

# A Study on Investing the Role of HR in Promoting work Life Balance for Employees

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## Abstract

As a result of rising work demands, new technologies, and shifting employee expectations, work-life balance has become an important issue for contemporary enterprises. Workers' health and productivity on the workplace are heavily influenced by how well they handle their work, personal, and social obligations. When it comes to creating and enforcing rules that encourage a good work-life balance, human resources departments play a crucial role. The purpose of this research is to examine how human resources may help workers achieve a better work-life balance. The study's overarching goal is to determine whether HR strategies like remote work, flexible hours, leave policies, and wellness initiatives actually increase employee happiness and output. Finding out how workers feel about these programs and what obstacles they encounter in trying to strike a work-life balance are other goals of the research.

## Introduction

Human resources are seen as more than just a production aspect in today's fast-paced corporate world; they are seen as a key to competitive advantage. Diverse backgrounds, increasing reliance on technology, and ever-evolving demands in both work and personal life define today's workforce. In this setting, the idea of work-life balance (WLB) is becoming more important. Having a good work-life balance is being able to juggle all of your personal obligations, such as those to your family, health, and friends, without letting your professional life take over.

Separation of responsibilities at work and at home was the norm in the past. The lines between these formerly distinct fields, however, have blurred due to globalization, digitization, and heightened rivalry. Global cooperation, mobile technology, and remote work systems have raised the expectation that employees would be available outside of regular business hours. There has been an uptick in stress, burnout, and work-life conflicts as a result of these innovations, despite the fact that they have enhanced productivity and flexibility.

Since worldwide events like the COVID-19 epidemic have altered labor patterns, the significance of work-life balance has increased dramatically. With the rise of remote and hybrid work models, companies faced new possibilities and threats. There was an increase in mental pressure and longer work hours as a result of employees' inability to withdraw from work, even if they gained flexibility. The critical need of companies establishing formal rules to encourage a good work-life balance has been brought to light by this incident.

A key component in meeting this problem is human resource management (HRM). It is the responsibility of human resources departments to create, roll out, and oversee policies that promote the health and happiness of its employees. They ensure that workers' physical and emotional well-being are not compromised while corporate goals are met, serving as a link between the two. The goal of human resources departments is to provide an inclusive workplace where workers are appreciated, inspired, and able to maintain a healthy work-life balance. In addition to helping workers, work-life balance is good for businesses. People are more invested, productive, and dedicated to their work when they

have a good work-life balance. Their reduced absence and turnover rates help organizations save money. In addition, companies that care about their workers' happiness tend to have a good reputation as an employer, which helps them recruit the best and brightest.

Workload, corporate culture, managerial support, job role, and individual coping methods are some of the elements that impact work-life balance. Of these, human resources policies and practices are among the most influential on workers' perceptions and experiences. Employee support programs, wellness initiatives, paid leave policies, flexible work schedules, and remote work are all examples of effective human resources interventions that may greatly enhance work-life balance.

One of the most common human resources techniques to encourage a healthy work-life balance is the introduction of more flexible work arrangements. To better manage their personal commitments, employees are given the option to work from multiple places or set their own working hours through these agreements. Employees are able to take care of themselves and their families without worrying about losing their jobs thanks to leave programs including sick leave, maternity leave, and paternity leave.

Building a positive work environment is another critical part of human resources' job. Staff morale and productivity may take a major uptick in an environment that values their time away from the office and promotes honest dialogue. A work-life balance is impossible to achieve without effective time management and stress management abilities, both of which HR can provide through training programs.

### Research Gap

The topic of work-life balance has received a lot of attention recently, but there are still some significant holes in the research. Studies frequently fail to consider how successfully HR policies, such as flexible working hours, leave arrangements, and wellness programs, are put into practice and used by employees in actual corporate contexts, instead focusing on their

availability. Many studies focus on corporate aims rather than practical outcomes, therefore there is a lack of study on workers' real perspectives and experiences. Furthermore, there has been a lack of in-depth exploration of the strategic role of HR in actively supporting and sustaining projects related to work-life balance

### Objectives of the Study

- To study the role of Human Resource (HR) practices in promoting work-life balance among employees.
- To understand the concept and importance of work-life balance among employees.
- To identify various HR initiatives (flexible working hours, leave policies, remote work, wellness programs) that support work-life balance.
- To examine employees' level of awareness regarding work-life balance policies.
- To analyze employee satisfaction with HR practices related to work-life balance.

### Research Methodology

- **Research Design:** Descriptive and analytical
- **Data Source:** Primary and secondary data
- **Sample Size:** 165 employees
- **Sampling Technique:** Simple random sampling / stratified sampling
- **Data Collection Tool:** Structured questionnaire
- **Statistical Tools:** Percentage analysis, mean, correlation, regression analysis

### Limitations of the Study

- The data is gathered from the selected area of the people
- The data collected for the analysis may or may not provide accurate results
- The analysed data may not provide to take accurate decision making
- The sample collected for the analysis is very small

## Review of Literature

### **Employees' perceptions on the relationship between human resource management practices and employee turnover by Sandeep Basnyat, Chi Sio Clarence Lao, (Dec 2019):**

The goal of this article is to look at how hotel workers feel about HRM procedures and how it affects their plans to leave. Approach, methodology, and design The empirical data for this research came from fifteen participants who had worked at different hotels in Macau, China, and were interviewed via in-depth semi-structured interviews. In order to decipher the results of the interviews, the theme analysis method was used. Findings Hotel workers place a higher importance on the manner in which their HR department manages and executes policies and procedures that are employee-oriented, according to this study's results.

### **How socially responsible human resource management fosters work engagement: the role of perceived organizational support and affective organizational commitment by Sara Pimenta, Ana Patrícia Duarte, (June 2023):**

Employees' importance as organizational stakeholders has been brought to light in recent years via initiatives to strengthen the ties between CSR and HRM. This research seeks to examine the potential relationship between workers' perceptions of employee-focused practices in socially responsible human resource management (SR-HRM) and their level of engagement at work (WE). The potential roles of emotional commitment (AC) and perceived organizational support (POS) in elucidating this connection were also investigated in this study.

### **Employee Voice, Supervisor Support, and Engagement: The Mediating Role of Trust by Peter Holland, Brian Cooper, (Aug 2016):**

Research shows that employee engagement positively affects organizational and employee performance, making it one of the most sought-after topics in human resource management (HRM). Despite the abundance of literature on involvement, few studies have focused on important factors including supervisor support,

voice, and trust. We looked at how trust mediates the links between supervisor support and direct voice and the level of involvement that nurses report. An online survey was sent to 1,039 nurses in Australia, and the data was evaluated using structural equation modeling

### **Conflict Resolution in Team: Analyzing the of Conflicts and Best Skills for Resolution by**

Tawfig Khidir Ibnouf Adham, (Aug 2023): The purpose of this research was to examine and evaluate strategies and skills for successful team conflict management. A variety of conflict resolution abilities were discovered and classified into several domains by an exhaustive literature study. The first area of focus was on how important it is to be emotionally aware and culturally aware while resolving conflicts. The significance of creating a welcoming and supportive team environment to help resolve conflicts was highlighted in the second domain. The importance of being able to resolve disagreements effectively via the provision of constructive criticism was highlighted in the third domain.

### **A Critical Review of Contemporary Trends and Challenges in Human Resource Management by**

Ranyia Ali, Shafeeq Ahmed Ali, (Oct 2023): From its humble beginnings as an administrative function, human resource management (HRM) has grown into a vital ally in achieving company objectives. This development is a result of changes in economics, culture, and technology. To drive home the point, this scholarly article takes a look at the latest HRM trends and difficulties. By facilitating evidence-based decision-making, enhancing recruiting, and raising employee engagement, HR analytics and AI have revolutionized HRM.

### **Sustainable Human Resource Management with Saliency of Stakeholders: A Top Management Perspective by Maria Järnlström, Sinikka Vanhala, (aug 2016):**

This article examines the ways in which senior managers pinpoint and rank stakeholders in sustainable human resource management (HRM), as well as how they define sustainable HRM and the areas of responsibility that fall under it. As part of their

research, the Finnish HR Barometer gathered the factual data. Justice and equality, open HR practices, profitability, and employee well-being are the four pillars that emerge from a qualitative examination of sustainable HRM. Legal and ethical, management, societal, and economic responsibilities are also highlighted.

### Data Analysis and Interpretation

#### Hypothesis Testing

H0: There is no significant relationship between employee awareness of work-life balance policies and employee satisfaction.

H1: There is a significant relationship between employee awareness of work-life balance policies and employee satisfaction.

#### Observed Values

Category	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	Column Total
Yes	33	61	21	13	4	132
No	4	11	10	4	4	33
Row Total	37	72	31	17	8	165

#### Expected Values

Category	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	Column Total
Yes	30	58	25	14	6	132
No	7	14	6	3	2	33
Row Total	37	72	31	17	8	165

$$\text{Expected Values} = \frac{CT \times RT}{GT}$$

CT = Column Total

RT = Row Total

GT = Grand Total

$$\text{Chi-Square Test} = \frac{\sum (O V - E V)^2}{E V}$$

O V = Observed Values

E V = Expected Values

$$\text{Degree of Freedom} = (R-1)(C-1) = (2-1)(5-1) = 1 \times 4 = 4$$

Level of Significance is 5% i.e. 0.05

Tabular Value is = 9.49

Chi-Square Test value is 0.032

#### Interpretation

From the above data we can state that, calculated chi-square value is less than the tabular value (i.e.  $0.032 < 9.49$ ). So we accept the Null Hypothesis and Reject the Alternative Hypothesis.

#### Hypothesis – II

H0: Employee satisfaction is not significantly affected by HR practices related to work-life balance.

H1: Employee satisfaction is significantly affected by HR practices related to work-life balance.

#### Observed Values

Category	Flexible working hours	Remote work	Leave policies	Wellness programs	Row Total
Highly Satisfied	20	12	4	1	37
Satisfied	31	22	14	5	72
Neutral	6	5	16	4	31
Dissatisfied	3	3	3	8	17
Highly Dissatisfied	1	1	2	4	8
Column Total	61	43	39	22	

Expected Values

Category	Flexible working hours	Remote work	Leave policies	Wellness programs	Row Total
Highly Satisfied	14	10	9	5	37
Satisfied	27	19	17	10	72
Neutral	11	8	7	4	31
Dissatisfied	6	4	4	2	17
Highly Dissatisfied	3	2	2	1	8
Column Total	61	43	39	22	165

$$\text{Expected Values} = \frac{CT \times RT}{GT}$$

CT = Column Total

RT = Row Total

GT = Grand Total

$$\text{Chi - Square Test} = \sum \frac{(O V - E V)^2}{E V}$$

O V = Observed Values

E V = Expected Values

$$\text{Degree of Freedom} = (R-1)(C-1) = (5-1)(4-1) = 4 \times 3 = 12$$

Level of Significance is 5% i.e. 0.05

Tabular Value is = 26.296

Chi - Square Test value is 2.57

### Interpretation

From the above data we can state that, calculated chi-square value is less than the tabular value (i.e.  $2.57 < 26.296$ ). So we accept the Null Hypothesis and Reject the Alternative Hypothesis.

### Findings

- The majority belong to the age group of 25–35 years, with 72 respondents constituting 44% of the sample. This indicates that most participants are young adults and middle-aged individuals. The age group of 36–45 years includes 40 respondents, accounting for 24% of the total respondents. Respondents who are Below 25 years are 38 in number, representing 23% of the sample. The least number of respondents belong to the Above 45 years category, with only 15 respondents making up 9% of the total sample.
- 92 respondents are male, constituting 56% of the sample, while 73 respondents are female, accounting for 44% of the respondents.
- 91 respondents are married, constituting 55% of the sample, while 74 respondents are single, accounting for 45% of the respondents.
- The majority are Graduates, with 67 respondents constituting 41% of the sample. This is followed by Postgraduates, with 58 respondents accounting for 35%. Respondents with Undergraduate qualifications are 28 in number, representing 17% of the total respondents, while 12 respondents belong to the Others category, making up 7% of the sample.
- The majority have 1–3 years of work experience, with 61 respondents constituting 37% of the sample. Respondents with 3–5 years of experience are 46 in number, accounting for 28%, while 33 respondents have more than 5 years of experience, representing 20% of the sample. The least number of respondents, 25 respondents (15%), have less than 1 year of work experience.
- The highest number belong to the Operations department, with 48 respondents constituting 29% of the sample. This is followed by the Finance department, which includes 41 respondents accounting for 25% of the total respondents. Respondents from the HR department are 32 in number, representing 19%, while 29 respondents (18%) belong to the Marketing department. The remaining 15 respondents (9%) fall under the Others category.
- 132 respondents, constituting 80%, stated that they are aware of the WLB policies, while 33 respondents (20%) reported that they are not aware of such policies.

- 118 respondents, constituting 72%, stated that flexible working hours are available, while 47 respondents, accounting for 29%, reported that such flexibility is not available.
- 71 respondents (43%) stated that remote working options are available, while 55 respondents (33%) reported that such options are available only sometimes. In contrast, 39 respondents (24%) indicated that remote working options are not available.
- 126 respondents, constituting 76%, stated that the organization provides sufficient leave policies, while 39 respondents (24%) expressed that the leave policies are not sufficient.
- The majority, 67 respondents (41%), expressed Agree, indicating that they are able to maintain a balance between their professional and personal lives. 48 respondents (29%) Strongly Agree with the statement, showing a high level of satisfaction regarding work-life balance. Meanwhile, 26 respondents (16%) remained Neutral, neither agreeing nor disagreeing with the statement. 17 respondents (10%) Disagree, and 7 respondents (4%) Strongly Disagree, indicating that a smaller proportion of respondents experience difficulty in balancing work and personal responsibilities.
- The majority, 71 respondents (43%), expressed Agree, indicating that they believe HR policies positively support their work-life balance. 42 respondents (26%) Strongly Agree with the statement, reflecting a high level of satisfaction with the organization's HR policies. Meanwhile, 29 respondents (18%) remained Neutral, showing neither positive nor negative opinions. 15 respondents (9%) Disagree, and 8 respondents (5%) Strongly Disagree, indicating that a smaller section of respondents feel that HR policies do not adequately support their work-life balance.
- The majority, 59 respondents (36%), expressed Agree, indicating that their workload permits them to maintain family time. 36 respondents (22%) Strongly Agree with the statement, showing a positive perception regarding workload management and family life balance. Meanwhile, 33 respondents (20%) remained Neutral, suggesting moderate or mixed opinions on the issue. 25 respondents (15%) Disagree, and 12 respondents (7%) Strongly Disagree, indicating that a section of respondents feel their workload negatively affects the time they can spend with their families.
- The majority, 63 respondents (38%), expressed Agree, indicating that they perceive managerial support for maintaining work-life balance. 51 respondents (31%) Strongly Agree with the statement, reflecting a high level of satisfaction with the support provided by managers. Meanwhile, 24 respondents (15%) remained Neutral, indicating neither positive nor negative opinions regarding managerial support. 18 respondents (11%) Disagree, and 9 respondents (6%) Strongly Disagree, suggesting that some respondents feel their managers do not adequately support work-life balance.
- 58 respondents (35%) Strongly Agree that they feel stressed due to work pressure, while 54 respondents (33%) Agree with the statement. 21 respondents (13%) remained Neutral, indicating neither agreement nor disagreement regarding work-related stress. 20 respondents (12%) Disagree, and 12 respondents (7%) Strongly Disagree, suggesting that a smaller proportion of respondents do not experience significant stress from work pressure.
- The majority, 72 respondents (44%), reported being Satisfied with the HR initiatives implemented for supporting work-life balance. 37 respondents (22%) stated that they are Highly Satisfied, indicating a positive perception of the organization's HR efforts. Meanwhile, 31 respondents (19%) remained Neutral, reflecting moderate or mixed opinions regarding the effectiveness of these initiatives. 17 respondents (10%) expressed Dissatisfaction, and 8 respondents (5%) were Highly Dissatisfied, indicating that a smaller

section of employees are not fully satisfied with the HR initiatives related to work-life balance.

- A significant majority of 149 respondents (90%) stated that work-life balance does affect their productivity, while only 16 respondents (10%) reported that it does not.
- The majority, 61 respondents (37%), identified Flexible Working Hours as the most helpful HR initiative. This is followed by Remote Work, preferred by 43 respondents (26%), indicating that employees value flexibility in choosing their work location. Leave Policies were considered most helpful by 39 respondents (24%), while 22 respondents (13%) selected Wellness Programs as the most beneficial initiative.
- The highest proportion, 56 respondents (34%), stated that they Sometimes work beyond office hours. 51 respondents (31%) reported that they Often work beyond office hours, while 24 respondents (15%) indicated that they Always do so. 25 respondents (15%) stated that they Rarely work beyond office hours, and only 9 respondents (6%) reported that they Never work extra hours.

### Suggestions

- While most workers are aware of rules that promote work-life balance, some respondents are still in the dark. To make sure all workers are aware of and able to make use of the company's HR rules and perks, the business should hold frequent awareness programs, seminars, orientations, and internal communication campaigns.
- Organizations should look for ways to implement remote work and flexible hours, as they were the most beneficial HR efforts. Employee morale, stress levels, and output can all benefit from more leeway in work schedules.
- Some workers have complained that they are either sometimes or never given the chance to work remotely. In order to foster productive hybrid or remote work environments, organizations should establish

transparent rules on remote work and offer employees with the necessary technology assistance.

- Work pressure and the need to put in extra hours outside of normal business hours caused stress for many employees. If management is serious about preventing burnout and improving work-life balance, they should allocate tasks appropriately, set reasonable deadlines, and have enough personnel on hand.
- There is room for improvement in wellness programs, as they were not as highly preferred. To improve the health of their employees, companies might provide programs for stress management, counseling, exercise, meditation, and mental health assistance.
- Management training should focus on helping managers understand the personal and professional difficulties their workers face, promote open communication, and embrace supportive leadership approaches; all of which have a positive impact on employees' ability to maintain a healthy work-life balance.
- Human resources should take employee input and evolving work circumstances into account when reviewing and updating rules on work-life balance on a regular basis. Regular staff satisfaction surveys can reveal problem areas and solutions.
- A company's culture should support reasonable work-life balance and prevent employees from working too many hours each week. Staff members should be motivated to take advantage of vacation plans and strike a healthy work-life balance.
- Organizations should institute measures to alleviate stress, including adaptable work schedules, systems to assist teams, opportunities for recreation, and employee engagement initiatives, since the majority of respondents said that stress is caused by job pressure.
- Organizations should include work-life balance (WLB) programs into their HR

strategy to boost organizational effectiveness, employee performance, job satisfaction, and retention rates. Most workers agree that WLB affects productivity.

### Conclusion

Employee happiness, health, and output are all positively affected by work-life balance (WLB), according to the research. Based on the results, it seems that most people are aware of the company's rules on work-life balance and are happy with the HR efforts put in place to help workers. Important elements that contribute favorably to employees' personal and professional balance are flexible working hours, remote work opportunities, and appropriate leave policies. The majority of workers in the survey also felt that HR rules and management assistance helped them strike a good work-life balance. Meanwhile, many respondents mentioned feeling stressed out from having too much work to do and working late into the night, which suggests that there are obstacles to achieving a healthy work-life balance.

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