

# **An Exploratory Study Of Work Life Balance Emanates And Work Satisfaction In Ericsson Company-Chennai City**

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## **Abstract**

In terms of Indian perspective, the anxiety over work-life balance is progressively becoming a common talk especially for telecom employees. Work life balance is condition of equilibrium in which the demand of both professional and personal life is equal. Managing rising demands from the work and family domains represented a source of high strain for many employees which even lead to the health problems among employees. Although it is believed that work family role strain is more common among telecom employees, especially men experience stress resulting from differing roles and demands. The purpose of this paper is to figure out the working atmosphere of Ericsson Company and what is the opinion of employees about the allegiance to work and flexibility on work schedule pertaining to the work life and work satisfaction. We propose that Work-Life Balance is nowadays, no doubt a major concern to be discussed as a serious matter and has to be managed

## **INTRODUCTION**

The rapid economic growth and development in the world has created new activities and open new doors for all the business organizations. The globalization trend has put the organizations hard to retain their competitive advantage. This trend has also affected the telecom sector. Telecom sector become more competitive. The changes in business activities bring change in culture and perception of the employees. Organizational changes due to downsizing, mergers/ acquisitions and radical changes in technology have changed the work setups. The employees in present are more

involved in their jobs than in the last decade. The long working hours, work pressure, high demanding jobs, use of sophisticated technology made it difficult for employees to keep a balance between their job and work commitments. Businesses are facing increasing demands to raise efficiency and becoming more responsive to customers and employees. No longer is it just a matter of remuneration and promotional prospects; job seekers are increasingly making employment decisions on how well their current or potential workplace can support a balance between personal lives and paid occupation . Fast moving city and the work load and pressure and

long working hours affect the level of employee job satisfaction. Considerable research has already been conducted on work life balance and employee satisfaction in developed countries. Developing countries have also started paying+ attention on this front to increase employee job satisfaction. In India much research has been conducted on this issue and more efforts are being suggested to the bigger organizations especially the telecom and IT sector where longer working hours is a particular norm, to restore a work-life balance for the better good of the social and family life of the. Objective of this study is, thus, to examine the impact of work life balance on employee job satisfaction and to identify which factors of work life balance have more influence on employee job satisfaction in telecom sector. Accordingly, following are the hypothesis to be tested for this study: H1: There is no effect of long working hours on employee job satisfaction. . H2: There is no effect of flexible working condition on employee job satisfaction. . H3: There is no effect of work pressure on employee job satisfaction. . H4: There is no effect of change of job on employee job satisfaction. . H5: There is no effect of work-life balance programs on employee job satisfaction.

#### **EFFECTS OF WORK LIFE BALANCE AND JOB SATISFACTION**

Workers Punctuality, Teamwork, Customer service, work supervision responsibility, group behavior, peer interaction and leadership initiative by workers are reduced. Recognition is the part of job satisfaction. It is an act of notice, praise, or

blame supplied by one or more superiors, peer, colleague, management person, client, and/or the general public. Failure in getting recognition leads to poor job satisfaction. Creativity, new job-expertise learning and innovation of worker are grossly damaged due to lowering of work related enthusiasm among workers. Seniority demands the promotion and promotion facilitates mental satisfaction. It refers to designate an actual change in upward direction in job status. The promotion to the next level will result in positive changes such as pay, autonomy and supervision etc. Workers having problem balancing work roles and family roles, set bad standard in the company work setting and often upset the friendly work ambience. These are the sequences of events in which compensation plays a major role. There is no International Letters of Social and Humanistic Sciences Vol. 21 183 doubt that monetary rewards may play a very influential role in determining job satisfaction. If salaries are not market oriented, this can lead to dissatisfaction. Workers problems get reflected negatively on company's turnover, operating profit and balance sheet. If the employee experiences the healthy relationship with others within the organization, so it will boost the morale and satisfaction toward the job and lead to the higher productivity. Substantial increase in the cases of workers being absent on the job and in extreme cases leaving the job. Physical working conditions and facilities are equally significant for job satisfaction of telecom employees. Apart from this company policy and administration plays an important role in

satisfaction. These should be framed in keeping the view of employee's needs and desire. Some Approaches to improve WLB and Job Satisfaction.

**ABOUT ERICSSON COMPANY** is a Swedish multinational provider of communication technology and services. The company's offerings comprise services, software and infrastructure in information and communications technology for telecom operators and other industries, including traditional telecommunications as well as Internet Protocol (IP) networking equipment, mobile and fixed broadband, operations and business support services, cable TV, IPTV, video systems, and an extensive services operation. Ericsson has a market share of 35% (in 2012) in the 2G/3G/4G mobile network infrastructure markets.

Founded in 1876 by Lars Magnus Ericsson, the company is today headquartered in Stockholm, Sweden. The company employs more than 110,000 people and works with customers in more than 180 countries, including Canada, United States, China, India, Brazil, Pakistan, Japan, South Africa, Australia, Germany, Italy, the UK, and Sweden. Ericsson holds over 37,000 granted patents as of May 2015, including many in the wireless communications field.

#### **WORK LIFE BALANCE AND WORK SATISFACTION OF EMPLOYEES IN ERICSSON COMPANY:**

In this study there are seven determinants are taken in order to achieve the results about the satisfaction of the employees in ericsson company

1. Generation to enter the workforce: the Millennials. In particular the focus has been on working Millennials aged 22-29 in the US, who have a college education and who are ambitious, forward-looking and see themselves as taking on leadership positions in the future. Who are they, what's their ideal company like and what are their attitudes and behavior and in particular their affiliation with communication and technology? Some important findings of this report are that Millennials bring a good deal of their personal lives into work; however, they do not necessarily allow work to enter their private lives. Though they are keen to perform well at work, it is virtually impossible for them to leave their personal lives behind, as they typically check Facebook, engage in instant messaging and send and receive texts on their devices throughout the day. This is seen as a right rather than a benefit. Ann-Charlotte Kornblad, Senior Advisor at Ericsson Consumer Lab, says "They want close relationships with their supervisors, and expect frequent feedback. They dislike ambiguity and expect transparency and fairness in all their dealings with work organizations. A key factor for many Millennials is keeping a balance between work and leisure time and they expect that employers to come up with solutions to help them achieve this." As many as 45

percent of Millennials use their private phones, which they pay for themselves, at work. This means that they also pay for work-related use of their phones. Today, 23 percent of Millennials have mobile phones (mostly a smartphones) that are fully or partly paid for by their employers.

Finally, Millennials are impatient. As part of the Facebook generation, they want instant gratification. This gives them a low tolerance for modes of communication that are slow or do not provide immediate feedback.

2. At Ericsson, 78 percent of employees say they often or almost always enjoy their colleagues and find their workplace to be fun and cooperative. Another 16 percent sometimes benefits from these qualities, for a combined positive rating from 94 percent of employees in the Great Atmosphere category. At Ericsson, employees are encouraged to take advantage of flexible work spaces like the reading and writing rooms, informal work areas and even treadmill desks. The headquarters office in Plano, Texas has two onsite fitness facilities with cardio equipment and weights at no cost to employees. More than nine out of 10 employees describe their working environment as consistently friendly and report that people feel comfortable being themselves. Almost as many say their

work environment is caring and cooperative with a family feeling. In fact, 81 percent actually look forward to coming to work category. Ericsson, 82 percent of employees often or almost always find the company compensates them fairly, provides special and unique benefits, supports their work-life balance and shows genuine appreciation for their contributions. (SOURCE: [www.ericsson.com](http://www.ericsson.com))

3. In this paper I took exploratory study in Chennai ericsson company and collected some reviews regarding work satisfaction and work life balance regarding in telecom sector among telecom employees. According to Mr.Barani.T, FIELD MANAGER, It seems difficult when customer visit at our work place as we need to take additional care about all the activities. And what I learned from above is that we should always have all the records ready on our system to overcome the burden. Management is good and shows each and every aspect to customer for well satisfaction. Always feel good and motivated while working with colleagues and friends and discussion always going on. Sometimes on urgent queries/request I need to deliver with critical timelines for which I need to skip the lunch which can be the hardest part of job. And the enjoyable is when we go for 10-15 minutes tea-break in morning where

discussion on news, environment and all other daily activities/critical issues. The other side of telecom sector which made constant worry among telecom employees is lack of job security and other things is recession in telecom sector. Even though we used to work 24/7, there is no time limit for our work. One side if they providing good atmosphere, facilities, amenities etc., to the employees, but they didn't give the job assurance and salary hike, bonus, at least, the company can give compensation for the project which they assigned for individual. Because we are the telecom people are continuously travelling from one place to another place to complete the task which is assigned in our company. Unexpectedly it incur lot of expenses for travelling purpose and for boarding etc., Then, how is it possible to take care of unexpected family expenses.

4. According to Mr. Deepak Panneer, Project manager working in Ericsson Company. I am working in 24/7 basis. if I need to avail leave means, I cannot assign the work simply to other people and go off. It is not an easier task; to delegate the work to other person means simultaneously I need to check out each and every thing during in my leave. Then, again it's make me stress and cannot enjoy my leave. Because, if any mistake done by him, automatically am the pertaining person to answer for the issues what ever happen.

The second and fore most things are continuously we need to answer the call for all the issues which is pertaining to the work. Due to this busy schedule I can't speak to my family members and any of my family member is feeling sick, if am taking to the hospital means, during that time also I need to answer the call (Although am informed to my reporting manager, and availed leave, the first question/request from my manager is not to switch off my phone and assist the queries is required. I used to get the call continuously from the site workers, customers and other person those who involved in the project) it's not possible for me to switch off the phone and avoid the calls. This makes me so depressed. Rather than this I used to enjoy lot in company and during training session we used to get lot of information regarding how to perform the task in clear manner.

**CONCLUSION:** The purpose of this exploratory study was to examine the impact of work life balance on employee job satisfaction and to identify which factor of work life balance have more influence on employee job satisfaction in Ericsson company Chennai. The employee review show that work life balance have not much impact on employee job satisfaction and some factors of work life balance such as employee intention to leave job, work pressure and long working

hours have negative relation with employee job satisfaction and work life balance programs and flexible working conditions have positive relation with employee job satisfaction. It is found out that the organizations can face multiple problems if their workforce satisfaction level is lower. It is essential that HR departments are responsive to the needs and constantly changing requirements of workforce and the effect of environmental issues in order to improve programs and policies. It also saves cost of hiring by improving employees retention, the factors which were supposed to have greater impacts on employee job satisfaction and work life balance does not turn out to be effective. According to the employee review in company side they feel highly satisfied with overall atmosphere and organizational climate everything. Even though there is some pitfalls are facing by the employees are anxious about job assurance, no hike in remuneration etc., the company need to bring some changes for these types of issues in order to avoid the stress of the employees.

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