

A Study on Employees's Work Life Balance of ATC Global Logistics Pvt Ltd

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ABSTRACT:

The paper titled "A Study on Employees' Work-Life Balance at ATC Global Logistics Pvt. Ltd" focuses on understanding how employees at the company manage their professional and personal lives. The research aims to assess the effectiveness of work-life balance policies at the company and how they impact employee performance. It also highlights the importance of balancing career responsibilities with personal well-being. The study is based on data collected from employees of ATC Global Logistics' Chennai and Mumbai branches. It uses statistical tools like Pearson Chi-Square and ANOVA to analyze relationships between variables such as age, awareness of work-life balance, and job satisfaction. The findings suggest that younger employees are more aware of work-life balance practices, while older employees struggle with maintaining it. Suggestions are made for improving work-life balance initiatives across different employee age groups. In conclusion, the paper emphasizes that while many employees are maintaining a proper balance, a small percentage still struggle. The organization is advised to continue improving work-life balance policies to ensure a stress-free and productive work environment for all employees.

Keywords: Employee's work life balance, Human resource Management, Employee Performance, Job Satisfaction.

INTRODUCTION:

WORK LIFE BALANCE

Work life balance is a method which helps employees of an organization to balance their personal and professional lives. Work life balance encourages employees to divide their time on the basis on priorities and maintain a balance by devoting time to family, health, vacations etc. along with making a career, business travel etc. It is an important concept in the world of business as it helps to motivate the employees and increases their loyalty towards the company.

Working on a job for a company and making a career can be an extremely time- consuming duty for any employee. Employees are busy at their offices throughout the day and sometimes even on weekends. This gives them very little time to interact with their family. Because of high pressure of work, often family members get neglected. Also, stressful jobs cause the health of employees to deteriorate. This is where work life balance come into the picture. Work life balance concept allows an employee to maintain a fine balance in the time he or she gives to work as well as to personal matters. By having a good balance, people can have a quality of work life. This helps to increase productivity at workplace as the employee is relaxed about his personal commitments. It also allows the employee to give quality time with family to spend vacations, leisure time, work on his/her health etc. Hence work life balance is extremely important for employees and increases their motivation to work for the company.

OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE:

➤ The primary objective of the study is to study about the employees work life balance at ATC Global Logistics Pvt Ltd.

SECONDARY OBJECTIVE:

- To assess the effectiveness of employees, work life balance of ATC Global Logistics Pvt Ltd.
- To know about the employee work life balance practices.
- To learn about the impact of work life balance on employees.
- To know how the employee performance is increased by proper work life balance.

NEED FOR THE STUDY

The need for the study is to understand the employees work life balance of “ATC Global Logistics Private Limited” by identifying the factors that has impact on the employees work life in the organization.

SCOPE OF THE STUDY:

The study conducted is useful to understand the effectiveness and impact of work life balance and how it should be adapted by the employees of “ATC Global Logistics Private Limited” to bridge the gap between the imbalance and balance of employees work life. The study is done only with the employees of Chennai and Mumbai branch for three months’ time and is confined to understand how the employees tackle work and their personal life in the organization.

LIMITATIONS:

- An in-depth study could not be carried out due to the shortage of time.
- The area of the study is limited to Chennai branch employees.

COMPANY PROFILE

ATC GLOBAL LOGISTICS PVT LTD

“ATC LOGISTICS PRIVATE LIMITED” popularly known as, ATC is total logistics company and its activities cover the total spectrum of logistics services. It’s a full service – Pan India group of companies providing total logistics solutions to the customers. Founded in 1957, ATC has required a continuous and sustained growth. We have kept pace with the changing times and increased needs of the global customers. In course of rendering widest range of customized services to the customers, we have established offices all over India to offer specialized and focused services by adopting strategic business unit (SBU) concept. We adhere to highest norms of values and integrity to offer the customers focused and speed optimized services with knowledge-based services differentiation in a tax efficient and law compliant manner.

To ensure effective handling of cargo the company has specialized strategic business units for import and export – sea & air, custom clearance and international freight forwarding.

Vision statement

ATC group is a full-service international freight forwarder with Pan India presence offering global door to door logistics solutions to the customers. ATC group endeavors to strengthen the relationship with customer by deeper integration with their supply chain by offering 4 PL services besides offering 3 PL services for domestic business of customers with differentiation and value addition. The service offered will reduce the supply chain cost by eliminating wastage and offer reliable last mile solutions using green and security enabled logistics solutions.

Group values

- ☐ Law compliant
- ☐ Tax efficient
- ☐ Customer focused
- ☐ Speed optimized
- ☐ Total solutions.

Licenses & certifications

1. licensed customs broker
2. IATA accredited air cargo agent
3. Licensed multimodal transport operator
4. Customs registered break bulk agent
5. Authorized economic operator (AEO)
6. US FMC registered NVOCC & OTI
7. NSIC-CRISIL credit rating SE 2A 8. ISO 9001- 2015.

PRODUCT PROFILE

ATC global logistics is a parent company and expanded their services through four other sister concerns namely, ACL.PL, AGL.PL, ACS, and Associated Warehousing Co. Pvt. Ltd. ATC logistics deals with all “Custom House Activities” (CHA) for Air Export Forwarding.

The Associated container line (ACL.PL) deals with sea export forwarding. The Associated global logistics (AGL.PL) deals with sea import forwarding. The Associated consolidated services (ACS) deals with air import forwarding. The Associated warehousing Co.Pvt.Ltd provides open warehouse services to the customers.

The other services of ATC Global Logistics are,

Full Service

1. Import – export – transit
2. Air – sea – road – rail – multimodal
3. Coastal shipping
4. Customs Clearance – freight forwarding – NVOCC
5. Domestic rail movement
6. Newsprint logistics

Global Logistics Solutions

1. Door to door logistics solutions -3rd country shipments
2. DDP / DDU / Ex works
3. International & domestic warehousing & distributions
4. LCL – break bulk – FCL – special equipment
5. Buying agent – third party inspection

Repertoire of services

1. Exhibition forwarding
2. Emergency spares
3. Claims – refunds – appeals – incentives
4. RBI –DGFT representation
5. Buyer’s consolidation – shipper’s consolidation
6. Inland container depot operations

Since ATC group offers full spectrum door to door services with entire repertoire of services, ATC has developed a highly respectable clientele base of over 1250 customers representing most reputed large Indian business houses, global corporations, joint ventures of MNCS, MSME, educational institutes, hospitals etc.

REVIEW OF LITERATURE:

Barbara Hobson & et al - 2014

Using a unique specifically designed for analyzing the capabilities and agency gap, conducted in Budapest and Stockholm, chapter 3 compares two societies with a long history of the dual-earner family model, focusing on different work life balance policies. The survey enabled to access the cognitive level of capabilities, perceptions of the scope of alternatives and a sense of entitlement to make claims. The weak capabilities and agency for WLB among Budapest parents were underpin by traditional cultural/societal norms, long working time regimes, and precariousness in the labour market. The cognitive level of capabilities also revealed profound differences. The Stockholm parents expressed a strong sense of sense of entitlement to make WLB claims and to exercise WLB policies; For Budapest parents the wide agency and capabilities gap is expressed in their weak sense of entitlement and their narrow scope of alternatives for making change in work life.

Nadya Rizky Amalia & et al-2021

Human resource employees who are essential to achieving a specific goal for an organization or company. The background of the study is that there is a problem of the performance of employees of the human resources and development of the cimahi government that has not reached the organization's target for the past two years. This study is done to learn the influence of work life balance and organizational culture on the performance of employees of the employment agency and the development of human resources of the cimahi city government. The method employed on this study is a quantitative

method with a type of descriptive and applied research and sampling technique using a total non-sampling technique besides, with a sampling of 40 of the respondents made up of the employees of the officers' management and the development of human resources the city's cimahi... Data analysis techniques use descriptive content analysis and linear regression analysis. The results derived from work life variable descriptive analysis fall into excellent categories, while the organizational cultural variables and employee performance fall into good categories. The results of the linear regression test show that work life balance and organizational culture influence positive and significant both partial and simultaneous employee performance. Work life balance and organizational culture have an impact on employee performance of 61.4%.

Abhishek Sharma & et al - 2021

In the changing world of work, including increasing working parents and work from home, work-life balance is receiving increased attention from HR executives looking to improve employee productivity. Talent retention and getting active and responsible contributions from existing employees are permanent concern for organizations because of their high costs and negative consequences. This research aims to investigate the relationship of work-life balance with turnover intention and procrastination. The present study was conducted with 104 office staff working in various business organizations. The results showed a significant relationship between work-life balance and turnover intention and a significant relationship between work-life balance and procrastination. Further regression analysis showed a significant prediction of turnover intention and procrastination by work life balance. The study's results suggested that work-life balance provisions should be included in organization policy and talent retention strategies.

Vani Kant Bharadwaj & et al -2020

Work life balance has become a subject of high priority for employees and organizations all around the globe. Studies on work life balance have gained serious attention in the recent decades. The aim of this paper is to provide a conceptual understanding of work life balance. This paper reviews various traditional as well as contemporary literature related to work life balance. The article vividly elaborates a range of theoretical issues including meaning of work life balance, models/theories associated with work life balance, quantification of work life balance, various determinants affecting work life balance, the influence of work life initiatives on employees, organizations and the significance of work life balance in the present-day context.

Ms. Cherukuri Mounika & et al-2020

Work-life balance refers to the level of prioritization between personal and professional activities in an individual's life and the level to which activities related to their job are present in the home. The ideal worklife balance is open to discussion. Freethinker Paul Krassner said that anthropologists often define happiness as having little or no differentiation between an individual's professional and personal lives. Work-life balance is a topical issue due to the increased amount of technology that removes the importance of physical location in defining the work-life balance. Previously it was difficult or impossible to take work home and so there was a clear line between professional and personal.

Mohammed Samroodh & et al-2020

Work-life balance is one of the buzz words in academia and the corporate world for the last few years. There has been an Exponential growth in the literature regarding this concept, and it is still growing. Here through this article, the authors are trying to present a conceptual introduction and overview of "work-life balance" in which we have a brief description about its determinants, benefits to both employers and employees and also tries to present the linkage of work-life balance about organizational performance and its consequences to health by taking support from the extant literature. The authors had also made an attempt to point out some strategies to achieve a good work-life balance which should come from both employee and employer side and had tried to include some contemporary issues related to worklife balance like the usage and applications of technology in facilitating a flexible work-life balance interface and the opportunities of telecommuting and its importance in fostering an excellent work-life balance and have made a small attempt to give some hints about the future of work-life balance.

RESEARCH METHODOLOGY:

Research comprises defining and redefining problems, formulating hypothesis or suggested solutions, collecting, organizing, and evaluating data; making deduction and reaching conclusions to determine whether they fit the formulating hypothesis.

The quality and reliability of research study is dependent on the information collected in a scientific and methodological manner. Scientific planning of designing of research method is a blueprint for any research study. Therefore, proper time and attention should be given in designing the plan of research. While proper definition of problem tells the researcher

where he has to go, proper design tells him how he should go. Selection of methodology for a particular project is made easy by sorting out a number of alternative approaches, each of them having its own advantage and disadvantages. Efficient design is that which ensure that the relevant data are collected accurately.

The researcher has to think about what procedure and techniques should be adopted in the study. He should arrive at the final choice by seeing that the methodology chosen for project is indeed the best one, when compared with others.

RESEARCH DESIGN:

Research design is the first and foremost step in methodology adopted and undertaking research study. It is overall plan for the collection and analysis of data in the research project. Thus, it is an organized, systematic approach to be the formulation, implementation and control of research project. In fact, a well-planned and well-balanced research design guards against collection of irrelevant data and achieves the result in the best possible way.

DESCRIPTIVE RESEARCH

Descriptive research includes surveys, fact findings enquiries of different kinds. The major purpose of this research is description of the state of affairs, as it exists at present. The main character of this method is that the researcher has no control over the variables; he can only report what has happened or what is happening. It also includes attempts by researchers to discover causes even when they cannot control the variables. The method of research utilized in descriptive research is survey method of all kinds including comparative and co-relational methods

SAMPLE UNIT

The sampling units used by the researcher for this research, are the employees of ATC Global Logistics Private Limited.

SAMPLE SIZE

The sample size considered for this study is 110.

POPULATION SIZE

The employee population size of ATC Global Logistics considered for this study is 400.

SAMPLE DESIGN

The study uses non-probability sampling technique under which Convenient Sampling.

DATA COLLECTION

There are two main sources for collecting data. These are: -

1. Primary Data.

Primary Data means original data that has been collected from the structured questionnaire and individually interviewing employees of ATC Global Logistics Private Limited.

2. Secondary Data.

Secondary data is the one which is collected by someone else and already used in some or the other form. Secondary data was collected through records, manuals of the company and company websites.

RESEARCH AREA

The study was conducted with the employees of **ATC Global Logistics Private Limited**, Chennai and Mumbai Branch.

DATA ANALYSIS AND INTERPRETATION

STATISTICAL TOOLS FOR DATA ANALYSIS:

The data has been mainly analysed by using the following statistical tools

1. Pearson Chi-Square Test
2. One Way- Anova Test

PEARSON CHI-SQUARE TEST

The Chi-Square test is one of the simplest and most widely used non-parametric tests in statistical works. This test was first used by Karl Pearson in the year 1990. The quantity Chi-Square describes the magnitude of the discrepancy between theory and observation.

Karl Pearson developed a test for testing the significance of discrepancy between the experimental values and the theoretical values obtained under some theory or hypothesis.

The table value for this degree of freedom is seen using 5% or 1% of significance level. If the calculated Chi-Square value is less than the table value of Chi-Square, hypothesis is accepted or otherwise rejected.

$$\chi^2 = \frac{(O - E)^2}{E}$$

E

O – Observed Frequency

E – Expected Frequency

DOF – Degree of Freedom

DOF = (r-1) (c-1)

R – Row

C – Column

It is the sum of squared difference between observed (O), the expected (e) data or deviation (d) ÷ expected data in all possible categories.

TABLE: 1 CHI SQUARE TEST BETWEEN AGE AND AWARENESS OF WORKLIFE BALANCE

| Crosstab | | | | | | |
|----------|----------|---|--|-------|-------|--------|
| | | | 7. Are you aware of what is work life balance? | | | Total |
| | | | Yes | no | maybe | |
| 2. Age | below 25 | Count | 45 | 7 | 4 | 56 |
| | | % within 2. Age | 80.4% | 12.5% | 7.1% | 100.0% |
| | | % within 7. Are you aware of what is work life balance? | 54.2% | 46.7% | 50.0% | 52.8% |
| | | % of Total | 42.5% | 6.6% | 3.8% | 52.8% |
| | 25-35 | Count | 20 | 8 | 2 | 30 |
| | | % within 2. Age | 66.7% | 26.7% | 6.7% | 100.0% |
| | | % within 7. Are you aware of what is work life balance? | 24.1% | 53.3% | 25.0% | 28.3% |
| | | % of Total | 18.9% | 7.5% | 1.9% | 28.3% |
| | 35-45 | Count | 12 | 0 | 0 | 12 |
| | | % within 2. Age | 100.0% | 0.0% | 0.0% | 100.0% |
| | | % within 7. Are you aware of what is work life balance? | 14.5% | 0.0% | 0.0% | 11.3% |
| | | % of Total | 11.3% | 0.0% | 0.0% | 11.3% |
| | 45-55 | Count | 3 | 0 | 2 | 5 |
| | | % within 2. Age | 60.0% | 0.0% | 40.0% | 100.0% |
| | | % within 7. Are you aware of what is work life balance? | 3.6% | 0.0% | 25.0% | 4.7% |
| | | % of Total | 2.8% | 0.0% | 1.9% | 4.7% |

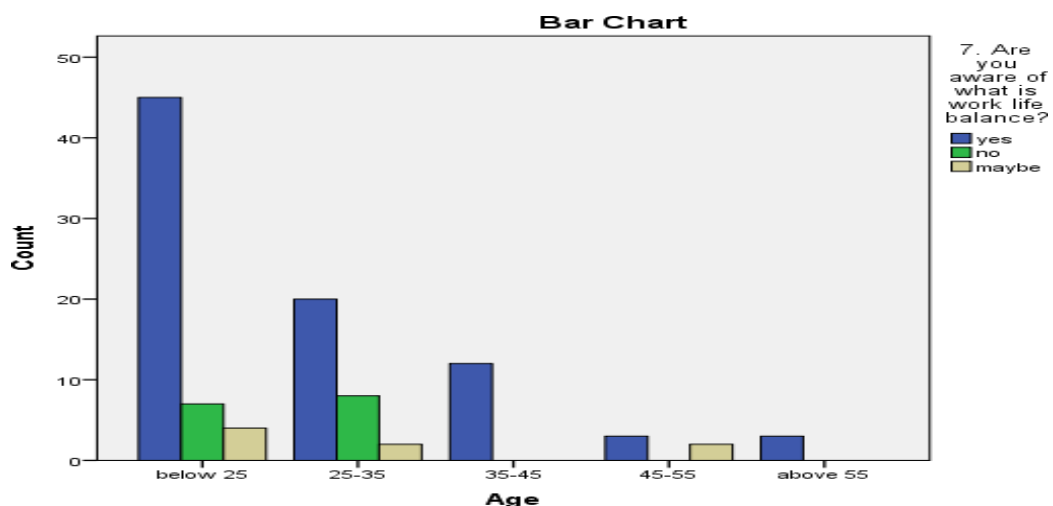
| | | | | | | |
|-------|----------|---|--------|------|------|--------|
| | above 55 | Count | 3 | 0 | 0 | 3 |
| | | % within 2. Age | 100.0% | 0.0% | 0.0% | 100.0% |
| | | % within 7. Are you aware of what is work life balance? | 3.6% | 0.0% | 0.0% | 2.8% |
| | | % of Total | 2.8% | 0.0% | 0.0% | 2.8% |
| Total | | Count | 83 | 15 | 8 | 106 |

| | | | | | |
|--|---|--------|--------|--------|--------|
| | % within 2. Age | 78.3% | 14.2% | 7.5% | 100.0% |
| | % within 7. Are you aware of what is work life balance? | 100.0% | 100.0% | 100.0% | 100.0% |
| | % of Total | 78.3% | 14.2% | 7.5% | 100.0% |

Chi-Square Tests

| | Value | df | Asymptotic Significance (2-sided) |
|------------------------------|---------------------|----|-----------------------------------|
| Pearson Chi-Square | 16.076 ^a | 8 | .041 |
| Likelihood Ratio | 15.773 | 8 | .046 |
| Linear-by-Linear Association | .002 | 1 | .960 |
| N of Valid Cases | 106 | | |

a. 11 cells (73.3%) have expected count less than 5. The minimum expected count is .23.



INFERENCE:

Since the asymptotic significance is 0.041, which is less than 0.05. So, there's a positive result in-between the age and Awareness about work life balance of employees.

The above tables and chart show that the respondents age below 25 years are well aware about work life balance and respondents with 45-55 years & above are can't able maintain their work life balance.

ONE – WAY ANOVA

Analysis of variance is a technique used to test equality of means, when more than two populations are considered. This technique was introduced by R.A.Fisher which was originally used in agricultural experiment in which different types of feeding methods to animals and so on. This technique is widely used in different fields.

ONE – WAY ANOVA

(Analysis of Variance Table)

| Sources of Variation | Sum of Squares | Degrees of Freedom | Mean Sum of Squares | Variance Ratio |
|----------------------|----------------|--------------------|---------------------------|-------------------------------|
| Between columns | SSC | C - 1 | $MSC = \frac{SSC}{C - 1}$ | $F = \frac{MSC}{MSE}$ |
| Within columns | SSE | N - C | $MSE = \frac{SSE}{N - C}$ | (Or) $F = \frac{MSE}{MSC}$ |
| Total | SST | N - 1 | | |

The **F** ratio should be calculated in such a way that $F > 1$.

TABLE 2 : ONE WAY ANOVA TEST BETWEEN QUALIFICATION AND TOTAL SATISFACTION OF EMPLOYEES

| ANOVA | | | | | | |
|-------|--|----------------|-----|-------------|-------|------|
| | | Sum of Squares | df | Mean Square | F | Sig. |
| total | | 135.551 | 3 | 45.184 | 2.970 | .035 |
| | | 1551.883 | 102 | 15.215 | | |
| | | 1687.434 | 105 | | | |

POST HOC TESTS

| | | | |
|---|----|-------------------------|-------|
| total | | | |
| Duncan ^{a,b} | | | |
| 4.Qualification | N | Subset for alpha = 0.05 | |
| | | 1 | 2 |
| post graduate | 38 | 9.92 | |
| under graduate | 57 | 11.63 | 11.63 |
| diploma | 7 | 12.86 | 12.86 |
| high school | 4 | | 14.50 |
| Sig. | | .132 | .141 |
| Means for groups in homogeneous subsets are displayed. | | | |
| a. Uses Harmonic Mean Sample Size = 9.159. | | | |
| b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed. | | | |

INFERENCE:

The table shows that the significance value is 0.035 which is less than 0.50, the alternate hypothesis is accepted at 5% level of significance. From the post hoc analysis it is understood that employees with high school qualification are more satisfied with their current job (mean= 14.50) than the others.

FINDINGS AND SUGGESTIONS:

FINDINGS:

- A. Majority of the respondents belongs to below 25 years of age (52.8%).
- B. Majority of the respondents belongs to male category (51.9%).
- C. Majority of the respondents are having under graduate qualification (53.8%).
- D. Majority of the respondents are aware of work life balance (78.3%).
- E. Majority of the respondents are satisfied with the working hours of the organization (55.7%).
- F. Majority of the respondents are able to balance their work life (59.4%).
- G. Majority of the respondents agrees that the organization taking initiatives to manage work life of its employees (56.6%).
- H. The respondents with 1-5 years of experience in work are satisfied with their working hours and the respondents with 10-15 years & above are less satisfied with their working hours.
- I. The graduated respondents are getting enough time for family after the working hours and respondents with diploma qualification are getting less time for their family after working hours.
- J. The employees below the age 25 are more satisfied with their current job (mean= 12.23) than the others.
- K. The employees with diploma qualification are more satisfied with their current job (mean= 13.57) than the others.
- L. The employees with high school qualification are more satisfied with their current job (mean= 14.50) than the others.

SUGGESTIONS:

1. The organization should take more initiative for the employees under the age from 25-35 to above 55 years. Since below 25 years age employees maintaining their work life balance well other employees are needed to be improve their work life balance. So, organization should take equal initiatives and support those employees to maintain their work life balance and to improve their career.
2. The working hours should be neutralized for all employees, irrespective of fixed working hours employees stays late at office to finish work, that should be noted by organization and required skills must be trained to employees. So that employees can finish work in desired time.
3. Also friendly environment holds the lesser impression from the respondents, the organization should take a step forward and recognize employees even for smaller achievements, and it will improve the employee's interest towards the work.
4. Although the organization alone can't provide a 100% work life balance for their employees. Employees have to take some responsibility to change their attitudes to work and home life.
5. Also, employees should follow the work life balance policy provided by the organization. Some of the employees ignore to listen or follow the organization policy leads to improper work life balance which will have a risk of impacting in work. So to avoid these kind of conflicts employees should be responsible to follow the policies provided by the organisation and encouraging others to follow the policies creates a stress free and friendly environment.

CONCLUSION

From this study, it is observed that majority of the employees in this organization are properly maintaining their work life in balance. Also, the organization giving proper instructions and training to all the employees to balance their work life. Although in some extent few percentages of employees are lagging in balancing their work life and also the organizations

initiatives are not reaching the lower level and other employees. So, the organization should consider this conflict and make solution to create stress free work environment & happy life balance for their employees and employees should feel responsible and follow the instructions given by the organization.

Work life balance directly related to the employees' career, so if one fails the other will fall apart. The organization should provide quality instructions for their employees to maintain their work life in balance and employees should grasp their opportunity well to balance their work life. If the employees in the organization are well balanced with their work life. Then it will lead to effective working of employees and gives efficient outputs to the organization. It not only increases the profit level of the organization, but it also creates a friendly and positive environment for both the employers and employees.

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