# Work From Home and Work Life Balanceamong Employees of Health Care Sector in Bangalore City

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In recent years, the paradigm of work has undergone a significant transformation with the widespread adoption of remote work arrangements, catalyzed primarily by advancements in technology and the global response to unprecedented events such as the COVID-19 pandemic. This shift has been particularly notable in industries such as Business Process Outsourcing (BPO), where remote work has become increasingly prevalent. As the world faced unexpected economic challenge due to the COVID-19 pandemic, the Alternative Workplace, widely known as the Work From Home (WFH) concept hastened up and was offered to employees across various sectors around the globe and particularly in India. WLB can be characterized as contentment and effective functioning at both work and home with little to no conflict. It is further defined as a level of conflict between work and non-work expectations that is acceptable, typically including balancing conflicting resource demands. Work-life programs have the ability to considerably raise employee morale, lower absenteeism, and preserve organizational knowledge, especially in trying economic times. It is the goal of this research to determine the link between Work from Home and Work Life Balance in the BPO Employees in Bangalore. The independent variable is Work from Home, and its sub variable is as follows 'Work from home Experience', 'Human Resource Management' and 'Technology'. Work Life Balance is the dependent variable, and its sub variables include 'Adequate and Fair Compensation', 'Safe and healthy working conditions' and 'Opportunity to use and develop human capacities', 'Future opportunity for continued growth and security', 'Social integration in work environment', 'Constitutionalism in the workplace', 'Work and total life space (Work life balance)', 'Social relevance of work life'. This study is descriptive in nature, and data will be collected by a questionnaire distributed to 381 BPO Employees in the Bangalore. Multiple

regression analysis will be employed to conduct the analysis in this study. We concluded from the outcomes of this study that there is a favourable association and considerable influence between Work from Home and Work Life Balance within the BPO Employees in Bangalore.

## 1. Introduction

Business Process Outsourcing (BPO) is defined simply as the movement of business processes form inside the organization to an external service provider. Mark et al., (2006) pointed out that Business Process Outsourcing is a subset of outsourcing that involves the contracting of the operations and responsibilities of specific business functions (or processes) to a third-party service provider. It has to do with establishing a partnership with a single supplier or service provider. One of the first outsourced services was Medical Transcription, outsourcing of Business Processes like data processing, billing and customer support began toward the end of the 1990's. ITES (Information Technology Enabled Services) started with basic data entry tasks over decade ago is witnessing an expansion in its scope of services to include increasingly complex processes. BPO is mainly classified into back office outsourcing or non-voice sector and front office outsourcing or voice based sector. The non-voice process includes data encoding, database development, market research, handling of credit billing problems, loan processing account management and other processes. The voice sector referred to as the 'Call Centre Industry', "Contact Centre Industry' or 'Customer Service Industry' because the service entails interactive communication with the client or customers (Vaibhavkumar, 2014)..

As the world faced unexpected economic challenge due to the COVID-19 pandemic, the Alternative Workplace, widely known as the Work From Home (WFH) concept hastened up and was offered to employees across various sectors around the globe and particularly in India. Consequently, many business establishments have benefitted from the reduced infrastructure requirements and logistical running costs. Due to the gains, the WFH option stays alive post-pandemic and likely to remain in the future. Many communities are easing zoning rules to enable more residents to establish home offices. However, at the same time, Work from Home programs are not for everyone. Indeed, such programs can take time to adapt, even for those organizations most ideal to them due to employees ingrained behaviors and practical hurdles that are hard to overcome. WFH is a different kind of task organization that may be defined as work that can be executed from home (away from typical workplaces such as factories or offices) that allows employees to access their work activities via information technology. (Gracelia, J. E., &Suharti, L. (2021)). It might be for a short time or a long time as an alternative to the standard method. Despite its popularity, especially in the months that followed the pandemic, WFH is not an entirely new concept. Work is an environment of change that is always changing.

WLB can be characterized as contentment and effective functioning at both work and home with little to no conflict. It is further defined as a level of conflict between work and non-work expectations that is acceptable, typically including balancing conflicting resource demands. Work-life programs have the ability to considerably raise employee morale, lower absenteeism, and preserve organizational knowledge, especially in trying economic times, according to Grady,G.,Kerrane,M.,Darcy,C.,and MC Carthy, A. (2008). One of the

responsibilities of human resource professionals is to comprehend the crucial concerns surrounding work-life balance and promote work-life programs in the competitive global marketplace of today. As new generations of workers enter the economy, finding a balance between work and life outside of work becomes more and more essential. The community is also progressively becoming more concerned as the conflict between the demands of work and daily living has impacted their quality of life.

## 2. Review of Literature

With the advancement of information and communication technology (ICT), the percentage of employees in virtual work with flexible work scheduling has been steadily increasing. They concluded in the study that employees opt for this option due to family responsibilities or individuals having some health problem. Organizations must understand that various employees may benefit from different work from the home arrangement at different times, whether the responsibilities were official or informal. This work-from-home arrangement made a broader understanding for the HR professionals to execute work from home more successfully Sharma, K., Anand, A., & Kumar, R. (2020).

Judy de Villiers and ElizeKotze (2003) found that work-life balance is a personal issue that varies across time and situations and the underlying conflict experienced pertains to role overload and role interference. The most significant work-life conflict arises from complex workplace issues, including managing change, supervisory and technical competences, leadership, roles and accountabilities, and culture. The results suggest that leadership, supervisor/manager recognition and support for individuals and their needs, influence work-life balance and work life balance can be improved by nurturing individual balance-enabling skills as well as highlighted that developing organizational balance-supportive capabilities. A core issue the author has noticed that the work life balance is an essential aspiration for development of employee morale and developing organizational culture.

Aksakal (2021) done a study on WLB of Turkish employees in various sectors during Covid pandemic. This study attempted to find the work-life balance of employees and statistical differences in terms of a variety of characteristics during the Covid-19 pandemic. Descriptive survey used with 165 employees. This research examines the WLB of employees during the pandemic period and is there any difference in work-life balance with other variables like gender, age, marital status, lifestyle, sector of working and position. The results of the study indicated that: WLB of women is higher than that of men. WLB of singles is higher than that of married people. People living with their spouses have a lower work life balance may be due to distractions such as children and housework. WLB is the highest in the information technology sector, the lowest is seen in the textile sector

Putri, A. & Amran (2021) reviewed employees WLB from WFH aspects on COVID-19 pandemic. The study analysed the work life balance of the employee during work from home situation. Data were collected by questionnaire and survey method was used. The results showed that work from home respectively has a positive and significant effect on the work-life balance on the employees. Certain dimensions like communicating with co-workers have lowest results during work from home.

## 3. Research Methodology

Research Design:

The study employs a research design that is guided by the investigation's aims and the outcome's emphasis. The researcher conducts the investigation using a descriptive research approach. A descriptive research study seeks to describe the traits and characteristics of a person or a group. The research design describes the current condition of affairs. The study examines Work from Home and Work Life Balance in the BPO Employees, with a focus on Bangalore. The study examines the current level of Work from Home and Work Life Balance in the BPO Employees.
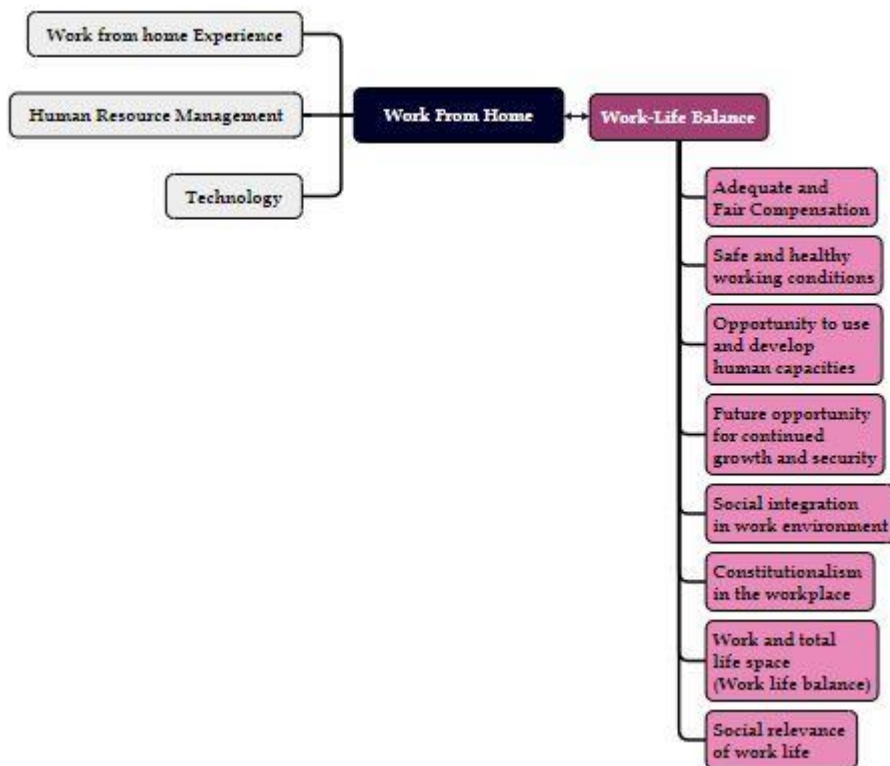


Figure 1: Framework of the research

Objectives of the Study:

➢ To study the Work from home of BPO employees in Bangalore

➢ To study the Work-life balance of BPO employees in Bangalore

➢ To know the difference of opinion towards Work from home and Work-life balance among the BPO employees in Bangalore.

➢ To identify the influence of Work from home on Work-life balance.

Hypotheses of the Study:

➢ There is no significant difference towards Work from home of BPO employees in Bangalore with respect to demographic profile.

➢ There is no significant difference towards Work-life balance among the BPO employees in Bangalore with respect to demographic profile.

➢ There is no significant difference of opinion towards Work from home and Work-life balance among the BPO employees in Bangalore.

➢ There is no influence of Work from home on Work-life balance.

Data Collection:

The researcher used a well-structured questionnaire to obtain primary data from BPO Employees. The questionnaire is broken into three components; the first portion contains information about the personnel's demographic characteristics. The second segment delves into Work from Home, while the third component delves into Work Life Balance.

Reliability Analysis:

Additionally, reliability analysis was conducted to assess the criterion stated above's dependability. To be considered satisfactory, the reliability range of 0.82 to 0.85 must be at least 0.70.

| S.No. | Variable | Item | Cronbach'sAlpha |
|-------|----------|------|-----------------|
| I | Work from Home | 25 | 0.84 |
| II | Work Life Balance | 60 | 0.83 |

Sampling Technique:

As mentioned earlier, the suitable probability sampling method for the study is stratified random sampling. Stratified random sampling is a probability sampling method that involves dividing the population into non-overlapping subgroups, or strata, based on certain characteristics such as geographic location, gender, or education, Designation level. Once the population has been divided into strata, a random sample is then selected from each stratum. The size of the sample taken from each stratum is determined based on the proportion of the total population that is represented by that stratum.

The advantages of stratified random sampling are that it ensures that each designation is represented in the sample, and that the sample is proportional to the population. This method also ensures that the sample is representative of the entire population, which improves the generalizability of the study results. In a case, we have divided the population of Technical Support Specialist, Telemarketing Executive, Data Entry Operator; Customer Service Representative by Designation and by whether they are employed under the BPO Sector. Therefore, stratified random sampling is the most appropriate probability sampling method for the study, as it ensures that each Designation and each employment scheme is proportionally represented in the sample.

Sample Size:

Totally 389 questionnaires were distributed. 384 questionnaires were received. 5 questionnaires were not received. Out of 384 received questionnaires 381 were eligible and the remaining 3 were with flaws. Hence, the sample strength was 381.

Data Analysis:

Path analysis is a method for identifying the variables other than the mediator that have an impact on the dependent variable. Work from Home is used as an independent variable in this research. Work Life Balance is considered a dependent variable.

## 4. REGRESSION ANALYSIS

Table 1: Impact of dimensions of Work from Home on Opportunity to use and develop human capacities of Work-Life Balance

| Independent Variable | Dependent Variable | R | $R^2$ | Adj. $R^2$ | F | p |
|---|---|---|---|---|---|---|
| 'Work from home Experience', 'Human Resource Management' and 'Technology' | Opportunity to use and develop human capacities of Work-Life Balance | 0.484 | 0.234 | 0.224 | 23.2 | 0.001 |

Source: primary data

Table 1 shows the impact of the factors of Work from Home on the Opportunity to use and develop human capacities of Work-Life Balance among BPO Employees. This table predicts and lists three powerful factors of Work from Home such as 'Work from home Experience', 'Human Resource Management' and 'Technology'. Out of three BPO Employees Work from Home factors two such as 'Work from home Experience', 'Technology' are potent and other one factors 'Human Resource Management' are less potent. Actually the factor 'Human Resource Management' does not impact the Opportunity to use and develop human capacities of Work-Life Balance.

The square value of the product moment interactions is named as the coefficient of determination $R^2$. $R^2$ rises with the value of R. Adjusted $R^2$ will always be less than $R^2$. If the difference between the adjusted $R^2$ and $R^2$ is small, it indicates that the model is satisfactory. Therefore, the following hypothesis was formulated to verify this position.

$H_O$: There is no impact of factors of Work from Home on Opportunity to use and develop human capacities of Work-Life Balance among the BPO Employees .

Table 4.2 Co-efficient table

| S.No. | Model | Un-standardized Coefficients | | Standardized Coefficients | t | p |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | |
| | Constant | 1.302 | 0.181 | | 7.186 | 0.001 |
| 1 | Work from home Experience | -0.534 | 0.252 | -0.612 | -2.121 | 0.035 |

| 2 | Human Resource Management | 0.393 | 0.420 | 0.472 | 0.936 | 0.350 |
|---|---|---|---|---|---|---|
| 3 | Technology | 0.878 | 0.259 | 0.977 | 3.394 | 0.001 |

Source: primary data.

The factors of 'Work from home Experience', 'Human Resource Management' and 'Technology' show an R value of 0.484 and an $R^2$ value of 0.234, indicating 23.4 percent prediction of the Opportunity to use and develop human capacities of Work-Life Balance. The adjusted $R^2$ 0.224 is very close to the $R^2$ value because the difference is only 0.010; I.e. the sample size approaches the population size. The F-value of 23.2 is significant at the p-value 0.001 level of significance. Therefore, the following regression equation was designed.

Opportunity to use and develop human capacities of Work-Life Balance = (1.302) - Work from home Experience (0.534) + Human Resource Management (0.393) + Technology (0.878)

The 'beta' value of Work from home Experience of Work from Home of -0.612, which represents a -61.2 percent impact on the Work from home Experience of Work from Home on the Opportunity to use and develop human capacities of Work-Life Balance, falls on the slope of the regression line. The t-value of (-2.121) represents that the standardized regression coefficient at a p-value of 0.035 is significant. Therefore, the Work from home Experience of Work from Home confirms the impact on Opportunity to use and develop human capacities of Work-Life Balance among BPO Employees.

The 'beta' value of Human Resource Management of Work from Home of 0.472, which represents a 47.2 percent impact on the Human Resource Management of Work from Home on the Opportunity to use and develop human capacities of Work-Life Balance, falls on the slope of the regression line. The t-value of 0.936 represents that the standardized regression coefficient at a p-value of 0.350 is not significant. Therefore, the Human Resource Management of Work from Home confirms the not impact on Opportunity to use and develop human capacities of Work-Life Balance among BPO Employees.

The 'beta' value of Technology of Work from Home of 0.977, which represents a 97.7 percent impact on the Technology of Work from Home on the Opportunity to use and develop human capacities of Work-Life Balance, falls on the slope of the regression line. The t-value of 3.394 represents that the standardized regression coefficient at a p-value of 0.001 is significant. Therefore, the Technology of Work from Home confirms the impact on Opportunity to use and develop human capacities of Work-Life Balance among BPO Employees .

The analysis discovered that there 'Work from home Experience', 'Technology' is positive impact of Opportunity to use and develop human capacities of Work-Life Balance. Sridhar, V., & Bhattacharya, S. (2020) discovered that 'Human Resource Management' was less frequently exhibited by school leaders. They also identified that collaborative and compromise and styles were frequently observed, followed by forcing and smoothing. Manisha Purohit (2013) identified that 'Work from home Experience', 'Technology' factor mediate the relationship between distributive and procedural justice and Opportunity to use and develop human capacities. The analysis also identified that 'Human Resource Management' factors of Work from Home confirms the not impact on Opportunity to use and develop human capacities of Work-Life Balance among BPO Employees . But, the 'Work from home Experience' of

Work from Home confirms the negative impact on Opportunity to use and develop human capacities of Work-Life Balance among BPO Employees in the Bangalore. LinaVyas & Nantapong Butakhieo (2021); Shafizadeh, KR, Mokhtarian, PL, Niemeier, DA and Salomon, I (2000); K. SanthanaLakshmiand S. Sujatha Gopinath (2013) discovered that there is relationship between Work from Home and Work-Life Balance.

## 5. FINDINGS

➢ The analysis identified that there 'Work from home Experience', 'Technology' is positive impact of Opportunity to use and develop human capacities of Work-Life Balance. Sridhar, V., & Bhattacharya, S. (2020) discovered that 'Human Resource Management' was less frequently exhibited by school leaders. They also identified that collaborative and compromise and styles were frequently observed, followed by forcing and smoothing. Manisha Purohit (2013) identified that 'Work from home Experience', 'Technology' factor mediate the relationship between distributive and procedural justice and Opportunity to use and develop human capacities. The analysis also identified that 'Human Resource Management' factors of Work from Home confirms the not impact on Opportunity to use and develop human capacities of Work-Life Balance among BPO Employees . But, the 'Work from home Experience' of Work from Home confirms the negative impact on Opportunity to use and develop human capacities of Work-Life Balance among BPO Employees in the Bangalore. LinaVyas & Nantapong Butakhieo (2021); Shafizadeh, KR, Mokhtarian, PL, Niemeier, DA and Salomon, I (2000); K. SanthanaLakshmiand S. Sujatha Gopinath (2013) discovered that there is relationship between Work from Home and Work-Life Balance.

## 6. SUGGESTIONS:

➢ Flexible Work Hours: Implement flexible work hours to allow employees to balance their personal and professional lives more effectively, accommodating individual needs and reducing stress.

➢ Regular Check-ins: Conduct regular virtual check-ins to maintain a connection with remote employees, ensuring they feel supported and engaged with the organization.

## 7. CONCLUSION:

The study on "Work from Home and Work-Life Balance among Employees of the Healthcare Sector in Bangalore City" highlights several critical insights. The transition to remote work has presented unique challenges and benefits for healthcare employees. While the flexibility of working from home has enabled many to better manage their personal and professional responsibilities, it has also blurred the boundaries between work and personal life, leading to increased stress and burnout for some. The necessity of balancing patient care with administrative tasks from home has required employees to adopt new technologies and work patterns, which has had a mixed impact on productivity and job satisfaction. Moreover, the lack of direct interaction with colleagues and patients has affected the sense of teamwork and support. Despite these challenges, many employees have reported an improved work-life

balance, attributing it to reduced commuting time and more control over their schedules. The study underscores the importance of organizational support, including clear communication, mental health resources, and flexible work policies, to enhance the well-being of healthcare workers. Ultimately, the findings suggest that while work from home is not a one-size-fits-all solution, it can be effectively integrated into the healthcare sector with thoughtful implementation and ongoing support for employees.

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