



# A Study of Work-Life Balance in Tata Consultancy Services

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## ABSTRACT

*Work-life balance shows the degree to which an employee feels satisfied by having his or her needs met in both work and non-work aspects of life. Work life balance defines the relationship between one's work life and the commitments in the rest of the personal life, and how they impact on each another. In the modern era of technology and accessibility, organizations have begun to provide their employees with cooperative ways to balance their work and other roles through benefits like flexible working hours. Recently, the expectations of the employees from their job have been changed. The companies must work harder to keep up and to retain the outstanding employees. This is important in order to sustain in the cut throat competition. Tata Consultancy Services pays more attention to the work life balance of its employees. Tata Consultancy Services believes that the employees who can achieve better work life balance, work more efficiently with more commitment towards the organization and leads to the fulfillment of the organizational objectives[1].*

**KEYWORDS:** Work life balance, Employees, Satisfied, Policies, Organization, Work, Personal life.

## 1. INTRODUCTION

In today's era of globalization, no company is safe. Every firm is struggling to achieve stability. The stability or sustainability can be achieved through the human resource of the organization. Only motivated human resources are responsible for the success of the organization. And hence they are also called as the human capital or human assets of the organization. Unlike other assets, this asset does not depreciate with time. In fact, it gets better with time when proper strategies are implemented by the management. One such strategy is Work Life Balance.

Work life balance is the kind of harmony that a worker strikes between professional career and social engagements with the hope to achieve organizational productivity, while social, family, communal commitments as explained in the following Figure1.

Most of the organizations have institutionalized systems and policies that ensure that employees enjoy family as well as social engagements in spite of their hectic professional careers.

It is well established fact that work life balance has the impact on the effectiveness of employee performance. If the organizations want their employees to work for them for a longer period of time and shows the effective performance then balancing work and personal life of the employees is the key. This also increases the employee commitment and loyalty. This in turn leads to greater productivity and profitability.

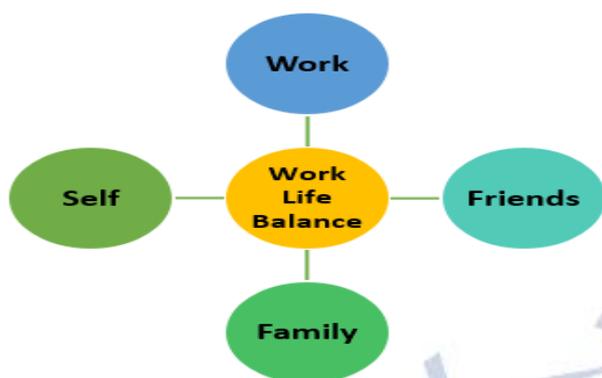


Figure1: Work Life Balance of the employees in the organization

## OBJECTIVES

The main objective of the present research paper is the study of Work life balance in Tata Consultancy Services.

- i. *Data Collection*- The data for the present research has been collected through the primary as well as secondary data collection methods. For the collection of primary data total 17 middle management and junior management level employees of Tata Consultancy Services in India. They have been interviewed one to one basis. For the collection of secondary data, the website of the company Tata Consultancy Services is referred.
- ii. *Sampling*- The sampling technique used for the present research is convenience sampling method of non-probability sampling.

## 2.RELATED WORK

[5] One of the important parts of study is review of literature because it helps in formulating the methodology of the study, finding out the cause-and-effect relationship of the study and exploring the existing research gap. Literature reviews provide a multipurpose guide to a particular topic. A literature review is a critical and in-depth evaluation of previous research.

Murphy (2003) observes that drainage of an organization intellectual capital due to loss of key employees is a global problem. Employees are the valuable assets of the organization; it is the organizations duty to attain its target by fulfilling the employees needs. Retaining the existing employees by satisfying their needs can attract new talented

employees to the organization which is beneficial for the future growth of the organization.

[6] enlightens that work life balance is difficult to measure exactly since it involves personal aspects, the employees have to differentiate their work lives with personal life's perfectly without any overlapping. The work domain and personal domains should be clearly differentiated in order to overcome work -life conflict, since it is the human aspect under purview which is ever changing not predictable with accuracy.

[7] emphasize that now a day's work-life used to begin at 20 and ends at 62 whereas in olden days it starts at 16 and ends at the age of 70 in most working personnel. Thus, the average length of life of last 80 years will be associated with the changes in the work-life history People Chapter 2 Literature Review 16 used to reach older ages with health permitting to enjoy leisure and image of the retirement years.

[8] analyses that work-life conflict is a greater source of work-family conflict. In which personal and family lives interfere with work is for few hours but when work interfere it last in life. When work becomes overload or not manageable it interferes in personal life, thus it become difficult to attain a balance between the work and life. The employees should always manage their work in time to avoid such conflicts.

## 3. WHY IS WORK-LIFE BALANCE SO IMPORTANT?

In today's speedy paced world, the ability to achieve work life balance is becoming more and more difficult. Employers have higher expectations of employees, and we are putting more pressure on ourselves to deliver better results. But when did it become acceptable for our 10am to 7pm working day to become 9am to 8pm? Many of us have allowed this to happen, maintaining work life balance is not only important for your personal health and relationships, but it can also improve the efficiency of your work performance. If you need further convincing - familiarize yourself with the below three reasons.[9]

### A.Our susceptibility to burnout decreases

At the same time as, occasional stress is normal for every job, burnouts are certainly not. According to Help Guide, burnouts occur "when you unable to meet constant demands". Burnout has a negative impact on all aspect of your life, including your personal and

social life. Work-life balance is crucial because it allows you to separate job and home, allowing you to leave work stress at work and not follow you home. Allowing job stress to pervade your personal life is one of the most telling signs that you are failing to achieve work-life balance. If this is occurring to you, speak with your management about it or devise a plan to avoid burnout as a result of your professional obligations[10].

#### *B. Wherever attention is required, it is given*

With a balance between work and home, comes greater control of where your focus remains. If you leave your work at the office, your full attention will be on your home life and giving your relationships the attention in which they deserve. When spending time with your partner, children or friends, your mind should be only focused on the experience you are having, rather than thinking of work along with. Similarly, if you are in the office, greater focus should be paid on the tasks at hand. In turn, this makes you a more efficient worker and you achieving a various benefit of a work life balance [11].

#### *C. We experience fewer health problems*

It's no secret that when we are run tired, stressed or suffer. Healthline explains that "stress can cause a variety of symptoms and can affect your overall health and wellbeing", from less serious conditions such as the flu, respiratory or digestive problems to more serious health issues. Either way, the fact that stress can impact your health so much is even more of a reason as to why maintaining a healthy work life balance is important. Taking the time to look after yourself by exercising, eating well and relaxing can contribute to limiting your health problems and make you a more efficient worker during business hours[12].

#### *D. How work life balance affects organizational productivity*

Work life balance is the kind of harmony that a worker strikes between professional career and social engagements with the hope to achieve organizational productivity, while social/family/communal commitments. Most HR departments have institutionalized systems and policies that ensure that employees enjoy family/social engagements in the midst of their hectic professional careers

## **4. POSSIBLE EFFECTS OF POOR WORK LIFE BALANCE**

Companies that fall short of work life balance will experience the following:

- i. Frustrated work force
- ii. Low profit margins due to low productivity
- iii. Employee morale is low.
- iv. Stress-related illnesses and diseases

Companies can help facilitate work-life balance for their employees by creating work-life centered programs and opportunities through

Special Arrangements: Establish flexible time periods where employees can work extra hours during the week to receive a day off every other week, or a half day every week.

One of the key outcomes of a research conducted by HR practitioners showed that an effective work life balance may contribute to meeting organizational goals. In effect, well-balanced social and professional lifestyles of hardworking employees produce desired company results and meet projected career goals[13].

#### *Reasons For Imbalance*

- i. Competition
- ii. Individual Career Goals
- iii. Longer Working Hours
- iv. International business

On the other hand, when companies pressure employees to become workaholics without spending some of their time with families and friends, organizational results may suffer[14].

## **5. WORK LIFE BALANCE IN TATA CONSULTANCY SERVICES**

Tata Consultancy Services (TCS) is an Indian multinational information technology (IT) services and consulting company headquartered in Mumbai, Maharashtra, India. As of February 2021, TCS is the largest IT services company in the world by market capitalisation (\$200 billion). It is a subsidiary of the Tata Group and operates in 149 locations across 46 countries. TCS is one of the largest private-sector employers in India and the fourth-largest employer among listed Indian companies (after Indian Railways, Indian Army, and India Post). TCS has crossed more than 500,000 employees as of 8 July 2021. In the fiscal year 2012–13,

TCS recruited a total of 69,728 new staff, of whom 59,276 were based in India and 10,452 were based in the rest of the world. In the same period, the rate of attrition was 10.6%. The average age of a TCS employee is 28 years. As of Jan 2020, TCS has over 4,00,000+ employees. It is the world's third-largest IT employer behind IBM and HP [15].

Tata consultancy services (TCS) follows the Tata group philosophy of building sustainable businesses that are rooted in the community and demonstrate care for the environment. The company follows a 'basket weave' methodology as part of which social, economic and environmental issues are addressed both inside TCS as well as outside. TCS believe that corporate sustainability extends to the triple bottom line of people, planet and purpose. TCS has increased the radius of responsibility beyond immediate benefit to long term good while maintaining a sustainable business. TCS enable an environment of greater consciousness through a process of collaboration with employees, suppliers, customers and the community at large [16].

After the communication with the employees of TCS, it has been evident that the work life balance is purely based on the type of the project assigned. It has also been found that majority of the projects in TCS are such that the employees will get moderate to low work. TCS pays more attention to the work life balance employees and hence takes care that no employee will be stressed out. That is why majority of the employees said that the life at TCS is actually relaxing. There are very few development projects where employees can hardly find extended working hours. Some of the employees said that working in TCS is just like heaven in the world. Majority of the new joiners in TCS said that their senior associates are very friendly and helpful. There are no work pressures. The team members are co-operative and inspiring. The employee gets food and beverages at a very subsidized rate. TCS is actively involved into the Corporate Social Responsibility programs. Majority of the employees said that there are ample opportunities to learn new technologies. One can excel in any one of these and make great career ahead. One can learn new technologies, programming languages etc on internal quiz portal. There is huge platform which is kind of internal facebook called knome. As there is low work pressure the employees can pursue and prepare for

their higher studies. The employees also get time to spend on their hobbies and family.

The HR policies are employee friendly. There is transparency in almost every work happening there, like performance appraisal, promotion, Provident Fund, Health Insurance, Project Assignments, and Leaves Policy etc. Most of the employees of TCS said that there is balance in work life while working in TCS. The job security in TCS unlike other IT Companies stands out to be one of the best. That is why many senior employees attracted to join TCS. Firing is very rare and job is almost stable unless an employee violates any HR or company policy. The onsite project assignment is considered to be one of the perks working in service companies like TCS. TCS paid salaries to its employees during Covid-19 pandemic as well. TCS is recognized by the society and hence its employees also because of its brand image. TCS provides corporate discounts to its employees which will provide discounts on medicines, Starbucks coffee, hotels, restaurants, flight tickets, electronic items, air conditioners and while purchasing cars.[17].

## **6. TOP 3 STRATEGIES FOR HAVING A BALANCED LIFE**

From the present research, the researcher has discovered the strategies for work life balance. These strategies are as follows:

- i. Time management in and out of the office: At work, be efficient with your time management. Put yourself on a calendar and take some time for you and your family or friends. Leave work on time at least 4 days per week - there are times when working late just can't be helped, but schedule your time to leave on time 4 days per week.
- ii. Control interruptions and distractions: When you're at work, stay focused and spends your time wisely. Try to schedule a block of time during the day without meetings when you can focus on your task with minimal interruptions.
- iii. Take advantage of the weekend by planning your time off in the same way that you organize your work week. Learn to say "No" if required. Sharing the responsibilities will help. And do not commit for something which is practically not possible to achieve.

## 7. FUTURE SCOPE AND CONCLUSION

The expectations of the employees from their job have been changed recently. The companies must work harder to keep up and to retain the outstanding employees. Because these outstanding employees the companies will be able to gain sustainability. Tata Consultancy Services observed that overwhelming workloads, high-stress levels, and growing health issues are the challenges faced by majority of the employees of other IT companies. Hence, TCS pays more attention to the work life balance of its employees. TCS believes that the employees, who can achieve better work life balance, work more efficiently with more commitment towards the organization and leads to the fulfillment of the organizational objectives.

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