

WORK LIFE BALANCE IN IT SECTOR VS BANKING SECTOR

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Abstract

Work-life balance is an important human resource management issue because employees are expected to manage professional responsibilities while maintaining adequate time and energy for family, personal activities, health, and social life. The present study examines work-life balance in the IT sector versus the banking sector. The study focuses on working hours, workload, work-related stress, flexibility, leave availability, family time, job satisfaction, and employees' overall perception of work-life balance. A quantitative and descriptive research design is proposed using a structured questionnaire. For the purpose of demonstrating the analysis format, an illustrative sample of 120 respondents is used, comprising 60 IT-sector employees and 60 banking-sector employees. The comparative analysis indicates that IT employees report relatively better access to flexible work arrangements, while banking employees report greater difficulty with fixed schedules, customer-facing pressure, and limited flexibility. At the same time, IT employees may experience long working hours, deadlines, project pressure, and difficulty disconnecting from work. The study suggests that organizations in both sectors should strengthen flexible work policies where feasible, workload management, leave utilization, employee assistance, supportive supervision, and clear boundaries between work and personal time.

Keywords: Work-Life Balance, IT Sector, Banking Sector, Employee Well-being, Job Satisfaction, Work Stress, Human Resource Management.

1. Introduction

Work-life balance refers to the ability of employees to manage work responsibilities and personal or family responsibilities in a reasonably healthy and sustainable manner. In the modern workplace, employees increasingly face demands related to deadlines, customer expectations, technology, communication, performance targets, and extended availability. These factors can influence stress, job satisfaction, employee engagement, and intention to remain with an organization.

The IT sector is commonly associated with technology-driven work, project deadlines, continuous learning, remote or hybrid work possibilities, and communication across different locations and time zones. Such characteristics can provide flexibility but may also make employees accessible beyond normal working hours. The banking sector involves customer service, financial transactions, compliance requirements, branch operations, sales targets, reporting, and time-bound responsibilities. These conditions can create a different pattern of work-life challenges.

A comparison of the two sectors is therefore useful from an HRM perspective. Understanding sector-specific work-life balance issues can help organizations design policies that support employee well-being without reducing organizational effectiveness.

1.1 Research Gap

Existing discussions on work-life balance often examine employees within a single industry or focus on general workplace stress. A comparative examination of IT and banking employees can provide a clearer understanding of how different work structures, flexibility, workload, and customer or project demands affect employees' perceived balance. The present study addresses this comparative perspective through a structured employee survey.

1.2 Objectives of the Study

- To examine the level of work-life balance among employees in the IT sector.
- To examine the level of work-life balance among employees in the banking sector.
- To compare working hours, workload, flexibility, stress, and family time across the two sectors.
- To examine the relationship between work-life balance and job satisfaction from employees' perceptions.
- To identify major work-life balance challenges faced by employees.
- To suggest HR practices for improving work-life balance in both sectors.

2. Literature Review

Greenhaus and Beutell (1985) explained that work-family conflict can arise when pressures from work and family roles are incompatible in some respects. Their work provides an important conceptual foundation for understanding how time, strain, and role demands can interfere with each other.

Clark (2000) proposed work/family border theory, highlighting how individuals move between work and family domains and how boundaries can influence satisfaction and balance. Flexible and supportive organizational practices can influence the permeability and manageability of these boundaries.

Allen et al. (2000) examined work-family conflict and its consequences and highlighted the importance of organizational and individual factors in managing competing demands. Their findings support the view that work-family issues can have consequences for employee attitudes and well-being.

Kossek and Ozeki (1998) reviewed research on work-family conflict and job satisfaction, showing that conflict between work and family roles is an important organizational issue. This supports the inclusion of job satisfaction as a related employee outcome in the present study.

Overall, prior literature indicates that workload, time pressure, organizational support, flexibility, and boundary management are important considerations in work-life balance. The present research applies these concepts comparatively to IT and banking employees.

3. Research Methodology

Research Design: Quantitative and descriptive, with a comparative approach.

Population: Employees working in IT and banking organizations.

Illustrative Sample Size: 120 respondents — 60 IT-sector employees and 60 banking-sector employees.

Data Source: Primary data through a structured questionnaire; secondary information from academic literature.

Sampling: Convenience sampling for the illustrative survey design.

Measurement: Demographic questions, sector-specific work questions, and five-point Likert-scale statements ranging from Strongly Agree to Strongly Disagree.

Analysis: Frequency, percentage, and comparative descriptive analysis.

Important note: The numerical results below are illustrative/sample data prepared to show the research-paper format. They should be replaced with actual Google Form responses before submission or publication.

3.1 Scope of the Study

The study focuses on employees in two sectors—IT and banking—and examines perceived work-life balance, work pressure, working hours, flexibility, family time, stress, leave, organizational support, and job satisfaction. The study does not attempt to establish causal relationships.

4. Results and Discussion

4.1 Sector-wise Distribution

Sector	Frequency	Percentage
IT Sector	60	50.00%
Banking Sector	60	50.00%
Total	120	100.00%

4.2 Age Group

Age Group	Frequency	Percentage
Below 25 years	42	35.00%
25–35 years	51	42.50%
36–45 years	20	16.67%
Above 45 years	7	5.83%

4.3 Gender

Gender	Frequency	Percentage
Male	64	53.33%

Gender	Frequency	Percentage
Female	56	46.67%

4.4 Comparative Likert-scale Analysis

Statement	IT Positive %	Banking Positive %	Higher Positive
I can maintain a healthy balance between work and personal life.	70.0%	55.0%	IT
My working hours allow enough time for family/personal activities.	65.0%	48.3%	IT
My workload is manageable during most working weeks.	58.3%	45.0%	IT
I have sufficient flexibility in my work schedule.	76.7%	43.3%	IT
My organization supports employees in managing work-life demands.	71.7%	56.7%	IT
I can take leave when required without excessive work pressure.	63.3%	51.7%	IT
Work-related stress negatively affects my personal life.	55.0%	65.0%	Banking*
I am satisfied with my current work-life balance.	68.3%	51.7%	IT
Good work-life balance improves my job satisfaction.	83.3%	80.0%	IT
I can disconnect from work after working hours.	53.3%	50.0%	IT

*For the stress statement, a higher positive response indicates greater perceived negative impact of work stress on personal life; therefore, lower is preferable.

4.5 Major Work-Life Balance Challenge

Challenge	IT Frequency	IT %	Banking Frequency	Banking %
Long/extended working hours	18	30.0%	19	31.7%
Workload and deadlines/targets	17	28.3%	18	30.0%
Work-related stress	12	20.0%	15	25.0%
Difficulty taking leave	5	8.3%	5	8.3%
Lack of flexibility	4	6.7%	2	3.3%
Other	4	6.7%	1	1.7%

4.6 Overall Work-Life Balance Perception

Perception	IT Frequency	IT %	Banking Frequency	Banking %
Very Good	12	20.0%	6	10.0%
Good	29	48.3%	25	41.7%
Average	14	23.3%	20	33.3%
Poor	4	6.7%	8	13.3%
Very Poor	1	1.7%	1	1.7%

4.7 Discussion

The illustrative comparison indicates that IT employees report stronger positive perceptions on several work-life balance dimensions, especially flexibility, organizational support, and overall balance. This may be associated with the availability of hybrid or flexible work arrangements in some IT roles. However, the IT sector is not free from work-life challenges: extended availability, project deadlines, client requirements, and rapid technology changes can increase pressure.

Banking employees in the illustrative sample report comparatively lower flexibility and lower overall work-life balance. Fixed branch schedules, customer-facing responsibilities, sales targets, compliance activities, and peak-period workloads may

make it more difficult to adjust working time. The higher reported negative effect of work-related stress on personal life also indicates the need for stronger workload and stress-management interventions.

Both sectors show that employees consider work-life balance important for job satisfaction. Therefore, the comparison should not be interpreted as IT being universally better than banking. Work-life experience can differ substantially by role, organization, manager, location, seniority, and individual circumstances.

4.8 Major Findings

- In the illustrative sample, 50% of respondents belong to IT and 50% to banking.
- IT employees show higher positive responses for flexibility (76.7%) and overall work-life balance satisfaction (68.3%).
- Banking employees report comparatively greater difficulty with flexibility and higher perceived negative impact of work-related stress.
- Long working hours and workload/deadlines or targets are major challenges in both sectors.
- 83.3% of IT respondents and 80.0% of banking respondents agree that good work-life balance improves job satisfaction.
- The findings suggest that flexibility alone is not sufficient; workload, boundaries, leave, organizational support, and stress management also matter.

5. Suggestions and Recommendations

- Introduce flexible or hybrid work options wherever job roles permit, especially where flexibility can be provided without affecting customer service.
- Monitor workload and working-hour patterns to prevent chronic overtime.
- Encourage employees to use annual and earned leave without creating a culture of guilt or excessive backlog.
- Establish clear expectations regarding after-hours communication and availability.
- Provide employee assistance, counselling, stress-management, and wellness initiatives.
- Train managers to recognize burnout and support employees facing work-family conflicts.
- In banking, review target-setting, staffing during peak periods, and branch workload to reduce avoidable pressure.
- In IT, manage project deadlines, on-call responsibilities, and client/time-zone demands with adequate staffing and rotation.
- Conduct periodic employee surveys to measure work-life balance and identify department-specific problems.

6. Limitations of the Study

- The numerical analysis in this draft is illustrative/sample data and is not a substitute for actual survey responses.
- The proposed sample is limited to 120 respondents and cannot represent every IT or banking employee.
- Convenience sampling may introduce selection bias.
- The study relies on self-reported perceptions.
- Work-life balance may vary according to job role, organization, location, experience, and personal circumstances.
- The study uses descriptive comparison and does not establish causal relationships.

7. Conclusion

Work-life balance is an important HRM issue in both the IT and banking sectors. The illustrative findings suggest that IT employees may experience comparatively better flexibility and overall work-life balance, while banking employees may face greater constraints related to fixed schedules, customer responsibilities, targets, and stress. Nevertheless, IT employees also face substantial challenges from deadlines, long hours, and continuous connectivity. Therefore, organizations in both sectors should adopt a balanced HR approach that combines reasonable workloads, flexible arrangements where feasible, supportive managers, effective leave practices, employee wellness, and clear boundaries between work and personal life. A final research paper should use the researcher's actual Google Form responses to validate these comparative findings.

8. Acknowledgement

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Appendix: Suggested Google Form Questionnaire

The following questions can be used to collect actual primary data for the final version of the paper. Most opinion questions can use a five-point scale: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.

Section A – Respondent Profile

1. Sector: IT / Banking
2. Age: Below 25 / 25–35 / 36–45 / Above 45
3. Gender: Male / Female / Other / Prefer not to say
4. Work experience: Less than 1 year / 1–5 years / 6–10 years / More than 10 years
5. Work role: Executive / Officer / Manager / Other

Section B – Work-Life Balance Statements

6. I can maintain a healthy balance between work and personal life.
7. My working hours allow enough time for family or personal activities.
8. My workload is manageable during most working weeks.
9. I have sufficient flexibility in my work schedule.
10. My organization supports employees in managing work-life demands.
11. I can take leave when required without excessive work pressure.
12. Work-related stress negatively affects my personal life.
13. I am satisfied with my current work-life balance.
14. I can disconnect from work after working hours.
15. Good work-life balance improves my job satisfaction.
16. My manager supports reasonable work-life boundaries.
17. I receive adequate support when work demands become excessive.

Section C – Multiple Choice Questions

18. What is the biggest work-life balance challenge you face? Long working hours / Workload / Stress / Difficulty taking leave / Lack of flexibility / Other.
19. Which measure would improve your work-life balance most? Flexible hours / Hybrid or remote work / Reduced workload / Better leave policy / More staff / Wellness support.
20. Overall, how would you rate your work-life balance? Very Good / Good / Average / Poor / Very Poor.

Note for final submission: Replace the illustrative tables and percentages with actual Google Form response data. This will make the paper suitable for genuine student research based on primary data.