

**BANGALORE UNIVERSITY**



**A Project Report on**

**JOB SATISFACTION AND WORK-LIFE BALANCE AMONG  
INFORMATION TECHNOLOGY (IT) PROFESSIONALS IN  
BANGALORE CITY**

**Project Report submitted to**

**DEPARTMENT OF ECONOMICS  
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## TABLE OF CONTENTS

LIST OF TABLES .....	III
LIST OF CHARTS .....	IV
CHAPTER-I.....	1
1.1. INTRODUCTION.....	1
1.2. DEFINITION .....	2
1.3. FACTORS AFFECTING JOB SATISFACTION AND WORK-LIFE BALANCE.....	2
1.4. THEORIES OF JOB SATISFACTION AND WORK-LIFE BALANCE .....	3
1.5. IMPORTANCE OF THE STUDY .....	5
1.6. OBJECTIVE OF THE STUDY .....	5
1.7. SCOPE OF THE STUDY .....	6
1.8. NEED OF THE STUDY .....	6
1.9. LIMITATION OF THE STUDY .....	6
1.10. CHAPTER SCHEME .....	7
CHAPTER-II .....	8
2.1. REVIEW OF LITERATURE.....	8
2.2. RESEARCH METHODOLOGY .....	11
2.3. RESEARCH GAP.....	19
CHAPTER-III .....	20
3.1. INDUSTRY PROFILE .....	20
CHAPTER-IV .....	25
4.1. DATA ANALYSIS AND INTERPRETATION .....	25
CHAPTER-V .....	53
5.1. SUMMARY OF FINDINGS .....	53
5.2. SUGGESTION AND RECOMMENDATION.....	54
5.3. CONCLUSION .....	55
REFERENCES .....	57

## LIST OF TABLES

1. Table No.4.1.1: The Responses Regarding Work Experience of Employees .....	26
2. Table No.4.1.2: The Responses Regarding Marital Status of Employees .....	28
3. Table No.4.1.3: The Responses Regarding Average Weekly Remote Work (WFH) Hours of Employees.....	30
4. Table No.4.1.4: The Responses Regarding Impact of Remote Work on Employees Productivity.....	32
5. Table No.4.1.5: The Responses Regarding Work Related Illness .....	34
6. Table No.4.1.6: The Responses Regarding Frequency of Physical Activity for Well-Being .....	36
7. Table No.4.1.7: The Responses Regarding Stress Management Strategies .....	38
8. Table No.4.1.8: The Responses Regarding Frequency of Engaging In Professional Development .....	40
9. Table No.4.1.9: The Responses Regarding Difficulty in Unplugging From Technology .....	42
10. Table No.4.1.10: The Responses Regarding Frequency of Declining Social Engagements .....	44
11. Table No.4.1.11: The Responses Regarding Satisfaction Levels with Dependent Care Support.....	46
12. Table No.4.1.12: The Responses Regarding Satisfaction Levels with Current Job ....	48
13. Table No.4.1.13: The Responses Regarding Job Dissatisfaction Aspects Job and Gender.....	50

## LIST OF CHARTS

1. Chart No.4.1.1: The Distribution of Work Experience among Respondents .....	27
2. Chart No.4.1.2: The Distribution of Marital Status among Respondents .....	28
3. Chart No.4.1.3: The Distribution of Responses Regarding Average Weekly Remote Work (WFH) Hours across Gender Groups.....	30
4. Chart No.4.1.4: The Distribution of Responses Regarding Impact of Remote Work on Productivity.....	32
5. Chart No.4.1.5: The Distribution of Responses Regarding Work-Related Illnesses...	34
6. Chart No.4.1.6: The Distribution of Responses Regarding Physical Activity Levels across Gender Groups .....	36
7. Chart No.4.1.7: The Distribution of Responses Regarding Stress Management Strategies across Gender Groups .....	38
8. Chart No.4.1.8: The Distribution of Responses Regarding Frequency of Engagement in Professional Development across Gender Groups.....	40
9. Chart No.4.1.9: The Distribution of Responses Regarding Difficulty in Unplugging From Technology across Gender Groups .....	42
10. Chart No.4.1.10: The Distribution of Responses Regarding Frequency of Declining Social Engagements across Gender Groups .....	44
11. Chart No.4.1.11: The Distribution of Responses Regarding Satisfaction Levels with Dependent Care Support across Gender Groups .....	46
12. Chart No.4.1.12: The Distribution of Responses Regarding Satisfaction Levels with Current Job across Gender groups .....	48
13. Chart No.4.1.13: The Distribution of Responses Regarding Job Dissatisfaction Aspects Job and Gender .....	51

# **CHAPTER-I**

## **INTRODUCTION**

### **1.1. INTRODUCTION**

In the ever-evolving landscape of Information Technology (IT), where innovation is the driving force and technological advancements shape the professional sphere, understanding the dynamics of job satisfaction and work-life balance has become paramount. This project delves into the intricate interplay between these two critical aspects, focusing specifically on IT professionals in the vibrant and dynamic city of Bangalore. Bangalore, often referred to as the Silicon Valley of India, stands as a testament to the rapid growth and transformative impact of the IT industry. The city is a hub for IT professionals, hosting a myriad of tech companies, start-ups, and global corporations. As individuals in this sector navigate the dynamic and demanding work environment, the importance of job satisfaction and work-life balance cannot be overstated.

The objective of this research is to unravel the factors influencing job satisfaction and work-life balance among IT professionals in Bangalore. By examining the unique challenges and opportunities in this tech-centric city, we aim to gain valuable insights that can inform organizational policies, enhance workplace environments, and contribute to the overall well-being of IT professionals.

Through a comprehensive study that integrates qualitative and quantitative methodologies, we seek to identify the key determinants of job satisfaction and work-life balance, exploring the impact of factors such as job responsibilities, organizational culture, career growth opportunities, and the integration of technology into daily work routines. The findings of this project aspire to not only contribute to the academic discourse surrounding work psychology but also provide practical implications for employers, policymakers, and professionals alike. As we embark on this exploration, we recognize the significance of fostering a holistic understanding of the experiences of IT professionals in Bangalore. By shedding light on the nuanced relationship between job satisfaction and work-life balance, we aim to contribute to the ongoing dialogue on

creating a workplace environment that nurtures both professional success and personal well-being in the ever-evolving landscape of Information Technology.

## **1.2. DEFINITION**

Job satisfaction is the degree to which an employee feels positive and satisfied with their job. It is influenced by various factors, such as the nature of work, the work environment, the compensation, the recognition, the feedback, the autonomy, the growth opportunities, and the relationship with colleagues and managers. Job satisfaction can affect an employee's performance, productivity, commitment, loyalty, absenteeism, turnover, and well-being.

Work-life balance is the extent to which an employee can manage and harmonize their personal and professional responsibilities and interests. It involves finding a suitable arrangement that allows an employee to allocate their time and energy to both work and life domains, such as family, health, leisure, community, and self-care. Work-life balance can vary depending on the individual's preferences, goals, and life stage. Work-life balance can impact an employee's stress level, health, happiness, motivation, satisfaction, and performance.

## **1.3. FACTORS AFFECTING JOB SATISFACTION AND WORK-LIFE BALANCE**

The amount and complexity of work assigned to an IT professional can affect their job satisfaction and work-life balance. A high workload can lead to stress, burnout, fatigue, and reduced quality of work. A low workload can lead to boredom, lack of motivation, and underutilization of skills. A balanced workload can enhance productivity, creativity, and engagement. About duration and timing of work hours can influence an IT professional's job satisfaction and work-life balance. Long and irregular work hours can interfere with personal and family life, causing conflicts, dissatisfaction, and health problems. Flexible work hours can allow an IT professional to adjust their work schedule according to their preferences and needs, improving their autonomy, satisfaction, and well-being. The degree of flexibility an IT professional has in choosing where, when, and how to work can affect their job satisfaction and work-life balance. Flexibility can enable an IT professional to adapt to changing circumstances, cope with

unexpected demands, and balance multiple roles. Flexibility can also increase an IT professional's sense of control, freedom, and empowerment. The physical, mental, emotional, and social demands of an IT professional's job can impact their job satisfaction and work-life balance. High job demands can create pressure, anxiety, frustration, and exhaustion. Low job demands can create apathy, detachment, and alienation. Moderate job demands can create challenge, stimulation, and fulfilment. The level and quality of support an IT professional receives from their managers and colleagues can influence their job satisfaction and work-life balance. Support from managers and colleagues can provide guidance, feedback, recognition, encouragement, and assistance. Support from managers and colleagues can also foster trust, respect, cooperation, and belonging.

#### **1.4. THEORIES OF JOB SATISFACTION AND WORK-LIFE BALANCE**

This chapter presents the theories that provide the main conceptual framework for this study. Herzberg's Two-Factor Theory (Motivation-Hygiene Theory), Job Characteristics Model (Hackman and Oldham), Boundary Theory, and Family Stress Theory

**Herzberg's Two-Factor Theory (Motivation-Hygiene Theory):** This theory argues that job satisfaction and dissatisfaction are not two opposite ends of the same continuum, but rather two separate and independent dimensions. Job satisfaction is influenced by motivation factors, such as achievement, recognition, and growth, which are related to the intrinsic nature of the work. Job dissatisfaction is influenced by hygiene factors, such as salary, working conditions, and supervision, which are related to the extrinsic context of the work. The theory suggests that to increase job satisfaction, managers should focus on enhancing motivation factors, while to prevent job dissatisfaction, they should ensure that hygiene factors are adequate.

**Job Characteristics Model (Hackman and Oldham):** This model identifies five core job characteristics that affect three psychological states that lead to job satisfaction and work-life balance. The five core job characteristics are skill variety, task identity, task significance, autonomy, and feedback. These characteristics influence the psychological states of experienced meaningfulness of work, experienced responsibility

for work outcomes, and knowledge of results. These psychological states then affect the outcomes of work motivation, work performance, work satisfaction, work absenteeism, and work turnover. The model suggests that jobs that are high in the five core characteristics tend to produce positive psychological states and outcomes for employees, while jobs that are low in these characteristics tend to produce negative states and outcomes.

**Boundary Theory:** According to this theory, IT professionals can experience different levels of satisfaction and dissatisfaction depending on the presence or absence of motivation and hygiene factors in their work environment. For example, an IT professional who has a challenging and meaningful work, receives recognition and feedback from their manager and peers, and has opportunities for advancement and learning may feel satisfied with their job. However, if the same IT professional has a low salary, poor working conditions, or an unfair or incompetent supervisor, they may feel dissatisfied with their job. Conversely, an IT professional who has a high salary, good working conditions, and a supportive supervisor may not feel dissatisfied with their job. However, if the same IT professional has a boring and repetitive work, lacks recognition and feedback from their manager and peers, and has no opportunities for advancement and learning, they may not feel satisfied with their job either

**Family Stress Theory:** This theory explores the changes within a family dynamic that occur as a result of a stressful event. The theory was developed by sociologist Reuben Hill in 1949 when he studied the impact of separations and reunions on families after World War II. He described the interactions of a set of variables to explain the events leading up to a family crisis. According to Hill, there is a pattern to the formation of a family crisis: A (the event) interacting with B (the family's crisis meeting resources) interacting with C (the definition the family makes of the event) produces X (the crisis). The event can be any situation that disrupts the normal functioning of the family, such as illness, death, divorce, unemployment, or natural disaster. The family's crisis meeting resources are the internal and external resources that the family can use to cope with the event, such as financial resources, social support, communication skills, problem-solving skills, or coping strategies. The definition the family makes of the event is the perception and interpretation that the family has of the event, such as its severity, meaning, controllability, or predictability. The crisis is the



outcome of the interaction between the event, the resources, and the definition. The crisis can be either positive or negative depending on how well the family adapts to the event.

## **1.5. IMPORTANCE OF THE STUDY**

The study on job satisfaction and work-life balance among Information Technology (IT) professionals in Bangalore City is crucial for several reasons. Firstly, it addresses the well-being of individuals within a high-pressure industry, shedding light on the factors influencing their contentment and stress levels. Secondly, the findings have practical implications for organizations aiming to optimize productivity and retain talent. Understanding the unique challenges faced by IT professionals in Bangalore can guide the development of targeted strategies, ultimately contributing to a healthier, more sustainable work environment. Additionally, the study holds significance in the broader context of the evolving IT landscape, offering insights that can inform policies, practices, and interventions aimed at improving the overall quality of work life for IT professionals in one of India's key technology hubs.

## **1.6. OBJECTIVE OF THE STUDY**

- To assess the level of job satisfaction and work-life balance among IT professionals in Bangalore city, using a survey questionnaire and semi-structured interviews.
- To identify the factors that influence job satisfaction and work-life balance, such as work environment, work stress, workload, training and development, flexibility, etc.
- To observe how gender relates to the other variables using mosaic plot and fourfold plot.
- To analyse the dissatisfaction aspects faced by IT professionals in balancing their work and personal life.
- To suggest measures to improve work-life balance and life satisfaction among IT professionals in Bangalore city.

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## **1.7. SCOPE OF THE STUDY**

- The study will explore how work-life balance is influenced by factors such as workload, working hours, flexibility, and support from managers.
- The study will use a mixed-methods approach, combining qualitative interviews and a quantitative survey to collect data from IT professionals working in different IT companies in Bangalore
- The study will use various tools and techniques to analyse the data, such as, chi-square test, Factor, percentage analyse and support of chart analyse.
- The study will contribute to the existing literature on work-life balance and job satisfaction in the IT sector

## **1.8. NEED OF THE STUDY**

The need to study about the Job satisfaction and work life balance is very important in today's scenario as there has been continuous retention in any off the sectors. Also, the long term relationship of the employee and the employer is not inline which also has an impact in the personal life of the individuals. I have considered this study as important as the need to balance both work and personal life is considered as a challenging factor these days. It can be implemented in a right way only if the individual is able to balance both the life which could be done by support from management to some extent

## **1.9. LIMITATION OF THE STUDY**

- Only the domestic market is the focus of this study.
- Sample size is limited due to the limited period allocated for the survey
- The analysis is completely based on the information provided by the employees and hence could be biased
- Taking appointment of the respondents became a little difficult.
- Geographical area is restricted only to Bangalore region
- Employees felt that the questionnaires were too big.

## **1.10. CHAPTER SCHEME**

The whole study is presented in five chapters, the contents of these chapter are briefly stated below.

Chapter 1: Introduction

Chapter 2: Review of Literature

Chapter 3: Industry Profile

Chapter 4: Data analyse and Interpretation

Chapter 5: Findings, Suggestions, and Conclusion

## CHAPTER-II

### REVIEW OF LITERATURE

#### 2.1. REVIEW OF LITERATURE

**Josmitha and Gunaseelan (2018),**<sup>1</sup> that explains the work domain, family domain, conflict domain, and work life balance of IT employees working in Bangalore. The paper uses primary data collected through questionnaires and personal interviews and secondary data from various IT related sites on the internet.

**Udayanganie (2022),**<sup>2</sup> that reviews the existing literature on work-life balance and its related variables, such as employee performance, employee satisfaction, employee commitment, work stress, and employee retention. The article covers various journals, books, articles, doctorate theses, working papers, reports, periodicals, internet sites, newspapers, and other sources.

**Samson and Nagendra (2017),**<sup>3</sup> that examines the cognitive factors and their impact on job satisfaction among IT employees. The paper focuses on selected ITeS companies in Bangalore and uses a descriptive research design with a sample size of 200 employees.

**Singh et al. (2022),**<sup>4</sup> that explores the relationship between work-life integration, job contentment, employee engagement, and organizational performance in the IT sector. The paper uses a systematic literature review method to analyse papers from Scopus, Emerald, EBSCO, and Google Scholar databases.

**Hadapad and Battur (2020),**<sup>5</sup> that studies the work life balance of IT employees working from home during the COVID-19 pandemic. The paper discusses the benefits

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<sup>1</sup> Work life balance and information technology industry in Bangalore

<sup>2</sup> Review of literature on work – life balance

<sup>3</sup> Job satisfaction among IT employees: a review of literature

<sup>4</sup> Work-life integration, job contentment, employee engagement and its impact on organizational performance: a systematic literature review

<sup>5</sup> A study on work life balance of information technology employees working from home during covid-19

and challenges of working from home, and the impact of working hours, overtime compensation, and organizational support on employee satisfaction.

**P.C. Josmitha and Dr.Rupa Gunaseelan,**<sup>6</sup> This paper is an empirical study that aims to measure the level of job satisfaction among IT employees in Bangalore city. The paper uses a questionnaire to collect data from 120 IT employees and analyses it using descriptive statistics, correlation and ANOVA. The paper finds that the IT employees are moderately satisfied with their jobs and that there are significant differences in job satisfaction based on gender, age, education, experience and income.

**Dr. S. Senthil Kumar and Dr. S. Rajamohan,**<sup>7</sup> This paper is a literature review that summarizes the previous research on job satisfaction among IT employees. The paper covers various aspects of job satisfaction, such as its definition, measurement, determinants, outcomes and implications. The paper also identifies the gaps in the existing literature and suggests some directions for future research.

**Dr. Ritu Sharma and Dr. Renu Sharma,**<sup>8</sup> This paper is a case study that explores the causes and effects of job stress among software engineers working in HCL Bangalore. The paper uses a survey method to collect data from 100 software engineers and analyses it using descriptive statistics, t-test and regression. The paper finds that the software engineers face high levels of job stress due to various factors, such as workload, role ambiguity, role conflict, lack of autonomy, lack of recognition, lack of feedback, lack of participation and lack of career development. The paper also finds that job stress negatively affects the software engineers' performance, satisfaction, commitment and health.

**Dr. Nisha Kumari,**<sup>9</sup> This paper is an empirical study that examines the work life balance among women employees in IT sector in India. The paper uses a questionnaire to collect data from 200 women employees working in various IT companies and analyses it using descriptive statistics, correlation and regression. The paper finds that the women employees have a moderate level of work life balance and that there are

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<sup>6</sup> A study on the level of job satisfaction among employees in the information technology (IT) industry in Bangalore city.

<sup>7</sup> Job satisfaction among IT employees: a review of literature.

<sup>8</sup> Job stress in software companies: a case study of HCL Bangalore, India

<sup>9</sup> Work life balance among women employees in information technology sector

significant differences in work life balance based on marital status, number of children, age and income.

**Dr. Kavitha Desai,**<sup>10</sup> This paper is an empirical study that investigates the work life balance among selected IT professionals in Bangalore. The paper uses a questionnaire to collect data from 100 IT professionals working in different levels of hierarchy and analyses it using descriptive statistics, ANOVA and t-test. The paper finds that the IT professionals have a low level of work life balance and that there are significant differences in work life balance based on gender, designation, experience and income.

**Dr. M. S. Ramaratnam,**<sup>11</sup> This paper is an empirical study that explores the work-life balance among employees working in IT sector in Chennai. The paper uses a questionnaire to collect data from 150 employees working in various IT companies and analyses it using descriptive statistics, correlation and regression. The paper finds that the employees have a moderate level of work-life balance and that there are significant factors influencing work-life balance, such as organizational culture, supervisor support, co-worker support, family support and personal factors.

**Dr. Kavita Saxena,**<sup>12</sup> This paper is a conceptual study that discusses the work-life balance issues faced by employees in IT sector in India. The paper reviews the existing literature on work-life balance and identifies the challenges and opportunities for achieving work-life balance in IT sector. The paper also suggests some strategies for enhancing work-life balance among IT employees, such as flexible work arrangements, telecommuting, employee assistance programs, wellness programs and family-friendly policies.

**Dr. Poonam Sharma,**<sup>13</sup> This paper is an empirical study that evaluates the work-life balance practices among IT professionals in India. The paper uses a questionnaire to collect data from 300 IT professionals working in various IT companies and analyses it using descriptive statistics, factor analysis and ANOVA. The paper finds that the IT professionals have a satisfactory level of work-life balance and that there are significant

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<sup>10</sup> Work life balance: a study on selected information technology professionals in Bangalore

<sup>11</sup> Work-life balance among employees working in information technology sector

<sup>12</sup> Work-life balance issues faced by employees in information technology sector

<sup>13</sup> Work-life balance practices: a study on information technology professionals

differences in work-life balance practices based on gender, age, marital status, education and income.

**Dr. R. Suresh and Dr. K. Senthil Kumar,** <sup>14</sup>This paper is an empirical study that assesses the work-life balance of IT professionals in Bangalore. The paper uses a questionnaire to collect data from 200 IT professionals working in selected IT companies and analyses it using descriptive statistics, correlation and regression. The paper finds that the IT professionals have a moderate level of work-life balance and that there are significant factors affecting work-life balance, such as job satisfaction, organizational commitment, role conflict, role ambiguity, work overload and family support.

**R. Reddy et al. (2017),** <sup>15</sup>this paper is an empirical study that compares the quality of work life among IT professionals in Bangalore based on their gender, age, experience and income. The paper uses a questionnaire to collect data from 200 IT professionals working in various IT companies and analyses it using descriptive statistics, t-test and ANOVA. The paper finds that the IT professionals have a high level of quality of work life and that there are significant differences in quality of work life based on gender, age, experience and income.

## **2.2. RESEARCH METHODOLOGY**

### **TITLE OF THE STUDY**

“Job Satisfaction and Work-Life Balance among Information Technology (IT) Professionals in Bangalore City”

### **TYPES OF THE DATA NEEDED FOR THIS PROJECT ARE PRIMARY AND SECONDARY DATA**

- Primary data source is an original data source which is collected the first-hand for the specific research purpose of project
- Secondary data is the data that is already collected by and Readily Available from other source such data are chapter and more quickly obtainable then the primary data

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<sup>14</sup> Work-life balance of it professionals: a study of selected it companies in Bangalore

<sup>15</sup> Quality of work life among IT professionals in Bangalore: a comparative study

## **SOURCE FOR THE COLLECTION OF DATA**

### **Primary Data**

Primary data collection is necessary when a researcher cannot find the data needed in secondary sources. Three basic means of obtaining primary data are observation, survey and experiments. The choice will be influenced by the nature of the problem and by the availability of time. For this research study questionnaire was the primary data source which is collected from the IT employees working in Bangalore City

### **Secondary Data**

Secondary data was collected from journals, books, websites and research article to add value to the research

## **RESEARCH DESIGN**

A descriptive research design was carried out study the Job Satisfaction and work life balance of IT employees in Bangalore city

## **POPULATION**

The total set of observations that can be made or an aggregate of all the units concerning this study is called population

## **METHODS OF THE DATA COLLECTION**

Sampling method we used is simple random sampling. Simple random sampling is a method used to call smaller sample size from a larger population and use it to research and make a generalisation about the larger group. The advantages of simple random sample include its ease of use and its accurate representation of the larger population. Sample size is the act of choosing the number of respondents. Sample size is the total



number of respondents taken from the population by using simple random sampling method

Survey method is employed to collect the data from the respondents and the data are collected with the help of questionnaires. Questionnaires is administered for the respondents. Questionnaire is a standardized form for collecting information to elicit data from the respondents. A questionnaire consists of a set of questions presented to a responded for his or her answers. The questionnaire prepared in this study was mainly aimed at personal interview, multi-choice questions, direct and open-ended question.

## **PROCESSING OF THE DATA FOR THE ANALYSIS**

Primary data source was applied for the collection of the data from the IT employees of Bangalore. Data collected are edited and coded by using the tabular columns. This helps in converting the gathered data into a tabulated grouped data.

- Percentage Analysis is applied to create a contingency table from the frequency distribution and represent the collected data for better understanding.
- Chart Analysis is applied for better understanding of the percentage analysis and it is done via mosaic plot and fourfold plot etc.
- Chi-Square Test There may be situation in which it is not possible to make any rigid assumption about distribution of the population from which samples being drawn. This limitation has led to the development of a group of alternative techniques known as nonparametric tests. Chi-square describes the magnitude of the discrepancy between theory and observation.

In details,

### **1. Chi – Square Test**

The chi-square test is a statistical test that is used to determine if there is a significant association between two categorical variables. It is based on the difference between the expected and observed frequencies in a contingency table.

The chi-square test is often applied to data organized in a contingency table. A contingency table is a tabular arrangement of data where rows represent one variable and columns represent another variable. Each cell in the table represents the frequency of a combination of the levels of the two variables.

### **Hypotheses:**

The chi-square test typically involves the following hypotheses:

**Null Hypothesis (H<sub>0</sub>):** There is no significant association between the two categorical variables. In other words, the observed frequencies in the contingency table are consistent with what would be expected by chance.

**Alternative Hypothesis (H<sub>1</sub>):** There is a significant association between the two categorical variables. The observed frequencies in the contingency table are not consistent with what would be expected by chance.

### **Expected Frequencies:**

The expected frequencies are the values that would be expected in each cell of the contingency table if there were no association between the variables. These are calculated based on the assumption of independence between the variables.

### **Test Statistic:**

The test statistic for the chi-square test is calculated by comparing the observed frequencies with the expected frequencies.

### **The formula for the test statistic is:**

$$\chi^2 = \sum_{i=1}^n \frac{(O_i - E_i)^2}{E_i}$$

Where:

$\chi^2$  is the chi-square test statistic.

$O_i$  is the observed frequency in cell  $i$ .

$E_i$  is the expected frequency in cell  $i$ .

The sum is taken over all cells in the contingency table.

### **Degrees of Freedom:**

The degrees of freedom for the chi-square test are calculated based on the number of rows ( $r$ ) and columns ( $c$ ) in the contingency table. The degrees of freedom ( $df$ ) is given by  $df = (r-1) \times (c-1)$ .

### **Critical Value:**

The chi-square test statistic is compared to a critical value from the chi-square distribution with the appropriate degrees of freedom to determine whether to reject the null hypothesis.

## **Decision:**

If the calculated chi-square test statistic is greater than the critical value, you reject the null hypothesis, suggesting that there is a significant association between the variables. If it is less than the critical value, you fail to reject the null hypothesis.

## **2. Mosaic Plot:**

A mosaic plot is a graphical representation of the joint distribution of two or more categorical variables. It is essentially a rectangular area divided into coloured rectangles, with the area of each rectangle proportional to the frequency or proportion of observations in that category. Mosaic plots are particularly useful for visualizing the association between two categorical variables in a contingency table.

### **Components of a Mosaic Plot:**

**Areas of Tiles:** The size of each tile represents the proportion or count of observations in the corresponding combination of categories.

**Colour Coding:** Different colours are often used to distinguish between categories or levels of variables.

**Tile Placement:** Tiles are placed next to each other horizontally or vertically, with the width or height of each tile reflecting the relative frequency or proportion of observations in that category.

## **3. Fourfold Plot (also known as a Fourfold Table or Two-Way Table):**

A fourfold plot is a visual representation of a two-way contingency table, which summarizes the joint distribution of two categorical variables. The table is organized into four cells, each corresponding to a combination of the levels of the two variables.

### **Components of a Fourfold Plot:**

**Rows and Columns:** The rows and columns of the table represent the levels of the two categorical variables.

**Cells:** The cells contain the frequencies or proportions of observations in each combination of categories.

## **TOOLS FOR DATA COLLECTION**

Survey method is employed to collect the data from the respondents and the data are collected with the help of questionnaires. Questionnaire is a standardized form for collecting information to elicit data from the respondents. The questionnaire prepared in this study was mainly aimed at personal interview, multi-choice questions and also checklists,

## **DATA COLLECTION METHOD**

- The data was collected using primary and secondary sources.
- Primary data was collected using structured questionnaire.
- Secondary data was helpful in interview of literature.
- The information pertaining to this study was collected respondents.
- The questionnaire was created in Google forms and was circulated

## **SAMPLING TECHNIQUE**

The Sampling technique used in this study is Simple random sampling. Simple random sampling is a method used to call a smaller sample size from a larger population and use it to research and make generalizations about the larger group

## **STRUCTION OF QUESTIONNAIRE**

### **QUESTIONNAIRE DESIGN**

The questionnaire for the research study is to be structured in which different types of questions like open ended and close ended are covered. The questions will be designed as an opinion, multiple choices. A closed-ended question is one where the respondent given a range of answers and has to make a choice of one or more. The questions in the questionnaire were arranged in a sequential manner grouped under the different factors of study.

The instruments used in the study are research instrument are the instruments which is used for gathering or collecting information.

The instruments used in the study are,

1. Direct questions
2. Close-end questions
3. Dichotomous questions
4. Multiple choice questions

### **MULTIPLE CHOICE QUESTIONS**

A multiple-choice question refers to one which provides several set alternatives for its answers; thus, it is a middle ground between free answers and dichotomous question.

### **DICHOTOMOUS QUESTION**

The dichotomous question is a question which can have two possible answers. Dichotomous questions are usually used in a survey that asks for a Yes/No, True/False or Agree/Disagree answers. They are used for clear distinction of qualities, experiences or respondent's opinions.

### **SAMPLE SIZE**

Sample size is the act of choosing the number of respondents. Samples of 209 respondents were taken from the population by using random sampling method.

## **SAMPLE DESIGN**

Sampling design is imperative in every scientific study. Hence in this study simple random sampling methods have been used to collect data.

## **SAMPLING TOOLS**

The collected data will be analysed with the help of statistical tools. The percentage analysis is used.

## **TOOLS FOR ANALYSIS**

- Percentage Analysis
- Factor Analysis
- Chart Analysis (mosaic plot and fourfold plot)
- Chi-square Analysis

## **Statistical Software**

The software that is used for analysis is **R-Programming Language** and **MS-Excel**.

## **2.3. RESEARCH GAP**

There is a lack of empirical studies that explore the gender differences in the work-life balance and job satisfaction of IT professionals in Bangalore city, considering the diverse and complex factors that influence these variables, such as work environment, work stress, work commitment, training and development, flexibility, etc.

## **CHAPTER-III**

### **INDUSTRY PROFILE**

#### **3.1. INDUSTRY PROFILE**

##### **INFORMATION**

The Information Technology (IT) sector in Bangalore stands as a dynamic and pivotal force in the city's economic landscape, earning it the moniker of the "Silicon Valley of India." This industry profile serves as a foundational exploration into the unique characteristics and challenges of the IT sector in Bangalore. With a significant workforce contributing to global technological advancements, the profile outlines key aspects such as the employment landscape, major players, organizational structures, technological innovations, and the distinctive work environment and culture that define IT organizations in the city. Recognizing the importance of this backdrop, the profile sets the stage for a focused investigation into job satisfaction and work-life balance among IT professionals in Bangalore, providing valuable context to the forthcoming study.

#### **OVERVIEW OF THE INFORMATION TECHNOLOGY (IT) INDUSTRY IN BANGALORE**

The Information Technology (IT) industry in Bangalore is one of the most significant and dynamic sectors of the Indian economy. Renowned for its thriving IT ecosystem, the sector encompasses software development, hardware manufacturing, IT services, research and development centres, and a robust start-up ecosystem.

##### **BACKGROUD**

Bangalore's IT journey commenced in the 1970s with the establishment of public sector enterprises in aerospace, telecommunications, and other domains. The conceptualization of Electronics City by R.K. Baliga, the first director of Software Technology Parks of India (STPI-Bangalore), laid the groundwork for the burgeoning IT industry. Rapid growth occurred in the 1990s and 2000s with the outsourcing of software



services, the arrival of multinational corporations, and government policies like the Information Technology Policy of 1997 and the Karnataka Start-up Policy.

## **GROWTH:**

The sector has evolved into a global IT hub, attracting major players like Tata Consultancy Services, Amazon, IBM, Capgemini, Infosys, Wipro, Accenture, Cognizant, Oracle, Microsoft, and Google. Bangalore's IT industry is a major contributor to employment, providing jobs to millions across various domains, including software developers, engineers, project managers, and data scientists.

## **TRENDS:**

Current trends in the IT sector in Bangalore reflect a landscape shaped by digital transformation, the integration of technologies like artificial intelligence and machine learning, and a vibrant start-up ecosystem. The city is witnessing changing customer expectations and competition from other IT hubs, emphasizing innovation and entrepreneurship.

- **Digital Transformation**

The IT sector in Bangalore is at the forefront of digital transformation, driving innovation across industries. Embracing technologies like cloud computing, artificial intelligence, and data analytics, organizations are adapting to the evolving digital landscape.

- **Changing Customer Expectations**

With an emphasis on user experience and personalized solutions, the IT sector in Bangalore is witnessing a shift in customer expectations. Companies are leveraging technology to meet these changing demands and stay competitive in the market.

- **Competition and Collaboration**

Bangalore faces competition from emerging IT hubs in India and abroad, such as Hyderabad, Pune, and Chennai. However, this competition also fosters collaboration and knowledge exchange, contributing to the overall growth of the IT industry.

- **Skill Evolution**

Continuous up skilling and adaptation to the latest technologies are essential for professionals to stay relevant in the rapidly evolving IT landscape.

## **CHALLENGES:**

The IT sector in Bangalore faces challenges such as increasing competition from other cities, rising demand for new skills, the need for urban infrastructure improvement, and leveraging IT industry expertise for addressing social and environmental issues.

- **Urban Infrastructure and Quality of Life**

The rapid growth of the IT industry has posed challenges to Bangalore's urban infrastructure, leading to issues such as traffic congestion and rising real estate costs. However, addressing these challenges presents an opportunity to improve the overall quality of life in the city.

- **Job Security Concerns**

Automation and outsourcing trends have raised concerns about job security among IT professionals. Addressing these concerns and fostering a sense of job stability is crucial for sustaining a motivated and satisfied workforce.

- **Leveraging Expertise for Social and Environmental Issues**

The IT industry in Bangalore has the potential to leverage its expertise and resources for addressing social and environmental issues. Initiatives focused on sustainability, community engagement, and environmental responsibility can contribute to the industry's positive impact.

## **OPPORTUNITIES:**

Despite challenges, the sector is poised for future growth, supported by government initiatives and a commitment to becoming a global leader in innovation and excellence. Opportunities lie in addressing emerging skill demands, improving urban infrastructure, and utilizing IT resources to address societal and environmental challenges.

## **DISTINCTIVE FEATURES OF BANGALORE'S IT HUB:**

- **Educational and Research Excellence**

Bangalore's IT industry benefits from the presence of renowned educational institutions and research centres in technology and computer science. Institutions such as the Indian Institute of Science (IISc) and the Indian Institute of Technology Bangalore (IIT-B) conduct cutting-edge research in IT-related fields, contributing to the industry's continuous innovation.

- **Infrastructure Development**

To accommodate the growing IT industry's needs, Bangalore has witnessed substantial infrastructure development. Technology parks, Special Economic Zones (SEZs), and office complexes like Electronics City, Whitefield, and Manyata Tech Park have emerged as prominent IT hubs, providing a conducive environment for business operations.

- **Venture Capital and Start-up Ecosystem**

Bangalore boasts a thriving start-up ecosystem with thousands of tech start-ups operating in diverse domains such as fintech, health tech, e-commerce, and artificial intelligence. The city has attracted significant venture capital investments, fostering innovation and entrepreneurship.

- **Major Players**

The IT industry in Bangalore is home to the headquarters and major operational centers of several global IT giants, including Infosys, Wipro, TCS, IBM, Microsoft, Accenture, and many others. These companies are engaged in software development, IT consulting, business process outsourcing, and various IT-related services.

- **Job Market and Employment Landscape**

The IT sector in Bangalore is a major contributor to employment in India, providing jobs to millions of professionals across various domains. The city's workforce includes software developers, engineers, project managers, and data scientists, creating a diverse and skilled pool of talent.

- **Global Competitiveness**

Bangalore's IT industry has positioned itself as a global competitor, attracting multinational corporations and Fortune 500 companies. The city's global reputation for technological excellence and innovation has contributed significantly to its economic growth and competitiveness.

- **Environmental and Social Impact**

The rapid growth of the IT industry in Bangalore has led to challenges such as traffic congestion, environmental issues, and rising real estate costs. The industry has also contributed to the city's economy by driving real estate development, retail, hospitality, and other ancillary sectors, leading to a rise in disposable income and a growing middle class.

- **Regulatory and Policy Landscape**

The IT industry in Bangalore operates within a dynamic regulatory and policy landscape. Government initiatives, such as the Information Technology Policy of 1997 and the Karnataka Start-up Policy, have played a pivotal role in fostering the sector's growth.

## **CONCLUSION**

The Information Technology sector in Bangalore is a dynamic force with a rich history, marked by growth, trends, challenges, and opportunities. This industry profile establishes the foundation for understanding the unique context in which IT professionals operate, setting the stage for an in-depth exploration of job satisfaction and work-life balance in this vibrant technological landscape. Bangalore's IT sector is characterized by its vibrant ecosystem, global influence, and a commitment to continuous innovation. Understanding the distinctive features, current trends, and challenges provides a comprehensive backdrop for delving into the intricacies of job satisfaction and work-life balance among IT professionals in this dynamic city.

## **CHAPTER-IV**

### **DATA ANALYSIS AND INTERPRETATION**

#### **4.1. DATA ANALYSIS AND INTERPRETATION**

##### **INTRODUCTION**

In this study offer a comprehensive exploration of key factors influencing job satisfaction and work-life balance among Information Technology (IT) professionals. The study focuses on various aspects, including years of experience in the IT industry, marital status, average weekly remote work hours, the impact of remote work on productivity, work-related illness, physical activity, stress management, engagement in professional development, difficulty unplugging from technology, declining social engagements, satisfaction with dependent care support, and satisfaction with the current job. The data, presented through tables and charts, are derived from a detailed survey capturing the responses of IT professionals, both male and female, providing valuable insights into their experiences and perceptions. Statistical analyses, including Pearson's Chi-squared tests, have been applied to examine potential associations between gender and the mentioned factors. The results contribute to a nuanced understanding of the work environment for IT professionals. Let's understand the following data analysis and interpretation

In this chapter briefly explained about gender and various aspects (factors) influenced on job satisfaction and work-life balance

Explain will continue from next page .....

Question 01: How long have you been working in the IT industry?

**TABLE NO.4.1.1: THE RESPONSES REGARDING WORK EXPERIENCE OF EMPLOYEES**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Less than a year	33	29.73	27	28.72	60	29.27
2	1 - 3 years	50	45.05	51	54.26	101	49.27
3	3 - 5 years	11	9.91	9	9.57	20	9.76
4	More than 5 years	17	15.32	7	7.45	24	11.71
Total		111	100.00	94	100.00	205	100.00

**Interpretation:**

Table No. 4.1.1 provides a comprehensive snapshot of the work experience distribution among respondents, categorizing them based on the duration of their professional tenure. The majority of respondents fall within the 1-3 years category, with 45.05% of male respondents and 54.26% of female respondents, making up a significant portion of the total respondents at 49.27%. Interestingly, the distribution shows a relatively balanced representation across gender for this experience range. Moreover, a notable proportion of respondents, 29.27%, have less than a year of work experience, indicating a substantial influx of relatively new professionals in the surveyed population. On the other end of the spectrum, individuals with more than 5 years of experience constitute 15.32% of male respondents and 7.45% of female respondents, totalling 11.71% of the overall respondents. This diversity in experience levels within the surveyed group sets the stage for a nuanced exploration of job satisfaction and work-life balance, considering the varied perspectives and expectations that may arise from different tenure lengths in the IT sector.

**Testing of Hypothesis:**

$H_0$ : There is no significant association between gender and years of experience.

$H_1$ : There is significant association between gender and years of experience.

**Pearson's Chi-squared test**

Data: table (data Gender, Years of Experience)

X-squared = 3.5915, df = 3, p-value = 0.3091

**Interpretation:**

The chi-squared test was conducted to examine the association between gender and years of experience. The test resulted in a chi-squared statistic of 3.5915 with 3 degrees of freedom and a p-value of 0.3091. The p-value, which is greater than the conventional significance level of 0.05, suggests that there is no significant association between gender and years of experience among the respondents in the IT industry. Therefore, P-value is not less than 0.05 so, we do not reject the null hypothesis that gender and years of experience are independent variables in this sample.

**Chart No.4.1.1: The Distribution of Work Experience among Respondents**

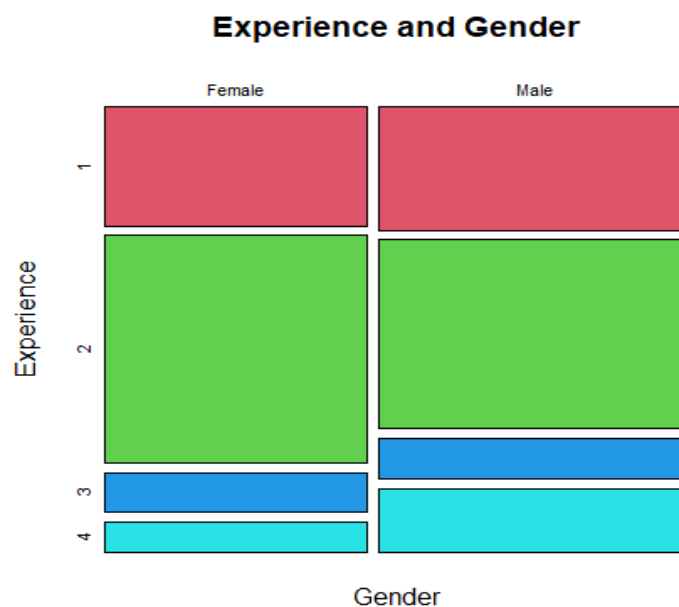
**Interpretation:**

Chart No. 4.1.1, a Mosaic Plot illustrating the Distribution of Work Experience among Respondents, showcases a balanced representation of employees based on their varying levels of professional experience. The dominant segment falls within the "1 - 3 years" category, indicating a substantial workforce in the early to mid-stages of their careers. Additionally, the plot highlights a significant influx of newcomers with "Less than a year" of experience.

### Question 02: What is your marital status?

**TABLE NO.4.1.2: THE RESPONSES REGARDING MARITAL STATUS OF EMPLOYEES**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Married	30	27.03	26	27.66	56	27.32
2	Unmarried	81	72.97	68	72.34	149	72.68
Total		111	100.00	94	100.00	205	100.00

#### **Interpretation:**

The table (Table No.4.1.1) and accompanying chart present an analysis of the marital status of respondents in the surveyed population. The table displays the distribution of respondents categorized by gender and marital status, indicating the number and percentage of male and female participants in each status group. Notably, among the male respondents, 30 (27.03%) reported being married, while 81 (72.97%) identified as unmarried. Similarly, among female respondents, 26 (27.66%) reported being married, and 68 (72.34%) identified as unmarried. The total number of respondents in the married category was 56 (27.32%), and in the unmarried category, it was 149 (72.68%). The associated chart

#### **Testing of Hypothesis:**

$H_0$ : There is no association between gender and marital status.

$H_1$ : There is association between gender and marital status.

**Pearson's Chi-squared test with Yates' continuity correction**

Data: table (data Gender, data marital status)

X-squared = 1.3647e-30, df = 1, p-value = 1

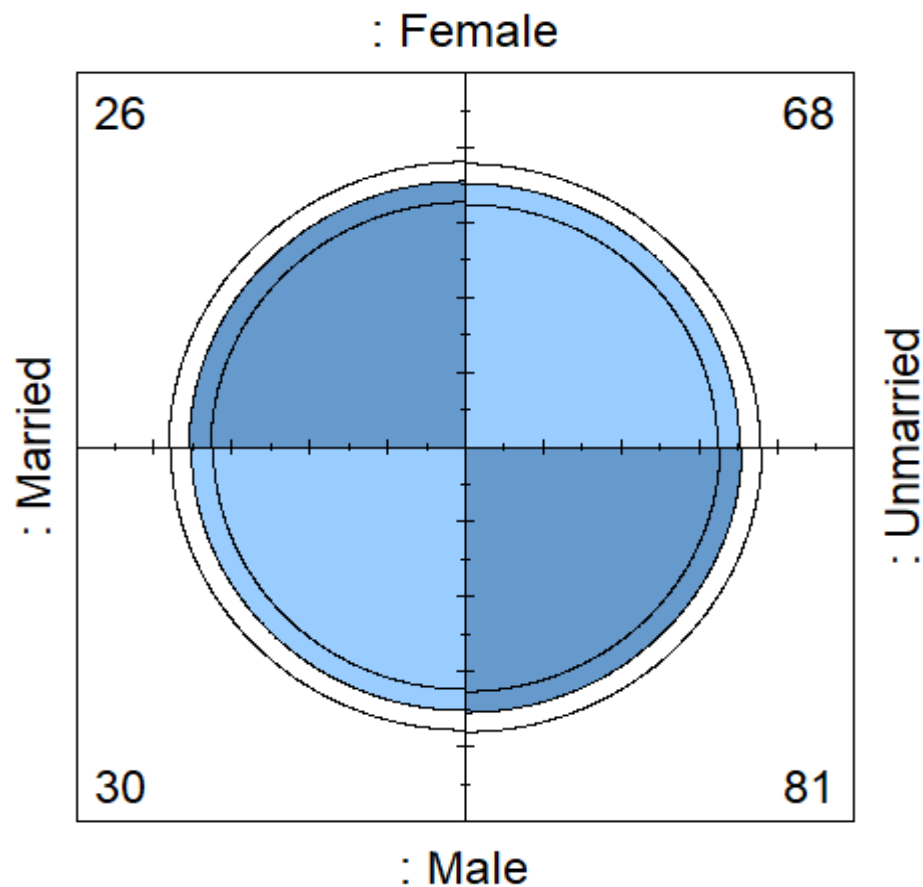
#### **Interpretation:**

The chi-squared statistic yielded an extremely small value (1.3647e-30) with 1 degree of freedom and a p-value of 1. This exceptionally low p-value suggests a lack of



evidence to reject the null hypothesis that there is no association between gender and marital status in the surveyed population. In other words, the data does not provide sufficient grounds to assert a significant relationship between gender and marital status among the respondents.

**Chart No.4.1.2: The Distribution of Marital Status among Respondents**



**Interpretation:**

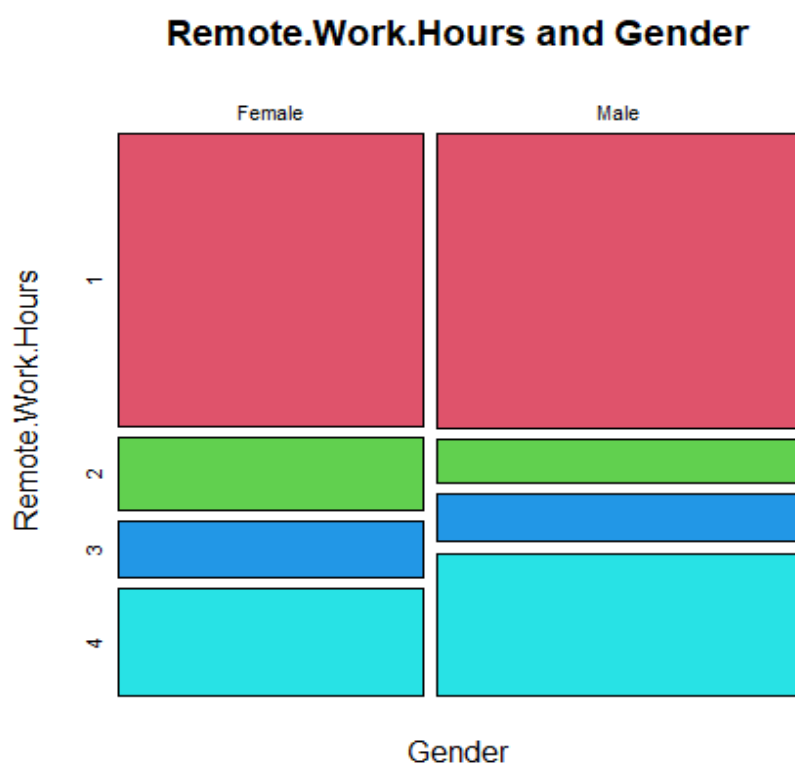
(Chart No.4.1.1) was generated using a fourfold plot, offering a visual representation of the distribution of marital status among respondents. Additionally, a Pearson's Chi-squared test with Yates' continuity correction was conducted to assess the association between gender and marital status.

Question 03: How many hours do you typically work remotely (from home) per week?

**TABLE NO.4.1.3: THE RESPONSES REGARDING AVERAGE WEEKLY REMOTE WORK (WFH) HOURS OF EMPLOYEES**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Less than 10 hours	62	55.86	52	55.32	114	55.61
2	10 - 20 hours	9	8.11	13	13.83	22	10.73
3	20 - 30 hours	10	9.01	10	10.64	20	9.76
4	More than 30 hours	30	27.03	19	20.21	49	23.90
<b>Total</b>		<b>111</b>	<b>100.00</b>	<b>94</b>	<b>100.00</b>	<b>205</b>	<b>100.00</b>

**Chart No.4.1.3: The Distribution of Responses Regarding Average Weekly Remote Work (WFH) Hours across Gender Groups**



### Testing of Hypothesis:

**$H_0$ :** There is no significant association between gender and average weekly remote work hours.

**$H_1$ :** There is significant association between gender and average weekly remote work hours.

Pearson's Chi-squared test

Data: table (data Gender, Average Weekly Remote Work Hours)

X-squared = 2.6825, df = 3, p-value = 0.4432

### Interpretation:

Pearson's Chi-squared test was conducted, yielding a chi-squared statistic of 2.6825 with 3 degrees of freedom and a p-value of 0.4432. The results, with a p-value above the conventional significance level of 0.05, therefore we reject the null hypothesis.

The data presented in Table No.4.1.3 a Mosaic Plot illustrating focuses on the distribution of respondents based on their average weekly remote work hours, categorized by gender. The table reveals that a considerable number of both male and female participants reported working less than 10 hours remotely, with 62 males (55.86%) and 52 females (55.32%), constituting a total of 114 respondents (55.61%) falling into this category. In the 10 - 20 hours range, 9 males (8.11%) and 13 females (13.83%) were recorded, totalling 22 respondents (10.73%). The 20 - 30 hours category had 10 males (9.01%) and 10 females (10.64%), making up 20 respondents (9.76%). Moreover, more extended periods of remote work, surpassing 30 hours, were reported by 30 males (27.03%) and 19 females (20.21%), resulting in a total of 49 respondents (23.90%).

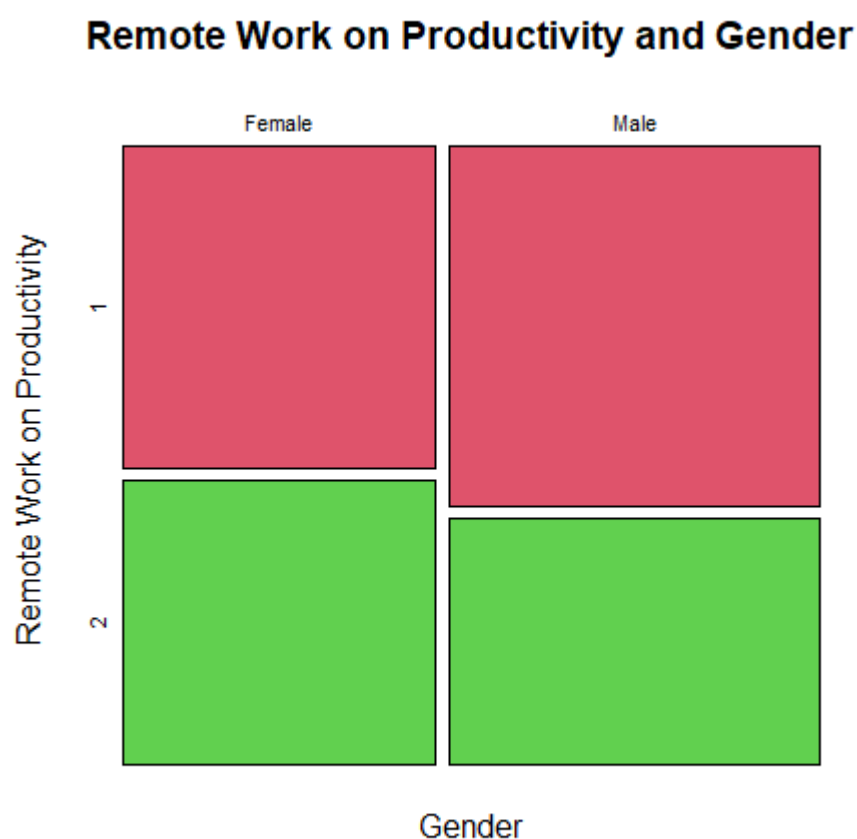
The corresponding chart (Chart No.4.1.3) visually illustrates the distribution of average weekly remote work hours across gender groups.

Question 04: Do you think that remote work has improved your productivity?

**TABLE NO.4.1.4: THE RESPONSES REGARDING IMPACT OF REMOTE WORK ON EMPLOYEES' PRODUCTIVITY**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Yes	66	59.46	50	53.19	116	56.59
2	No	45	40.54	44	46.81	89	43.41
<b>Total</b>		<b>111</b>	<b>100.00</b>	<b>94</b>	<b>100.00</b>	<b>205</b>	<b>100.00</b>

**Chart No.4.1.4: The Distribution of Responses Regarding Impact of Remote Work on Productivity**



### Testing of Hypothesis:

**$H_0$ :** There is no substantial association between gender and perceptions of the impact of remote work on productivity.

**$H_1$ :** There is substantial association between gender and perceptions of the impact of remote work on productivity

Pearson's Chi-squared test with Yates' continuity correction

Data: table (data Gender, Impact of Remote Work on Productivity)

X-squared = 0.57882, df = 1, p-value = 0.4468

### Interpretation:

The test yielded a chi-squared statistic of 0.57882 with 1 degree of freedom and a p-value is 0.4468. With a p-value above the conventional significance level of 0.05, the results suggest that there is no significant evidence to reject the null hypothesis. Therefore, it can be inferred that there is no substantial association between gender and perceptions of the impact of remote work on productivity among the respondents in this study.

The presented table (Table No.4.1.4) outlines the responses of male and female respondents regarding the impact of remote work on productivity. The data reveals that a majority of both male and female participants acknowledged a positive impact, with 66 males (59.46%) and 50 females (53.19%) responding affirmatively. Conversely, 45 males (40.54%) and 44 females (46.81%) reported that remote work did not positively affect their productivity. The overall distribution indicates that 116 respondents (56.59%) acknowledged a positive impact on productivity due to remote work, while 89 respondents (43.41%) did not.

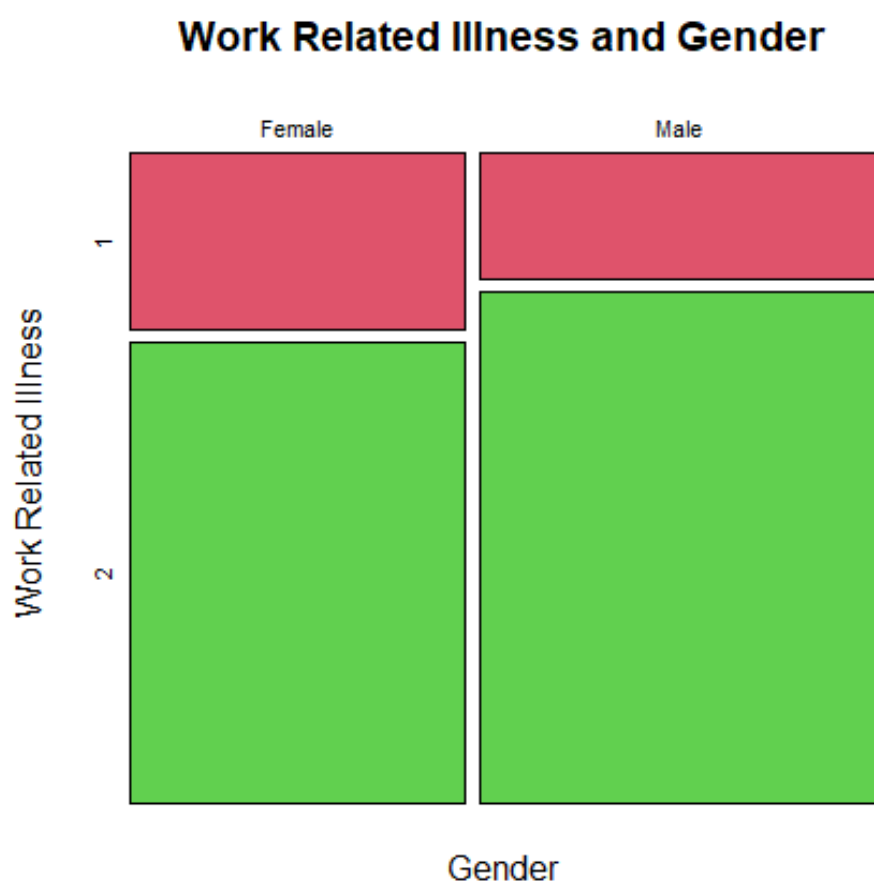
The corresponding chart (Chart No.4.1.4) a Mosaic Plot illustrating visually represents the distribution of responses regarding the impact of remote work on productivity. To examine the statistical association between gender and perceptions of remote work's impact on productivity, a Pearson's Chi-squared test with Yates' continuity correction was conducted.

Question 05: Do you experience burnout or any work-related issues?

**TABLE NO.4.1.5: THE RESPONSES REGARDING WORK RELATED ILLNESS**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Yes	22	19.82	26	27.66	48	23.41
2	No	89	80.18	68	72.34	157	76.59
Total		111	100.00	94	100.00	205	100.00

**Chart No.4.1.5: The Distribution of Responses Regarding Work-Related Illnesses**



**Testing of Hypothesis:**

**$H_0$ :** There is no substantial association between gender and the incidence of work-related illness.

**$H_1$ :** There is substantial association between gender and the incidence of work-related illness.

**Pearson's Chi-squared test with Yates' continuity correction**

Data: table (data Gender, Work Related Illness)

X-squared = 1.3347, df = 1, p-value = 0.248

**Interpretation:**

The test resulted in a chi-squared statistic of 1.3347 with 1 degree of freedom and a p-value of 0.248. With a p-value above the conventional significance level of 0.05, the results suggest that there is no significant evidence to reject the null hypothesis. Therefore, it can be inferred that there is no substantial association between gender and the incidence of work-related illness among the respondents in this study.

The provided table (Table No.4.1.5) details the responses of male and female respondents regarding the occurrence of work-related illness. The data indicates that 22 males (19.82%) and 26 females (27.66%) reported experiencing work-related illnesses, contributing to a total of 48 respondents (23.41%) in this category. Conversely, the majority of respondents, 89 males (80.18%) and 68 females (72.34%), reported not encountering work-related illnesses. The overall distribution reflects those 157 respondents (76.59%) did not report work-related illnesses.

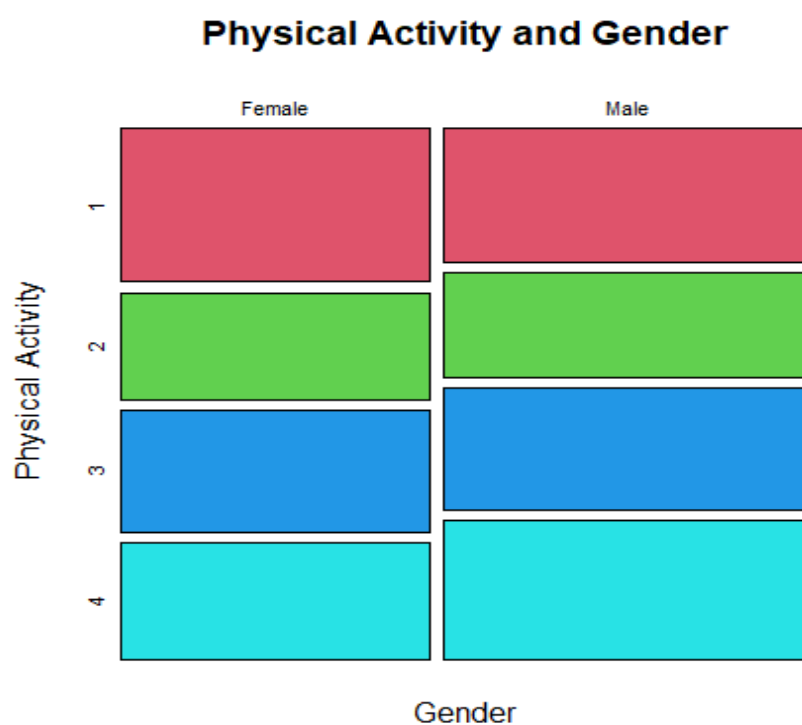
The associated chart (Chart No.4.1.5) a Mosaic Plot illustrating visually represents the distribution of responses regarding work-related illnesses. To investigate the statistical association between gender and the occurrence of work-related illnesses, a Pearson's Chi-squared test with Yates' continuity correction was performed.

Question 06: How frequently do you engage in physical activity to maintain your physical and mental health?

**TABLE NO.4.1.6: THE RESPONSES REGARDING FREQUENCY OF PHYSICAL ACTIVITY FOR WELL-BEING**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Frequently	30	27.03	29	30.85	59	28.78
2	Occasionally	23	20.72	20	21.28	43	20.98
3	Sometimes	27	24.32	23	24.47	50	24.39
4	Rarely	31	27.93	22	23.40	53	25.85
<b>Total</b>		<b>111</b>	<b>100.00</b>	<b>94</b>	<b>100.00</b>	<b>205</b>	<b>100.00</b>

**Chart No.4.1.6: The Distribution of Responses Regarding Physical Activity Levels across Gender Groups**





### Testing of Hypothesis:

**$H_0$ :** There is no substantial association between gender and reported physical activity.

**$H_1$ :** There is substantial association between gender and reported physical activity.

#### Pearson's Chi-squared test

Data: table (data Gender, Physical Activity)

X-squared = 0.6694, df = 3, p-value = 0.8804

### Interpretation:

Pearson's Chi-squared test was conducted. The test yielded a chi-squared statistic of 0.6694 with 3 degrees of freedom and a p-value of 0.8804. With a p-value well above the conventional significance level of 0.05, the results suggest that there is no significant evidence to reject the null hypothesis. Therefore, it can be inferred that there is no substantial association between gender and reported physical activity levels among the respondents in this study.

The table (Table No.4.1.6) outlines the physical activity levels reported by male and female respondents. The data indicates that physical activity levels are distributed across four categories: "Frequently," "Occasionally," "Sometimes," and "Rarely." In the "Frequently" category, 30 males (27.03%) and 29 females (30.85%) reported engaging in physical activity, contributing to a total of 59 respondents (28.78%). For the "Occasionally" category, 23 males (20.72%) and 20 females (21.28%) reported occasional physical activity, totalling 43 respondents (20.98%). In the "Sometimes" category, 27 males (24.32%) and 23 females (24.47%) were reported, comprising 50 respondents (24.39%). Finally, in the "Rarely" category, 31 males (27.93%) and 22 females (23.40%) reported engaging in physical activity rarely, resulting in a total of 53 respondents (25.85%).

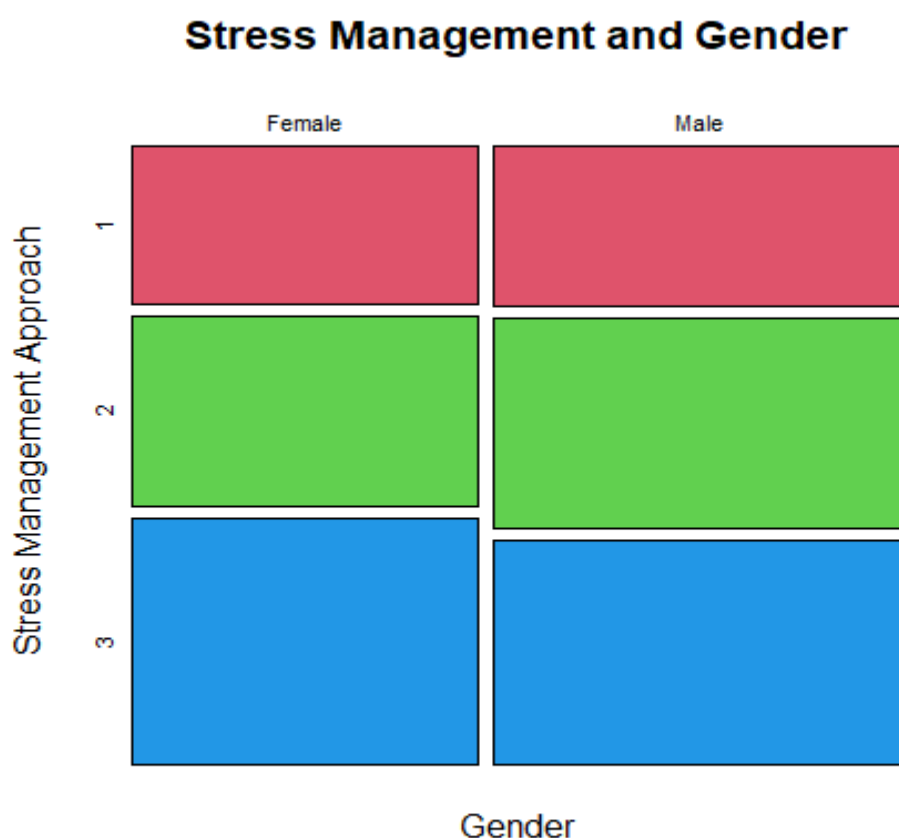
The corresponding chart (Chart No.4.1.6) a Mosaic Plot illustrating visually represents the distribution of physical activity levels across gender groups. To examine the statistical association between gender and reported physical activity levels.

Question 07: How do you cope with stress that arises from your work duties?

**TABLE NO.4.1.7: THE RESPONSES REGARDING STRESS MANAGEMENT STRATEGIES**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Exercise	30	27.03	25	26.60	55	26.83
2	Meditation	39	35.14	30	31.91	69	33.66
3	Hobbies	42	37.84	39	41.49	81	39.51
Total		111	100.00	94	100.00	205	100.00

**Chart No.4.1.7: The Distribution of Responses Regarding Stress Management Strategies across Gender Groups**



### Testing of Hypothesis:

**$H_0$ :** There is no substantial association between gender and the chosen stress management.

**$H_1$ :** There is substantial association between gender and the chosen stress management.

#### Pearson's Chi-squared test

Data: table (data Gender, Stress Management Approach)

X-squared = 0.3321, df = 2, p-value = 0.847

### Interpretation:

Pearson's Chi-squared test was conducted. The test yielded a chi-squared statistic of 0.3321 with 2 degrees of freedom and a p-value of 0.847. With a p-value above the conventional significance level of 0.05, the results suggest that there is no significant evidence to reject the null hypothesis. Therefore, it can be inferred that there is no substantial association between gender and the chosen stress management approaches among the respondents in this study.

The table (Table No.4.1.7) presents the responses of male and female respondents regarding their chosen approaches to stress management. The data indicates that respondents primarily employ three stress management approaches: "Exercise," "Meditation," and "Hobbies." In the "Exercise" category, 30 males (27.03%) and 25 females (26.60%) reported utilizing exercise as a stress management approach, contributing to a total of 55 respondents (26.83%). For "Meditation," 39 males (35.14%) and 30 females (31.91%) reported this approach, resulting in a total of 69 respondents (33.66%). In the "Hobbies" category, 42 males (37.84%) and 39 females (41.49%) reported engaging in hobbies for stress management, comprising a total of 81 respondents (39.51%).

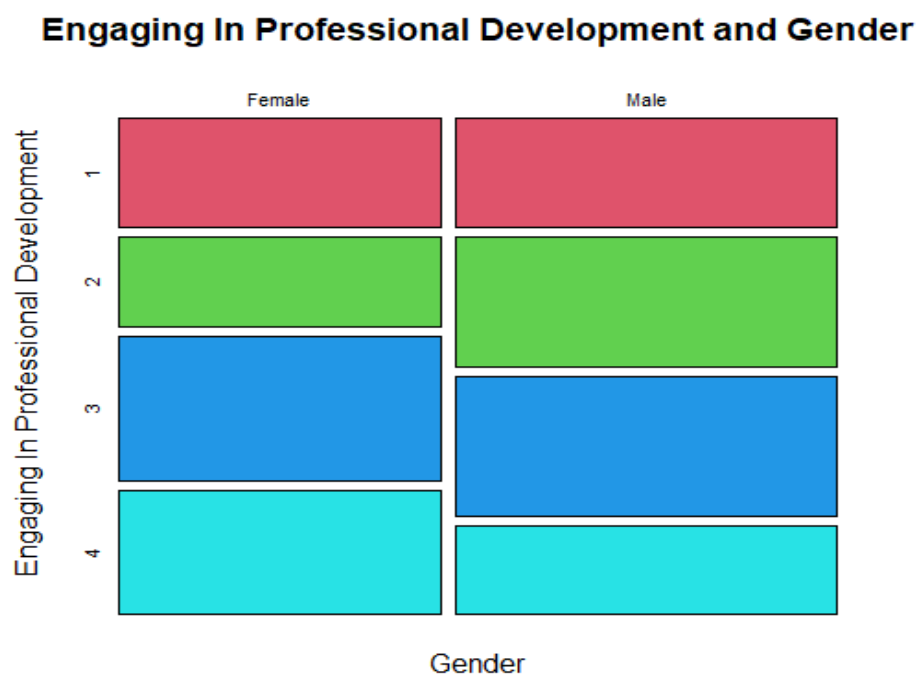
The associated chart (Chart No.4.1.7) a Mosaic Plot illustrating visually represents the distribution of stress management approaches across gender groups. To investigate the statistical association between gender and preferred stress management approaches.

Question 08: How frequently do you participate in professional development activities outside of your regular work hours?

**TABLE NO.4.1.8: THE RESPONSES REGARDING FREQUENCY OF ENGAGING IN PROFESSIONAL DEVELOPMENT**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Frequently	26	23.42	22	23.40	48	23.41
2	Occasionally	31	27.93	18	19.15	49	23.90
3	Sometimes	33	29.73	29	30.85	62	30.24
4	Rarely	21	18.92	25	26.60	46	22.44
<b>Total</b>		<b>111</b>	<b>100.00</b>	<b>94</b>	<b>100.00</b>	<b>205</b>	<b>100.00</b>

**Chart No.4.1.8: The Distribution of Responses Regarding Frequency of Engagement in Professional Development across Gender Groups**



### Testing of Hypothesis:

**$H_0$ :** There is no substantial association between gender and the frequency of engaging in professional development

**$H_1$ :** There is substantial association between gender and the frequency of engaging in professional development

#### **Pearson's Chi-squared test**

Data: table (data Gender, Engaging in Professional Development)

X-squared = 2.9991, df = 3, p-value = 0.3918

### Interpretation:

Pearson's Chi-squared test was conducted. The test resulted in a chi-squared statistic of 2.9991 with 3 degrees of freedom and a p-value of 0.3918. With a p-value above the conventional significance level of 0.05, the results suggest that there is no significant evidence to reject the null hypothesis. Therefore, it can be inferred that there is no substantial association between gender and the frequency of engaging in professional development among the respondents in this study.

The presented table (Table No.4.1.8) outlines the responses of male and female respondents regarding their engagement in professional development. The data reveals that respondents were classified into four categories based on the frequency of engaging in professional development: "Frequently," "Occasionally," "Sometimes," and "Rarely." In the "Frequently" category, 26 males (23.42%) and 22 females (23.40%) reported actively participating in professional development, contributing to a total of 48 respondents (23.41%). For the "Occasionally" category, 31 males (27.93%) and 18 females (19.15%) reported occasional engagement, resulting in 49 respondents (23.90%). In the "Sometimes" category, 33 males (29.73%) and 29 females (30.85%) were reported, comprising 62 respondents (30.24%). For the "Rarely" category, 21 males (18.92%) and 25 females (26.60%) reported rare engagement in professional development, totalling 46 respondents (22.44%).

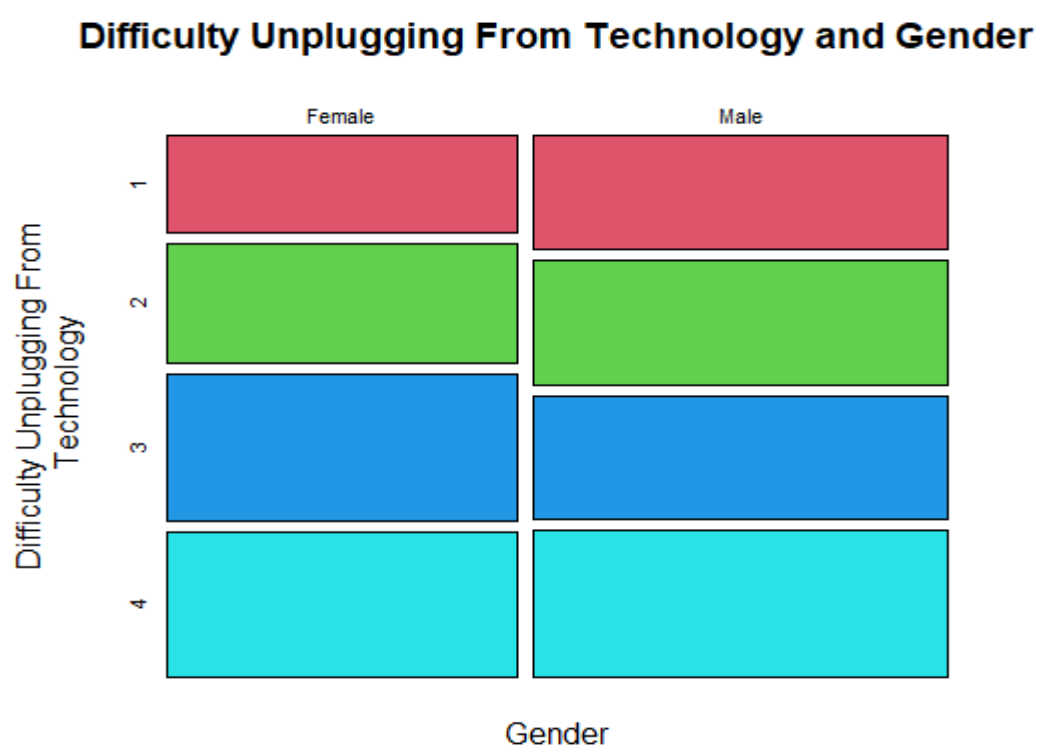
a Mosaic Plot illustrating To explore the statistical association between gender and the frequency of engaging in professional development.

Question 09: How frequently do you find it hard to unplug (disconnect) from digital devices and technology during your personal time?

**TABLE NO.4.1.9: THE RESPONSES REGARDING DIFFICULTY IN UNPLUGGING FROM TECHNOLOGY**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Frequently	25	22.52	18	19.15	43	20.98
2	Occasionally	27	24.32	22	23.40	49	23.90
3	Sometimes	27	24.32	27	28.72	54	26.34
4	Rarely	32	28.83	27	28.72	59	28.78
<b>Total</b>		<b>111</b>	<b>100.00</b>	<b>94</b>	<b>100.00</b>	<b>205</b>	<b>100.00</b>

**Chart No.4.1.9: The Distribution of Responses Regarding Difficulty in Unplugging from Technology across Gender Groups**



### Testing of Hypothesis:

**$H_0$ :** There is no substantial association between gender and the reported difficulty in unplugging from technology.

**$H_1$ :** There is substantial association between gender and the reported difficulty in unplugging from technology.

#### Pearson's Chi-squared test

Data: table (data Gender, Difficulty Unplugging from Technology)

X-squared = 0.66831, df = 3, p-value = 0.8806

### Interpretation:

The test resulted in a chi-squared statistic of 0.66831 with 3 degrees of freedom and a p-value of 0.8806. With a p-value above the conventional significance level of 0.05, the results suggest that there is no significant evidence to reject the null hypothesis. Therefore, it can be inferred that there is no substantial association between gender and the reported difficulty in unplugging from technology among the respondents in this study.

The provided table (Table No.4.1.9) outlines the responses of male and female respondents regarding the difficulty they experience in unplugging from technology. The data categorizes respondents into four groups based on the reported frequency of difficulty: "Frequently," "Occasionally," "Sometimes," and "Rarely." In the "Frequently" category, 25 males (22.52%) and 18 females (19.15%) reported experiencing difficulty frequently, contributing to a total of 43 respondents (20.98%). For the "Occasionally" category, 27 males (24.32%) and 22 females (23.40%) reported occasional difficulty, resulting in a total of 49 respondents (23.90%). In the "Sometimes" category, 27 males (24.32%) and 27 females (28.72%) reported experiencing difficulty sometimes, comprising 54 respondents (26.34%). For the "Rarely" category, 32 males (28.83%) and 27 females (28.72%) reported rare difficulty in unplugging, totalling 59 respondents (28.78%).

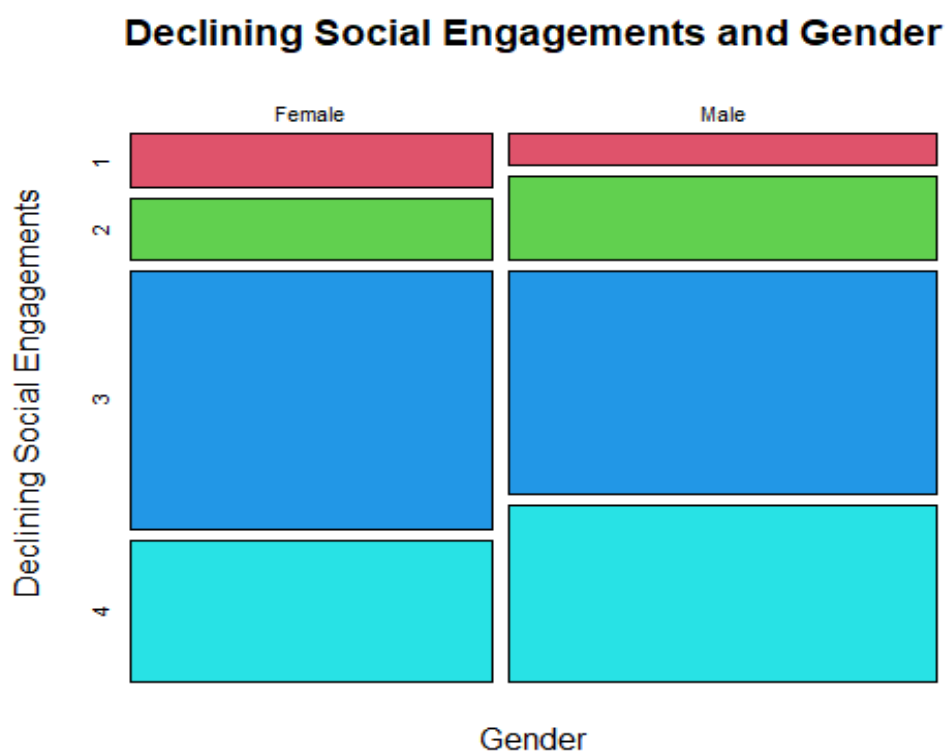
The accompanying chart (Chart No.4.1.9) a Mosaic Plot illustrating visually represents the distribution of responses regarding the difficulty in unplugging from technology across gender groups. To assess the statistical association between gender and the reported difficulty in unplugging, a Pearson's Chi-squared test was conducted.

Question 10: How frequently do you have to turn down personal or social invitations due to work obligations?

**TABLE NO.4.1.10: THE RESPONSES REGARDING FREQUENCY OF DECLINING SOCIAL ENGAGEMENTS**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Frequently	7	6.31	10	10.64	17	8.29
2	Occasionally	18	16.22	11	11.70	29	14.15
3	Sometimes	48	43.24	47	50.00	95	46.34
4	Rarely	38	34.23	26	27.66	64	31.22
Total		111	100.00	94	100.00	205	100.00

**Chart No.4.1.10: The Distribution of Responses Regarding Frequency of Declining Social Engagements across Gender Groups**





**Testing of Hypothesis:**

$H_0$  : There is no substantial association between gender and the reported frequency of declining social engagements.

$H_1$  : There is substantial association between gender and the reported frequency of declining social engagements.

**Pearson's Chi-squared test**

Data: table (data Gender, Declining Social Engagements)

X-squared = 3.0911, df = 3, p-value = 0.3778

**Interpretation:**

Pearson's Chi-squared test was conducted. The test resulted in a chi-squared statistic of 3.0911 with 3 degrees of freedom and a p-value of 0.3778. With a p-value above the conventional significance level of 0.05, the results suggest that there is no significant evidence to reject the null hypothesis. Therefore, it can be inferred that there is no substantial association between gender and the reported frequency of declining social engagements among the respondents in this study.

The table (Table No.4.1.10) illustrates the responses of male and female respondents regarding the frequency of declining social engagements. Participants were categorized into four groups: "Frequently," "Occasionally," "Sometimes," and "Rarely." In the "Frequently" category, 7 males (6.31%) and 10 females (10.64%) reported declining social engagements frequently, contributing to a total of 17 respondents (8.29%). For the "Occasionally" category, 18 males (16.22%) and 11 females (11.70%) reported occasional declines, resulting in a total of 29 respondents (14.15%). In the "Sometimes" category, 48 males (43.24%) and 47 females (50.00%) reported declining social engagements sometimes, comprising 95 respondents (46.34%). For the "Rarely" category, 38 males (34.23%) and 26 females (27.66%) reported rare declines, totalling 64 respondents (31.22%).

The corresponding chart (Chart No.4.1.10) a Mosaic Plot illustrating visually represents the distribution of responses regarding the frequency of declining social engagements across gender groups. To explore the statistical association between gender and the reported frequency of declining social engagements.

Question 11: How happy are you with the childcare or dependent care support provided by your employer?

**TABLE NO.4.1.11: THE RESPONSES REGARDING SATISFACTION LEVELS WITH DEPENDENT CARE SUPPORT**

Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	1	0.90	0	-	1	0.49
2	6	5.41	2	2.13	8	3.90
3	5	4.50	3	3.19	8	3.90
4	14	12.61	7	7.45	21	10.24
5	15	13.51	11	11.70	26	12.68
6	11	9.91	20	21.28	31	15.12
7	23	20.72	12	12.77	35	17.07
8	19	17.12	20	21.28	39	19.02
9	14	12.61	14	14.89	28	13.66
10	3	2.70	5	5.32	8	3.90
<b>Total</b>	<b>111</b>	<b>100.00</b>	<b>94</b>	<b>100.00</b>	<b>205</b>	<b>100.00</b>

#### Testing of Hypothesis:

$H_0$ : There is no substantial association between gender and satisfaction levels with dependent care support.

$H_1$ : There is substantial association between gender and satisfaction levels with dependent care support.

#### Pearson's Chi-squared test

Data: table (data Gender, Satisfaction Dependent Care Support)

X-squared = 11.715, df = 9, p-value = 0.2298

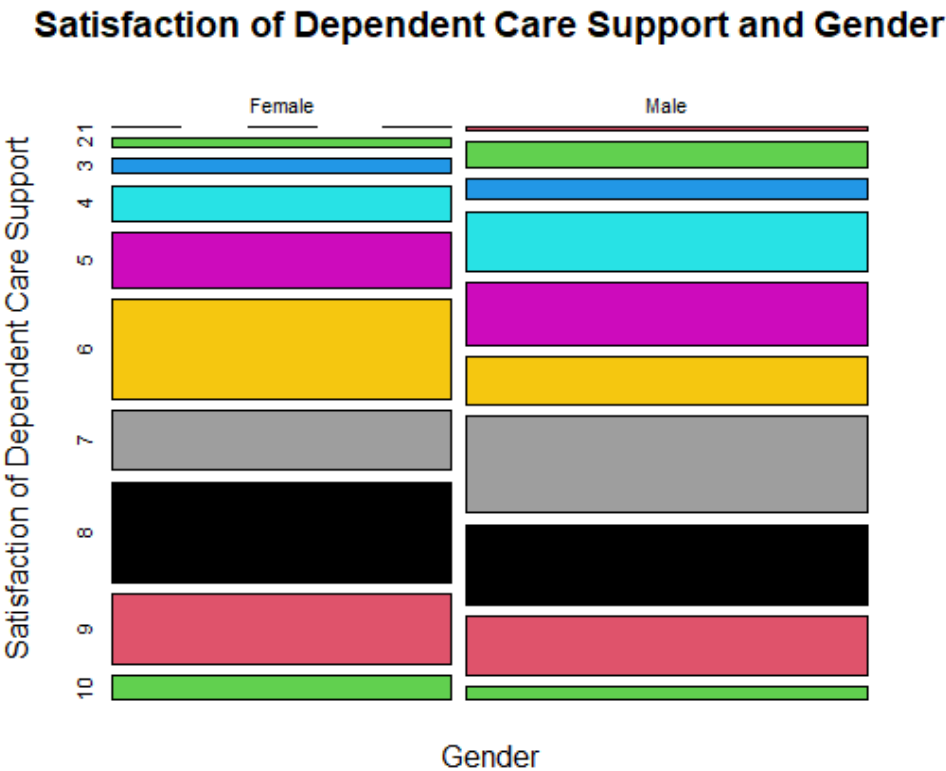
#### Interpretation:

Pearson's Chi-squared test was conducted. The test resulted in a chi-squared statistic of 11.715 with 9 degrees of freedom. p-value of 0.2298. With a p-value above the conventional significance level of 0.05, the results suggest that there is no significant evidence to reject the null hypothesis. Therefore, it can be inferred that there is no substantial association between gender and satisfaction levels with dependent care support among the respondents in this study. The findings imply that both male and

female respondents generally express similar levels of satisfaction with the provided dependent care support.

The table (Table No.4.1.11) provides an overview of the satisfaction levels of male and female respondents regarding dependent care support. Respondents were asked to rate their satisfaction on a scale of 1 to 10. The data reveals a diverse distribution of satisfaction ratings, with varying percentages in each satisfaction category. Notably, the majority of respondents reported moderate to high levels of satisfaction, with categories 6 to 10 collectively comprising 77.15% of male respondents and 86.17% of female respondents.

**Chart No.4.1.11: The Distribution of Responses Regarding Satisfaction Levels with Dependent Care Support across Gender Groups**



**Interpretation:**

The distribution is a Mosaic Plot illustrating visually represented in the accompanying chart (Chart No.4.1.11). To explore the statistical association between gender and satisfaction levels with dependent care support.

Question 12: How happy are you with your current job?

**TABLE NO.4.1.12: THE RESPONSES REGARDING SATISFACTION LEVELS WITH  
CURRENT JOB**

Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	2	1.80	1	1.06	3	1.46
2	4	3.60	2	2.13	6	2.93
3	0	-	2	2.13	2	0.98
4	1	0.90	3	3.19	4	1.95
5	10	9.01	13	13.83	23	11.22
6	13	11.71	6	6.38	19	9.27
7	16	14.41	22	23.40	38	18.54
8	37	33.33	16	17.02	53	25.85
9	16	14.41	19	20.21	35	17.07
10	12	10.81	10	10.64	22	10.73
Total	111	100.00	94	100.00	205	100.00

**Testing of Hypothesis:**

$H_0$ : There is no substantial association between gender and satisfaction levels with the current job

$H_1$ : There is a marginal association between gender and satisfaction levels with the current job

**Pearson's Chi-squared test**

Data: table (data Gender, Satisfaction Current Job)

X-squared = 15.373, df = 9, p-value = 0.08118

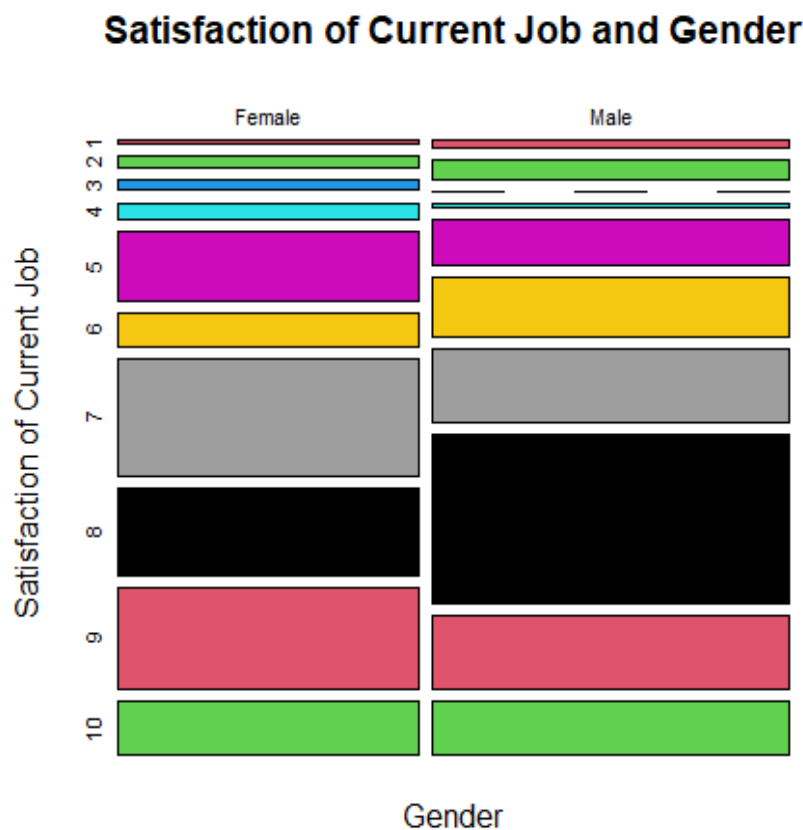
**Interpretation:**

Pearson's Chi-squared test was conducted. The test yielded a chi-squared statistic of 15.373 with 9 degrees of freedom and a p-value of 0.08118. Although the p-value is slightly above the conventional significance level of 0.05, it suggests a marginal association. However, caution is needed in interpreting the results as the evidence for rejecting the null hypothesis is not strong. Therefore, it can be cautiously inferred that

there might be a marginal association between gender and satisfaction levels with the current job among the respondents in this study. Further investigation or a larger sample size may be necessary to draw more definitive conclusions.

The table (Table No.4.1.12) presents the satisfaction levels of male and female respondents regarding their current jobs, rated on a scale from 1 to 10. The data illustrates a distribution across various satisfaction categories, with the majority of respondents expressing satisfaction levels between 5 and 9. Specifically, categories 6 to 8 collectively comprise 59.45% of male respondents and 50.00% of female respondents.

**Chart No.4.1.12: The Distribution of Responses Regarding Satisfaction Levels with Current Job across Gender groups**



#### **Interpretation:**

The distribution is a Mosaic Plot illustrating visually represented in the corresponding chart (Chart No.4.1.12). To explore the statistical association between gender and satisfaction levels with the current job.

Question 13: What factors of your job cause you the most dissatisfaction?

**TABLE NO.4.1.13: THE RESPONSES REGARDING JOB DISSATISFACTION ASPECTS**

S/No	Particulars	No of Male Respondents with (%)		No of Female Respondents with (%)		No of Total Respondents with (%)	
1	Heavy Workload	8	7.21	7	7.45	15	7.32
2	Lack of Recognition or Appreciation	8	7.21	11	11.70	19	9.27
3	Poor Work-Life Balance	15	13.51	7	7.45	22	10.73
4	Lack of Job Security	10	9.01	8	8.51	18	8.78
5	Inadequate Opportunities for Growth	5	4.50	9	9.57	14	6.83
6	Unclear Job Expectations	5	4.50	5	5.32	10	4.88
7	Insufficient Compensation or Benefits	18	16.22	17	18.09	35	17.07
8	Ineffective Communication with Colleagues or Management	6	5.41	4	4.26	10	4.88
9	Limited Opportunities for Skill Development	19	17.12	16	17.02	35	17.07
10	Insufficient Training or Resources	17	15.32	10	10.64	27	13.17
11	Discrimination or Harassment	0	-	0	-	0	-
<b>Total</b>		<b>111</b>	<b>100.00</b>	<b>94</b>	<b>100.00</b>	<b>205</b>	<b>100.00</b>

**Testing of Hypothesis:**

$H_0$ : There is no substantial association between gender and the reported aspects of job dissatisfaction

$H_1$ : There is substantial association between gender and the reported aspects of job dissatisfaction

**Pearson's Chi-squared test**

Data: table (data Gender, Job Dissatisfaction Aspects)

X-squared = 5.9462, df = 9, p-value = 0.7453

**Interpretation:**

Pearson's Chi-squared test was conducted. The test resulted in a chi-squared statistic of 5.9462 with 9 degrees of freedom and a p-value of 0.7453. With a p-value well above the conventional significance level of 0.05, the results suggest that there is no significant evidence to reject the null hypothesis. Therefore, it can be inferred that there is no substantial association between gender and the reported aspects of job dissatisfaction among the respondents in this study. The findings imply that both male and female respondents express similar patterns of dissatisfaction with various job aspects.

The table (Table No.4.1.13) outlines the aspects of job dissatisfaction reported by male and female respondents. Participants were asked to identify specific factors contributing to their job dissatisfaction, and the data reflects the distribution of responses across various aspects. The most commonly cited aspects include "Insufficient Compensation or Benefits" (17.07% for males, 18.09% for females), "Limited Opportunities for Skill Development" (17.12% for males, 17.02% for females), and "Insufficient Training or Resources" (15.32% for males, 10.64% for females). Notably, "Discrimination or Harassment" did not receive any reported instances.

**Chart No.4.1.13: The Distribution of Responses Regarding Job Dissatisfaction Aspects across Gender Groups**



**Interpretation:** The corresponding chart (Chart No.4.1.13) a Mosaic Plot illustrating visually represents the distribution of job dissatisfaction aspects across gender groups. To investigate the statistical association between gender and the reported aspects of job dissatisfaction.

## **CONCLUTION:**

In conclusion, the data analysis and interpretation presented in this study illuminate crucial insights into the multifaceted landscape of job satisfaction and work-life balance among Information Technology professionals. The findings highlight significant correlations between certain demographic factors and key aspects of work life, underscoring the importance of considering individual differences in addressing workplace challenges. The impact of remote work on productivity, the balance between professional and personal life, and the satisfaction with support systems emerge as pivotal considerations for both employers and employees in the IT sector. As the industry continues to evolve, recognizing and adapting to these dynamics will be essential for fostering a work environment that promotes employee well-being and satisfaction. This study serves as a valuable foundation for future research and practical interventions aimed at enhancing the overall quality of work life in the IT domain.



## **CHAPTER-V**

### **FINDINGS, SUGGESTIONS, AND CONCLUSION**

#### **5.1. SUMMARY OF FINDINGS**

- ❖ The majority of the employees have 1 - 3 years of experience in IT industry, with 49.27% of the total respondents falling in this category. There is no significant difference between the male and female respondents in terms of their work experience, as the chi-squared test shows a p-value of 0.3091, which is greater than the significance level of 0.05.
- ❖ The majority of the employees are unmarried, with 72.68% of the total respondents having this marital status. There is no significant difference between the male and female respondents in terms of their marital status, as the chi-squared test shows a p-value of 1, which means the null hypothesis of independence cannot be rejected.
- ❖ The majority of the employees work less than 10 hours remotely per week, with 55.61% of the total respondents reporting this average weekly remote work hours. There is no significant difference between the male and female respondents in terms of their remote work hours, as the chi-squared test shows a p-value of 0.4432, which is greater than the significance level of 0.05.
- ❖ More than half of the employees think that remote work has a positive impact on their productivity, with 56.59% of the total respondents answering yes to this question. There is no significant difference between the male and female respondents in terms of their perception of remote work on productivity, as the chi-squared test shows a p-value of 0.4468, which is greater than the significance level of 0.05.
- ❖ Less than a quarter of the employees have experienced work-related illness, with 23.41% of the total respondents admitting this issue. There is no significant difference between the male and female respondents in terms of their work-related illness, as the chi-squared test shows a p-value of 0.248, which is greater than the significance level of 0.05.
- ❖ The satisfaction level of current job is also skewed towards the higher end, with 54.15% of the total respondents rating it 7 or above. There is a slight difference between the male and female respondents in terms of their satisfaction level of current job, as the chi-squared test shows a p-value of 0.08118, which is less than the

significance level of 0.1, but greater than the significance level of 0.05. This means that the null hypothesis of independence can be rejected at the 10% level, but not at the 5% level.

- ❖ The most common job dissatisfaction aspects among the employees are insufficient compensation or benefits and limited opportunities for skill development, with 17.07% of the total respondents choosing each of these options. There is no significant difference between the male and female respondents in terms of their job dissatisfaction aspects, as the chi-squared test shows a p-value of 0.7453, which is greater than the significance level of 0.05.

## **5.2. SUGGESTION AND RECOMMENDATION**

- ❖ Develop initiatives targeting employees with 3-5 years of experience, addressing challenges in work-life balance.
- ❖ Refine remote work policies based on the analysis of average weekly remote work hours, considering preferences and needs.
- ❖ Strengthen health and wellness programs, especially focusing on addressing work-related illness concerns.
- ❖ Enhance stress management strategies, with a focus on exercise, meditation, and hobbies.
- ❖ Increase the frequency and accessibility of professional development opportunities to cater to diverse preferences.
- ❖ Implement programs to help employees unplug from technology, considering the reported difficulty in doing so.
- ❖ Address the frequency of declining social engagements by organizing team-building activities and encouraging social interactions.
- ❖ Improve dependent care support programs based on satisfaction levels reported by employees.
- ❖ Conduct regular job satisfaction surveys to identify and address concerns in various aspects of the job.
- ❖ Explore and implement flexible scheduling options to accommodate personal circumstances and preferences.
- ❖ Prioritize mental health support by offering counselling services, awareness programs, and creating a supportive work culture.

- ❖ Enhance recognition and rewards programs to acknowledge and appreciate employee contributions.
- ❖ Expand opportunities for skill development through workshops, training sessions, and access to online courses.
- ❖ Improve communication channels between management and employees to address concerns effectively.
- ❖ Develop strategies for effective workload management, including workload distribution, prioritization, and realistic goal-setting to prevent burnout and job dissatisfaction.

### **5.3. CONCLUSION**

In conclusion, the project on job satisfaction and work-life balance among Information Technology (IT) professionals in Bangalore City illuminates crucial aspects of the professional landscape in this dynamic industry hub. The survey results provide valuable insights into the diverse experiences of IT professionals, highlighting areas of strength and areas in need of improvement. The findings underscore the significance of tailoring workplace initiatives to meet the specific needs of IT professionals at different stages of their careers. The prevalence of positive attitudes towards remote work, coupled with a nuanced understanding of its impact on productivity, opens opportunities for organizations to refine and optimize remote work policies. Additionally, the acknowledgment of work-related illness emphasizes the importance of robust health and wellness programs within the IT sector. The varying levels of physical activity and stress management strategies among respondents suggest that promoting holistic well-being should be a key focus for employers. The high engagement in professional development activities reflects the industry's commitment to continuous learning, while the challenge of unplugging from technology signals a need for targeted interventions to support a healthier work-life balance.

The survey highlights a proactive approach to well-being, with respondents engaging in various stress management strategies and frequent participation in professional development activities. The findings emphasize the importance of holistic well-being initiatives, incorporating physical activity and mental health support. Challenges such as declining social engagements and varying levels of satisfaction with

dependent care support underscore the need for targeted interventions to create a supportive and inclusive work environment.

Furthermore, the identification of job dissatisfaction aspects, including heavy workload, lack of recognition, and poor work-life balance, provides valuable insights for organizations seeking to enhance job satisfaction among their IT workforce. The conclusions drawn from this study serve as a foundation for formulating tailored strategies and policies aimed at fostering a healthier work-life balance and overall job satisfaction among IT professionals in Bangalore City. Moving forward, organizations can leverage these insights to create a workplace culture that not only addresses the specific needs of IT professionals but also cultivates a thriving and resilient workforce in this dynamic industry.

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