



## AN OVERVIEW ON WORK LIFE BALANCE OF INTERNAL MIGRANT HOTEL EMPLOYEES IN CHENNAI

**L. Esther Thamarine<sup>1</sup> , Dr. S. Manikandan<sup>2</sup> and R Anuradha<sup>1</sup>**

<sup>1</sup>Research Scholar , Department of Commerce, Guru Nanak College,  
University of Madras, Chennai.

<sup>2</sup>Associate Professor, PG and Research Department of Commerce, Guru Nanak College,  
University of Madras, Chennai.

<sup>1</sup>Research Scholar , Department of Commerce, Guru Nanak College,  
University of Madras, Chennai.

### ABSTRACT:

*This paper reconnoitres hotel migrant workers' insight on work-life balance issues. Questionnaires were used to collect the data. Factor analysis discovered seven factors balance between work and home-life (1) environment at work supports (2) My Supervisor understand (3) My Colleagues understands the importance (4) flexibility on work schedule (5) Holiday/Paid time off (6) Counselling Service/Health Programmes and (7) maintain the work and career-the causes alleged by employees to attain "healthier" work-life balance in the lively hotel environment. Accepting a migrant worker-centric and centripetal are the significant achievement reasons for execution of a work-life stability plan of action.*



**KEYWORDS:** work-life balance issues , work-life stability plan , work schedule.

### INTRODUCTION

The 21st century witnesses the challenges in climate change and promoting job creation and social inclusions. This drive the country towards the increase of internal migrant workers. These migrants responsible for the growth and development of the designated place. But the migrants face complex challenges in terms of poor work life balance. The key factors that facilitate work life balance is In today's working world, it's hard to balance work with the

rest of your life. Relationships, health and hobbies are often surpassed by extended hours and boundless pressure. But untangling your work life from your personal life is vital, but you desire to be both fruitful and satisfied. It's significant to prioritize what you find maximum important, and to invest your loyalty there. The changes in looking for the right combination between work and home has been largely required by the thoughtful variations in the work. The conditions of the new economies under the

Neoliberal private enterprise primarily encompassed the consequences of the increased proportion of the employees in paid employment, yet were shadowed by more common changes related to globalization. Those built-in a propensity to labour longer, containing fewer conventional agendas, experiencing changed employee-employer associations and utilization, because glowing as in force beneath the precondition of regular suppleness (Sennet 1998; Beck 2000; Standing 2011; Burawoy

2008). Inside to the point, worldwide promote and contemporary skills show the way to a multi-spherical communal deregulation; the '24/7 society' is overwhelmed by an increase of novel structure of effort.

In general, hotels offer a traditional remuneration package to staffs for the purpose of enticing talents and increasing retention rate. It includes "benefits" of marriage leave, vacation, get-together, and training courses for personal development, etc. Much welfare is intended to be people leaving to gather to balance shift employees' family requirements due to their unpredictable working environment. However, from the viewpoint of work-life balance in today's working environment, these 'benefits' tend to be subdivision and be able to merely be look upon as a piece-meal move towards to employees support. In a workplace that is considered by extended and uneven operational hours, are the existing 'family-friendly' linked observances satisfactory intended for employees to deal with their everyday family household tasks? Carry out and take into account of individual's needs? Over the past few years, the government has put in a constant effort to strengthen Tamil Nadu tourism. Tourism has grown so extensively that it now plays a significant part in the local economy.

As work-life balance is relatively new to Chennai hotel industries, it is worth learning its possible application in a context branded by extended and uneven operational hours.

As the subject of work-life balance is at the present accepting greater consideration in the society, certainly, several organizations plus workers from corner to corner unlike industries are slowly flattering the practices for balancing work and life. A few industries may copy the best practices and some may simply focus on the 5-day workweek alone due to the multifaceted choices existing. Whether this is an explanation to work-life balance is uncertain since it is not a "one size-fits-all" approach to pretend important monetary inferences.

This study signifies to determine and improve a better consideration of the present condition in the hotel industry so as to offer human resource experts an inclusive explanation to create a strong and creative workforce as well as help their hotel to develop an employer of excellent to entice the best talent. Specifically, the four objectives are:

- To determine whether the Migrant hotel employees' awareness over work-life balance issues;
- To investigate any underlying dimensions influencing hotel employees in facing the work-life balance dilemma;
- To investigate which factors affect overall perception of work-life balance; and
- To make suggestions to hotel management on devising policies on work-life balance.

## METHODOLOGY

The Methodology used in this research is empirical approach. The purpose of this study is descriptive. Concentrates that include theories testing typically elucidate the idea of certain affiliation and make the change amongst gathering or the autonomy of at least two factors in a circumstance. Scientist has prepared the idea of the specific impact among principle factors. That implies this examination featured there is a huge effect of work life balance on representative execution in inn industry in Chennai. The analyst ought to decide if a causal or a connection social investigation is expected to discover a response to the current issue. The study in which the researcher wants to define the reason of one or more problems is called a causal study. When the researcher is concerned in defining the main variables related with the problem, the study is called a correlational study. Agreement with the above actuality, in this examination issue a correlational report was needed. The degree of impedance by the scientist with the ordinary progression of work at the work environment has an immediate bearing on whether the investigation attempted is causal or correlational.

A correlational report is led in the indigenous habitat of the association with least obstruction by the scientist with the typical progression of work. In this study, researcher examined the impact of work life balance on performance level of employees through the executive level married employees in Chennai hotels. The data was collected through distributing questionnaire to employees who work in different hotels in Chennai. Researcher had not affected with the normal activities of the employees.

Hence, the researcher intrusion had been negligible. Organizational investigation can be done in the natural environment where work proceeds normally. This research is a field study; researcher here was done in a work positive and favourable attitudes towards the job indicate job satisfaction.

The level of job satisfaction is affected by fundamental and extrinsic motivating factors, the quality of supervision; social relationships with the work group and the degree to which individuals succeed or fail in their work. Employees have attitudes or viewpoints about many aspects of their jobs, their careers, and their organization. However, from the outlook of research and practice the most principal employee attitude is job satisfaction. Confidence is frequently characterized as being comparable to work fulfillment. Resolve is 'the degree to which a person's needs are fulfilled and the degree to which the individual sees that fulfillment as coming from his/her all out work circumstance.

Measurements for estimating representative occupation fulfillment are corporate culture and rewards. Markers for estimating representative occupation fulfillment are work style, correspondence (corporate culture) Wages/compensations, motivators and welfare offices.

### **HYPOTHESES**

Based on the conceptual model the following hypotheses were developed for testing.

H<sub>1</sub>: There is a positive relationship between the migrant hotel employees and the 'awareness over work-life balance issues (like; working hours, leave policies, working conditions and adequacy of payment).

H<sub>2</sub>: There is a positive relationship between work life balance and employee performance.

H<sub>3</sub>: There is a significant difference in the overall perception of work life balance

### **SAMPLING AND DATA COLLECTION**

The targeted population of this study was migrant hotel employees located in the Chennai City. The hotels were located in North Chennai and South Chennai. Participants were hotel employees from all departments. The instrument that was used in this study was a survey. Non-probability Sampling techniques were used in this study. Non-Probability sampling techniques like, quota sampling and Convenience sample was used to select the participating employees. The employees were asked to participate because they currently worked in a hotel located in a target region being studied, and are considered part of a convenience sample.

### **UNIVARIATE ANALYSIS**

The gender difference of the tested sample of employees from different hotels states that, females are 26% of the sample and males are 74% of the sample. The percentage of the male employees of the different hotels is greater than the female employees. The highest representation of the employees was included to the 33-40 age groups in the sample. From the sample of 200, 80 executive level and 120 where in the non-executive level. From the sample of 100 executive levels married employees 3 employees don't have children while 27 employees have 1 child. 60 of the sample have 2 children, while 10 of sample have 3 children. Further, timespan in present occupation of representatives in the example been gathered into 2 classes. The most elevated portrayal of the representatives was incorporated to the 03-05 years gatherings in the example. Instruction dimensions of representatives in the example have been gathered into three classifications, for example, sixth - eighth measures, Diploma, Graduate dimension. 20% of the sample are from Bihar, 13% are from Orissa 28% of the sample are from Manipur, 31% are from Nagaland, 7% are from Tibet and 9% are from Andhra (Telangana) and Kerala.

The current researcher used measures of central tendency (Mean, Median and Mode), measures of dispersion (Standard deviation), and measures of skewness, the regression analysis and coefficient of correlation analysis to find the relationship between variables for test the hypothesis.

### **RELIABILITY AND VALIDITY**

To test the internal consistency of the instrument Cronbach's Alpha was used. The results of Cronbach's Alpha as shown in following table

### Reliability Statistics

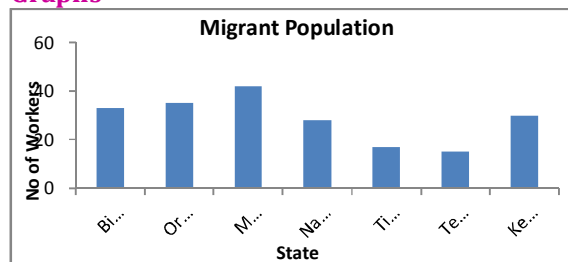
Variables	Cronbach's Alpha	No.of Items
Work Life Balance Issues	0.832	20
Employee Performance	0.754	9
Overall Perception work life balance	0.956	11

Work Life Balance is an independent variable of this research and 20 question of work life balance reliability is 0.832 (80%). Dependent variable of this research is employee performance and 9 questions of employee's performance reliability is 0.754 (75%). Representatives by and large observation work life parity is intervening variable of this examination and dependability is 0.956 (95%) for 11 inquiries of workers work fulfillment. It is sure dependability of research. Hence, according to the information, in general unwavering quality of study is procured.

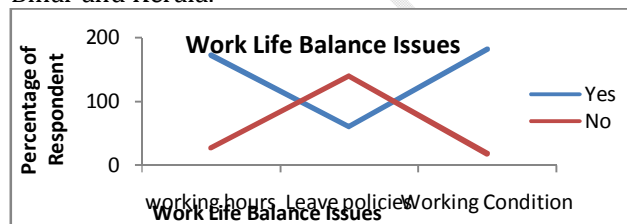
### Data Analysis

Univariate, bivariate and multivariate examinations were done so as to accomplish the arrangement of targets and to test theories of the investigation. Pearson relationship and relapse were utilized to test speculations and distinct measurements were utilized to do Univariate examination.

### Graphs



From, the above table we infer that most of the people are from Manipur followed by the Orissa, Bihar and Kerala.



From, the above table we infer that most of the migrant people are very familiar with working hours and working conditions, but most of the respondent are not familiar with leave policies.

### Correlation Matrix of the Variables

Variable	Mean	S.D	WLB Issues	Employee Performance	Overall WLB
WLB Issues	4.285	0.402	1		
Emplo	4.7	0.2	0.475**	1	

Employee Performance	24	36			
Overall WLB	3.981	0.992	0.443**	0.522**	1

\*\* Correlation is significant at the 0.001 level (1-tailed)

According to the results of the Pearson's Correlation shown in the above table, there is a positive significance relationship between the two variables is 0.522, which is positive. It shows that there is a relationship between work life balance and employee performance and the existing relationship is positive. Since correlation value is more than +0.5 and nearest to the +1, that relationship is much strong. Further, the relationship is statistically significant as correlation is significant at 0.01 levels (1-tailed). Thus, there is a significant evidence to prove that work life balance and employee performance are related. As well as that relationship is positive and very strong.

According to the results of the Pearson's correlation shown on the above table that there is a positive significance between work life balance issues and employee performance. Pearson correlation between the two variables is 0.475 which is positive. It shows that there is relationship between work life balance issues and employee performance. Since the value is less than 0.5 which indicates that there is a moderate relationship between the two variables.

### Testing Mediation Effect

Simple regression and multiple regression results were used to identify the mediation effect.

Variable	Method	R Square	Adjusted R Square	F	Sig	B-Constant	Standardized Beta
WLB	Linear	0.485	0.253	41.03	.000	1.567	0.653

Source: Survey Data

The result of regression of independent variable is work life balance against the dependent variable (Employees Performance) are shown in the table. According to the table, the b value of the equation, the gradient of the regression, is 0.653, which is significant at 1% (Significant = 0.000). As indicated by adjusted R squared, only 25.3% of the variance of Employee performance is explained by Work Life Balance with the standardized beta of 0.653. That means balance 74.7% is explained by the other factors. The F-value is 41.03, which is significant at 1% (P=0.00), which suggest that work life balance has significantly explained 25.3% of the variance of Employee performance.

### EP = 1.567+0.653WLB

In here the WLB value is (+0.653). Hence, there is positive relationship between WLB and EP. That means if the WLB increased relatively that the employee performance also increased. If the equation of WLB increased by 1 unit, then EP also increased by 0.653. And also the intercept value is +1.567. That means the employee performance is 1.567 when there is no work life balance exists.

### DISCUSSIONS AND CONCLUSION

It was found that there is a positive relationship between WLB and EP. The correlation between these variable was 0.522, which is significant at 0.000 levels. This was based on one-tailed tests. Since correlation value is more than +0.5 and nearest to the +1, that relationship is much strong.

The simple regression analysis describes that WLB has a positive impact on EP with the strength of b value of 0.522 (F=41.03, P= 0.000). The level of WLB gives a measure of EP and it has 25.3% accuracy of predicting. That is 25.3% of EP is accounted for by WLB.



Discussing the level of WLB of hotel industry in the sample, it was found that they have a high level of WLB with mean value of 4.724 and standard deviation of 0.236. Accordingly it was found that WLB in hotel industry.

It was found that there is a positive relationship between WLB issues. The correlation between these variables was 0.475 which is significant at 0.000 levels. This was based on one-tailed tests. Since correlation value is not more than 0.5, we can say that the relationship is not stronger, as the WLB issues increases there is moderate increase in EP. Since most of the migrant employees not aware of leave policies.

According to multiple regressions, effect indicates that there is mediation effect among variables and the value of mediation effect is 16%. It means that work life balance positively leads to higher level of employee performance through overall WLB. It means that there is 16% of moderate effect from overall WLB to relationship between work life balance and employee performance. Hence it is decided that the improved WLB of the workers indicates to improved worker presentation and general WLB.

Based on the experimental study of the investigation the investigator can accomplish that there is a solid association among work life balance and employee performance, a solid association among employee performance and overall work life balance. All these associations are positive and have noteworthy levels. In conclusion the author would similar to highlight that; to build WLB in a business, support from both administration and worker is significant.

## RECOMMENDATIONS

In light of the discoveries talked about in above, suggestions would be given for the representatives and the administration of the association to improve WLB so as to upgrade the worker execution and WLB issues fulfillment of the association. The proposals will be in relation to WLB practices identified through the literature review and the feedback of the questionnaires.

## REFERENCES

1. Agarwal, P. (2014). A Study of Work Life Balance with Special Reference to Indian Call Center Employees. *International Journal of Engineering and Management Research*, 4(1), 157-164
2. Bhandari, K., & Soni, H. Impact of Gender, Age and Work Experience on Satisfaction towards Work Life Balance
3. Drew, E., & Murtagh, E. M. (2005). Work/life balance: senior management champions or laggards?. *Women in Management, Review*, 20(4), 262-278.
4. Doble, N., & Supriya, M. V. (2010). Gender Differences in the Perception of Work-Life Balance. *Managing Global Transitions: International Research Journal*, 8(4)
5. Gupta, S. (2014). Research Paper on Emotional Intelligence and Work Life Balance of Employees in the Information Technology Industry. Available at SSRN 2395216.