

**A Study on**  
**EMPLOYEE WORK-LIFE BALANCE**  
**With reference to**  
**TEAMONE TECHIES PRIVATE LIMITED, HYDERABAD**

A project report submitted to

SCHOOL OF MANAGEMENT STUDIES

**JAWAHRLAL NEHRU TECHNOLOGICAL UNIVESRSITY KAKINADA, KAKINADA**

In partial fulfilment for the award of degree of  
**MASTER OF BUISNESS ADMINISTRATION**

Submitted by

**S. BHAVYA PRANILA**

Reg no: 19021E0030

Under the esteemed Guidance of

Smt. P. Devi  
M.com, MBA, (Ph.D.)  
Assistant Professor



**SCHOOL OF MANAGEMENT STUDIES**  
**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY KAKINADA**  
**KAKINADA – 533001 (A.P), INDIA**  
2019-2021

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**KAKINADA – 533001 (A.P), INDIA**

**2019-2021**

# DECLARATION

I **SATHI BHAVYA PRANILA** student of School of Management Studies, JNTUK, Kakinada hereby declare that the project report entitled “**A STUDY ON EMPLOYEE WORK-LIFE BALANCE**” with reference to “**TEAMONE TECHIES pvt Ltd, HYDERABAD**” has been submitted by me in partial fulfillment of the requirement for the award of the Degree Master of Business Administration by Jawaharlal Nehru Technological University Kakinada, Kakinada.

This project work is original and has not been submitted to any other University for the award of any Degree or Diploma.

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Date: 15-10-2020

**Sub: Internship Certificate**

This is to certify that **Sathi Bhavya Pranila** has successfully completed an internship with **TeamOne Techies Pvt Ltd** as an Intern in the **Employee work-life balance** Department from **25-4-2020 to 15-10-2020**

She has worked on the **Employee work-life balance** Project under the supervision and guidance of Manager. During the course of the internship, she has gained several learnings and developed multiple skills.

Besides showing high comprehension capacity, managing assignments with the utmost expertise and exhibiting maximal efficiency, she has also maintained an outstanding professional demeanour and showcased excellent moral character throughout the internship period.

I hereby certify her overall work excellent to the best of my knowledge.

Wishing her the best of luck for his future endeavors.



**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY KAKINADA,  
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**GUIDE CERTIFICATE**

This is to certify that the project report entitled “**A STUDY ON EMPLOYEE WORK-LIFE BALANCE with reference to TEAMONE TECHIES PRIVATE LIMITED, HYDERABAD**” submitted in the partial fulfillment of the requirement for **Master of Business Administration** to **Jawaharlal Nehru Technological University Kakinada, Kakinada** by **SATHI BHAVYA PRANILA** Regd. No. **19021E0030**, has worked under my supervision and guidance and successfully completed the academic project.

Date: 22-02-2021

Place: KAKINADA

Signature  
(Project Guide)

School of Management Studies

**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY KAKINADA**

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### CERTIFICATE

This is to certify that the project work entitled “**A STUDY ON EMPLOYEE WORK-LIFE BALANCE with reference to TEAMONE TECHIES PRIVATE LIMITED, HYDERABAD**” is a bonafide work of **SATHI BHAVYA PRANILA** submitted in partial fulfilment of the requirement for the award of the Degree Master of Business Administration by Jawaharlal Nehru Technological University Kakinada, Kakinada.

Project Guide

Director, SMS

External Examiner

# ACKNOWLEDGEMENT

This project report is a sincere attempt to study, analyze, assess carefully and systematically gather about and evaluate the topic “EMPLOYEE WORK-LIFE BALANCE with reference to TEAMONE TECHIES HYDERABAD” is a part of course curriculum of MBA degree which based on four-week duration. For the completion of my project many persons directly or indirectly assisted me.

I would like to express my sincere thanks to **Dr. A. Krishna Mohan, B.Tech. M. Tech. MBA, Ph.D.** Director in charge of School of Management Studies for giving me an opportunity to take up this project.

I am grateful to Smt. P. DEVI Asst.Professor, M.com, MBA, (Ph.D) for her kind cooperation ,constant guidance and valuable suggestions as a project guide ,throughout the completion of this project.

I would like to thank Mr. E. SAI KRISHNA, Senior Manager- HR, who gave an opportunity to do my project at TEAMONE TECHIES.

I extend my heartfelt thanks to Mr. D. ROHINI KUMAR, General Manager, Technical Trainee and guide at TEAMONE TECHIES., who gave inspiration and provided me all necessary information, full cooperation, valuable support and guidance.

I also acknowledge, with a deep sense of reverence, my gratitude towards my parents and friends whose kind encouragement and moral support inspire me. My sincere thanks to all the members of TEAMONE TECHIES., who timely cooperated with me whenever I required.

SATHI BHAVYA PRANILA

Regd. NO: 19021E0030



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# **CHAPTER – 01**

INTRODUCTION

NEED FOR THE STUDY

OBJECTIVES OF THE STUDY

SCOPE OF THE STUDY

LIMITATIONS OF THE STUDY

# INTRODUCTION

## **WORK LIFE BALANCE:**

### **Definition:**

The balance of working lives is a means of balancing an organization's personal and professional lives. The balance of working lives promotes the division of time between people and priorities and compensates for this by spending time on family, health, vacation, etc. with a career, business trips, etc. This is an important concept in the business world, which is why employees are motivated and loyalties are increased.

"BALANCE WORK-LIFE" was coined in 1986, and has been used in the daily language for many years. Of interest, work/life programs were developed in the 1930s. The organizational policies and procedures designed to allow employees to do their jobs efficiently while, at the same time, offering flexibility to deal with their family's personal concerns or problems.

A balanced work and life should be created when there are a minimum of conflicts of role in the workplace and at home. Consequently, the incompatibility with minimum conflict of roles between work and home demands. The incompatibility of labor and non-work demands therefore leads to conflict and, as a result, the WLB is lacking.

We have confirmed that today people who enter the workforce emphasize more than their predecessors the importance of WLB. Nevertheless, the extent to which this balance is achieved is much smaller than desired. In fact, research shows that graduates are drawn into situations where they have to work gradually longer hours, so that the balance between home life and working life is increasingly unsatisfactory.

The equilibrium of work and life is the lack of opposition between work and other life roles.

The balance of demands is the same for individuals, professionals and the families. The balance of work and life consists of flexible working arrangements which allow employees to implement but are not limited to other life plans and practices

In the late 1970s and 1980s, the term "work-life balance" was first used in the UK and the USA. Work-life balance is a common term used to describe the work-life balance with other life aspects in an employee.

Personal interests, family and social or recreational activities may be other areas of life than work life. Tasks can be accomplished more quickly through technological advances such as smart phones, email, video chat and other technologic software. These advances in technology make it easy for people to work without a typical working day.

In order to use other organizational resources and the process of development of modern economics, the strength and weaknesses of an organization are determined by the quality of its human resources. Human resources are the most strategic resources since no other resource can be used fully to generate a nation's wealth and income without the active participation of that resource.

The work life balance of the company is an important area in the field of human resources management, which receives greater attention from policy makers worldwide. The work-life balance means that work is balanced with other activities in order to reduce the friction between official and household lives. The work life balance increases efficiency and therefore productivity in the workforce. Professional and personal satisfaction are enhanced. The ultimate performance of every organization depends on the performance of its employees.

The balance of work lives is a means of ensuring the balance of personal and working lives of employees in an organization. The workforce balance encourages workers to dedicate more of their time to their families, to healthcare, to vacations etc, as well as to their careers, business trips and so on, according to their priorities and to maintaining a balance.

## **The Work-Life Balance has the following six components:**

### **1. Self management:**

Self-management can be self-controlled enough, and it challenges others to sleep, to eat and to sleep properly. It has a recognition that the space we like, the resources, time and life that are available are finite.

### **2. Management of time:**

It involves the best use of your day and the resources you support. It is enhanced by suitable and significant and certain objectives. It knows what to do with the right tools to complete the tasks.

### **3. Change management:**

In our first phase, change is constant, but adoption of new methods and re-adoption of other will now leads to a happy life. It actually involves periodically making and distress should ensure that the rate of change at work is not upset at home.

### **4. Stress Management :**

When he becomes more complex over time, individual stress grows more. More of us feel that stress only happens when I'm working and have a heavy burden on myself. Societies are inherently increasingly complex in time. Every time you feel stress, you focus on stress and you do not think about the work.

### **5. Technology Management:**

In all things like the first work stick, furrow, spindle and wheel, the technology works effectively and serves(or). It now works quickly and suppliers are expanding their brand shows.

### **6. Leisure Management:**

The balance of working life focuses on discipline, leisure management and an understanding of the importance of testing and relaxation that cannot change the elements of human experience. It would be interesting to learn too much at first later, and would lead to monotony.

## **NEED FOR THE STUDY**

The creation of an equilibrium between work and life is an individual's challenge. The workload pressure and personal life can lead to stress, which reduces the efficiency of the work of staff. Every company's ultimate success depends on its employees' performance. This topic is therefore chosen to see its practicality "A WORK ON TEAMON LABOUTE OF EMPLOYEES WITH REFERENCE TO HYDERABAD"

## **OBJECTIVES OF THE STUDY**

- Study the factors leading to imbalances in working life.
- Studying different benefits in the balance of working life.
- To study organizational strategies and steps to achieve a balance of work life.

## **SCOPE OF THE STUDY**

The study into employee perceptions of work-life balance is limited to "TEAMONE TECHIES HYDERABAD" employees only. The study deals with the views of staff on their balance between work and life.



## **LIMITATIONS OF THE STUDY**

- The time given for the project is very short.
- Documents and documents were not available sufficiently
- I am less experienced in this regard, too.

# **CHAPTER -02**

REVIEW OF LITERATURE

RESEARCH GAP

STATEMENT OF PROBLEM

METHODOLOGY OF THE STUDY

# **REVIEW OF LITERATURE**

**1. Morris, M. L., & Madsen, S. R. (2007).Advancing work-life integration in individuals, organizations, and communities.Advances in developing human resources, 9(4),439–454.**

## **Abstract:**

The theory of the resource drain means that limited resources (time, energy, money, attention) are transferred from one domain to the other (Morris and Madsen, 2007). The effect of resource drainage leads to conflict of roles. The theory of inter-roll conflict refers to what happens if the requirements cannot be met in one area (Greenhuas and Beutell, 1985). It is also useful to point out that although there can be conflict between roles in non-work roles, and vice versa, this paper focuses on the previous relationship, as it deals with the work/life balance as compared to the work/work impact on non-work.

## **Objective:**

Understanding Resource drain theory and its consequences.

## **Research Methodology:**

A conceptual framework based on the review of the previous studies and the Govt is developed in this research paper, releases, etc. The method of data collection is based on the study of secondary documents. Since this studies were based on secondary data/information, many published research papers, different books and data/information have been collected, Web, varies between newspapers and Govt. published and websites.

**Findings:**

According to this theory of resource drainage, long-term transit time commuting stress can lead to low salary and residence satisfaction and therefore to low life satisfaction. The consequences of this theory can result in difficulties in satisfying demands in one field.

## **2. Consequences associated with work-to-family conflict: a review and agenda for future research. T D Allen et al. J Occup Health Psychol. 2000April.**

### **Abstract:**

It is a question of finding the right balance between work and life (i.e. life without work) and of feeling at home both with work commitments and non-work commitments. It's hard to manage your time in a way that's healthy for many people to do and work with. This may not be because they manage the time poorly, but mainly because they do not have a good part of their time. It's part of the company. However, do employees need other activities important to satisfy the boss in their lives? "It is very personal to achieve the right balance, because everybody in life has a different focus." It's not, however, what can be achieved personally without organizational support.

### **Objectives:**

1. The aim of the study was to identify factors leading to imbalances in working life.
2. Components for a perfect balance of working life

### **Methodology of the study:**

Data are collected via a convenience sample and the study population is 250 workers with a 50:50 gender ratio. The program consists of mostly closed questions with a 5-point Likert scale i.e., highly satisfactory, satisfied, average, unhappy and highly unhappy. The study's statistical instruments are percentages, weighted average average and Chi Square. The secondary information is collected using various company documents, company handbooks, the Internet, newspapers, books and others.

### **Findings:**

1. Unethical working environment, long working hours, working after office hours, work increases sense of self-worth, conflicts at workplace.
2. Positive work environment makes it easy to work, working from home to work hours can lead to chaos in work and personal life.

### **3. Work-life Balance in the New Millennium: Where Are We? Where Do We Need to Go? Duxbury & Higgins, 2001;Duxbury, Higgins, & Lee,1994.**

#### **Abstract:**

Effective management of employee balance require companies to recognize and take into account the range of non-working roles affecting their working lives. However, despite the literary attention given in recent years to balance in work-life, contemporary authors continue to note that the concept is insufficient in defining and administering it. This paper examines the roles, roles and assumptions of the role conflicts of ORT in particular and presents strategies for preventing or correcting work/life imbalances on the workplace. The aim of this paper is to explore the definitional limitations of contemporary working-life balance in an organizational role theory (ORT).

#### **Objective:**

Importance of non-working roles in working lives.

#### **Findings:**

Positive attitude of mind and excitement

Positive things are necessary for building and keeping high morals under considerable pressure on organizations to continually and quickly 'chop and change.'

The role of the team

By eroding the hierarchy and flattening the corresponding organizational structures, teams are the dominant structure for organizing the work. As a 'team player,' this is a desired competence, of course.

Development of careers

In contrast to the two previous ones, which I refer to as non-employees, this is a non-employmentpersonally.

#### **4. Work-Life Balance? : Insights from Non-Standard Work. Anne deBruin, Ann Dupuis HWW,2002c.**

##### **Abstract:**

The importance of WLB management has increased considerably over the last 20 years. In changing the definition of normal working time, demographic make-up in the workforce, further increasing the organizational concern of their workers was needed (i.e. gender, ethnicity, dual career couples and religion). In order to reach the WRAP, the policies of leading Western organisations, such as on-site childcare facilities and on-site gyms have tended to be adopted. Each effort has been made to increase the flexibility of effectively implementing its working roles while enabling employees to fulfill the required level of their family roles. Ideally, the WLB concept demands that organizations integrate their work and non-labor roles effectively, thereby minimizing or preventing the level of a multi-position conflict and associated stress and job dissatisfaction.

##### **Objectives:**

1. The organization's strategies and actions to achieve balance between work and life
2. Effects of the actions taken to create balance between work and life.

##### **Research methodology:**

The study is based on secondary information. Several libraries have been visited and on-line publications in this direction have also been examined.

##### **Findings:**

1. Deadlines/Shows/Targets must be set to achieve in the time frame prescribed. Overtime work impedes the life of the individual. Facilities In order to maintain balance, the availability of facilities, canteen, medical centre, etc.
2. Some employees may feel less comfortable participating in work-life balance programmes, because they don't like to receive special treatment.

**5. The influence of support relationships on work-family conflict: differentiating emotional from instrumental support. MelronaKirrane, Finian Buckley vol. 5, No.2 ISSN2278-5612.**

**Abstract:**

In spite of organizations' best intentions to implement WLB policies, their effectiveness in providing flexibility, and in reducing workplace stress and unhappiness remains strongly disputed. Two empirical shortcomings in the WLB literature have been identified by researchers which have undermined their theoretical use. The first concerns WLB literature's almost exclusive focus on work-family interface. The WLB literature usually reflects Buzzanell's role in conflicts between whites, married and professional managers and women managers with little mention of the many other demographics represented in modern organizations. The WLB discipline is largely defective, as it takes a single dynamic and a unified approach, and its underlying management is not developmental, it retains the status quo, said Shorthose (2004) and Wise and Bond (2003).

**Objective:**

The reasons for not providing flexibility and reducing workplace stress.

**Findings:**

Men, money and materials are so to speak the principal pillars of the organization. The organization's success is monitored by the effective administration of the M<sup>3</sup>. Any organization's controlling function depends on human power & human energy for its success as a management team.

HRM's efficient personnel service enables various groups of employees to effectively execute the function for which HRM has to examine their employees if they work in the cognitive atmosphere, as do the troubling minds of employees who have created Worries, Tension& Frustration and HRM by the way.



**6. Managing Work Life Balance In Contemporary Workplace  
Management Dex and Smith (2002), Kiger (2005) Vol-1 Issue-4 2016  
IJARIE-ISSN(O)- 2395-4396.**

**Abstract:**

Study by Kiger (2005) shows that less than 2% of employees participate in WLB programmes. The inadequacy of current WLB policies is demonstrated. Dex and Smith quote the two main reasons for this low figure (2002). The first concerns equity, with many employees saying that they don't want to present a particular case or require special treatment for their colleagues. Secondly, an uninformed conceptualization of the contemporary WLB has demonstrated the wide range of policies taken by organizations that have led to their inefficient formalization in the area of human resources management practices.

**Objectives:**

1. Identify why employees are not involved in WLB programs.
2. Policies implemented by organisations, which resulted in ineffective management of human resources.

**Research methodology:**

A conceptual framework based on the review of the previous studies and the Govt is developed in this research paper. Releases, etc. The method of data collection is based on the study of secondary documents. As the study is based on secondary data/information, many published papers, books, the Internet gathered data/information.

**Findings:**

- Failure to design the right job
- Failure to analyze proper job
- Lack of detailed information •
- The right choice is missing
- Failure to evaluate and evaluate
- Missing adequate training
- Failure to involve line managers

# **RESEARCH GAP**

Work-life balance research has been widely divided into a variety of subjects, from business and psychology to social and family studies. The work life balance from a multi-stakeholder perspective with in BPO is still under-developed. The extant literature has focused on employee practice environments, role and work family conflict and how this relates to job satisfaction, stress, burn out, employee turn over ,retention and commitment.

# **STATEMENT OF THE PROBLEM**

A lack of flexibility at work, high work pressure and longer working hours, which reduce work efficiency and productivity and cause homes to be broken are stressed in many industries of the BPO industry. In the community, the quality of life at home and work deteriorates. The fact that employees are not able to balance their family lives effectively also have difficulty handling work at work, resulting in poor performance at work. These results have led to poor performance at work.

In addition, certain management professionals are widely encouraged, but not strongly endorsed by sound empirical evidence, to show employees unlimited commitment to the organisation.

# **METHODOLOGY OF THE STUDY**

## **RESEARCH DESIGN:**

The design of the research shows the type of the methodology used to collect data for the study. The descriptive and analytical research design is used in this study. Its main aim is to describe the theoretical aspects of the descriptive research. This includes, in particular, surveys and fact findings of various kinds.

## **STUDY AREA:**

TEAMONE TECHIES Pvt Ltd, Hyderabad employees are the only student in the area.

## **RESEARCH INSTRUMENT:**

As a research tool for the study, the structured questionnaire is used.

## **QUESTIONNAIRE DESIGN:**

The survey's questionnaire is a structure questionnaire in which all issues are pre-determined before the survey is conducted. The questionnaire form is open-ended.

## **DATA COLLECTION METHOD**

### **PRIMARY DATA:**

The main data are the fresh, structured and scheduled survey data collected from the respondents.

- Total population(N) : 450
- Sample size(n) : 90(20% of total population)
- Sampling technique : simple random sampling technique.
- Sample unit : Employees of TEAMONE TECHIES, Hyderabad.

### **SECONDARY DATA:**

- Journal papers
- Related online information
- Company Website

# **CHAPTER 3**

INDUSTRYPROFILE

COMPANYPROFILE

# SOFTWARE INDUSTRY

## **Introduction:**

Computer hardware and software are like twins of Siamese. They are so connected that if one disappears, one cannot survive. While hardware offers the physical ability, software offers the intelligences that do useful work. We see hardware but the intangible Os make the hardware valuable by the billions of software instructions. The software includes two main customized flavours; and several software products for a particular customer.

## **Software Industry History:**

Now one of the leading drivers of economic growth in the software sector. Of course, this growth accompanied the growth of computer importance itself. The emerging market took its first steps when only expensive mainframe computers were sold and when the size and costs of computers fell, software sales increased in accordance with computer everyday life.

In the 1960s, after the first mass-produced sales of computers, the software industry expanded almost immediately. Universities, public authorities and business customers created the demand for software. Many of these programs were developed in-house in full time by programmers. Some were distributed to users of a certain machine freely and without charge. There are both key computers, software technologies and hardware technologies side-by-side. Improvements in one other drive.

The hardware and software industries, however, are very different. The design and production of hardware is relatively costly and thus high entry costs. Nowadays, businesses can only or largely do hardware. However, many of the main software developments are the results of individual efforts. Everyone can start a software company and there have been many of the biggest and most successful results of one individual's genius and determination.



The first computer to use the modern meaning of the term was ENIAC, which was developed in the USA in the final years of World War 2. However, over a century earlier, in England in the 19th century, the conception of software was developed.

Charles Babbage, son of a wealthy London banker (1791-1871). He was a magnificent mathematician and one of the original thinkers of his day. His preferred background enabled him to follow the obsession of his mechanical devices to remove drudgery. The Analytical Engine is the world's last greatest obsession, although in concept mechanical computers have only been used worldwide, but computers – they are not programmable at birth. The analysis engine is the first computer in the world. Babbage could not call the first concept, which he called Difference Engine. It has been designed for mathematical table production. It was based on the principle that any differential equation could be reduced to some differences, that could subsequently be reproduced by mechanical means.

### **What is software? What's the software industry?**

The programs and other computer operational information.

The software sector includes companies that develop, maintenance and publish software using different business models, primarily "license-based maintenance" (on-site) or "cloud-based" (such as SaaS, Paas, iaas, MaaS, AaaS, etc.). Software services are also included in the industry including training, documentation, consulting and data recovery.

### **OVERVIEW:**

The IT industry comprises a wide range of businesses, offering a wide range of products and services, covering personal computer system operations and office productivity suites with network security applications for payroll processing, IT consulting and outsourcing services. There are also large-scale end markets for the group, targeting almost every facet of the global economy.

The software sector has grown from 122p3 erent in 1998 to an estimated 5,5 percent in 2008, and was one of the fastest growing industries in India. The domestic market of India is projected to grow by 20% in 2008-09.

Application software, such as financial programs and writing processors and tablets, allows us to do the sort of job we buy from computers. There are many different types of software. System software is available. Like operating systems and utilities in the background, where computers work, there are tools for application development, such as languages of programming, which help develop applications

Some software types include mixtures of DBMSs, such as a combination of applications, systems and software for the development of applications.

The goal of this study is to understand how the software industry has successfully reached world leaders' technological standards, learned and developed while others have developed on the development market. The objective of this study is to clarify factors, including government policy roles, that have contributed to the growth of Indian software exports.

The Indian software industry can give the Indian economy the necessary impetus towards growth. The software services sector in India has established a crucial platform to flourish and capitalize on the software products industry.

### **Maximum Players:**

#### **Tata Consultancy Services (TCS):**

Headquartered in Mumbai, Maharashtra, it is an Indian multinational IT, consulting and corporate solutions company. It is a Tata Group subsidiary and operates in 46 countries, TCS is one of the world's biggest IT services brands, and now is one of India's biggest market capitalizing companies (\$80 billion). TCS generates its parent company's 70 percent dividend alone. Tata Sounds.Tata Sounds. TCS is the 64th largest IT company and is now the leading Indian company in 2015 in the ranking of Forbes World's Most Innovative Companies. It is the ninth largest provider of IT services in the world. It is ranked 10th in the list of Fortune India 500 as of December 2015.

**Infosys Limited:**

Infosys Technologies Limited is a multinational Indian company which provides business consultancy, IT and external services. Headquartered in Karnataka, Bengaluru, India Infosys is Indian IT company's second biggest revenue-related company by 2017 and 596th biggest public company in the world. On the 30th of June 2017. Its capitalisation on the market amounted to \$34.33 billion. The company's credit rating.

**Wipro Limited:**

Western India Products Limited is a Bengaluru, India based Indian Information Technology Services company.

In 2013, Wipro divided its non-IT companies into separate companies to focus more on self-employed companies.

Corporation for Digital Equipment:

It is also known as DEC and was a major American computer industry company in the 1950s and 1990s using the Digital trademark.

DEC has been a leading provider of computers, software and peripherals. Their products were the best-selling of all mini-computers. In June 1998, Compuq purchased DEC, which was the largest concentration at that time in

The Computer industry's history. Compaq soon found itself facing financial difficulties. The fusion was not working well. In May 2002, Compaq then fused with Hewlett-Packard (HP). Some product lines of DEC had been manufactured still under the name of HP in 2007.

**HCL Technologies Limited:**

A Indian, multinational IT services provider based in the city of Noida of Uttar Pradesh, India (Hindustan Computers Limited). It is an HCL Enterprise subsidiary. In 1991, when HCL entered the software services business, it originally emerged as an independent research and development division of HCL. HCL Technologies (Hindustan Computers Limited abbreviation) offers services such as IT consulting, business transformation, remote infrastructure management, engineering and R&D and outsourcing of business processes (BPO). HCL also offers services like digital and digital analysis and cybersecurity.

It has offices in 34 countries, including the US, France and Germany, and the UK. It operates across the aerospace and defence, automotive, consumer electricity, energy and utilities, financial services, government industry, life sciences and health, media and entertainment, mining and natural resources, public services, retail, consumer products, semiconductors, servers and storage, telecommunications, transport, logistics and entertainment sectors. They also operate in the various sectors.

## Structure of Software Industry

The Infrastructure software connects the people and systems across an organization. It helps in efficiently executing the business processes, share information and the manage the various touch points with the customers and the suppliers. It can be of the following types:

- Applicationdevelopment
- Business intelligencetools
- Database managementsystems
- Data integration tools
- IToperations
- Securitysoftware
- Operating system software Enterprise ApplicationSoftware
- Customer relationshipmanagement
- Enterprise resourceplanning
- Supply chainmanagement
- Project portfoliomanagement
- Content, communication andcollaboration
- E-learning

# COMPANY PROFILE

In the Telecom Acquisitions and Marketing Services and the Software sector TEAMONE TECHIES offers specialized end to end solutions. We offer outbound, inbound, lead production, lead performance, documentation – collection and scrutineering, back office management, audit, for very competitive costs, and guaranteed the highest quality.

## Qualified staff

Strict recruitment processes and continuous training of our staff guarantee that qualified staff are always available to you.

## Scaling Easy

Whether you need five or fifty working places for your business, we ensure that your business needs are scalable and smooth.

## Service of quality

The highest priority is given to Teamone quality. Our quality control process allows us to offer our customers quality service. We think a happy customer is business repeat.

## Management Leader

We specialize in lead generation and lead completion using various channels to acquire quality guidelines for your business.

Would it not be nice if everyone with whom you spoke were an ideal candidate for your product or service? Imagine a world in which interested consumers came to you, and you knew precisely what they wanted, how they got there. All you had to do to win over was to supply the correct information more quickly than your competition.

While sales utopia of this nature can always be a dream, modern technology helps to streamline sales experience overall. Lead management is one of these features which helps companies track the whole sales process and optimize it. Perhaps you don't know the concept if you're new to sales or marketing. Below we explain how it works and why it is necessary for your business.

What is leadership?

The process of tracking and managing prospective customers is leadership management. The following processes are generally referred to as customer acquisition management or contact management:

- Lead generation: businesses generate consumer interest through a range of marketing tactics and investigating products or services. Often include blog posts, ads, white papers, social media, events and publicity campaigns.
- Customer inquiry and capture: marketing consumers are interested in responding and recording their data. This creates an output.

Filtering, classification, distribution and contact: Leads shall be sorted for the validity of the request, priority given the chance to become a client, and then dispersed to the sales representatives to be contacted. In order to accurately categorize and select individual leads, much work may be carried out, depending on the size of your marketing program.

Lead nutrition: leads are sorted for follow-up processes, either contacted or uncontacted. They can be carried out by a company representative in drip-marketing campaigns or followed up on the phone.

If the process ends with a sale, the company has passed through the sales funnel successfully and a client, it emerged. But there's no work ending.

The management of leads becomes more complex when enterprises scale - 200 leads are much different from 2,000 or 20,000 or even 200,000. management. And when these leads become clients, companies must continue to foster these relationships. In brief, monitoring is essential if customer satisfaction and sales efficiency are to remain high.

Lead vs. client.

When talking about customer relationship management (CRM), management is often referred to as a feature, which makes it sometimes difficult to detect the difference between the terms. This is a collapse:

- Prospect: person in your population and market target
- Lead: the person who wishes to find out more about the solutions you provide in your demographic and market objectives
- Customer: a person who bought the solution

Even if this seems clear, an easy process can become complex as your business starts producing a variety of sales chances. Lead management improves the efficiency of your sales team by creating a pool of interested consumers and then filtering off unskilled leads.

After all, 10 qualified leads than 30 unequalified ones is more efficient for a sales representative.

Why do you need leadership?

The management process helps companies to understand what tactics lead the best way, so that they can optimize their sales approach to be efficient as well as effective. Furthermore, since management documents the complete history of a person's interaction and experience with your business, you can analyze exactly how a person has been converted from an insight into a lead, to a customer.

It can have a huge effect on the bottom line in addition to the marketing advantages. As can be seen in the info graph, the first vendor that answers up to half of all leads.



## How leadership helps companies

Automated databases are becoming increasingly popular for the successful management of these sales funnels. The sales process should be seamlessly integrated with management, and therefore, these features are offered more and more by CRM software. Automating the sales process involves not crashing calls, demonstrations and meetings—and even revenue.

Management is the cornerstone of a successful sales business. No need for a CRM or even a sales team in the first place without effective leads. This concept represents the first step to creating qualified and ultimately satisfied customers in the sales cycle.

## OUTBOUND CALL IN-BOUND

Our incoming and outgoing teams are well trained and assigned to work after extensive training in telephone etiquets.

Customer service inbound and outbound provides customers with different support methods via telephone. The traditional approach for telephone-based customer service is Inbound customer service. Having a service request or request, the customer calls your company. External customer service is a more proactive approach. A calling center agent contacts customers for a service problem or for new products or policy changes to be notified to customers.

## **Inbound Service**

An integrated customer service facility functions best when it offers a single point of contact for customers for all questions regarding their services. In order to order, make a payment, register the purchase or receive product information, customers ring the individual number. You can also request support or make a product inquiry. The calls are processed by agents with the product and technical knowledge required to process the call personally or transfer the call to a specialist if necessary. Customers will be happy to provide an appropriate reply to a single point of contact.

**Service standards** It can be costly to maintain a consistent service standard at all times. In order for the call center to respond quickly and minimize customer waiting times, it must have enough duty agents. Call volumes are, however, different during the day. At peak times, waiting times may increase, while in quiet times, agents are underused. Call-center managers therefore aim to match staffing levels with call volumes to maintain prompt, convenient service and control staff costs.

## **Service Outbound**

Customer service outbound offers two significant advantages. During quiet periods, managers can use agents more and improve productivity further. Outbound calls can also reinforce customer relations by increasing contact and enhancing customer experience quality. For example, a welcome call to a new customer reinforces the relationship and offers additional goods and services. Calling for feedback from your customer after a service visit shows you concern for service quality.

## **AUDIT & DOCUMENTATION.**

At TEAMONE, we pick up your lead/customer documents and conduct an unbiased examination of documents.

## MANAGEMENT OF BACKOFFICE

TEAMONE offers management of back offices for managing different business processes, whether simple or complex, related to your company.

In the context of ever-increasing changes, private and public organisations, by refocusing on their core expertise, must maximize their agility and performance.

In this context, a partner who is an outsourcing expert can be entrusted with the necessary changes to optimize customer relationship management. By systematizing your processes of customer relations, TEAMONE undertakes to improve your operational and financial performance.

TEAMONE offers the best solutions for the day-to-day management of your customer contracts:

- Management of business processes, simple or complex;
- services from our own centers of expertise or from your site
- Operations performed directly on your own departmental system or using TEAMONE TECHIES applications.

### Client advantages

- Improve customer satisfaction through the development of an effective interface.
- Ensure your customers' excellence in processing, quality, safety and service continuity.
- Use new procedures for processing complex documents (mixed formats, non- standard, including handwritten and multilingual).
- Make your high-saison activities more flexible.

Fixed costs can be converted into variable expenses. Reduce overall costs via automation and resource sharing.

- Get free of investments that must chase developments in the market and technology.
- Treat your externalised activities with best organizational practices and real-time traceability.
- Relocate your resources to your strategic activities internally.

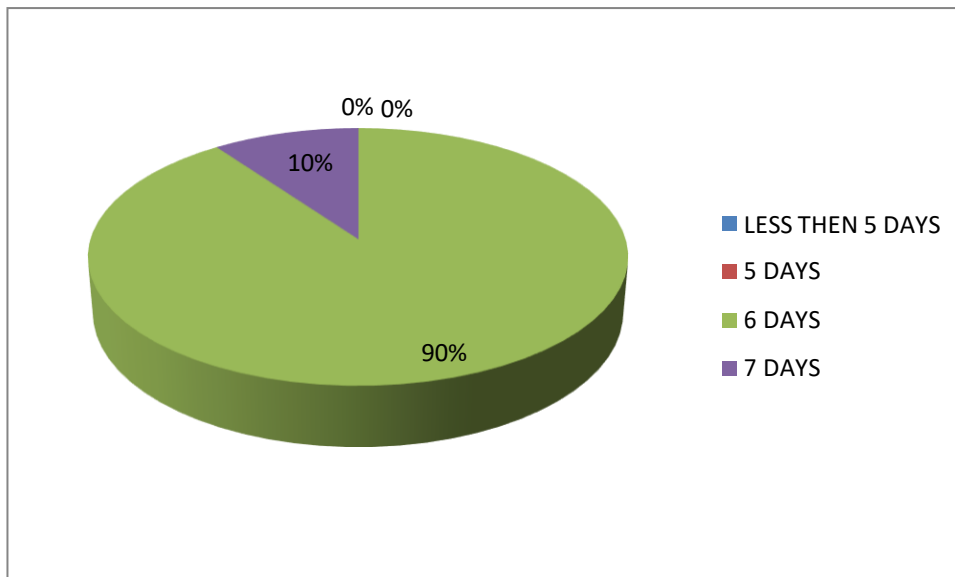
# **CHAPTER 4**

## **DATA ANALYSIS & INTERPRETATION**

# DATA ANALYSIS& INTERPRETATION

## 1. No. of working days in a week:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
LESS THEN 5 DAYS	0	0
5 DAYS	0	0
6 DAYS	81	90
7 DAYS	9	10
TOTAL	90	100



### Interpretation:

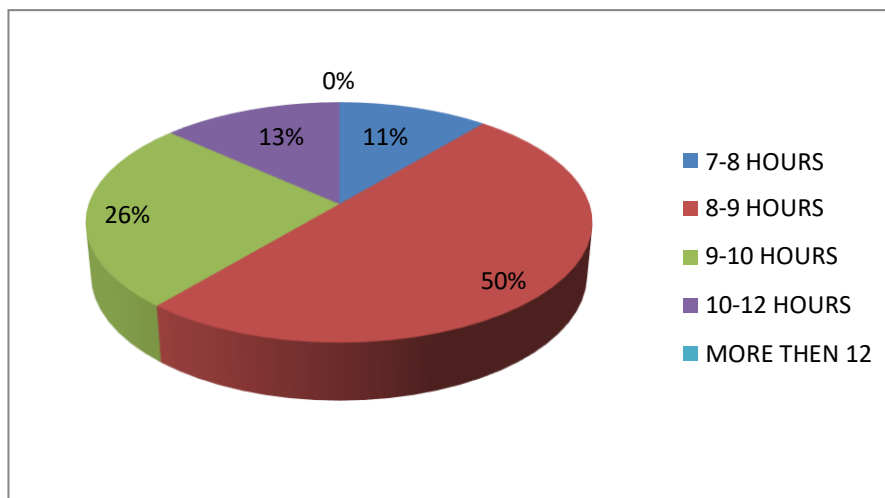
90% of the workforce is six days a week. In 7 days a week, 10% of employees work.

### Inference:

The above analysis shows that the majority of employees work 6 days per week, with 10% working 7 days per week. And they need some rest, for their families at least 2 Saturdays every month.

## 2. No. of working hours per day:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
7-8 HOURS	10	11
8-9 HOURS	45	50
9-10 HOURS	23	26
10-12 HOURS	12	13
MORE THEN 12 HOURS	0	0
TOTAL	90	100



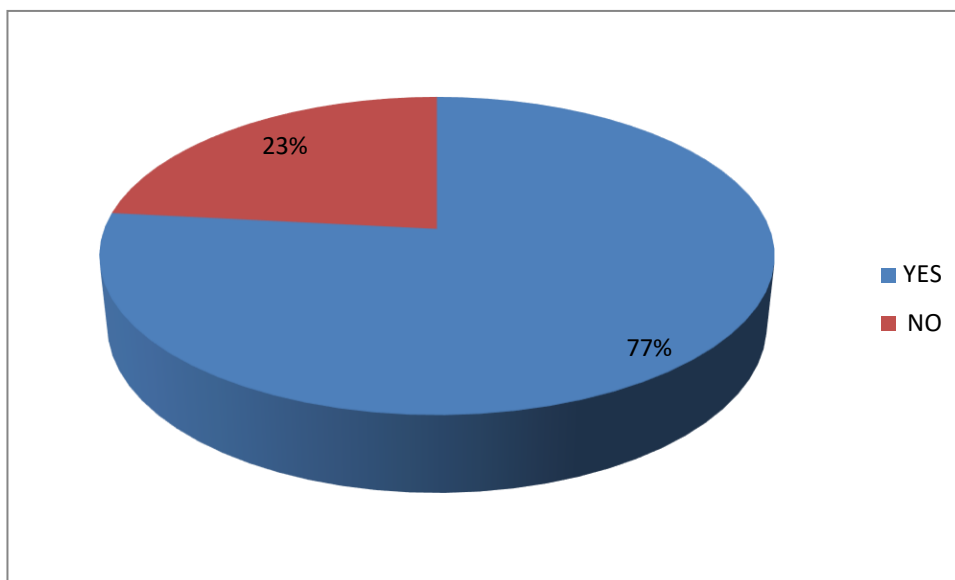
### Interpretation:

Eleven percent of staff work 7-8 hours a day. 50% of employees work 8-9 hours a day. 26% of staff is 9-10 hours. The 10-12 hour staff is 13%.

**Inference:** From the analysis mentioned above, it may be understood that no employee works for morethan 8 hours to achieve their goals in time by setting objectives and to improve company standards in quality more efficiently and effectively. (At least the flexible staring time should befor this).

### 3. Ability to balance your work-life:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
YES	69	77
NO	21	23
TOTAL	90	100



#### Interpretation:

77% of employees say "yes," and 23% of workers say "no."

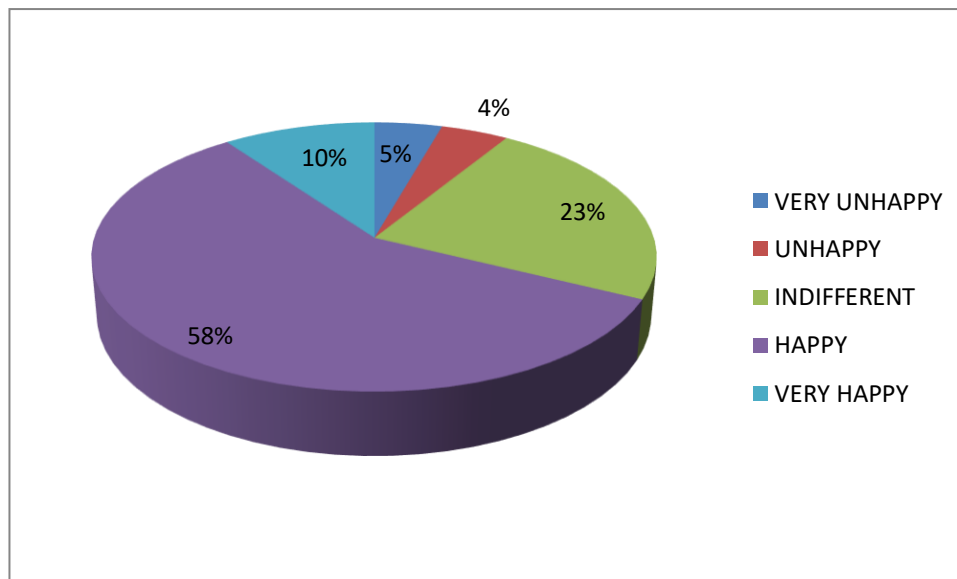
#### Inference:

The analysis above shows that the highest number of employees have a good balance of work life.



#### 4. Amount of the time you spend at work:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
VERY UNHAPPY	4	5
UNHAPPY	4	4
INDIFFERENT	21	23
HAPPY	52	58
VERY HAPPY	9	10
TOTAL	90	100



#### Interpretation:

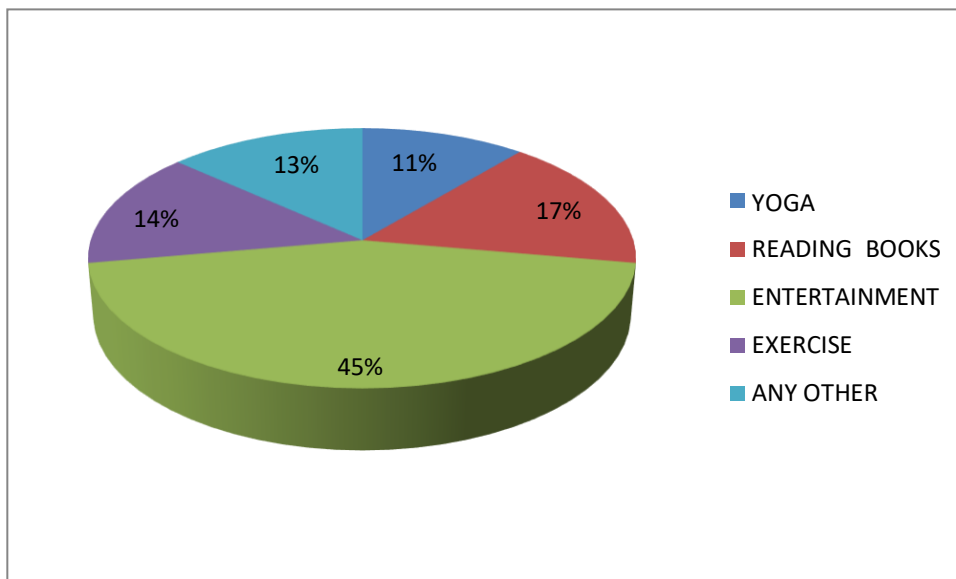
4% of employees are very disappointed. Four percent of staff is disappointed. 23% felt indifferent to employees. 58% of staff are happy. 10% of the staff are very pleased.

#### Inference:

The above analysis shows that half of the staff members are happy with the office spend and 23% are indifferent and the rest unhappy.

## 5. Managing if stress arising from work:

ATTRIBUTES	NO.OF	PERCENTAGE
	RESPONDENTS	
YOGA	10	11
READING BOOKS	15	17
ENTERTAINMENT	40	45
EXERCISE	13	14
ANY OTHER	12	13
TOTAL	90	100



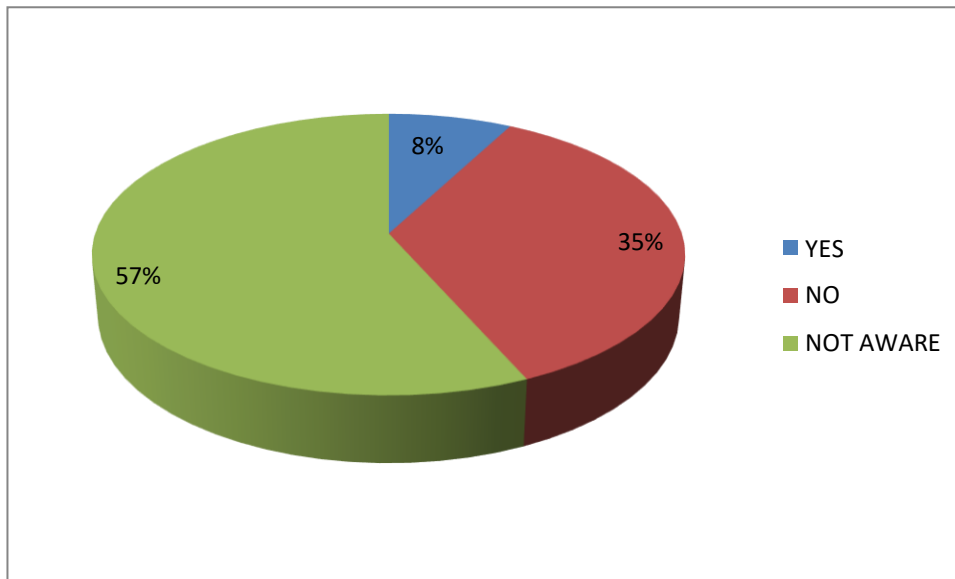
### Interpretation:

The entertainment is 45 percent of the staff. Yoga is 11 percent. Reading books is 17 percent.

**Inference:** Of the above analysis, 45 percent of employees undertake various entertainment programs, and other employees conduct yoga and read books

#### 6. Separate policy for work-life balance:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
YES	7	8
NO	32	35
NOT AWARE	51	57
TOTAL	90	100



#### Interpretation:

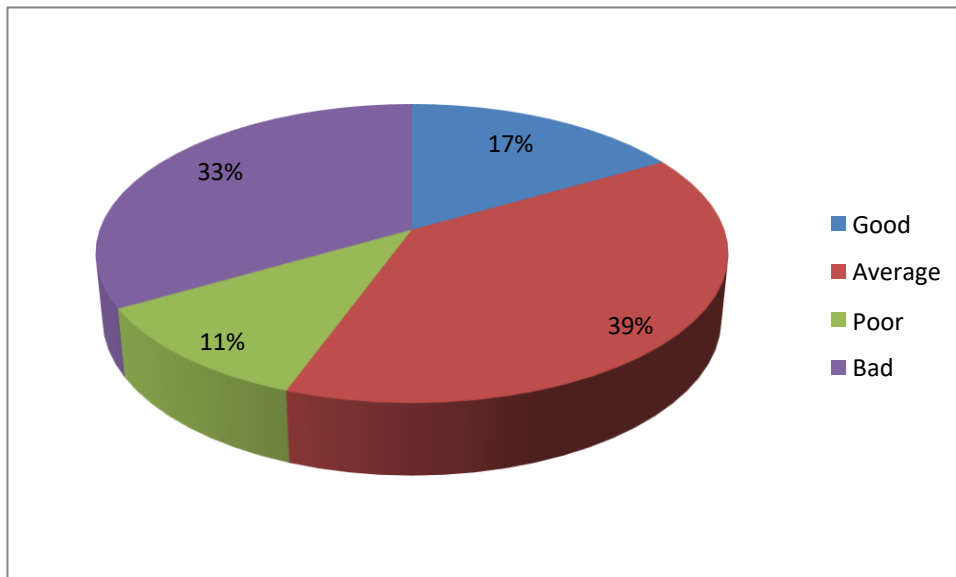
The separate work life balance policy is not known to 57% of employees. 35% of employees said yes to no. 8% said yes to their employees.

#### Inference:

From the above analysis, 50% of employees in the company do not know how to balance work life, 35% said NO and 8% said YES.

## 7. Rating the flexible working hours provided by the company:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
Good	15	17
Average	35	39
Poor	10	11
Bad	30	33
Total	90	100



### Interpretation:

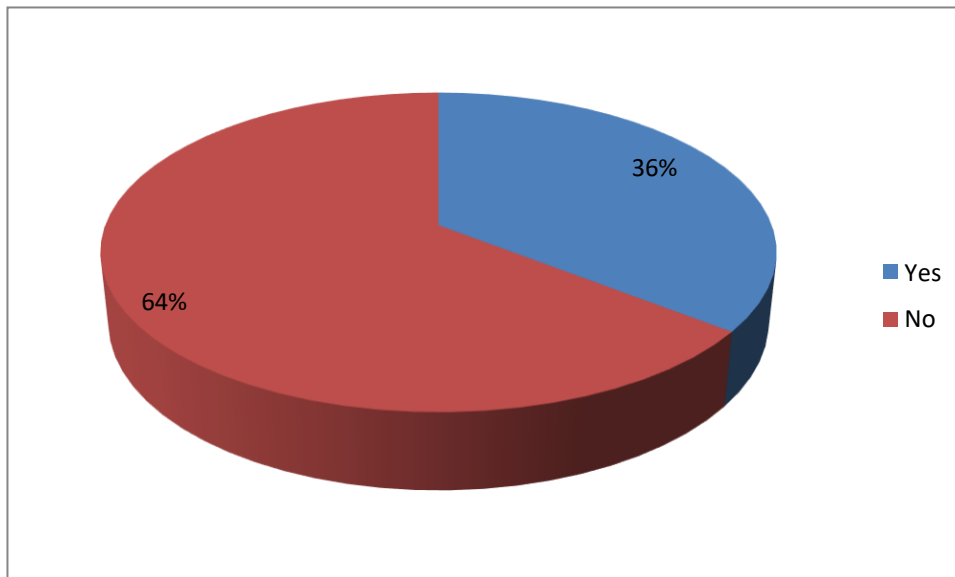
As per the above chart, most of the respondents are saying that working hours are not flexible i.e. 39%. 33% of the respondents are feeling bad and 17% of the respondents are feeling good. The management is not practicing good working hour policy.

### Inference:

From the above analysis, employees were neutral about the working hours.

#### 8. Getting enough time for family after working hours:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
Yes	32	36
No	58	64
Total	90	100



#### Interpretation:

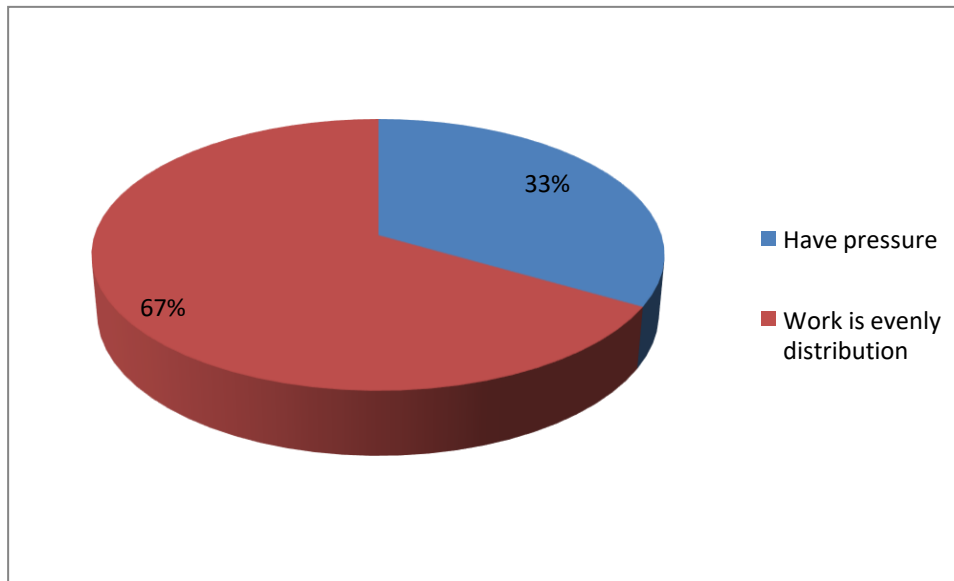
According to the table above, most people can not spend sufficient time with their families after their work, that is, 64%. After work 36 percent can stay with their families for sufficient time.

#### Inference:

The main problem for the employee was the absence of time with his family from the above analysis.

## 9. Pressure of work in the organization:

ATTRIBUTES		NO.OF RESPONDENTS	PERCENTAGE
Have pressure		30	33
Work is evenly distribution		60	67
Total		90	100



### Interpretation:

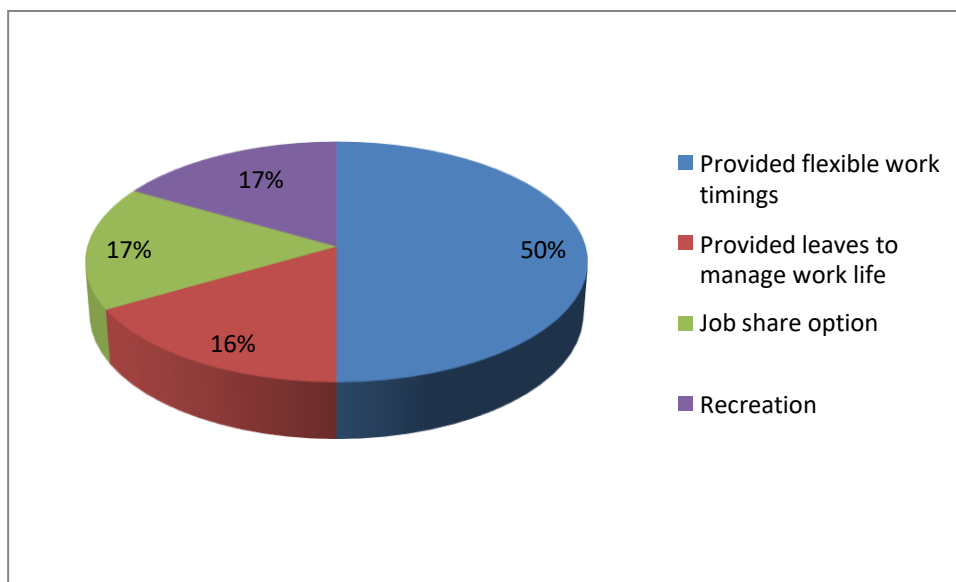
As per the above chart, most of the respondents admit that there is no work pressure i.e. 67%. 33% of the respondents are having work pressure.

### Inference:

From the above analysis, employees felt responsible for the job.

#### 10. Initiatives organization has taken form an aging work life:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
Provided flexible work timings	45	50
Provided leaves to manage work life	15	16
Job share option	15	17
Recreation	15	17
Total	90	100



#### Interpretation:

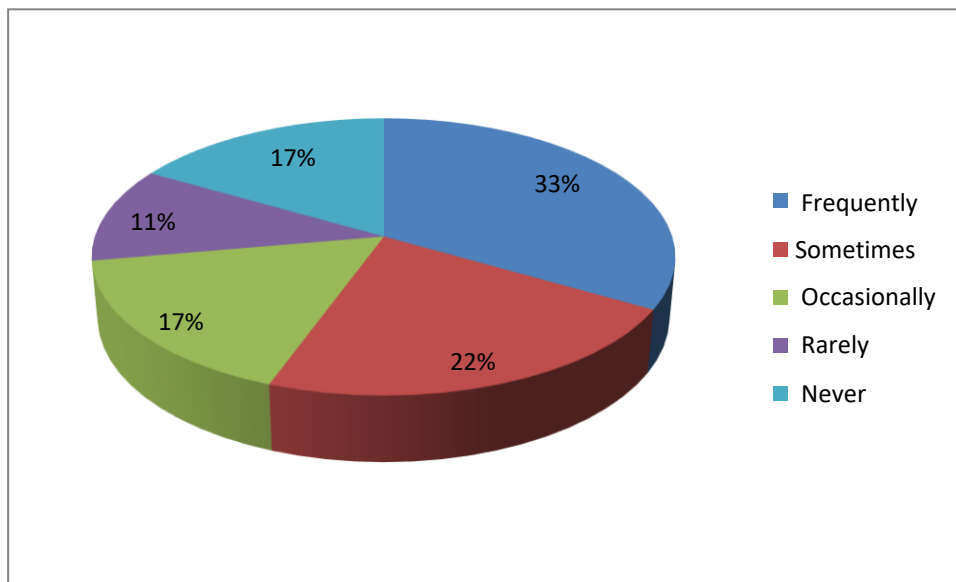
As per the above chart ,most of the respondents are provided flexible work timings i.e. 50%. 16% of the respondents are provided leaves to manage their worklife.17% oftherespondentshavejobshareoption.17%oftherespondents haverecreation.

#### Inference:

Although,some of the employees felt the work load in the organizational so consider that point and scheduled the flexible timings for them.

#### 11. Missing quality time with family and friends because of pressure of work:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
Frequently	30	33
Sometimes	20	22
Occasionally	15	17
Rarely	10	11
Never	15	17
Total	90	100



#### Interpretation:

According to the table above, most participants miss high quality time with family and friends due to work pressures, i.e. 33%. Family and friends rarely miss 11% of respondents. 17% of respondents say that due to work pressure they will never miss their family and friends.

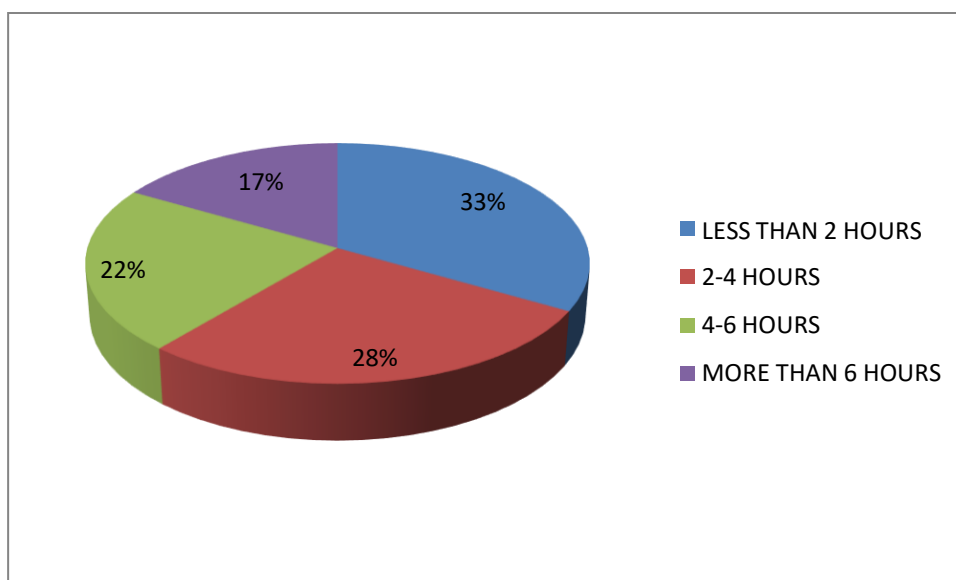
#### Inference:

From the above analysis, participants miss quality time with their families and friends due to work pressure.



## 12. Time spent on domestic activities:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
Less Than 2 Hours	30	33
2-4 Hours	25	28
4-6 Hours	20	22
More Than 6 Hours	15	17
Total	90	100



### Interpretation:

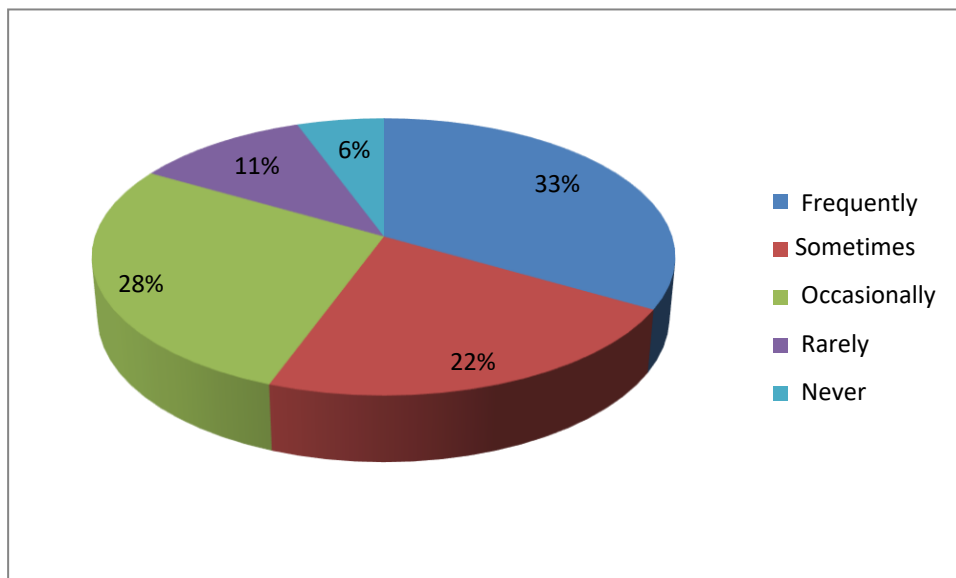
As per the above chart, most of the respondents spend less than 2 hours on domestic activities i.e. 33%. 26% of the respondents spend 2-4 hours. 22% of the respondents spend 4-6 hours. 17% of the respondents spend more than 6 hours on domestic activities.

### Inference:

From the above analysis, respondents spend less than 2 hours on domestic activities.

### 13. Overtime even on holidays:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
Frequently	30	33
Sometimes	20	22
Occasionally	25	28
Rarely	10	11
Never	5	6
Total	90	100



#### Interpretation:

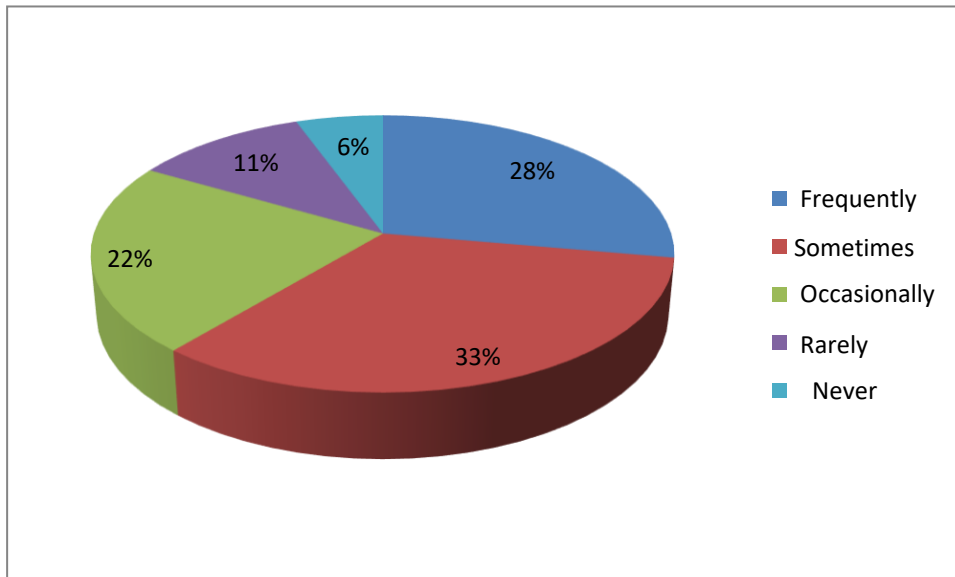
As per the above chart ,most of the respondents work for long hours or overtime even on holidays i.e. 33%. 28% of responders occasionally work for long hours. 6% of responders never work long hours or overtime on holidays.

#### Inference:

From the above analysis, respondents work for overtime even on holidays.

#### 14. Worrying about work:

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
Frequently	25	28
Sometimes	30	33
Occasionally	20	22
Rarely	10	11
Never	5	6
Total	90	100



#### Interpretation:

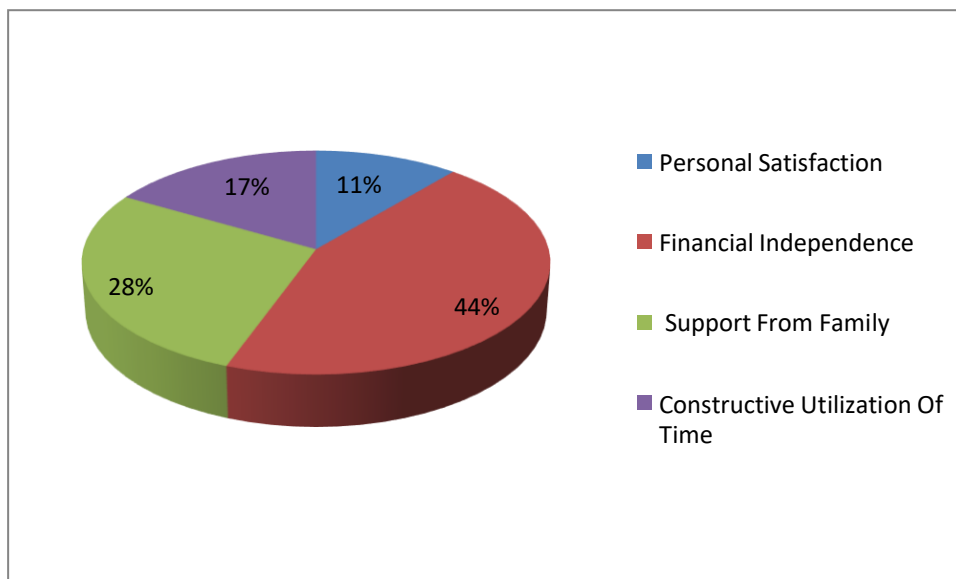
As per the above chart, most of the respondents sometimes worry about work i.e. 33%. 28% of responders always worry about work. 6% of responders never worry about work.

#### Inference:

From the above analysis, respondents generally worry about work.

### 15. Motivating factor for work?

ATTRIBUTES	NO.OF RESPONDENTS	PERCENTAGE
Personal Satisfaction	10	11
Financial Independence	40	44
Support From Family	25	28
Constructive Utilization Of Time	15	17
Total	90	100



#### Interpretation:

According to the above diagram, most respondents feel they are motivated by financial independence, i.e. 44 percent. The factor that motivates them to work is that 28% of responders feel that family support. 17% of respondents feel the constructive use of time is the motivating factor. The factor motivating them to work is 11% of the respondents feel personal satisfaction.

#### Inference:

In the above analysis, respondents feel that the factors which motivate them to work are financial independence.

# **CHAPTER – 5**

FINDINGS

SUGGESTIONS

CONCLUSION

# FINDINGS

- More than regular schedules the majority of the employees work.
- Staff working life balance is good, with the policies and processes in TEAMONE TECHIES.
- The working environment is very good and the staff do not feel stress at work with them on Monday.
- Most staff go to entertainment programmes •
- Any company does not have a separate balance of working life but must reconcile working conditions with corporate policies and practices.
- Company offers health programmes, family support programs, training facilities, relocation facilities and transportation options.
- After working hours, staff will not be given enough time to the family.
- Work in the organization is evenly distributed.
- Flexible work times for the employees were provided by organizations.
- Employees generally miss quality time with family and friends due to work pressure.
- Usually, employees spend under 2 hours on household work.
- Employees usually work even on vacations for a long time.
- Work is often worrying for employees.
- The factor motivating employees to work is financial independence.

# SUGGESTIONS

Based on the analyzes and interpretations of the data here are several suggestions for improving TEAMONE TECHIES' working life balance.

- The effective work-life balance of employees is better organized and improves production output and minimum turnover of employees.
- In order for employees to be dissatisfied, the working environment, sanitation and hygiene facilities should be improved.
- In order to satisfy employee's tastes the quality of food in the canteen must be improved and nutritionised.

# CONCLUSION

Work-life balance programs provide employers and employees with a win-win situation. While the employee can perceive work-life balance as the dilemma of working obligations and non-working responsibilities, the employer's work-life balance involves the challenge of building a strong corporate culture in which employees can concentrate on work while working. Regardless of how it is seen, employers and employees will benefit from effective work-life balance programs within an organization.

The employer is concerned with creating positive employer branding initiatives, supporting employees of choice, promoting business citizenship and supporting diversity initiatives. For the employee, the stress, happiness, motivation and productivity are lower and the chance to achieve personal and professional objectives satisfactorily is better. HR therefore has a key role to play in understanding the critical issues in the work-life balance, integrating it in the HR policies and championing work-life balance programmes.



**BIBLIOGRAPHY**

**&**

**ANNEXURE**

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- 2) *Work life balance strategies*—Lakshmi
- 3) *Im proving the work-life balance*—Maten Duchting

# ANNEXURE

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Dear respondent,

I ,S. BHAVYA PRANILA, pursuing MBA from School of Management Studies, Jawaharlal Nehru Technological University, Kakinada. As a part of the curriculum we need to undertake a project entitled “ A study on Employee work-life balance with reference to TEAMONE TECHIES, Hyderabad”. You are kindly requested to fill this questionnaire in all aspects. I assure you that this data will be used for academic purpose only.

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# QUESTIONNAIRE

1. How many days in a week do you normally work?
  - ☐ LESS THEN 5 DAYS
  - ☐ 5DAYS
  - ☐ 6DAYS
  - ☐ 7DAYS
2. How many hours in a day do you normally work?
  - ☐ 7-8HOURS
  - ☐ 8-9HOURS
  - ☐ 9-10HOURS
  - ☐ 10-12HOURS
  - ☐ MORE THEN 12HOURS
3. Do you generally feel you are able to balance your work-life?
  - ☐ YES
  - ☐ NO
4. How do you feel about the amount of the time you spend at work?
  - ☐ VERYUNHAPPY
  - ☐ UNHAPPY
  - ☐ INDIFFERENT
  - ☐ HAPPY
  - ☐ VERY HAPPY
5. How do manage if stress arising from your work.
  - ☐ YOGA
  - ☐ READING BOOKS
  - ☐ ENTERTAINMENT
  - ☐ EXERCISE
  - ☐ ANY OTHER

6. Does your company have a separate policy for work-life balance?

- ☐ YES
- ☐ NO
- ☐ NOT AWARE

7. How do you rate the flexible working hours provided by the company due to current work life management policy?

- ☐ GOOD
- ☐ AVERAGE
- ☐ POOR
- ☐ BAD

8. Will you get enough time for your family after working hours?

- ☐ YES
- ☐ NO

9. Do you have more pressure of work in the organization?

- ☐ HAVE PRESSURE
- ☐ WORK IS EVENLY DISTRIBUTION

10. If yes, what are the initiatives your organization has taken for managing work life?

- ☐ PROVIDEDFLEXIBLEWORKTIMINGS
- ☐ PROVIDEDLEAVESTOMANAGEWORKLIFE
- ☐ JOBSHAREOPTION
- ☐ RECREATION

11. Do you usually miss out quality time with your family and friends because of pressure of work?

- ☐ FREQUENTLY
- ☐ SOMETIMES
- ☐ OCCASIONALLY
- ☐ RARELY
- ☐ NEVER

12. How much time you spend on domestic activities?

- ☐ LESS THAN 2 HOURS
- ☐ 2-4 HOURS
- ☐ 4-6 HOURS
- ☐ MORE THAN 6 HOURS

13. Do you work for long hours or overtime even on holidays?

- ☐ FREQUENTLY
- ☐ SOMETIMES
- ☐ OCCASIONALLY
- ☐ RARELY
- ☐ NEVER

14. How often do you think or worry about work (when you are not actually at work)?

- ☐ FREQUENTLY
- ☐ SOMETIMES
- ☐ OCCASIONALLY
- ☐ RARELY
- ☐ NEVER

15. The factor that motivate you to work?

- ☐ PERSONAL SATISFACTION
- ☐ FINANCIAL INDEPENDENCE
- ☐ SUPPORT FROM FAMILY
- ☐ CONSTRUCTIVE UTILIZATION OF TIME