"INFORMATION TECHNOLOGY'S IMPACT ON WORK-LIFE BALANCE"

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ABSTRACT:

The chapter sheds light on the consistent impacts of information technology use on work-life balance. Using it might lead to several advantages, including improved worker health, less workplace stress, and reduced workload. According to our research, IT significantly affects work-life balance daily. It could also have an impact on how stable and flexible a worker believes their normal work-life routine to be. Supervisors may now recognise how social media, the internet, and mobile devices impact an employee's work-life balance. They may alter the workplace to better suit their flexibility and adjust proposals considering this insight. Information technology has a well-known impact on both an individual's and an organization's performance and productivity. The idea of IT and work-life balance is evolving via ongoing study.

KEYWORDS:

Information Technology, Flexibility, Stability, Wellbeing, Work-life Balance

INTRODUCTION:

The Information Technology (IT) industry is a major driver of economic development and innovation in the modern world, influencing how people interact with their professional responsibilities and how organisations run. Rapid IT breakthroughs have completely changed the way people work, bringing in previously unheard-of levels of flexibility that have revolutionised old work patterns. Despite all its advantages, this flexibility has made it more difficult to maintain a healthy work-life balance. The need for employees to strike a balance between their personal and professional lives grows as they manage the pressures of a changing IT landscape.

Work-life balance is becoming increasingly vital in today's interconnected and fast-paced culture. Achieving a balance between one's personal and professional life has become increasingly crucial as individuals attempt to meet their duties to both. Technology is transforming the way we work and communicate; from remote working tools to digital communication platforms, these advancements have a huge influence on how we manage our professional and personal lives. On the other hand, substantial changes in the dynamics of labour and leisure are mostly the product of technological advances.

The concept of work-life balance, or striking a balance between work and personal duties, is critical for workers' overall well-being and productivity. Maintaining this balance is both essential and difficult in the IT business, as the lines between work and personal life frequently blur because of how prevalent technology is. Employee autonomy in managing their schedules is facilitated by flexible work arrangements, such as remote work and flexible hours. But occasionally, this adaptability might result in longer workdays and work that interferes with personal time, which could jeopardise stability and general quality of life.

This study examines how information technology affects work-life balance and how the incorporation of flexible work practices affects workers' capacity to strike a stable and satisfying balance between their personal and professional lives. This research seeks to clarify the effects of IT-driven flexibility on the well-being of IT workers by examining the socio-cultural aspects of a few chosen Gujarati cities. This will provide valuable information about how to improve the work-life balance of IT workers in an ever-changing technological environment.

The topic of work-life balance pertains to the well-being of employees and their ability to Balance work and personal obligations while making time for leisure. In the workplace, stress levels can be lowered, and burnout can be avoided by maintaining a healthy work-life balance. Technology has both positive and negative effects on the quality of work-life balance. The degree of advancement is determined by the technology. Although technology is thought to be the answer to every difficulty at work, the mobile and digital world of today sometimes causes more difficulties than it solves. From the viewpoint of the employee, the revolution of technology has a significant impact on how we combine work and leisure time.

With the widespread use of digital technology in our daily lives, employees may be more productive and adaptable, allowing them to fit work around their schedules and lifestyles. Thanks to digital advancements, we can stay linked all the time. According to its results, work-life balance is influenced using mobile and Internet technologies in terms of flexibility and permeability, integration, autonomy, segmentation, and interference, as well as job satisfaction, job stress, and overwork.

The banking industry's IT department is working extremely hard in the COVID-19 scenario. As a result, people no longer trade real money with one another. At that point, when they are using online banking and mobile banking, every single purchase payment should be performed using a card and mobile banking.

Information technology, or IT, has become a necessary component of contemporary life, significantly influencing how people and organisations operate daily. It improves productivity, connectedness, and general quality of life in several fields. Here are a few ways that IT benefits individuals in the modern world.

This essay explores the many ways that technology affects work-life balance and weighs the pros and cons of doing so. It examines how technology has helped people manage their personal and professional lives more effectively by enhancing workplace flexibility, connectedness, and efficiency. It also looks at the drawbacks, including the difficulties in taking time off from work, the dangers of information overload, and the effects on mental health.

There is no denying that technology has completely changed the way we work, live, and interact. Its influence on many facets of our life is evident. Work-life balance is one area where technology has made a big difference. The delicate balance between personal well-being and professional obligations is known as work-life balance, and it has been both assisted and strained by the development of technology. We will examine the advantages and disadvantages of technology for work-life balance in this article, as well as how people and organisations may adapt to these developments to successfully integrate work and personal life.

IMPACT:

Work-life balance and new technologies have a big influence on people's lives as well as businesses. The following are some significant effects:

Employee Happiness and Well-Being: Better work-life balance is linked to higher job satisfaction and better employee well-being. Employees who can balance their personal and professional obligations will report lower levels of stress and burnout as well as greater job satisfaction and general pleasure.

Productivity and Performance: Keeping a good work-life balance may have a beneficial effect on both. Employees who have time for personal, recreational, and restful activities come back to work with more vitality and concentration, which boosts output and improves performance.

Employee Engagement and Retention: Skilled workers are more likely to be drawn to and remain employed by companies that place a high priority on work-life balance. Work-life balance is something that employees cherish when their employers acknowledge and promote it, which increases employee engagement and lowers turnover.

Health & Well-Being: Preserving physical and mental health requires striking a balance between work and personal life. Long-term stress and excessive workloads can negatively impact one's health, whereas a positive work-life balance enhances well-being and lowers the likelihood of burnout and other stress-related ailments.

Organisational Culture and Reputation: Positive organisational cultures are fostered by organisations that place a high priority on work-life balance.
Innovation and Creativity: Providing workers with time for leisure activities and interests outside of work may foster innovation and creativity. The ability to follow one's passions and experiences might lead to novel insights and viewpoints that are advantageous to the company.

STATEMENT OF THE PROBLEM

The job market and employee demographics have seen significant changes in recent decades. Families are shifting from conventional male 'breadwinner' roles to dual-earner couples and single-parent households. Work-life balance is a multifaceted concept that lacks a common definition. Work-life balance has three components: time balance, involvement balance, and satisfaction balance. These components should be addressed while striving for work-life balance. The study focused on two domains: work and family. The work and family domains

have three variables: work demand, involvement, and support. Balancing work and family responsibilities can lead to imbalances.

OBJECTIVE OF THE STUDY

Following a thorough review of earlier research on work-family conflict, a research gap was identified, and the following objectives and presumptions guided the development of a work-family balancing model.

1. To research the respondents' varied socioeconomic backgrounds who work in different IT-related fields.

2. To investigate the paths and connections between the many forms of conflict (intervention between work and home and schoolwork)

3. To investigate the substantial disparity in respondents' perceptions of the chosen variables of work demand, family demand, work-family conflict, work-life balance, and job satisfaction.

4. To calculate the influence of every chosen variable on work-life balance and job satisfaction.

LITERATURE REVIEW

Harsh Pathak (2020), A change agent is a person who acts as a catalyst and is responsible for managing change efforts inside the organisation. Someone who initiates behavioural changes is considered an agent of change. Change agents might be firm employees, outside consultants, managers, or nonmanagers. A representative who acts as a change agent can effect change. the individual who works to settle disputes, promote understanding, foster leadership, and assist the organisation in reaching its goals and objectives. This suggests that the change agent may act as a consultant to help internal leaders in any type of company establish a cooperative relationship.

Simona (2020) outlined the relationship between work and workspace flexibility and employee development as relevant aspects of sustainable HRM, job happiness, and job performance among Romanian employees to determine how to restructure HRM in the face of issues related to "future work."

Donna (2016) published "Boundary Flexibility and Permeability: An Exploratory Study for Finding Work-life Balance in the Digital Age." Examined was the IT staff members' permeability in real-world scenarios. the traits of workers with different border types and whether these people have varying degrees of job and life happiness as well as work-family conflict.

Tanya Bondarouk & Chris Brewster (2016) describe three areas where e-HRM needs to grow in the next years: context, diversity of stakeholders, and long-term outcomes. It requires a variety of conceptual frameworks from the domains of economics, sociology, design, politics, behaviour, institutions, and culture. Each one of them brings with it a special collection of study subjects. A political viewpoint brings up questions regarding the nature of power, its application in e-HRM projects and rollouts, and its impact on the localisation and standardisation of e-HRM. A behavioural lens highlights the importance of social interactions and individual decisions.

Sarah Michelle Hutnek (2016), has researched "The Impact of Cultural Differences on Multinational Companies' Human Resources Policies." This study focused on applying Hofstede's theory to two well-known multinational corporations, General Electric and Royal Dutch Shell Plc, and how these global cultural differences affected their HR strategies. According to the report, GE and Shell are only two instances of multinational companies and the issue they had with regional and national cultural diversity. The part that HR has played in overcoming these issues has been crucial in shaping the organisations' current perception. As a result, profitability has risen consistently as more and more customers reward companies that run ethically.

Teresia Njoki Muchira; Kellen Kiambati (2015) Organisational change management refers to the process of transforming and modifying entire organisations or specific portions of them to preserve or enhance internal alignment, productivity, revenue, and market competitiveness. Using fundamental structures and tools to oversee any organisational change endeavour, change management is a technique to guide individuals, groups, and organisations towards a desired future state.

NisrenOsama Al-Khozondar (2015) investigated how employee relationship management (ERM) affected the performance of the banking and telecommunications industry employees. The findings showed that ERM elements improve employee performance in the banking and telecommunications industries. Relationships are strengthened, commitment is reaffirmed, and employee performance is improved.

Jyoti Rohilla (2015) states that technology is a collection of procedures, methods, tools, machinery, equipment, and skills to provide goods and services. Technology is the application of science, via directed and systematic research and practices, to industry. Aside from being a collection of tools designed for information system renovation, information technology's drawbacks are typically brought about by improper or insufficient system design as well as excessive system usage. Problems and disorders are primarily caused by the users (IT engineers and designers) of these systems using them excessively.

Paul G. Mitchell (2007) examined how middle-level supervisors of the Fairfax County police force were affected by technology in both their personal and professional lives. The findings showed that respondents to the poll did not experience any negative effects from technology. Task completion is made simple and quick thanks to technology.

Janet H. Marler, and James H. Dulebohn, (2005) investigated ways to enhance the efficient use of web-based technology for human resources inside organisations. They created a

perceptual model of Employee Self-Service (ESS) technology acceptance and utilisation by combining and enhancing several theoretical technology adoption theories.

RESEARCH GAP:

Several studies have been done on "INFORMATION TECHNOLOGY's IMPACT ON WORK-LIFE BALANCE" in industrialised and Western nations. Numerous scholars in India and worldwide have worked to address the concerns of personal and professional life balance. There is a research gap because samples of IT industry professionals were not used exclusively in the work with these two constructions. Therefore, to close this gap, the researcher will conduct a study that will surpass the results and show how work-life balance factors affect IT professionals.

RESEARCH METHODOLOGY

The current study's research purpose involves both investigation and description. Exploratory research helps researchers acquire insight into their issue, define key concepts, and design techniques for the study. Descriptive research measures and reports the incidence of distinct variables in a sample, providing insight into a condition or connection. A well-planned research approach generally includes a pilot project. Pilot research tests logistics and gathers information to improve the quality and efficiency of a bigger study. Pilot studies are often smaller than major experiments, resulting in limited information on the origins and extent of variance in response measures. Pilot research can give sufficient data on variability for analysis. The pilot study can give valuable insights on the potential harshness of suggested study techniques. The pilot research used a standardised questionnaire delivered to 50 respondents. The results of the pilot study are presented in the sections below.

Data Collection Methods:

1. Database Search: A comprehensive search will be undertaken using academic databases including PubMed, Scopus, Web of Science, PsycINFO, and Google Scholar. Relevant research will be identified using keywords such as technology, work-life balance, remote work, flexible work arrangements, and telecommuting.

2. Manual Search: Manual searches will be done in relevant journals, conference proceedings, and grey literature sources to find additional research not covered by database searches.
3. Inclusion and Exclusion Criteria: The review will include studies that match the criteria listed below:

• Publication Type: We will only include peer-reviewed journal articles, conference papers, and reports from trustworthy sources.

• Time Frame: The review will focus on studies published during the previous decade (2014–present) to reflect current trends and advancements.

• Language: Studies published in English will be included to provide uniformity and assist analysis.

Ethical Considerations:

1. Data Privacy: Data gathered for evaluation will be anonymised and aggregated to protect study participants' privacy and confidentiality.

2. Citation and Attribution: All sources included in the review will be properly cited and attributed to maintain academic integrity and prevent plagiarism.

3. Disclosure of Conflicts of Interest: The authors will declare any possible conflicts of interest to ensure the research's integrity and objectivity.

4. Informed Consent: This evaluation is based on current literature and does not include any primary data gathering on human participants. The evaluation assumes all studies received informed permission from subjects and considers any ethical issues addressed in the original investigations.

The review follows research design, data collecting, inclusion and exclusion criteria, and ethical issues to give a thorough examination of how technology affects work-life balance.

Limitations of the study

The study may focus on specific areas of technology's influence on work-life balance, including remote work, digital communication tools, and flexible scheduling. Scope limits may prevent complete coverage of important topics like the gig economy, AI, and automation. The study's conclusions may not be applicable across all demographics, sectors, or geographies. The study may not fully account for the impact of cultural variations, socioeconomic level, and organisational norms on the link between technology use and work-life balance. The availability and quality of data on technology usage, work-life balance, and associated issues may differ among the research reviewed. Variations in measuring instruments, sample methodologies, and data-gathering procedures may cause discrepancies or biases in the synthesised findings. The review may have publication bias, as research with statistically significant or favourable outcomes is more likely to be published. The review's results may be influenced by an over-representation of research indicating a positive correlation between technology and work-life balance.

Conclusion
This review study article examines the impact of technology on work-life balance, identifying both potential and obstacles in the modern workplace. This review suggests that technology can have both positive and negative effects on work-life balance. Technological advancements like remote work tools, flexible scheduling software, and communication platforms enable individuals to manage their professional and personal lives more independently.

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