employees can get the solution. So, if management has not created a supportive environment like if employees is not comfortable in sharing the problem to management also if the management is not capable enough to tackle the problems and changing situation then it can create a huge challenge to make the work and life balanced for employees.

Work Life Balance – In Indian Context

The term 'Work-Life Balance' was originally used for the first time was in UK in 1970s and then in US in 1980s. Later the term came to be used in India when the globalization started to effect work life balance of the individuals living in India.

The increased use of technology like computers, smartphones, video chat/conference and other technological innovations makes an individual work for 24*7 cycles, which creates stress, and work life imbalance and this imbalance caused various studies on work life balance in India. The study made was initially on working women as at that period women empowerment took place and brought many changes in the lifestyle of individual and society as well. Today the need of Work Life Balance has shifted to Work Life Integration thanks to the upcoming and developing technology which has made it difficult to deal the work life issues differently and managing them like two separate things/ issues/ work/ responsibility. According to the study made by Forbes in April 2019 it was found that Generation Z (aged 18 to 25 years) which is just entering the workforce have a knack to manage their work and life as they do not believe in work and life as two different aspects of life rather they believe in balancing and integrating both so as to get their job done anywhere, anytime; without sacrificing either one. They believe in coexistence of human and digital world together. Whereas elder millennials or Gen X (aged 31 and 35 years), young millennials or Gen Y (aged 26 and 30) has nostalgia for a time when leaving the office meant the end of the workday. Today's generation especially Generation X & Y desire more work life balance and better work-life relationship which endorses flexibility, company expectation, and the skill to work from anyplace therefore has started to integrate the work and life issues instead of managing and balancing them separately. Instead of balancing the different elements like time in equal proportion they tend to integrate their work, family, friend, hobbies and personal goals to manage their lives well and achieve the balance and integration of their personal and professional life.

3. Review of Literature

The Impact Work-Life Balance toward Job Satisfaction and Employee Retention: Study of Millennial Employees in Bandung City, Indonesia by Hana Silaben, Meily Margaretha.

(Hana Silaban) The researchers have attempts to study the Impact of Work-Life Balance toward Job Satisfaction and Employee Retention: Study of Millennial Employees in Bandung City, Indonesia.

The research aimed to explore the effect of work-life balance on job satisfaction and employee retention of the millennial generation employees in the city of Bandung, Indonesia. The sample used in this study was 196 employees from various fields of work. The analysis of data was done by using simple linear regression, by testing the quality of the data through validity and reliability test. Quantitative research using the survey method was adopted. The responses were gathered through questionnaires. The sample size is 196. The data collection was analyzed using validity and reliability tests and regression analysis used to test the two hypotheses to show the relationship and influence between work-life balance, job satisfaction and employee retention. The results show that there is an influence between work-life balance on job satisfaction as much as 8.3% and there is an influence between work life balance on employee retention as much as 4.4%.

A Study on "Work Life Balance" of Employees by Dr. K. Siva Nageswara Rao & Ms. Shaik Maseeha.

(Dr.K. Siva Nageswara Rao) The paper gives a frame on meaning & importance of Work-Life Balance. The researchers aim to highlight about Work Life Balance & in-depth knowledge on balancing their own work & personal life. The main aim of the study is to study the importance of Work life balance and benefits and to implement the work life balance strategy and what can organizations do. The data collected was Primary. And responses were collected through questionnaires. The researchers' findings suggest to implement different systems that allow employees to work productively to form cooperate office, creating healthy environment where employees can communicate their concern, to evaluate and monitor systems & provide regular feedback. The conclusion of the research paper states that the organizations should identify that the employee satisfaction & welfare is the most vital things. Also, love & humanity is important to be happy with the work.

A Study of the Work-Life Balance among the Academics of Higher Education Institutions: A Case Study of Golaghat district, Assam by Dr. Jatindra Nath Saika.

(Saika) The researcher has conducted a study on Work-Life Balance among the Academics of Higher Education Institutions. The objective of the study is

to analyse the impact of work-life balance of the academics of higher education institutions of Golaghat district of Assam. The sampling technique used was random sampling and the sample size is 76. The data was collected using questionnaires and analysis has been done using SPSS software. The study reveals that academics covered by the study have a balance work-life. And because of their balance work life their efficiency has increased and colleges have been able to show very good results in all aspects. The study concluded that knowledge workers having work-life balance can show wonderful results which can shared by everybody & every section of the society

Work-life balance: a systematic literature review and bibliometric analysis by Kumari Rashmi, Aakanksha Kataria.

(Aakanksha Kataria) The researcher aims to study on Work-life balance. The purpose of this paper is to provide a clear view of current dynamics & research diversification in the field of Work-life balance. The analysis of WLB is done using bibliometric analysis. The study is based on a science mapping approach analyzing the existing WLB corpus in order to provide clear picture. The study aims to map the evolution of the existing research patterns, identify the current research dynamics & assess the emerging research paradigms in the field. The main objective of the paper is to provide current status of research on WLB. The research methodology used is SLR to understand the current research flow of WLB. The study consisted of 945 peer-reviewed articles extracted from the Scopus database. The results show that men with higher education are more likely to consider WLB as an essential criterion while selecting job, whereas women with lower education are less likely to consider this balance. It also shows that employees who encounter conflict between work and non-work demands more often experience poor physical & psychological health, negative impact on marital life & job-related consequences such as absenteeism, turnover, job dissatisfaction & burnout. Also, organizational support has been identified as an important contributing factor influencing employees' behaviors and attitudes. Current work-life research studies have identified job autonomy as a valuable resource that can assist employees in achieving their desired level of WLB. To provide a supportive work culture to employees, management should provide guidelines to supervisors to be understanding, sympathetic & sensitive towards employees.

A study of Work-life Balance: Challenges & Solutions by Dr. Indu Gautam, Dr. Sameeksha Jain.

(Dr. Indu Gautam) The researchers aim to study work-life balance, its challenges and solutions in this research paper. The aim of the study is to assess the impact of WLB determined by work-family conflict and family-work conflict on wellbeing of individuals employed in private sector in India. Wellbeing was measured by levels of family satisfaction, work satisfaction and psychological distress. The research methodology used was quantitative and sample population was chosen using convenient sampling method. The analysis of the study was done using SPSS software. The study identified existence of negative effects of poor WLB. The study also identified causes of work family conflicts that are excessive working hours & inflexibility of work schedule. The researchers give suggestions to improve WLB by implementing family friendly initiatives such as flexitime, time off in lieu, compressed working week, childcare support & eldercare support. The objectives of the study are to study the relationship between WLB & various demographic variables, to study the influence of WLB on family life of the employees & to study the impact of compensation factors on the WLB of employees. The research design is descriptive and the responses were gathered through questionnaires. The sampling technique was simple random sampling. The conclusion states that various demographic variables such as gender, age, marital status has a significant impact on WLB. And WLB has a very strong impact on the family of the employees. It also revealed that compensation factors such as salary and monetary benefits have a strong influence on WLB.

Work life Balance Practices in India By Ms. Sarit Sambit Parida.

This research was undertaken to study initiatives taken by some selected companies in India, also to study the reasons behind the need of work life balance practices in India and to find out the benefits of Work Life Balance Practices to the employer and employees. Work life balance practices can be categorized into Policies, Benefits, Services. In India two types of WLBP are set up i.e., Statutory and non-statutory. Statutory practices are the compulsory & minimum benefit given to an employee under Indian labour law i.e.,

Factories Act, 1948: according to Factories Act, 1948, no adult worker shall be allowed to work in a factory for more than 48 hours in a week, 9 hours in a day & on first day of the week. Also Maternity benefit Act, 1961: According to Maternity Benefit Act, 1961, a working woman is allowed for a paid leave of 26 weeks and etc. Non statutory benefits are the voluntary in nature. It's up to the employer whether he/she is interested to give it to his/her employees. Most IT industries have taken the initiatives such as flexi time, compressed work week, work from home, vacations, child day care facilities etc. For example of some Indian Companies like TCS Flexitime with certain mandatory hours of work, and Compressed work weeks, Also Marico employees have flexibility to decide their work timings in discussion with their supervisor, doesn't have strict working hours, contingency leave policy, etc. From this literature review, researcher concluded Our Government needs to revise its policies from time to time so that its employees will be able to get the benefits out of it. Many Private sector industries are adapting new policies for their employee's benefits. But there is a long way to go for both the private and the public sector in this field to provide their employees a good work life balance policies.

A study on "work life balance" of employees by Dr.K. Siva Nageswara Rao.

It is challenging for both employee and employers to balance their work and family life. This paper on Work Life Balance give a frame on meaning and importance of Work Life Balance. The Researcher has found that for work life balance Companies should Create a healthy environment where employees can communicate their concern, Providing regular feedback and performance, etc. Researcher concluded that the organizations should identify that the employee welfare and satisfaction is the most vital things Companies are implementing new programs and policies on how to balance both work and life which leads to productivity increases, Employee energy, Employee motivation and enthusiasm for work which totally increases profits.

A study of work-life balance: challenges and solutions by Dr. Indu Gautam and Dr. Sameeksha Jain.

According to author Work-life balance is considered to be important for both, business practice and academic research.

The literature shows that work-life balance is a central issue affecting wellbeing, as family and work are the most important elements of everyone's life. As family and work are the most important elements of everyone's life. Author says Work life balance from the employee viewpoint: the dilemma of managing work obligations and personal/family responsibilities, Work life balance from the employer viewpoint: the challenge of creating a supportive company culture where employees can focus on their jobs while at work. For this research 190 questionnaires were distributed among the employees of manufacturing units in Dehradun and Haridwar district, of Uttarakhand. It was also revealed from the study that compensation factors such as salary and monetary benefits have a strong influence on the work life balance. Higher the employees are satisfied with their salary packages, more will be the efforts to maintain the balance between work and life Organizations have to take the challenge of WLB seriously, as it affects their professional success and personal well-being. Welfare of employees and their satisfaction should be the topmost priority of the organizations. family and work are the most important elements of everyone's life.

A Study on Work Life Balance in Contemporary Challenging Organizational Environment by R.Swathi.

In this paper an focus has been made to bring an insight into hidden issues of work-life balance. According to the findings of author, Irrespective of employment status domestic responsibilities are still conducted by women, Fatherhood has not been provided with specific rights to balance work and life, Organization's experience problems in publicizing and practicing work-life balance policies, Work-life balance and stress affects employee's satisfaction and turnover rate. But It is the individual personality which helps a person to establish a balance between the varied roles assigned to him like certain personality traits are more vulnerable to stress and ultimately affects work-life balance and some are less prone to imbalance and thus they can manage the differences more suitably. In conclusion part, work-life balance issue is persisting because of various reasons like work culture inadequate HR policies and practices job insecurity, low compensations and many more.

Employee welfare and satisfaction should be the topmost priority of the organizations because human resource is the most vital asset of any organization. Author concludes that all other factors being secondary in attaining work-life balance equilibrium the primary one is the personality traits possessed by a person which can be managed by oneself for a balanced and contented life.

4. Objectives of the Study

1. To Study the concept of Work life balance, its significance and importance.
2. To Gain insight regarding Work life balance from employees.
3. Investigate the effectiveness of various strategies, policies, and interventions designed to promote work-life balance and improve employee Engagement, productivity, and job satisfaction.

5. Hypothesis

1. Employees who are able to achieve a better work-life balance will report higher levels of job satisfaction.
2. Organizations that implement flexible work arrangements and policies to support work-life balance will experience higher levels of employee productivity.
3. Employees with better work-life balance will report higher of engagement.

6. Research Methodology & Process

- **Type of Research:** Descriptive & Exploratory Research
- **Data Collection Sources:** Primary and Secondary Data
- **Sample Size:** 113 Respondents
- **Population:** Employees from service sector in the vicinity of DNH & DD and Vapi
- **Sampling Technique:** Snowball Sampling Technique
- **Scope of the Study:** The study has been undertaken to gain insight on various factors of work life balance pertaining to service sector.
- **Limitation of the study:** Study was confined to service sector

7. Results & Discussion

Table 1: Gender

Gender	Frequency	%
Male	55	51.3
Female	58	48.7
Total	113	100

Table 2: Age

Age	Frequency	%
21-30	84	74.3
31-40	17	15
41-50	10	8.8
Above 50	2	1.8
Total	113	100

Table 3

Particulars	Current Working Hour	Feel saturated & need of long break	Missed a personal event because of work	Sacrifice sleep time to spend time with family
Highly Dissatisfied	14.20%	16.80%	20.40%	23.90%
Dissatisfied	12.40%	15.90%	13.30%	15.90%
Neutral	27.40%	28.30%	26.50%	28.30%
Satisfied	21.20%	19.50%	28.30%	17.70%
Highly Satisfied	24.80%	19.50%	11.50%	14.20%

Table 4

Particulars	Miss out quality time due of pressure of work	Feel tired/ depressed because of work	Time for hobbies	Time to maintain your physical health
Highly Dissatisfied	12.40%	15.90%	22.10%	21.20%
Dissatisfied	19.50%	17.10%	23%	21.20%
Neutral	23%	31.90%	21.20%	25.70%
Satisfied	15%	18.60%	19.50%	15%
Highly Satisfied	30.10%	15.90%	14.20%	16.80%

Table 5

Particulars	Difficult is it to take leave	balanced work life makes more committed towards work	Work life balance lead to issues in relationships	Flexible timings allow to do work at pace
High Dis.	22.10%	1.80%	4.40%	3.80%
Dissatisfied	15%	0.90%	7.10%	1.90%
Neutral	31%	18.60%	30.10%	22.60%
Satisfied	15.90%	21.20%	16.80%	21.70%
Highly Satisfied	15.90%	57.50%	41.60%	50%

Hypothesis 1: Employees who are able to achieve a better work-life balance will report higher levels of job satisfaction.

Linear Regression

Model Fit Measures

Model	R	R ²
1	0.365	0.133

Model Coefficients - Do lack of Work life balance lead to issues in your relationships

Predictor	Estimate	SE	T	p
Intercept ^a	4.4269	0.9888	4.477	<.001
Do you feel balanced work life leads to more satisfaction?				
Do you feel the need of support system in order to balance your	0.0632	0.1258	0.503	0.616
Can you openly discuss issues of your work life balance with your supervisor	-0.3797	0.1981	-1.917	0.058
Do you get time to maintain your physical health?	-0.0980	0.0826	-1.187	0.238

^a Represents reference level

In summary, the model coefficients suggest that the lack of work-life balance is significantly associated with issues in relationships. The ability to openly discuss work-life balance with a supervisor may also have some influence, although it is only marginally significant. The need for a support system and the availability of time for physical health maintenance do not appear to be significant predictors of relationship issues based on the provided coefficients.

Hypothesis 2: Organizations that implement flexible work arrangements and policies to support work-life balance will experience higher levels of employee productivity.

Linear Regression

Model Fit Measures

Model	R	R ²
1	0.288	0.0829

Model Coefficients - Do you feel balanced work life leads to more productivity

Predictor	Estimate	SE	t	p
Intercept ^a	4.4273	0.4257	10.401	<.001
Do you feel the need of work life balance at your organization:				
How often do you take your work home?	0.0731	0.0612	1.194	0.235
How often do feel saturated & need of long break?	-0.0470	0.0748	-0.629	0.531
Do you feel tired/depressed because of work?	0.0894	0.0817	1.095	0.276

^a Represents reference level

This coefficient represents the relationship between feeling tired or depressed due to work and perceived productivity. The positive estimate suggests that feeling tired or depressed due to work may be associated with higher perceived productivity, but the p-value (0.276) indicates that this relationship is not statistically significant.

In summary, the intercept coefficient suggests that perceiving a balanced work-life is significantly associated with higher perceived productivity. However, the other variables related to taking work home, feeling saturated, and feeling tired or depressed due to work do not appear to have statistically significant effects on perceived productivity based on the provided coefficients.

Hypothesis 3: Employees with better work-life balance will report higher of engagement.

Linear Regression

Model Fit Measures

Model	R	R ²
1	0.735	0.540

Model Coefficients - Do you feel balanced work life leads to more engagement?

Predictor	Estimate	SE	T	p
Intercept ^a	4.11527	0.4571	9.002	<.001
Do you feel balanced work life leads to more satisfaction?				
How satisfied are you with your current working hours?	-0.00780	0.0482	-0.162	0.872
Have you missed a personal event because of work?	-0.10563	0.0557	-1.895	0.061
I sacrifice sleep time to spend time with family	0.03590	0.0485	0.740	0.461

^a Represents reference level

In summary, the model indicates that perceiving a balanced work-life is significantly associated with higher engagement. However, the other variables related to satisfaction with working hours, missing personal events due to work, and sacrificing sleep time for family do not appear to have statistically significant effects on engagement based on the provided coefficients, although the second variable is marginally significant.

8. Findings

Gender

Researcher reveals that majority of respondents **(58)** are female and least **(55)** of the respondents were male. **(Refer Table no 1)**

Age (Years)

Researcher reveals that majority **(84)** respondents falls under age group of 21-30 and least **(2)** were of the age group of 51 and above. **(Refer Table no 2)**

Current Working Hours:

46% of employees satisfied or highly satisfied. However, 26.6% are dissatisfied, and 27.4% are neutral. This suggests that while many are content, a sizable group feels the current hours could be improved.

Feel Saturated & Need a Long Break:

32.7% of respondents feel dissatisfied, indicating noticeable burnout or fatigue. Only 39% are satisfied or highly satisfied. The high neutral response (28.3%) suggests some employees are unsure or ambivalent, possibly due to inconsistent workloads.

Missed a Personal Event Because of Work:

Dissatisfaction is evident, with 33.7% reporting negative experiences. Satisfaction is lower (39.8%), and 26.5% are neutral. This shows work is significantly affecting personal lives for a portion of employees.

Sacrifice Sleep Time to Spend Time with Family:

39.8% are dissatisfied or highly dissatisfied, indicating work pressures are impacting rest and personal well-being. Only 31.9% are satisfied, while a high 28.3% remain neutral, suggesting the issue is widespread but may not be openly addressed.

Miss Out on Quality Time Due to Work Pressure:

A large portion of respondents (31.9%) are dissatisfied, indicating that work pressure is impacting their personal time. However, 45.1% are satisfied or highly satisfied, suggesting that while some employees struggle, others manage to balance well.

Feel Tired/Depressed Because of Work:

Mental and emotional fatigue is a concern, with 33% dissatisfied and only 34.5% satisfied. The highest percentage (31.9%) is neutral, pointing to a possible reluctance to acknowledge emotional stress or inconsistent experiences among staff.

Time for Hobbies:

45.1% are dissatisfied or highly dissatisfied, showing that work is heavily limiting time for personal interests. Only 33.7% are satisfied or highly satisfied, making this a clear area for improvement in work-life balance.

Time to Maintain Physical Health:

42.4% are dissatisfied, with just 31.8% satisfied. This indicates that many employees struggle to prioritize or manage health due to work demands, potentially leading to long-term well-being concerns.

Difficulty in Taking Leave:

37.1% are dissatisfied, indicating that taking leave is perceived as difficult. Only 31.8% are satisfied, suggesting this is a potential area for improvement in HR policies.

Balanced Work Life Increases Commitment:

Majority (78.7%) agree that a balanced work life improves commitment. This highlights the importance of promoting work-life balance as a driver of employee motivation and loyalty.

Work-Life Balance and Relationship Issues:

58.4% feel that work-life balance does **not** negatively impact relationships (, 30.1% are neutral. This suggests some employees might experience personal strain despite work-life initiatives.

Flexible Timings Support Productivity:

71.7% of respondents are satisfied or highly satisfied with flexible timings. This indicates that flexible schedules are positively received and likely improve employee performance and well-being.

9. Conclusion

The concept of work life balance is critical and its importance has been increased in recent years. The conclusion is drawn from the study and survey conducted through google forms using the snowball technique on the topic Work Life Balance. With the help of study researcher explored various aspects such as the importance of Work life Balance, Its Challenges, issues due to poor work life balance, ways to improve work life balance and work life balance in Indian context. The survey was taken from various aspects ie, Need for WLB, Balancing the Personal Life Necessities, Satisfaction from quality of work life and Positive Impact of WLB. Mainly 3 factors were identified and Hypothesis were created and tested ie Employee engagement, productivity and job satisfaction. The results from the findings can be concluded that work life balance impacts both individual employee and overall organization as it impacts the physical and mental health of employees, employee engagement, productivity, job satisfaction and turnover rates. In conclusion, Supportive work environment and positive work culture plays a major role in facilitating work life balance. Thus, Organizations should understand the importance of work life balance as it can ultimately lead to positive success of the organization.

Future Scope of the Study

The variables identified and analyzed in this study can serve as a valuable foundation for further research across different sectors. While this study may have focused on a specific industry or demographic, the same variables can be effectively applied to explore work-related dynamics in other sectors such as healthcare, education, manufacturing, and IT. Future studies can utilize these variables to compare sector-wise differences, assess the effectiveness of organizational policies, and propose tailored interventions to enhance employee well-being and productivity.

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