



WORK LIFE BALANCE AND WORK PERFORMANCE OF EMPLOYEES AT DAS- BESCO, BENGALURU, KARNATAKA, INDIA

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ABSTRACT

Work life balance is the trend in management of human resources which affects both the employee performance and the prosperity of companies. Work life balance is the amount of time that is consumed in doing the job compared to amount of time consumed with family and performing the things that makes us delighted. As these days everyone's schedules are busier than ever, which leads to a lot of stress that affects a variety of things, including health, professional advancement and general fulfilment. Work life balance helps to reduce stress and prevent exhaust in workplace, it is important to maintain mental health, especially makes employees happier when they come to work. Work performance which helps to evaluate employee's quality, quantity and efficiency of output measured with work standards of organization. This paper describes the work life balance and work performance of employees at DAS-BESCO, BENGALURU, Karnataka, India, in order to recognize capability of employee to balance their work life and procedures implemented by organization to help its employees in balancing their work life, which include data from 50 respondents. SPSS software was used for testing hypothesis involving various tools such as percentage analysis, ANOVA, chi square, and correlation. From which it was known that work life balance is associated with the experience level of employees in the organization and there is a relationship between satisfaction of associated work and extra responsibilities assigned along with regular work.

KEYWORDS: *Job satisfaction, Work load, Work stress, Work life balance, Work performance.*

INTRODUCTION

As in today's modern world we cannot even imagine our life without electricity, it has become is the of most essential infrastructure component that is required for economic growth and welfare of the country. First electricity supply in the world was introduced in London. Electricity was discovered by Benjamin Franklin in the year 1752, it is produced at power plants with the help of the generators one such example is these plants burn coal to produce steam that give energy to run generator. Thick wires carry them from plant to place of need such as houses, factories, hospitals etc. Power industry involves generation, transmission, distribution of electric energy to majority of the population. INDIA is the 3rd largest producer and 2nd largest consumer of electricity in the entire world. Bangalore Electricity Supply Company Limited also termed as BESCO which is one among public power distributors in INDIA. The transmission and distribution business are managed by Karnataka Power Transmission corporation limited (KPTCL). Distribution Automation System (DAS) .It is a section of BESCO which was implemented to increase profit by rise in sales and revenue, provide quality power supply and decrease power outage which in-turn provides reliable power supply 24*7 thus helping to gain customer satisfaction. The use of advanced DMS (Document Management Software) application software and SCADA (Supervisory Control and data acquisition) reduces the time needed for finding the fault location and repairing it quickly. This study describes that employee who experience lack of work-life balance are more stressed out, which can lead to greater problems with their families, their relationships, and their physical and mental health. Naturally, their performance at work declines as well. The performance appraisal allows employees to understand the needs and wants of their employers. They learn that their contributions are examined and valued using performance appraisal and feedback system. As workers as of now they want to work for an organization that values their efforts and cares about their well-being, not just that pays the bills. The present study describes the work



life balance and work performance of employees at DAS-BESCOM, BENGALURU. A survey was conducted through questionnaire which was circulated to 137 employees of DAS including permanent and contract basis out of which only 50 was fully filled and given back which helped to analyze the work life balance and work performance of employees which is important to reduce stress and prevent exhaust in workplace, it is important to maintain mental health, especially makes employees happier when they come to work. Both good and bad emotions in personal life and organizational life affect the performance in each other. The firm must take steps to balance the work and personal lives of its employees because this affects how well they perform at work. Employees contribute significantly to the company's growth.

REVIEW OF LITERATURE

K.S Anandh says that work life balance and quality of work life are like two sides of a coin, because the employees are also human beings, they too have emotions, which means such good or bad emotions in personal life and organizational life affect the performance in each other. Deficiency of work life balance also have an effect on their motivation, commitment, output and even it leads to such an aim of vacating from organization. He mentions that training sessions on stress and time management can facilitate employees to cope up with the stress of profession and private life, thus lead to joyful personal and organizational life.

A Sathiya priya (2018) describes that improved quality of work life leads to improved quality of performance. Quality of performance not only in physical output but also governs the behavior of employee in workplace such as decision making, accepting the tasks with enthusiasm, positive team spirit. Workers and employers should supplement each other to have improve quality of work life balance. She reminds that high-level motivation from top management of the organization is required by the employees.

M.D.V.S Mendis (2017) demonstrates that there is great connection among performance and work life balance of employees. The rise in the work life balance of employee improves the employee performance thus job satisfaction for which support of both management and employees is very important to achieve it. Flexible operating hours can reduce absenteeism with the aid of using figuring out begin and stop time of labor as consistent with their plan.

Abioro Mathew Adekunle (2018) states that as employee plays key role in business formation. It is necessary to provide an enabling environment at all levels, so as to attain objectives and goals of the organization. The organization needs to pay more attention on work life balance at all levels of its workforce to achieve high level of performance. The foundation of work life balance starts from clashes experienced by employees. Work life balance acts as organization modification tool that also help employees to be active at work and other part of life.

Albert Ping heun Chan (2020) brings out that organizations should ensure workers feel safe and comfortable at work as work place set up affects work life balance. Remarkable work life balance will guarantee workers health and stay secure at work; thus, work life balance has significant effect health and safety of employees. It is the important issue attracting younger human beings.

STATEMENT OF THE PROBLEM

Employees are what fuel the organization's expansion. Nowadays, regardless of their industry sectors, all companies compete to become world leaders, which requires better quality performance from employees. To complete their assigned work, it requires the necessary skills, equipment's, tools, accessories, cooperative managers, and training. Additionally, in order for employees to achieve the set goals, they must give their full attention, which may override the importance placed on their personal lives. This study identifies the need for and the present importance given to employee work-life balance in the organization.

OBJECTIVES OF THE STUDY

- To study work life balance and work performance of employees at DAS- Bescom, Bengaluru
- To find out does satisfaction of employees with the associated work depends on extra responsibilities assigned along with regular work.
- To determine whether there is any association between work life balance and experience of employees

RESEARCH METHODOLOGY

Sources of data collection

Data collection is carried out through 2 different types and are as follows:

Primary data collection- This is the type of data where the researcher directly approaches the respondents to collect data; it is through observation, personal interview, and distribution of questionnaire to employees in DAS- BESCOM Bengaluru.

Secondary data collection- It includes data from Internet resources, Books, Official site, Journals, Newspapers.

Population and sampling unit

It is the bigger group from which individuals are selected to participate. In the study population of respondents is 137 which includes employees of various designations such as Deputy General Managers, Assistant general managers, Managers, accountant officers etc.

Sampling method

The sampling method used in the study is convenience sampling method to collect the data through questionnaire. Due to the fact that population contributors whosoever are accessible to take part among study.

Sample size

Sample size is the amount of sampling units chosen from population; here the sample size is 137. As much we desire the respondents up to expectation is performed the quantity is appropriate according to its limitations.

Statistical tools and techniques

The data collected is represented in a tabular form and analyzed using Statistical tools such as percentage analysis, annova, chi square, correlation, tests for which SPSS software is used for analysis to test the hypothesis and interpret respectively and presented through bar Charts, tables are some of methods used for clear understanding.

DATA ANALYSIS AND INTREPRETATION

Table -1: employees' satisfaction with working hours of your organization

Particulars	No. of respondents	Respondent in %
Always	22	44%
Often	19	38%
Sometimes	7	14%
Rarely	2	4%
Never	0	0%
Total	50	100%

Graph -1: Employees Satisfaction with working hours of organization?



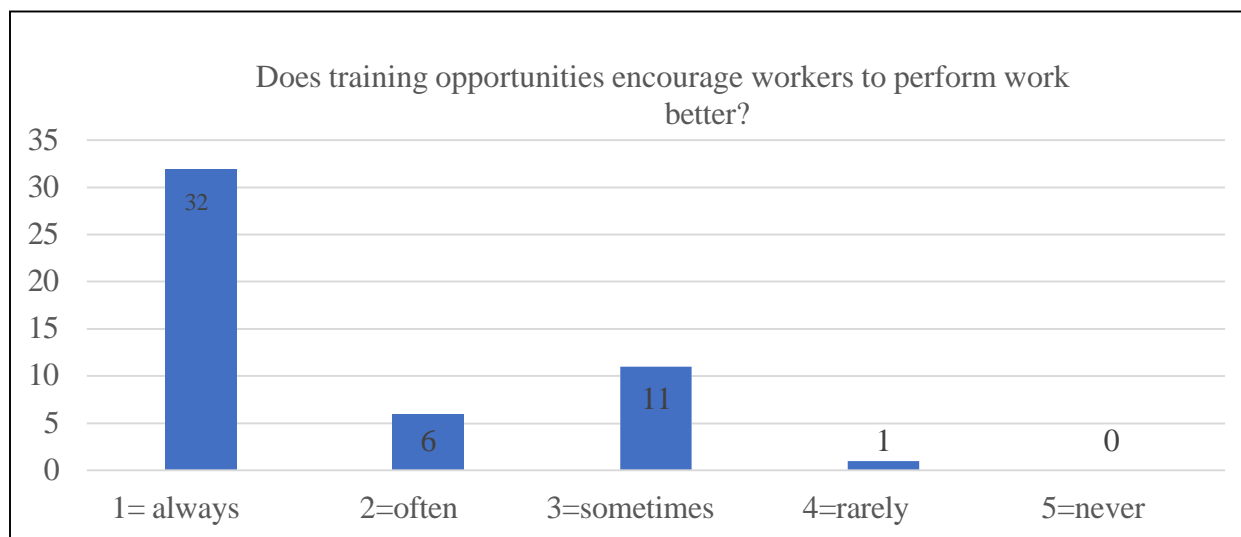
Interpretation

It is seen from the graph that to a greater extent of respondents are always satisfied with the working hours of the organization. 96% regarding them are happy together with the current working hours. However only remaining 2% over to them are not relaxed as like they may additionally keep preferring shifts and flexible assignment hours.

Table -2: Does training opportunities encourage workers to perform work better?

Particulars	No. of respondents	Respondent in %
Always	32	64%
Often	6	12%
Sometimes	11	22%
Rarely	1	2%
Never	0	0%
Total	50	100%

Graph -2: Does training opportunities encourage workers to perform work better?



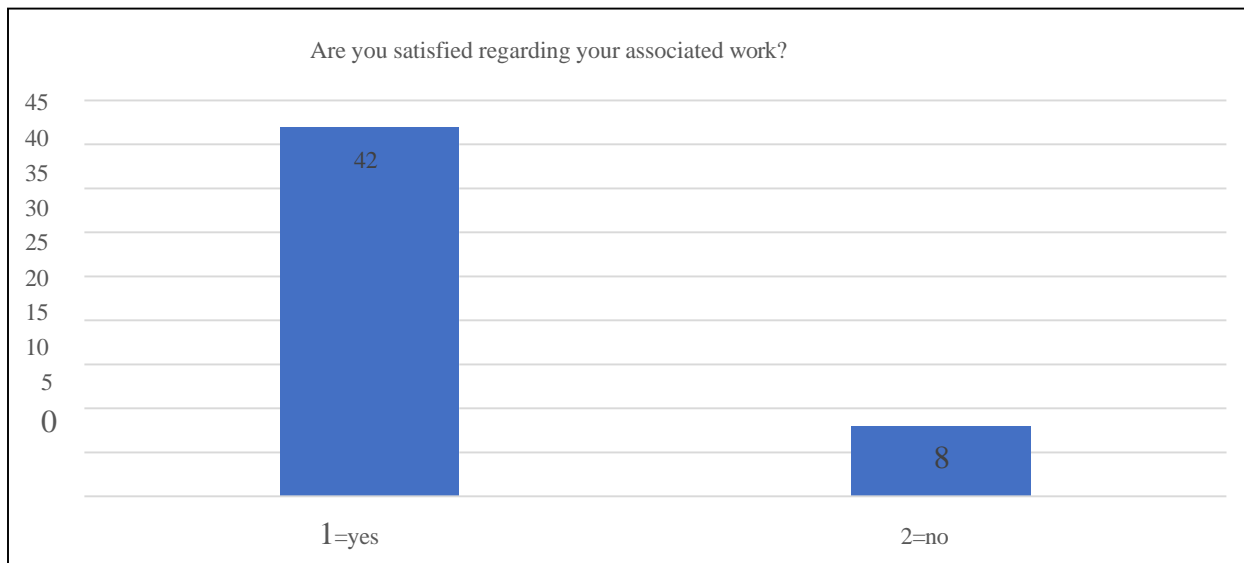
Interpretation

The graph visibly makes clear that training always encourage the employees to perform their work better. The company has made an effort to train its employees on its current scope, but employees believe that more training is needed that will encourage them to work better.

Table -3: satisfaction regarding your associated work?

Particulars	No. of respondents	Respondent in %
Yes	42	84%
No	8	16%
Total	50	100%

Graph -3: Satisfaction Regarding your Associated Work?



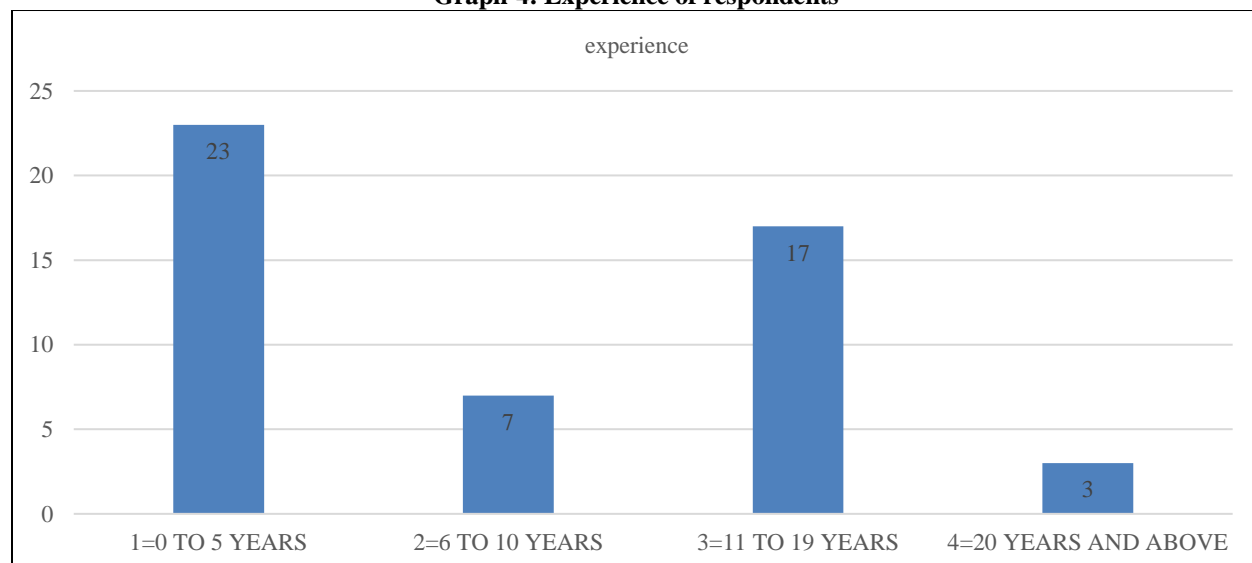
Interpretation

The graph shows that majority of the work force 84% are satisfied with the work that the organization has allocated to them whereas only few of them are dissatisfied about their work allocated to them by the organization. Based on factors such as experience, willingness to work and unknown.

Table-4: Experience of respondents

Particulars	No. of respondents	Respondent in %
0 to 5 years	23	46%
6 to 10 years	7	14%
11 to 19 years	17	34%
20 years and above	3	6%
Total	50	100%

Graph-4: Experience of respondents



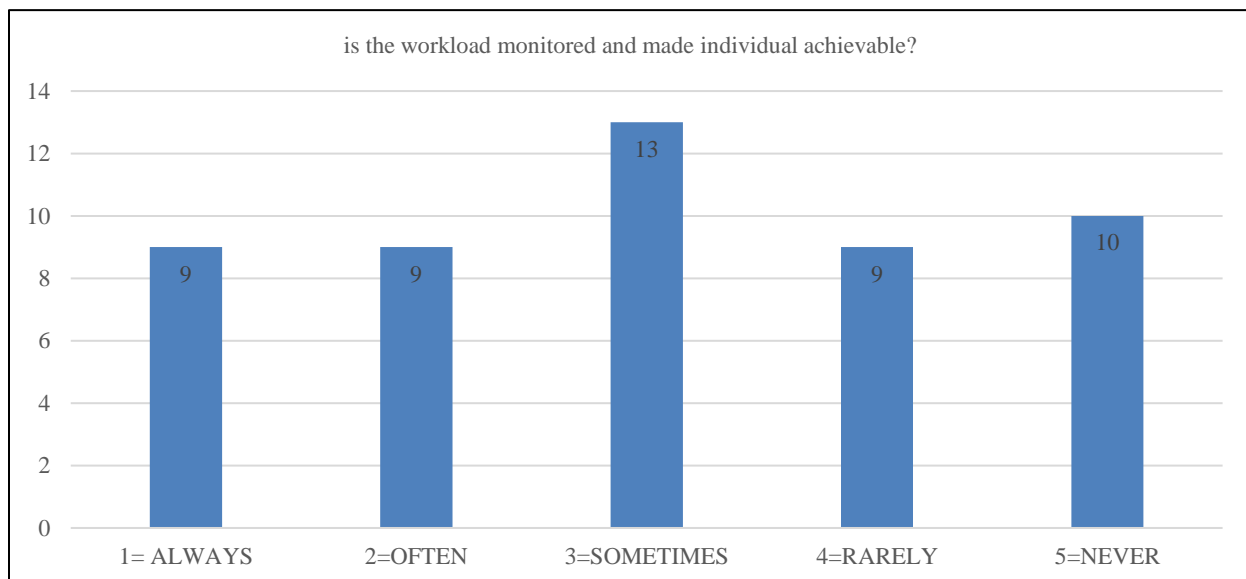
Interpretation

The graph on top tradeshows that topmost respondents are partaking up to 5 years of experience in DAS-BESCOM. From graph no.1 it is that latest employment was once restricted to the age set of 25 to 35 years which include class sensible reservation, hence the youths with the experience of 0 to 5 years.

Table -5: Is the workload monitored and made individual achievable?

Particulars	No. of respondents	Respondent in %
Always	9	18%
Often	9	18%
Sometimes	13	26%
Rarely	9	18%
Never	10	20%
Total	50	100%

Graph -5: Is the workload monitored and made individual achievable?



Interpretation

The graph displays that employee work load is not always monitored and made individually achievable thus the organization should take care of the workload so that is individually achievable. A lack of clarity about work load monitoring mechanisms could be a contributing factor, which can be improved by policies

HYPOTHESIS TESTING

H0: There is no significant association between work life balance and experience of employees.

H1: There is significant association between work life balance and experience of employees.

The above hypothesis is tested using chi-square test.

Crosstabs

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
DO YOU FEEL YOU ARE ABLE TO BALANCE YOUR WORK LIFE? * EXPERIENCE	50	96.2%	2	3.8%	52	100.0%

DO YOU FEEL YOU ARE ABLE TO BALANCE YOUR WORK LIFE? * EXPERIENCE Crosstabulation

Count		EXPERIENCE				Total
		0-5 YEARS	6-10 YEARS	11-19 YEARS	20 and Above	
DO YOU FEEL YOU ARE ABLE TO BALANCE YOUR WORK LIFE?	always	15	0	6	2	23
	often	1	3	4	1	9
	sometimes	6	2	7	0	15
	rarely	0	2	0	0	2
	never	1	0	0	0	1
Total		23	7	17	3	50

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	26.423 ^a	12	.009
Likelihood Ratio	26.495	12	.009
Linear-by-Linear Association	.154	1	.695
N of Valid Cases	50		

a. 16 cells (80.0%) have expected count less than 5. The minimum expected count is .06.

Interpretation:

A symp (p value) =0.009

Level of significance (alpha value) =0.05(5%)

As level of significance is greater than p value, Hence H1 is accepted.

Thus, There is significant association between work life balance and experience of employees.

HYPOTHESIS 2

H0: There is no significant difference between gender and employees satisfied with the working hours to fit their private life.

H1: There is a significant difference between gender and satisfaction of employees with working hours to fit private life.

The above hypothesis is tested using ANOVA test.

➔ Oneway

[DataSet1] C:\Users\Dr.AIT\Documents\rachana project_1.sav

Descriptives

GENDER

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
strongly satisfied	2	1.00	.000	.000	1.00	1.00	1	1
satisfied	34	1.56	.504	.086	1.38	1.73	1	2
neutral	11	1.73	.467	.141	1.41	2.04	1	2
dissatisfied	2	1.00	.000	.000	1.00	1.00	1	1
strongly dissatisfied	1	2.00	2	2
Total	50	1.56	.501	.071	1.42	1.70	1	2

ANOVA

GENDER

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.756	4	.439	1.870	.132
Within Groups	10.564	45	.235		
Total	12.320	49			

Interpretation

P value=0.132

From the above ANOVA table “F” calculated value at degree of freedom 4 and 45 is 1.870 where p value is 0.132.

At level of significance of 5% that is 0.05 from the output p value is greater than 0.05. Hence,

H0 is accepted.

Hence, there is no significant difference between gender and satisfaction of employees with their working hours to fit their private life.

HYPOTHESIS 3

H0: There is no significant relationship between satisfaction of associated work and extra responsibilities assigned along with regular work.

H1: There is significant relationship between satisfaction of associated work and extra responsibilities assigned along with regular work

The above hypothesis is tested using correlation test.

→ Correlations

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Correlations

		ARE YOU SATISFIED REGARDING YOUR ASSOCIATED WORK?	ARE YOU PROVIDED WITH EXTRA RESPONSIBILITIES ALONG WITH YOUR REGULAR WORK?
ARE YOU SATISFIED REGARDING YOUR ASSOCIATED WORK?	Pearson Correlation	1	.014
	Sig. (1-tailed)		.463
	N	50	50
ARE YOU PROVIDED WITH EXTRA RESPONSIBILITIES ALONG WITH YOUR REGULAR WORK?	Pearson Correlation	.014	1
	Sig. (1-tailed)	.463	
	N	50	50

Interpretation

Pearson correlation value of associated work and extra responsibilities assigned along with regular work is 0.014 which is positively correlated and significant. Hence H1 is accepted.

Therefore, there is significant relationship between satisfaction of associated work and extra responsibilities assigned along with regular work

FINDINGS OF THE STUDY

- The main finding from the study is assigning extra responsibilities along with their regular work is the main reason behind working extra hours which may be due to lack of employees as per employee's perception, for which they are not paid.
- From the test carried it can be decided that, there is a relationship between satisfaction of associated work and extra responsibilities assigned along with regular work.
- From the analysis it can be said that workers are unaware that the organization provides services such as education and career guidance, medical facilities.
- Employees work load is not always monitored and made individually achievable.
- The organization is updating its employees with required skills, equipment's, tools, accessories, cooperative managers, and training to complete the assigned task.
- From the hypothesis testing it can be proved that work life balance is associated with the experience level of employees in the organization.

CONCLUSION

As said earlier workers as of now they want to work for an organization that values their efforts and cares about their well-being, not just that pays the bills. Work life balance is the trend in management of human resources. It affects both the employee performance and the prosperity of companies. It is mandatory for the personnel cause among limit industry namely observed previously such was a challenge that wanted full involvement concerning its personnel in imitation of accomplish such a successful venture. Employee is working more than 5 days in a week, but it is realized that although employees are working beyond the working hours of the



organization, they are not paid for it and employee are every now and then provided with extra responsibilities along with their regular work. As the stress increases with work, performance suffers. Thus, quality of performance will be affected by work life balance which is agreed by large number of employees. organization takes care in such a way that managers assist their subordinates in achieving challenging tasks except exceptional managers also affords all the necessary tools/equipment/accessories required to achieve their job but employees are unfamiliar about services offered by the organization such as education and career guidance, medical facilities. Some of the below mentioned suggestions helps organization in facilitating and guaranteeing that workers' life and career are adequately balanced.

SUGGESTIONS

Organization in order to inspire its employees should recompense for additional working hours of its staffs. Since employees are dissatisfied with the existing system of performance appreciation thus organization should adopt the system that satisfies all of its employees. The organization can adopt the feedback tool inculcated to evaluate/improve the performance of employees. It can offer excursions to its employees and their family. And it must identify and appreciate its employees for their performance. As well as it should take some initiatives to manage work life balance of its employees by conducting workshops on stress management. The organization can appoint essential quantity of employees to prevent additional working hours of its employees. Some of the facilities offered by the organization such as education/career guidance facilities has to be made familiar to all of its employees.

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