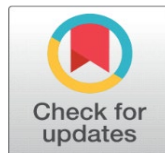


ASSESSING THE ROLE OF DEMOGRAPHIC FACTORS ON WORK LIFE BALANCE OF IT PROFESSIONALS IN DELHI-NCR

Eureka Kashyap¹ , Dr. Col. Tajmmul Hoda² 

¹ Research Scholar, I.K. Gujral Punjab Technical, University, Jalandhar, Punjab, India

² Founder-Director, The Growth Factor, India



DOI
[10.29121/shodhkosh.v3.i2.2022.5339](https://doi.org/10.29121/shodhkosh.v3.i2.2022.5339)

Funding: This research received no specific grant from any funding agency in the public, commercial, or not-for-profit sectors.

Copyright: © 2022 The Author(s). This work is licensed under a [Creative Commons Attribution 4.0 International License](#).

With the license CC-BY, authors retain the copyright, allowing anyone to download, reuse, re-print, modify, distribute, and/or copy their contribution. The work must be properly attributed to its author.



ABSTRACT

This research examines the relationship between Demographic Factors and Work-Life Balance among employees in the Information Technology (IT) sector working in the Delhi-NCR region of India. Drawing on primary data and using fundamental statistical methods, the study evaluates the influence of key demographic variables—Age, Gender, and Marital Status—on individuals' ability to maintain equilibrium between their professional and personal lives. The results highlight a notable association between demographic traits and work-life balance, revealing how these factors interact and shape employees' experiences. By delving into the challenges IT professionals face in managing dual responsibilities, this study offers meaningful insights. It further serves as a foundation for policy-makers and organizational leaders to develop more supportive frameworks that enhance employee well-being, career stability, and overall workplace satisfaction.

Keywords: Work Life Balance, Quality of Life, Information Technology Industry, Age, Gender, Marital Status

1. INTRODUCTION

In the rapidly evolving landscape of the modern workplace, the concept of Work-Life Balance (WLB) has gained considerable significance. Particularly in demanding and dynamic sectors such as Information Technology (IT), professionals are increasingly challenged to maintain equilibrium between their professional obligations and personal lives. With blurred boundaries between work and home due to flexible work arrangements, high performance expectations, and technological advancements, the need for understanding factors influencing WLB has become more critical than ever.

Work-Life Balance is a multifaceted construct involving the effective prioritization and management of work-related responsibilities and personal commitments. An imbalance in this dynamic can lead to stress, reduced job satisfaction, decreased productivity, and poor overall well-being. As organizations strive to retain talent and enhance performance, fostering a supportive environment that accommodates employees' personal needs alongside professional goals has become a key strategic concern.

Demographic factors such as age, gender, and marital status are increasingly recognized as important determinants of WLB. These variables influence individuals' responsibilities, coping mechanisms, time management skills, and workplace expectations. For instance, younger employees may face different challenges compared to those who are older and more experienced. Similarly, gender roles and marital responsibilities can affect how individuals perceive and manage their work-life demands.

This research paper aims to explore the impact of demographic factors on the work-life balance of IT professionals working in the Delhi-NCR region of India. By examining primary data and analyzing patterns across demographic segments, this study seeks to uncover critical insights that can inform organizational policies and support mechanisms. Ultimately, this research aspires to contribute to the broader discourse on employee well-being and performance, while offering practical recommendations for HR managers and policymakers striving to build more inclusive and sustainable work environments.

2. LITERATURE REVIEW

Work-Life Balance (WLB) is crucial for maintaining employee well-being and enhancing job performance. A study by Zahra et al. (2021) highlights that a balanced work-life interface leads to positive individual outcomes, such as increased job satisfaction and reduced stress, as well as organizational benefits like improved productivity and employee retention. The systematic review emphasizes that organizations prioritizing WLB initiatives witness a more committed and efficient workforce. Age is a demographic factor that impacts WLB. Research indicates that younger employees often struggle more with achieving a satisfactory WLB due to career pressures and life transitions. Conversely, older employees may experience better balance due to established routines and greater control over their work schedules. However, the relationship between age and WLB is complex and can be influenced by other factors such as job role, environmental changes and organizational culture. Marital status also plays a role in WLB. Married individuals often have additional family responsibilities, which can both positively and negatively affect their work-life balance. While family support can provide emotional resources that aid in balancing work and life, it can also introduce additional obligations that complicate this balance. Single individuals may have more personal time but might lack the support systems that assist in managing work-related stress. Gender differences significantly influence perceptions and experiences of WLB. A study by Mayya et al. (2021) on college and university teachers in Karnataka, India, found that female faculty members reported more challenges in balancing work and personal life compared to their male counterparts. The study highlighted that women often face increased stress due to societal expectations and dual responsibilities at work and home. Swamy et al. (2015) highlighted that factors like age, marital status, education, job experience, and income play pivotal roles in determining the quality of work life, which directly impacts WLB. Similarly, Vijayakiruthika (2016) found that demographic factors significantly influence satisfaction toward WLB among women employees in the private banking sector. Bharti and Warriar (2015) emphasized that age, marital status, presence of children, and education levels significantly affect WLB components for women. Aeran and Kumar (2015) observed that WLB among women professionals is influenced by demographic factors impacting job satisfaction, family support, and technology use. Whiston et al. (2015) discovered that older professional women place greater emphasis on WLB, discussing family care and setting boundaries, indicating that age influences priorities and strategies for balancing work and personal life. Kumar and Rao (2020) concluded that a good WLB positively affects personal lives, emphasizing the importance of work-life policies and practices in enhancing commitment and productivity. Overall, the literature suggests that understanding and addressing demographic variables are crucial in enhancing the WLB of working women.

2.1. OBJECTIVE OF THE STUDY

- 1) To study the impact of Age on work life balance on employees working in IT Industry based in Delhi-NCR
- 2) To study the impact of Gender on work life balance on employees working in IT Industry based in Delhi-NCR
- 3) To study the impact of Marital Status on work life balance on employees working in IT Industry based in Delhi-NCR

3. RESEARCH METHODOLOGY

The research design is descriptive in nature in order to achieve the research objective. The population of the study was employees working in IT Industry based in Delhi-NCR. Data was collected from a sample of 180 working professionals selected through convenience sampling method. To collect the information from the respondents' survey method was used with a structured questionnaire consisting of questions on work life balance and demographic factors.

The scale that was used was a standardized scale constructed by Carlson, Kacmar, & Williams (2000), it is a multidimensional scale of measuring work-family conflict has been used to find out the impact of Work life balance on the employees. Three forms of conflict (time-based, strain-based, and behavior-based conflict) with two directions of conflict (WFC and FWC) result in six dimensions of work-family conflict which are captured in an 18-item scale. The collected data was thoroughly scrutinized to identify any error before processing the data for analysis

In accordance with the ethical principles, the privacy of the participants was a paramount concern throughout the study. No personally identifiable information was solicited from the participants during the process of collection of data through survey. This deliberate action was taken to ensure the confidentiality and anonymity of the respondents.

The results are showcased through tables employing descriptive statistics such as frequency, percentage, mean and standard deviation. Hypothesis were tested using independent sample T-Test and one-way ANOVA

HYPOTHESIS:

The following Hypothesis were framed based on the objectives:

There is no impact of Age on work life balance of employees working in IT Industry in Delhi-NCR

There is no impact of Gender on work life balance of employees working in IT Industry in Delhi-NCR

There is no impact of Marital Status on work life balance of employees working in IT Industry in Delhi-NCR

4. RESULTS AND DISCUSSION

4.1. DEMOGRAPHIC PROFILE

The study comprised a total of 180 respondents, with a nearly balanced gender distribution: 52.2% female and 47.8% male. In terms of age, respondents were categorized into four groups: 18–28, 29–38, 39–48, and 49 years and above, ensuring a broad range of age representation, with 24.4% aged 18–28, 21.1% aged 29–38, 27.8% aged 39–48, and 26.7% aged 49 and above. In terms of marital status, the majority (58.3%) are married, followed by 32.8% single and 8.9% divorced. This diverse demographic composition provided a robust foundation for analyzing the impact of personal characteristics on work-life balance.

4.2. IMPACT OF DEMOGRAPHIC FACTORS ON WORK-LIFE BALANCE

To examine how demographic factors, influence Work-Life Balance (WLB), statistical analyses were conducted using independent samples t-tests and one-way ANOVAs on a sample of 180 respondents. The demographic variables examined were Gender, Age Group, and Marital Status. The WLB score ranged from 1 to 5, with higher scores indicating better perceived work-life balance.

An independent samples t-test revealed a statistically significant difference in WLB scores between males and females, $t(178) = -8.467$, $p < .001$. On average, females reported higher WLB scores compared to males. This suggests that gender plays a critical role in shaping individuals' perceptions of their work-life balance.

A one-way ANOVA showed a significant effect of age group on WLB scores, $F(3, 176) = 13.363$, $p < .001$. Post hoc analysis suggests that younger respondents (18–28) tend to report lower WLB scores, whereas those in the older age brackets (especially 49+) report significantly higher scores. This could reflect the stabilizing impact of career maturity and life experience on balancing work and personal responsibilities.

Another one-way ANOVA found that marital status significantly affects WLB, $F(2, 177) = 29.026$, $p < .001$. Married respondents reported the highest WLB scores, while divorced individuals had the lowest. This indicates that relational and familial support structures may contribute to a more balanced life.

All three demographic variables: Gender, Age, and Marital Status were found to significantly impact perceived work-life balance, reinforcing the importance of considering personal background in workplace well-being initiatives.

5. CONCLUSION

This study examined the impact of key Demographic Factors: Gender, Age, and Marital Status on Work-Life Balance (WLB) among employees of IT Industry based in Delhi-NCR. The findings reveal that these factors have a statistically significant influence on how individuals experience and evaluate their work-life dynamics.

Specifically, females reported higher WLB than males, suggesting possible differences in coping strategies, support systems, or workplace experiences. Older respondents demonstrated higher levels of WLB compared to younger individuals, possibly due to greater life stability, experience in managing multiple roles, or reduced work-related pressures. Additionally, married individuals exhibited significantly better work-life balance than their single or divorced counterparts, highlighting the potential supportive role of family structures.

These results underscore the importance of personal and demographic contexts in shaping work-life experiences. Organizations aiming to enhance employee well-being and productivity should consider these demographic nuances when designing policies, benefits, and interventions. Future research could explore the interaction of these factors with job type, industry, and organizational culture to build a more comprehensive understanding of work-life balance dynamics.

CONFLICT OF INTERESTS

None.

ACKNOWLEDGMENTS

None.

REFERENCES

- Aeran, A., & Kumar, S. (2015). Work-Life Balance: A Study on Women Employees in Banking Sector. *International Journal of Multidisciplinary Research and Development*, 2(7), 336–339.
- Bharti, R., & Warriar, U. (2015). Impact of Demographic Factors on Work-Life Balance of Women Employees. *International Journal of Management Research and Reviews*, 5(3), 170–178.
- Kumar, R., & Rao, M. (2020). Work-Life Balance and Its Impact on Personal Life: A Study on Women Professionals. *Journal of Business and Management*, 22(1), 1–7.
- Lakshmi, K. S., & Prasanth, A. (2018). Age and Its Impact on Work-Life Balance of Women Professionals. *International Journal of Management Studies*, 5(3), 112–118.
- Mayya, S. S., Martis, M., Ashok, L., Monteiro, A. D., & Mayya, S. (2021). Work-Life Balance and Gender Differences: A Study of College and University Teachers from Karnataka. *SAGE Open*, 11(4). <https://doi.org/10.1177/21582440211054479>
- Swamy, D. R., Nanjundeswaraswamy, T. S., & Rashmi, S. (2015). Quality of Work Life: Scale Development and Validation. *International Journal of Caring Sciences*, 8(2), 281–300.
- Vijayakiruthika, M. S. (2016). The Demographic Factors Influence on Satisfaction toward Work Life Balance of Woman Employees in Private Banking Sector in Batticaloa District. *Journal of Studies in Management and Planning*, 2(10), 354–370.
- Whiston, S. C., Feldwisch, R. P., Evans, K. M., Blackman, C. S., & Gilman, L. (2015). Older Professional Women's Views on Work: A Qualitative Analysis. *The Career Development Quarterly*, 63(2), 98–112.
- Zahra, N., Sulastiana, M., & Fitriana, E. (2021). Exploring the Impact of Work-Life Balance on Employees: A Systematic Literature Review. *International Journal of Psychological Studies*, 13(4), 1-10. Link

APPENDIX 1

QUESTIONNAIRE

Dear Respondent,

The study is being carried out to understand the Demographic Factors that account for Work-Life Balance of employees working in IT Industry based in Delhi-NCR

The information provided by the respondent in the questionnaire shall be used strictly for academic purposes and shall be kept confidential.

Demographic Profile

Below are given Variables, please indicate the most appropriate option by putting a tick mark (√)

Age	18-28 years
	29-38 years
	39-48 years
	49 years and Older
Gender	Male
	Female
Marital Status	Single
	Married
	Divorced

Below are given statements, please indicate the most appropriate option in recent times on a five-point Likert scale by putting a tick mark (√) in appropriate column where: 1 stands for Strongly Disagree; 2 stands for Disagree; 3 stands for Neither Agree nor Disagree; 4 stands for Agree; 5 stands for Strongly Agree

Work-to-Life Balance

(Developed by Carlson, Kacmar, & Williams 2000)

S.no.	Statement	1	2	3	4	5
1	My work keeps me from my family activities more than I would like.					
2	The time I must devote to my job keeps me from participating equally in household responsibilities and activities.					
3	I have to miss family activities due to the amount of time I must spend on work responsibilities					
4	When I get home from work, I am often too frazzled to participate in family activities/responsibilities.					
5	I am often so emotionally drained when I get home from work that it prevents me from contributing to my family.					
6	Due to all the pressures at work, sometimes when I come home, I am too stressed to do things I enjoy.					
7	The problem-solving behaviours I use in my job are not effective in resolving problems at home.					
8	Behaviour that is effective and necessary for me at work would be counterproductive at home					
9	The behaviour I perform that make me effective at work do not help me to be a better parent or spouse.					
10	The time I spend on family responsibilities often interferes with my work responsibilities.					
11	The time I spend with my family often causes me not to spend time in activities at work that could be helpful to my career.					
12	I have to miss work activities due to the amount of time I must spend on family responsibilities.					
13	Due to stress at home, I am often preoccupied with family matters at work.					
14	Because I am often stressed from family responsibilities, I have a hard time concentrating on my work.					
15	Tension and anxiety from my family life often weakens my ability to do my job.					
16	The behaviour that works for me at home do not seem to be effective at work.					
17	Behaviour that is effective and necessary for me at home would be counterproductive at work.					
18	The problem-solving behaviour that works for me at home do not seem to be as useful at my work.					

