



GOA UNIVERSITY
GOA BUSINESS SCHOOL

FINAL INTERNSHIP REPORT
(Under Mentorship of Prof. Suraj Velip)

A PROJECT REPORT ON:
“A Study on the Impact of Work-Life Balance on the wellbeing of employees”



INDOCO REMEDIES LIMITED, GOA

Prepared by:
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MBA 2019-2021

DECLARATION

I, Siddhi Mahesh Palyekar, the student of M.B.A. Part II of Goa Business School, Goa University, hereby declare that the Project report entitled “A study on the Impact of Work-Life balance on the wellbeing of employees” with reference to “Indoco Remedies Limited, Goa” has been prepared by me under the guidance of Prof. Suraj Velip, faculty of M.B.A Department, Goa Business School, Goa University. I also declare that this Project work is towards the partial fulfilment of the university Regulations for the award of degree of Master of Business Administration by Goa university Department of Management Studies. I have undergone a Fourth Semester HR project for a period of 4 months. I further declare that this Project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

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April 14, 2021

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Palyekar Siddhi Mahesh** a student of **Goa University** has undergone training in our Plant III from **February 20, 2021 to May 14, 2021**. During this period she was involved in learning the various processes of Human Resource departments in the plant.

We wish her success in her future endeavor.

For INDOCO REMEDIES LIMITED

A handwritten signature in blue ink, appearing to read 'Bisoyee', is written over the printed name.

KARUNAKAR BISOYEE
DY. MANAGER – HR

Date: 14/05/2021
Place: Verna - Goa

ACKNOWLEDGMENT

Feelings of gratitude enrich both the giver and the receiver. It gives me great pleasure to present this Project based on Impact of Work-Life balance on the well-being of employees at Indoco Remedies ltd, Goa for my Second Year MBA level for the Academic Year 2020-21.

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I am highly indebted to Mrs. Deepika Gayak (Officer-HR) for the guidance and support given as well as providing necessary information. I am sincerely thankful for all the departmental heads and every employee I have interacted with who turned out to be very polite and generous for sharing useful information about the functioning of the organisation and assisting me for completing the project.

Lastly, my special thanks to Prof. Suraj Velip for his constant guidance and encouragement given during the course of the study and giving me the opportunity for doing this project

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COMPANY PROFILE

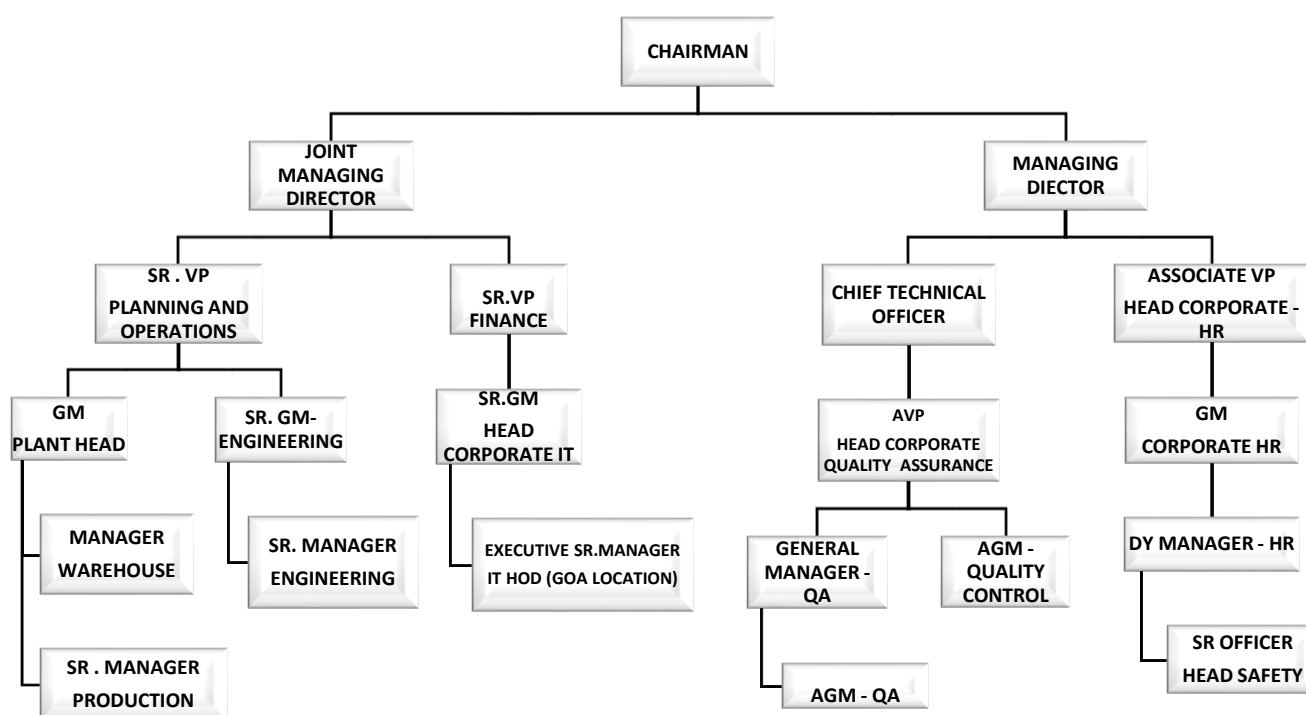
Indoco Remedies Ltd is a Mumbai-based pharmaceutical company that focuses on formulations, with some presence in contract manufacturing and research. The company is engaged in the manufacturing and marketing of Formulations (Finished Dosage Forms) and Active Pharmaceutical Ingredients (APIs). As per AC Nielsen ORG-MARG market survey of doctors, Indoco ranked first in the stomatology, ninth in the ophthalmic and twelve in the pediatric segments in terms of prescription generation in the domestic market. In the overall pharma industry, Indoco is ranked 34th as per AC Nielsen ORG-MARG Retail Audit, but ranked 23rd in terms of prescription generation, indicating the strength of its marketing network.

Expertise in Research & Development, backward integration in API in select products, own CRO set-up, excellence in Finished Dosages manufacturing and a strong customer base will ensure consistent growth in the Company's Domestic, as well as International business.

They have 9 manufacturing facilities, out of which, 6 are for finished dosages and 3 for APIs, supported by a state-of-the-art R&D centre at Rabale, Navi Mumbai and a Clinical Research Organisation at Hyderabad.

There are different departments in Indoco Remedies Ltd., namely: Quality Assurance, Quality Control (Including Micro QC), Human Resource, Production (Packing, Compression, Granulation, Coating), Engineering, Warehouse.

INDOCO REMEDIES LTD ORGANIZATION STRUCTURE



VISION AND MISSION STATEMENT

- **VISION**

- To improve the quality of life by making available products of highest quality at affordable prices
- To ensure that quality becomes a habit, a commitment that finds expression at every stage from production, testing, marketing to employee relations
- To be a research based globally known company present in all continents of the world

- **MISSION**

- To continue to be quality driven, research based, focused pharmaceutical company
- To adapt and assimilate cGMP (current Good Manufacturing Practices) with strict adherence to environment safety
- To build on the trust generated by the medical fraternity
- To share management goals with employees and celebrate corporate successes with them

STRATEGIC ANALYSIS

COMPANY ANALYSIS

I] SWOT ANALYSIS

STRENGTHS

- **Well recognised by various regulatory authorities:** Indoco's manufacturing facilities are of highest regulatory standards, complying with WHO-cGMP guidelines. They have been approved by various regulatory authorities such as, USFDA, UK-MHRA, TGA-Australia, SAHPRA-South Africa, NDA-Uganda, TFDA-Tanzania, MOH-Ukraine, PPB-Kenya, PMDA-Japan, DPML-Ivory Coast, etc.
- **Launched new drug:** In this present scenario of covid-19, Indoco Remedies Ltd being a pharmaceutical company has gained profit and has launched a new drug namely, Fevindo-400 (Favipiravir), which is an antiviral drug, effective against the RNA-based influenza virus. This drug has been approved by DCGI in the treatment of Covid-19
- **Strong R&D:** Indoco Remedies has set up strong R & D department which is located at Rabale, Navi Mumbai, which focuses on developing new products as well as on improving drug delivery systems and expanding product applications. The strong R&D facilities are well supported by many manufacturing plants across the cities.
- **Wide range of products:** Indoco Remedies Ltd is constantly looking for expansion of its product portfolio. Indoco has a well-built and broad product portfolio covering a wide range of therapeutic segments, including high growth life style segments such as Anti-Diabetics, Cardiovascular, Central Nervous System, Musculo-Skeletal, Nutrition and Dental care.

WEAKNESS

- **Increasing competition:** The Covid-19 pandemic along with Indoco Remedies Ltd has been beneficial to other pharma companies as well. All the companies are in the run of increasing their profits in this pandemic. There is high competition in the market from major competitors such as FDC, Glenmark, Marksans Pharma etc.
- **Increasing costs of manpower:** Rapidly Increasing costs of skilled manpower such as scientists/ Regulatory compliance personnel/ international business development personnel is pushing up the cost of innovation.

OPPORTUNITIES

- **Growth in Emerging markets:** Indoco has a strong International presence in regulated and emerging markets. The company has facilities which are of highest international standards and this has primarily contributed to Indoco's success with formulation exports in the European market.
- **Strategic Expansion:** Indoco has a good domestic presence and has strategically aligned itself for a giant leap to be a global player.
- **Aging of the world population:** The increasing aging population offers a range of opportunities to Indoco. Aging population means more health issues to tackle. This creates greater demand for pharmaceutical products, and this will lead to more revenue to Indoco Remedies Ltd.

THREATS

- **Growth in competition:** Competition is rapidly growing from all the major competitors in the Indian generics Industry.
- **Drug Pricing control methods in India:** Governments have influence over pricing of a drug through National Health Organisations. In India, a new pricing policy under Drug price control has been proposed which can have a negative impact on the industry.

II] VRIN ANALYSIS

Resource/ Capability	Valuable	Rare	Inimitable	Non- Substitutable	Competitive Implications
Research & Development	Yes	Yes	No	Yes	Temporary Advantage
Brand Awareness	Yes	Yes	Yes	Yes	Sustained Advantage
Physical	Yes	No	Yes/No	Yes	Possibly Sustained Advantage
Product Quality	Yes	Yes	Yes	Yes	Sustained Advantage
Financial	Yes	Yes	Yes	Yes	Sustained Advantage

INDUSTRY ANALYSIS

I] PESTEL ANALYSIS

- **POLITICAL FACTORS**

Pharmaceutical Industry has a strict regulatory framework to follow. This regulatory framework consisting of numerous governmental agencies and various drug-related laws, lay out crucial rules for operating within the Pharmaceutical Industry.

- **ECONOMIC FACTORS**

There's an upward trend in house-hold healthcare spending. That's to say that the individual spends more and more money on healthcare; Including medication every year. Regardless of the reasons for this, it can only mean greater revenue for the Pharmaceutical Industry. The number of Registered medical practitioners is low. Due to which the reach of pharmaceuticals is adversely affected.

- **SOCIAL FACTORS**

Aging population is a major social factor for a pharmaceutical industry. The opportunities due to increasing aging population is that, increasing aging population means more health issues to tackle, which creates greater demand for Pharmaceutical products, and this will lead to more revenue to Pharmaceutical companies. A major threat due to aging population is that, it's becoming fashionable to lead a healthy life among young and middle-aged adults due to which the trend is moving towards being more health conscious. If this trend continues and more people to lead healthier lifestyles, it might reduce the need for Pharmaceutical products in the long term.

- **TECHNOLOGICAL FACTORS**

Due to advanced technology, businesses in all Industries, including Pharmaceutical Industry have a unique opportunity to market directly to their customers. By advertising direct to customers, businesses will be able to lower their customer acquisition costs and gain more customers as a result. This helps Pharma companies, as clever marketing professionals attract new individual to purchasing various medications.

- **ENVIRONMENTAL FACTORS**

As a result of environmental problems, consumers rely on their development of new and current medicine to heal themselves. The environmental hygiene is also effective, because more disease appears, people need more medicine to solve it. Due to bad environment, health risk of people increases, which makes them rely on pharmaceutical industries to provide better medicines. This can be a threat to pharmaceutical industry as well, as industries will have to invest more and more to the research department in order to provide better & advanced medicine. There is also a risk of failure which results a loss of investment.

- **LEGAL FACTORS**

There are immense legal, regulatory and compliance overheads for the pharmaceutical industry to absorb. Government regulation can help to increase the consumer confidence. Along with that the Industry needs to ensure that they are following the government regulation. If failed to follow, they may have penalty or sue.

II] PORTER'S FIVE FORCE ANALYSIS

A] Threat of new entrant- LOW

- High costs associated with R&D of new drugs: The cost associated with R&D in pharmaceutical industries is high due to which there are high entry barriers.
- Stern Government Regulations: Government regulations in terms of quality and price leads to hindrance in establishing new manufacturing operations pharmaceutical industries.

B] Bargaining power of suppliers- LOW

- The bargaining power of suppliers in pharmaceutical industry is low as sales for the pharmaceutical industry concentrate in a handful of large players.
- Pharma being a well-established industry has led to a number of suppliers limiting their power to influence price through bargaining.

C] Bargaining power of buyers- MEDIUM

- Consumers don't have any other choice other than buying medicines prescribed by their doctors.
- Healthcare organizations and hospitals exert pressure on pharmaceutical industries to keep prices in check.

D] Degree of Rivalry- HIGH

- The degree of rivalry is high as many big players dominant the market.

- The rivalry between firms is in the form of price competition, marketing battles and product introduction.

E] Threat of substitute- HIGH

- Pharmaceutical industry faces a huge competition in terms of substitute product as the creation of generic products is very cheap.
- Generic drug companies can sell their medicines at a cheaper price as they do not have the high costs associated with the R&D of new drugs.

PROJECT STUDY

ABBREVIATION: WLB= Work-Life Balance

EXECUTIVE SUMMARY

The Project topic is “A study of Impact of Work-Life balance on the well-being of employees”. The aim of this study is to understand the impact of Work-Life balance on employees professional as well as personal life. One of the many questions about WLB is how to create a balance between the large amount of time spent at work and the dedicated time spent with the family and on domestic labour. Today, the achievement for a good level of balance between the two most important domains combined in an individual’s life, i.e., the work and the private/family domain has gained more attention than ever before. Equal balance in both work and personal life plays an important role for attaining personal as well as professional / organizational goals.

Today, Work-Life balance has become an increasingly pervasive concern to both employers and employees. Achieving a satisfactory Work-Life balance is a significant factor in the quality of work-life. Splitting time, energy and resources into two different aspects of your life is challenging. Adding to this challenge are obstacles such as long hours of commute, family commitments, long working hours etc.

WLB which primarily deals with an employee’s ability to properly prioritize between work and his/her lifestyle, social life, health, family etc, is greatly linked with employee productivity, performance and job satisfaction. Where there is proper balance between work and life, employees tend to put in their best efforts at work. Achieving a better WLB yields more dividend for both employees and employers in terms of being more motivated towards work which leads to increased productivity and ultimately creating workforce which they feel are valued. To improve the quality of work-life in an organization,

one can't overlook the importance of introducing an excellent WLB. However, not everyone seeks the same kind of Work-Life balance. That's why it is vital for an organization to have open communication channels with their workforce.

PROJECT QUESTIONS

The purpose of this study is to investigate the Impact of Work-Life balance on the wellbeing of employees at Indoco Remedies Ltd. The key questions that will be leading this study are:

- a) How Work-Life balance impacts the well-being of employees at Indoco Remedies Ltd?
- b) What are the factors that help and hinder employees in balancing their Work-Life balance?
- c) What are the provisions provided by Indoco Remedies Ltd to its employees to balance Work-Life balance?
- d) In what ways can proper Work-Life practices be enhanced in Indoco Remedies Ltd?
- e) What is the influence of Work-Life balance on personal life of employees at Indoco Remedies Ltd?

PROJECT PROBLEM

Work and family are the most crucial domain in most people's life, therefore, balancing these two domains is essential for the well-being of the individual. Many people fail to reach a balance which causes work-life imbalance. Since the beginning of the Industrial revolution, the world's industries have increased their demand for the quality and efficiency of their products and outcomes, especially in today's global market. This has caused excessive work demands, leading to an increased level of stress among employees. The more pressure organizations impose upon their employees, the more strain employees tend to experience. This has caused many employees to strive for a greater balance between their professional and personal life.

Employees undergo severe stress while balancing their work and personal life, which influences their performance not only in their work place but on domestic front as well. Every challenge faced by an employee adds to pressure, pressure leads to stress, stress leads to emotional and physical unbalance and unhappiness. It is evident that issue of WLB is persistent because of various factors such as work culture/ environment, HR policies, job insecurities, compensation packages and so on. So, it is important for an individual to overcome challenges, in order to maintain a healthy work-life balance.

LITERATURE REVIEW

- Clark (2000) explains that the focus on the domains of work and family is essential as family and work are the most important elements of everyone's life. Any competing demands of work and family life will cause conflict and negatively affect the wellbeing of workers. Clark (2000) in her border theory suggests that WLB is influenced by physical borders (e.g. workplace walls), temporal borders (e.g. working hours) and psychological borders (e.g. behaviour and thinking patterns) between work and family setting. People cross these borders and "make daily transitions between these two settings, often tailoring their focus, their goals, and their interpersonal style to fit the unique demands of each" (Clark, 2000).

Clark (2000) argues that keeping work and family lives separate enables the management of work and family borders; however, integration of work and family lives ease transitions between those two domains. Each of these two approaches can improve employees' wellbeing; this however is influenced by individuals' preferences in terms of separation or integration. Clark (2000) found that higher flexibility and lower permeability between work and family domains can result in lower work-family conflict. This again depends on individual's preferences in terms of separation or integration. Clark (2000) found that higher flexibility and lower permeability between work and family domains can result in lower work-family conflict. This again depends on individual's preferences regarding segmentation and integration. Flexible, integrative work-family arrangements can improve WLB by enabling employees to spend more time with their family. At the same time, when these integrating arrangements are so high that they blur work-family boundaries, they can worsen WLB and lead to higher work-family conflict, higher dissatisfaction with work and family life, and higher levels of stress or depression (Clark, 2000).

- S. Padma et.al (2013) have highlighted the role of family support in balancing personal and work life and found that the present study shows that the support from family members will play a significant role in balancing personal and professional lives. Employees who have adult children can easily balance than those with younger age kids. Similarly, employees who need to take care of elder parents/in-law's health responsibility have lesser work life balance than their counterparts. The study concluded that lower balance may lead to higher absenteeism, lower job satisfaction and sometimes may turn to higher employee attrition. Organizations with cooperative work culture may help them to bring a suitable balance in their professional and personal life.
- Tariq (2012) studied the considerable knowledge related to theory and practices of WLB from extensive meta-analysis of literature found that WLB is both important for the organization and for its employee's particularly in current dynamic organizational scenarios. It helps the organization to improve productivity, efficiency, competitiveness, morale and hence gain a competitive edge. Similarly, employees are benefited from WLB initiatives through increased motivation to work, enhanced satisfaction, empowerment and ultimately more commitment to the organization.

- Albertsen et.al (2008) studied the relationship between work life and Work-Life balance and found a strong association between large number of work hours and lower levels of work life balance amongst women. For men, the results were less conclusive, while for gender-mixed groups, an association between overtime work and lower levels of WLB was strongly supported. It was found that nonstandard work hours had a negative influence on work life balance and some evidence suggested that it had a negative influence on children's wellbeing and marital satisfaction.
- Grady et.al (2008) state that the term "Work-Life balance" is more comprehensive and includes "family, community, recreation and personal time". As stated by Grady et.al, WLB in its broad sense captures all aspects of employees' personal and work life; this suggests that WLB should be focused on Individuals, families, workplace, communities and society as a whole. However, due to work count and time limits, this study excluded community and societal aspects and focused on individuals, families and workplace.

PROJECT OBJECTIVES

The objectives of this Project study are as follows:

- To study the relationship between Work-Life balance of employees at Indoco Remedies ltd.
- To identify the attitude of employees towards Work-Life balance and to understand the challenges within Indoco Remedies ltd.
- To identify various provisions provided by Indoco Remedies ltd to help its employees balance their Work-Life balance.
- To identify the factors that help and hinder employees in balancing their Work-Life balance.
- To give suggestions related to Work-Life balance initiatives by compiling the data collected.

PROJECT METHDOLOGY

The Convenient sampling method is the sampling technique used in this Project study for collection of data. The sources of collection of data are:

Primary data: For the collection of primary data a survey was conducted, wherein a structured questionnaire method was used. A sample size of 50 employees from different departments at Indoco Remedies ltd were been distributed with the survey questionnaire related to "The impact of Work-Life balance on the well-being of employees. Due to covid-19 pandemic, I had to reduce my sample size from

50 employees to 30 employees. The questionnaire consists of questions related to an employee's personal and professional life.

The research study is based on quantitative method by using survey questionnaire based on the employee's personal and professional life and the factors affecting and contributing towards an employee's Work-Life balance. This study is Analytical and Exploratory in nature. Analytical study is a comparative study that involves critical thinking skills and the evaluation of facts and information relative to the project topic. Exploratory study is conducted to have a better understanding of the existing project problem which will be done through the survey questionnaire.

The survey questionnaire consists of twenty-four questions, Part-A consists of demographic (Age, Gender, Designation and Length of service) of respondents. Part-B, Part-C and Part-D consists of questions related to respondent's personal and professional life.

Tools and Techniques for Data analysis:

The data collected through survey questionnaire has been used for analysis and to derive findings and suggestions. Percentage analysis is been used as a tool for data analysis and Pie charts are used in order to present the summarized figures which have been received from the questionnaire survey.

PROJECT DESIGN

“Work-Life Balance” in today's work environment is been considered very crucial. Even though employees are aware of the importance of balancing their personal and professional life, they fail to do so due to various factors such as unrealistic demand from work as well as life, lack of control of different situations, unsupportive relationships at work, aversive behaviour or not getting credits etc, unhelpful attitude from colleagues or seniors, high stress levels etc. This project is based on the relationship between Work-Life balance and the wellbeing of employees; “Impact of Work-Life balance on the wellbeing of employees at Indoco Remedies ltd”.

The research study is based on quantitative method by using survey questionnaire based on the employee's personal and professional life and the factors affecting and contributing towards an employee's Work-Life balance. This study is Exploratory and analytical in nature. Exploratory study is conducted to have a better understanding of the existing project problem which will be done through the survey questionnaire. Analytical study is a comparative study that involves critical thinking skills and the evaluation of facts and information relative to the project topic. This will be done by analysing the data collected through survey questionnaire by using percentage analysis and will be and presented using pie chart.

PROJECT FINDINGS AND ANALYSIS

PART A

Table 1.0 tabulates the profile of all the 30 employees that had responded to the survey. A total of 18 respondents are male and the remaining 12 are female. Ten of the respondents are of age between 20 to 29 years, fifteen of them between 30 to 39 years of age, four are between age group 40 to 49 years and the remaining one above 50 years. A total of 14 respondents are Officers, 6 respondents are Managers, 4 are Executives and the remaining 6 of them are Associates and Apprentice. A total of 5 respondents have service of less than 1 year in the company, 14 respondents with 2 to 5 years, 8 respondents with 6 to 10 years and the remaining 3 have worked for more than 10 years with the company.

Table 1.0 General Characteristics of Respondents

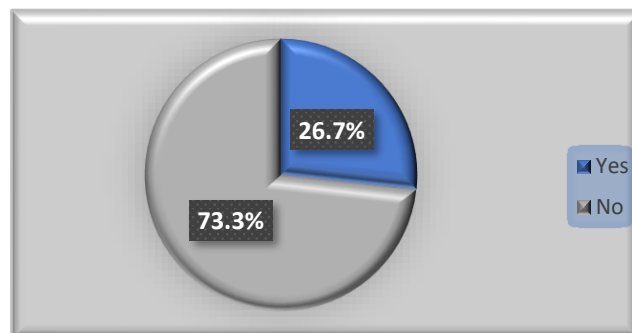
	Demographic N= 50	Categories	Frequency	Percentage
1.	Age	20 to 29 years 30 to 39 years 40 to 49 years Above 50 years	10 15 04 01	33.3 50 13.3 3.4
2.	Gender	Male Female	18 12	60 40
3.	Designation	Officer Manager Executive Others	14 06 04 06	46.7 20 13.3 20
4.	Length of service	Below 1 year 2 years to 5 years 6 years to 10 years Above 10 years	05 14 08 03	16.6 46.7 26.7 10

PART B

Question 1: Do you work in shifts?

Table 2.0: Table 2.0 shows the data of respondents who work in shifts and who don't work in shifts.

Categories	Frequency	Percentage	Cumulative Percentage
Yes	08	26.7%	26.7%
No	22	73.3%	100%

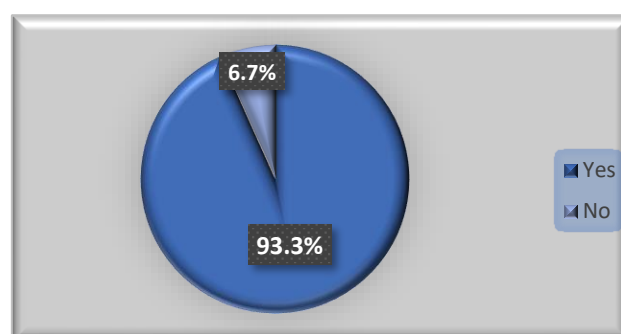


Interpretation: Results obtained from survey shows that majority of the respondents; i.e., 73.3% do not work in shifts, whereas 26.7% respondents work in shifts. Several shift characteristics (e.g., shift lengths, working on Sundays etc) are associated with three aspects of wellbeing of employees: work-family conflict, physical wellbeing and mental wellbeing. Therefore, there is an impact of employees working in shifts on their well-being.

Question 2: Does your Organization provide you with yearly Master Health Check-up?

Table 2.1: Table 2.1 tabulates if the organization provides its employees with yearly Master Health Check-up.

Categories	Frequency	Percentage	Cumulative Percentage
Yes	28	93.3%	93.3%
No	02	6.7 %	100%

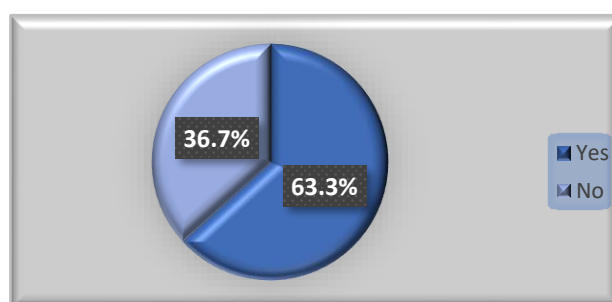


Interpretation: As per the survey, maximum no of respondents i.e.,93.3% are aware of the Master Health Check-up provided by the Organization, remaining 6.7%, who are the apprentice new joiners aren't aware of this provision. Providing a yearly Master Health Check-up to its employees helps the organization to take care of its employee's health and wellbeing and this will also help the organization identify any health issues before they become serious and affect the employee's performance.

Question 3: Does your company have a separate policy for Work-Life balance?

Table 2.2: Table 2.2 shows if the organization has a separate policy for Work-Life balance for its employees and if the employees are aware about it.

Categories	Frequency	Percentage	Cumulative Percentage
Yes	19	63.3%	63.3%
No	11	36.7 %	100%

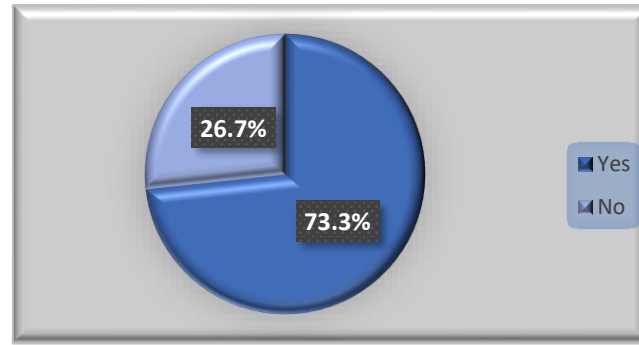


Interpretation: According to the survey, maximum no of respondents, i.e.,63.3% are aware about the Work-life balance policies provided by the organization, on the other hand a minimum no of respondents i.e.,36.7% are not aware about the policies. Different Work-Life balance policies such as flexible starting and ending time, flexible hours in general, holidays/paid time off, Appreciation programs for employees etc are very important for the wellbeing of employees as such policies keep employees motivated and this benefits the employees as well as the organization.

Question 4: Do you generally feel you are able to balance your Work-Life?

Table 2.3: Table 2.3 tabulates if the employees are able to balance their Professional and Personal life.

Categories	Frequency	Percentage	Cumulative Percentage
Yes	22	73.3%	73.3%
No	08	26.7 %	100%



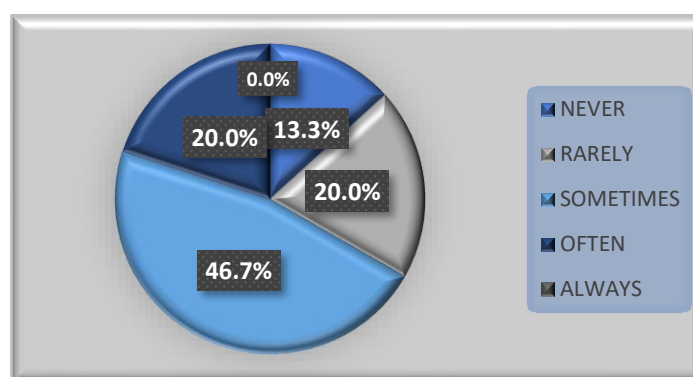
Interpretation: The above table and pie-chart shows that maximum respondents i.e., 73.3% respondents believe that they are able to balance their Work and Life, whereas, a minimum no of respondents i.e., 26.7% think that they are not able to balance their Personal and Professional life. This is comparatively a good sign as having a proper balance in your Work-Life helps prevent burnout in the workplace and also helps reduce stress and other health issues which are related to an employee's wellbeing.

PART- C

Question 1: How often do you think or worry about work? (When you are not actually at work.)

Table 3.0: Table 3.0 tabulates the no. of respondents who think and worry about their work even when they are not at work.

Categories	Frequency	Percentage	Cumulative Percentage
Never	04	13.3%	13.3%
Rarely	06	20%	33.3%
Sometimes	14	46.7%	80%
Often	06	20%	100%
Always	00	0	-

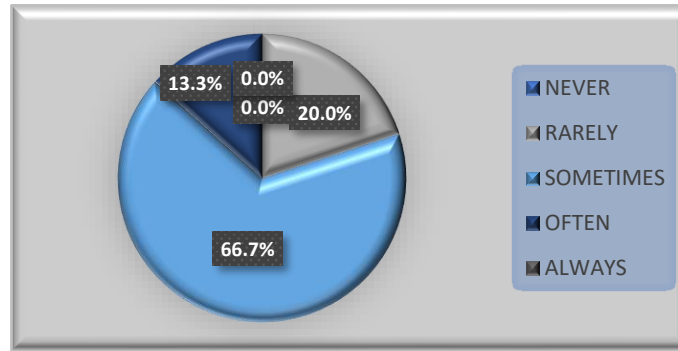


Interpretation: Results obtained from the survey shows that 13.3% respondents never think about their work when they are not at work, 20% rarely think about their work, a maximum no of respondents i.e., 46.7% respondents sometimes think about their work, 20% respondents often think about their work and none of the respondents always think about their work. Respondents who never think about their work are on a successful side of balancing their Work and Life. Respondents who rarely think about their work, maybe are the ones who are on the verge of maintaining balance in their professional and personal life, whereas respondents who sometimes and often think about their work needs to truly get away from their work for some time, shouldn't think about it all the time and focus on other things what they are going to do when not at work. Committing to work during off-hours hinders the amount of rest needed by the human body.

Question 2: Do you ever miss out any quality time with your family or friends because of pressure of work?

Table 3.1: Table 3.1 shows if the respondents ever miss out any quality time with their family or friends because of pressure of work.

Categories	Frequency	Percentage	Cumulative Percentage
Never	00	0	-
Rarely	06	20%	20%
Sometimes	20	66.7%	86.7%
Often	04	13.3%	100%
Always	00	0	-

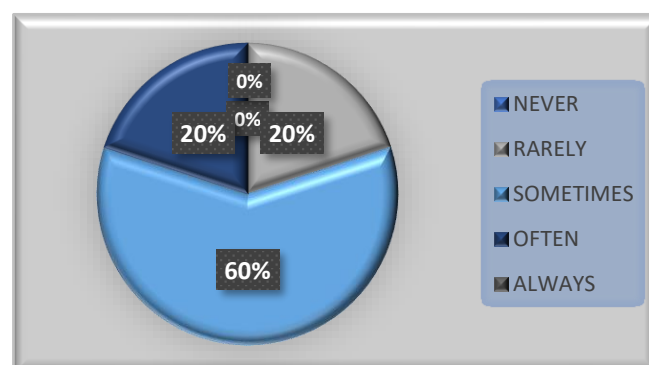


Interpretation: The results from survey shows that null respondents believe that they never miss out any quality time with their family or friends due to pressure of work, while 20% respondents rarely miss out the quality time, maximum respondents i.e., 66.7% believe that they sometimes miss out any quality time due to pressure of work and 13.3% think that they often miss out quality time with their family and friends. Having a well-balanced Work-Life is not only about coming to and returning from work on time. In a broader perspective, its about prioritizing things as per their importance. Hindering your personal life due to your professional life, even though it is rarely, sometimes or often will lead to increase in work-family conflict, which means an employee is unsuccessful in balancing its Work-Life.

Question 3: Do you ever feel tired or depressed because of work?

Table 3.2: Table 3.2 shows if the respondents ever feel tired or depressed because of work.

Categories	Frequency	Percentage	Cumulative Percentage
Never	00	0	-
Rarely	06	20%	20%
Sometimes	18	60%	80%
Often	06	20%	100%
Always	00	0	-

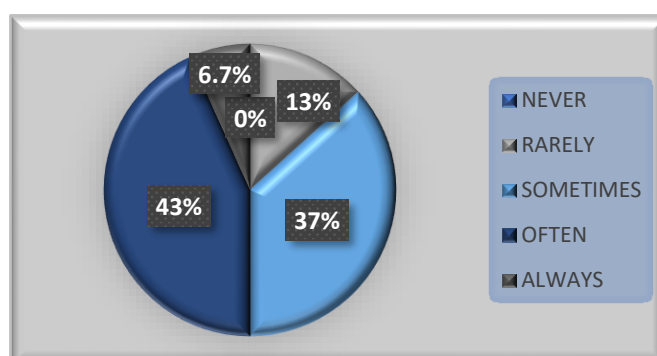


Interpretation: 20% respondents rarely feel tired or depressed due to their work, 60%, that is, maximum no of respondents sometimes feel depressed or tired and 20% respondents said that they often feel tired or depressed which is not a good sign for their wellbeing. Feeling tired or depressed due to work means an employee's mental wellbeing is affected. Such tiredness or depression can be caused due to several work-related factors such as long working hours, prolonged periods of physical or mental activity, insufficient break time between shifts, inadequate rest, excessive stress or a combination of these factors.

Question 4: Is your work satisfying or rewarding?

Table 3.3: Table 3.3 shows if the work done by the employees is satisfied and rewarding.

Categories	Frequency	Percentage	Cumulative Percentage
Never	00	0	-
Rarely	04	13.3%	13.3%
Sometimes	11	36.7%	50%
Often	13	43.3%	93.3%
Always	02	6.7%	100%

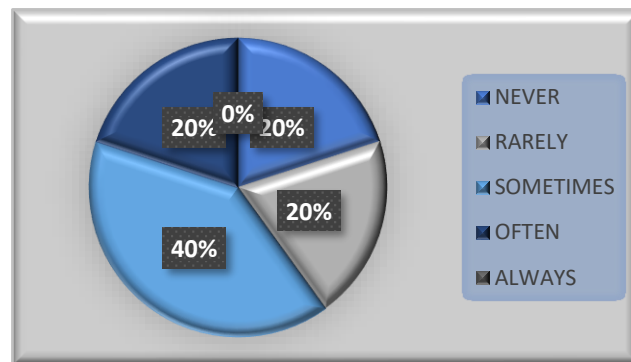


Interpretation: The above table and pie chart shows that 13.3% respondents rarely feel that their work is satisfying and rewarding, whereas 36.7% respondents feel that sometimes their work is satisfied and rewarded, 43.3% respondents often feel that their work is satisfying and is been rewarded and a minimum no of respondents i.e., 6.7% thinks that their work is always satisfying and rewarding. Employee satisfaction and rewarding employees for their work done is of utmost importance for an employee to remain happy, for his/her good health and wellbeing and to also deliver their level best. The company needs to ensure that mental health of its employees is not disregarded, by rewarding, appreciating and acknowledging their efforts

Question 5: Do you bring work home with you?

Table 3.4: Table 3.4 tabulates if the employees get their work home with them.

Categories	Frequency	Percentage	Cumulative Percentage
Never	06	20%	20%
Rarely	06	20%	40%
Sometimes	12	40%	80%
Often	06	20%	100%
Always	00	0	-



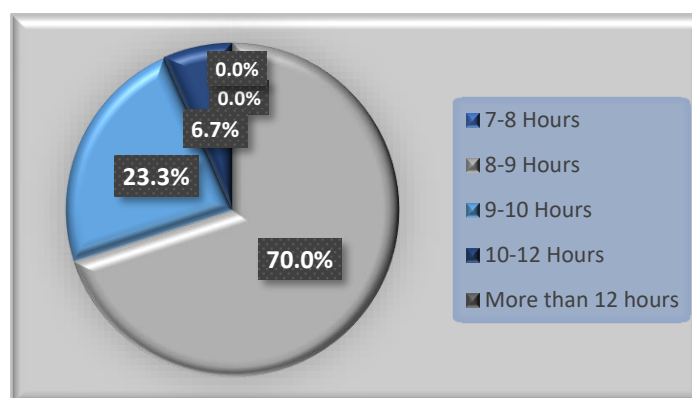
Interpretation: 20% respondents said that they never get their work home with them and 20% respondents believed that they rarely get their work home which means this 40% respondents somehow manage to balance their Work-Life, On the other hand, maximum respondents i.e., 40% said that they sometimes get their work home with them and remaining 20% said that they often get their work home with them. Employees need to realize that they miss out on a lot of things when they get their work home and work even after their actual working hours. Along with poor Work-Life balance, it will also have significant effects such as stress, lack of free time, health risks etc.

PART-D

Question 1: How many hours in a day do you normally work?

Table 4.0: Table 4.0 shows how many hours in a day do the employees normally work.

Categories	Frequency	Percentage	Cumulative Percentage
7-8 hours	00	0	-
8-9 hours	21	70%	70%
9-10 hours	07	23.3%	93.3%
10-12 hours	02	6.7%	100%
More than 12 hours	00	0	-

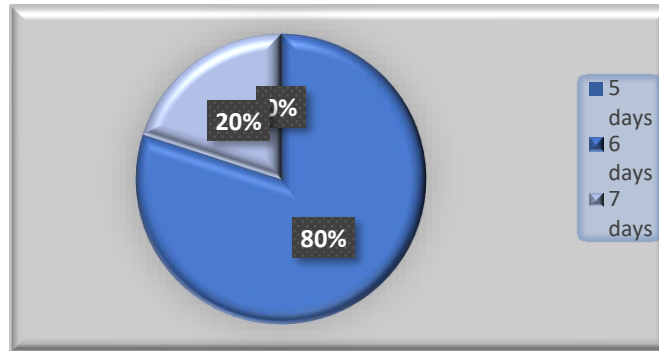


Interpretation: None of the respondents work for 7-8 hours, whereas, maximum no of respondents i.e., 70% work for 8-9 hours, that is the actual working hours of the company (9am-5:30pm), 23.3% respondents work for 9-10 hours and small percentage of respondents i.e., 6.7% said that they mostly work for 10-12 hours a day. Employees working from 9-12 hours, which is more than actual working hours, seriously need to think about their personal life and wellbeing. When an employee works for long hours their wellbeing is directly affected. And this also leads to Work-Family conflict.

Question 2: How many days in a week do you normally work?

Table 4.1: Table 4.1 shows how many days in a week do the employees normally work.

Categories	Frequency	Percentage	Cumulative Percentage
5 days	00	0	-
6 days	24	80%	80%
7 days	06	20%	100%

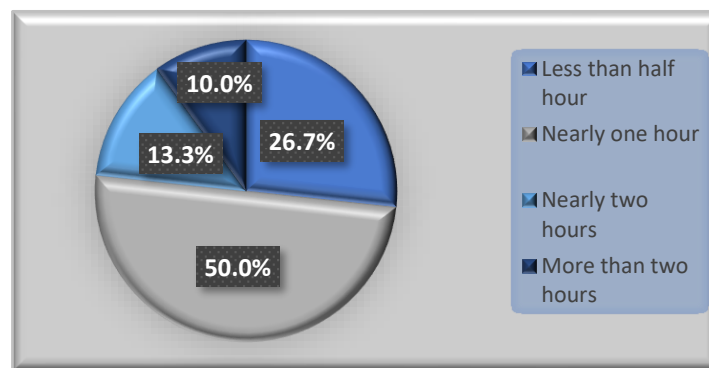


Interpretation: The above table and pie-chart indicates that none of the respondents work for 5 days, on the other hand, majority respondents i.e., 80% work for 6 days a week, that is the normal working days of the company. And minority respondents i.e., 20% normally work for 7 days, that is for the whole week. Working everyday means working additional hours, which means work is consuming an employee's life. Apart from bad impact on wellbeing, burnout can occur when a person strives too hard in one area of life while neglecting everything else.

Question 3: How many hours a day do you spend travelling at work?

Table 4.2: Table 4.2 shows how many hours a day does an employee spend travelling at work.

Categories	Frequency	Percentage	Cumulative Percentage
Less than half hour	08	26.7%	26.7%
Nearly one hour	15	50%	76.7%
Nearly two hours	04	13.3%	90%
More than two hours	03	10%	100%

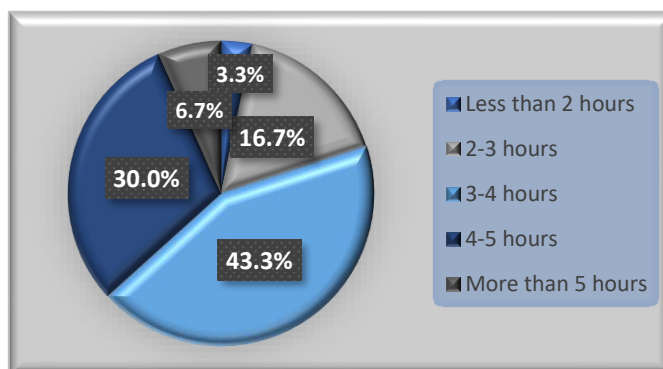


Interpretation: According to the survey, 26.7% respondents indicated that they spend less than half hour in travelling at work, 50% respondents said that they spend nearly one hour travelling at work and 13.3% and 10% respondents indicated that they spend nearly two hours and more than two hours respectively travelling at work. There's no doubt commuting by bike car or on public transport, can fray an employee's nerves, and an increasing body of evidence shows it can have a negative impact on their wellbeing. Apart from this, devoting a lot of time to your commute to work means there's less time for activities that are good for your health and wellbeing. and this also results in spending less time with family and friends.

Question 4: How many hours do you spend with your family?

Table 4.3: Table 4.3 shows how many hours in a day does an employee spend with their family.

Categories	Frequency	Percentage	Cumulative Percentage
Less than 2 hours	01	3.3%	3.3%
2-3 hours	05	16.7%	20%
3-4 hours	13	43.3%	63.3%
4-5 hours	09	30%	93.3%
More than 5 hours	02	6.7%	100%

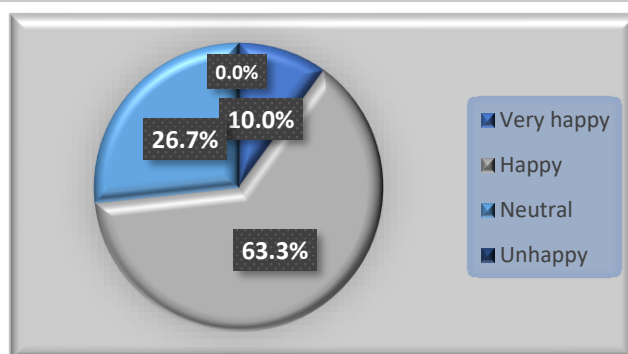


Interpretation: As shown in the above table and pie-chart, only one respondent said that, he/she spends less than 2 hours with their family and 16.7% respondents indicated that they spend only 2-3 hours with their family, which is not a good sign for a healthy Work-Life balance. On the other hand, maximum no of respondents i.e., 43.3% respondents said that they spend 3-4 hours every day with their family, 30% and 6.7% respondents indicated that they spend 4-5 hours and more than 5 hours respectively with their family, which means they manage to balance to their Work and Life effectively. Along with good wellbeing, a healthy Work-Life balance is good for an employee's children, their family relationships and for themselves. Employees spending less time with their family due to various reasons such as long working hours, spending a lot of time on travelling etc may lead to Work-Family conflict.

Question 5: How do you feel about the amount of time you spend at work?

Table 4.4: Table 4.4 shows how an employee feels about the amount of time they spend at work.

Categories	Frequency	Percentage	Cumulative Percentage
Very happy	03	10%	10%
Happy	19	63.3%	73.3%
Neutral	08	26.7%	100%
Unhappy	00	0	-

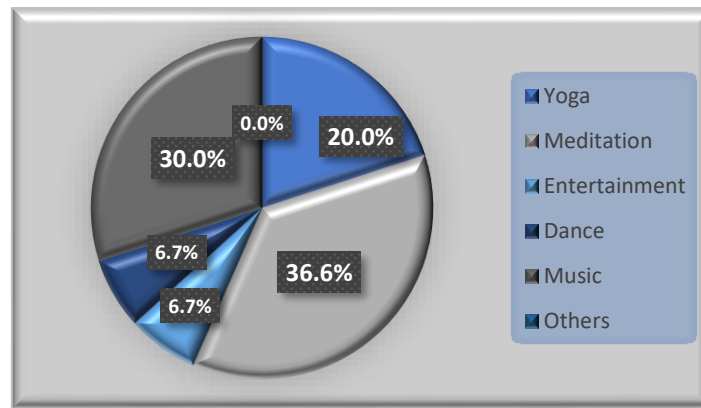


Interpretation: The results from survey indicate that, only 10% respondents feel very happy about the amount of time they spend at work, 63.3%, that is maximum no. of respondents said that they feel happy about the time they spend at work and 26.7% respondents are of neutral opinion. A happy employee always makes it a point to show up to work and do their work more effectively. When employee's do their work more effectively and are happy with what they are doing, it directly affects their wellbeing and this also benefits organization's productivity.

Question 6: How do you manage stress arising from your work?

Table 4.5: Table 4.5 shows how an employee manages stress arising from their work.

Categories	Frequency	Percentage	Cumulative Percentage
Yoga	06	20%	20%
Meditation	11	36.6%	56.6%
Entertainment	02	6.7%	63.3%
Dance	02	6.7%	70%
Music	09	30%	100%
Others	00	0	-

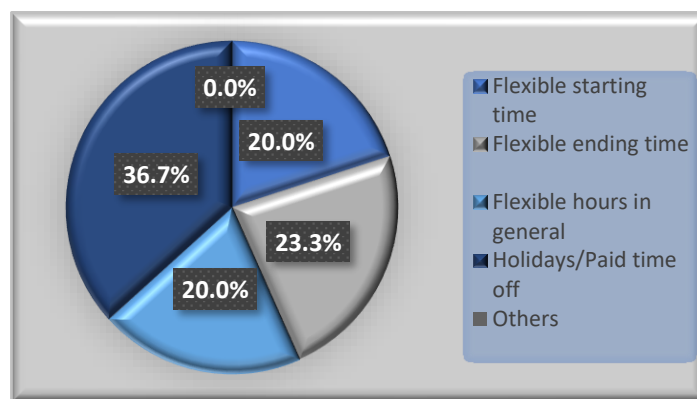


Interpretation: 20% respondents said that they do yoga to manage stress arising from work, 36.6% respondents do meditation in order to manage stress arising from work, 6.7% said that they do any kind of entertaining things, 6.7% said that they do dance in order to manage stress and 30% respondents said that to listen to music in order to manage stress arising from work. It is very important for an employee to manage work/family-related stress as it affects the health and well-being of an employee.

Question 7: What are the provisions under the company's Work-Life balance policy?

Table 4.6: Table 4.6 tabulates the provisions provided by the organization under its Work-Life balance policy.

Categories	Frequency	Percentage	Cumulative Percentage
Flexible starting time	06	20%	20%
Flexible ending time	07	23.3%	43.3%
Flexible hours in general	06	20%	63.3%
Holidays/Paid time off	11	36.7%	100%
Others	00	0	-

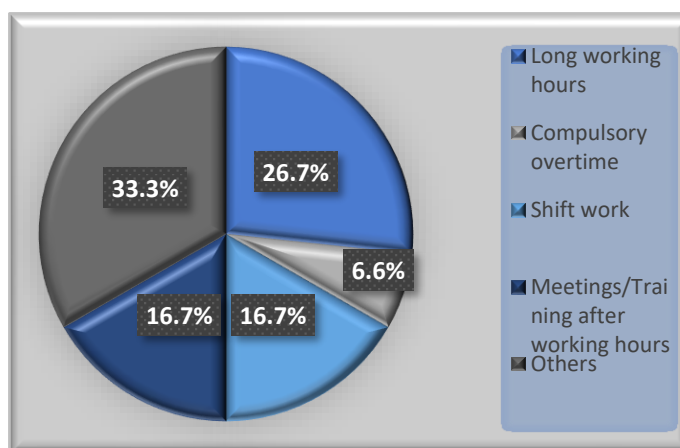


Interpretation: The above table and pie chart shows that 20% respondents believed that flexible starting time is a provision given under Work-Life balance policy for employees, 23.3%, 20% and 36.7% respondents respectively said that flexible ending time, flexible hours in general and holidays/paid time off are some of the provisions provided by the company to its employees under Work-Life balance policy. Providing various provisions to employees assist them in balancing their work and life responsibilities and also provides an indication on how the organization policies could be improved.

Question 8: Do any of the following hinder you in balancing your Work-Life?

Table 4.7: Table 4.7 shows the factors that hinders an employee in balancing Work-Life.

Categories	Frequency	Percentage	Cumulative Percentage
Long working hours	08	26.7%	26.7%
Compulsory overtime	02	6.6%	33.3%
Shift work	05	16.7%	50%
Meetings/Training after working hours	05	16.7%	66.7%
Others	10	33.3%	100%



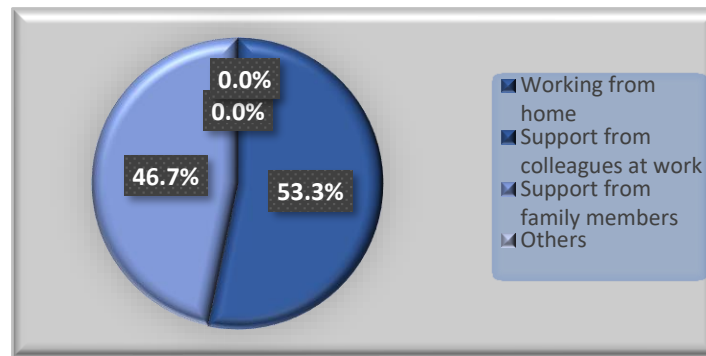
Interpretation: According to the survey, 26.7% respondents felt that long working hours hinder them in balancing their professional and personal life, 6.6% feel that because of compulsory overtime, 16.7% and 16.7% respectively feel that working in shifts and attending meetings/trainings after work hours hinder them in balancing their work and life and 33.3% respondents felt that other factors such as, long travelling issue and personal issues hinder them in balancing their Professional and personal life. All the factors are work-related and it highly indicates that an employee working extra hours hinders his/her

WLB. This also reflects towards the wellbeing of employees as their wellbeing is directly affected due to additional working hours.

Question 9: Do any of the following help you in balancing your Work-Life?

Table 4.8: Table 4.8 tabulates the factors that helps an employee in balancing Work-Life.

Categories	Frequency	Percentage	Cumulative Percentage
Working from home	00	0	-
Support from colleagues at work	16	53.3%	53.3%
Support from family members	14	46.7%	100%
Others	00	0	-

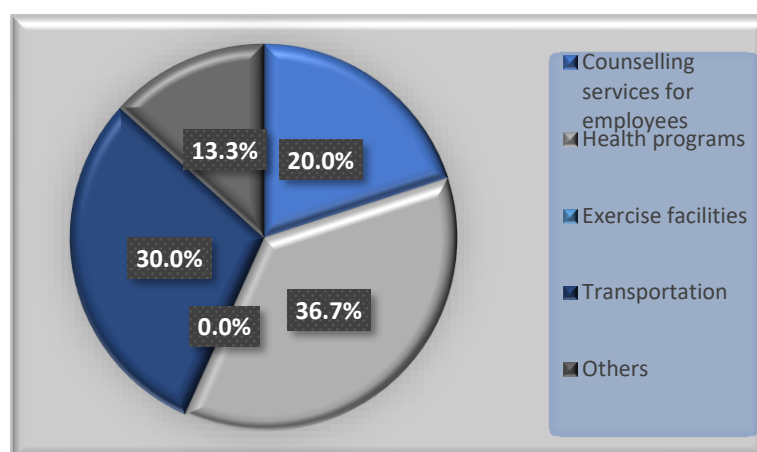


Interpretation: According to the responses from the respondents, as working from home provision is not provided by the company, none of the respondents said working from home help them in any way to balance their Work and Life, on the other hand, 53.3% respondents felt that support from their colleagues at work play a significant role in helping them balance their professional and personal life and 46.7% felt that support from their family members help them in balancing their Work-Life. It is extremely important for an employee to get support from family or colleagues as this will help to reduce his/her stress, while directly positively affecting his/her wellbeing and also help them manage their WLB.

Question 10: Does your organization provide you with following additional work provisions?

Table 4.9: Table 4.9 shows the additional work provisions provided by the organization to its employees.

Categories	Frequency	Percentage	Cumulative Percentage
Counselling services for employees	06	20%	20%
Health programs	11	36.7%	56.7%
Exercise facilities	00	0	-
Transportation	09	30%	86.7%
Others	04	13.3%	100%

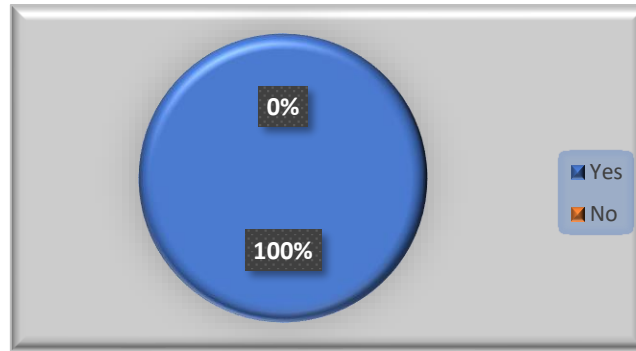


Interpretation: The above table and pie chart shows that, 20% respondents said that counselling service is provided by the organization to the employees, 36.7% respondents said that health programs are provided to the employees, 30% respondents said that transportation facility is provided by the organization and remaining 13.3% said that other provisions such as employee engagement activities, perks for employees etc are provided by the organization to its employees.

Question 11: Do you think if employees have good Work-Life balance the organization will be more effective and successful?

Table 4.2: Table 4.2 shows an employee's opinion on organization's success and effectiveness if an employee has good Work-Life balance.

Categories	Frequency	Percentage	Cumulative Percentage
Yes	30	100%	100%
No	00	0	-



Interpretation: The above table and pie chart clearly shows that, all the respondents agree that the organization will be more effective and successful if employees have good Work-Life balance. A healthy Work Life balance can enable employees to feel more in control of their working life and lead to increased productivity, less instances of sickness and absenteeism, greater employee loyalty, commitment and motivation.

PROJECT FINDINGS

- According to the survey, maximum no of respondents are able to manage their Work-Life balance.
- The most important aspect of this project study is an employee's wellbeing. Wellbeing of an employee includes both physical as well mental health. As majority of the respondents agreed that the organization takes care of its employee's health by providing them with yearly master health check-up and a no. of respondents also agreed that counselling services are provided to employees which means the organization takes care of both the aspects which are necessary for managing WLB, i.e., Physical and Mental health.
- Maximum no. of respondents agreed that the organization provides a Work-Life balance policy, which includes various provisions that helps an employee in balancing their Professional and Personal life.
- Majority respondents agreed that they sometimes think about their work, when not at work/ miss out any quality time with their family/friends due to work/ feel depressed or tired because of work and they sometimes get their work home with them, which is a clear indication of spending less time with their family/friends. Doing any of the above (even though sometimes) can hinder an employee in balancing their Work-Life.
- Majority of the respondents agreed that their job is satisfying and rewarding. This is a positive sign for an employee's good health and wellbeing.

- Maximum respondents said that they normally work for actual working hours (8-9 hours) and for actual working days (6 days) as set by the organization, which means they're able to focus on their personal life as well.
- Majority of the respondents spend nearly one hour travelling at work which is assumed to be normal travelling hours. This can help an employee devote more time for activities that are good for his/her health and wellbeing. And maximum respondents said that they spend around 3-4 hours with their family.
- Majority respondents agreed that they feel happy about the amount of time they spend at work, which means the employees are satisfied in their professional life.
- All the respondents are indulged in various activities in order to manage their stress arising from work.
- Majority respondents felt that factors such as long working hours, long travelling hours and other personal issues hinder them in balancing their Professional and Personal life.
- A number of respondents agreed that support from colleagues at work helps them in managing their WLB which is quite similar to that of no. of respondents who agreed that support from their family members helps them in balancing their Work-Life.
- All the respondents agreed that they are provided with additional work provisions by the organization, which helps them in their WLB.
- All the respondents agreed that if an employee has a good Work-Life balance, the organization will be more effective and successful.

CONCLUSION

My major reason for selecting this topic- A study on the Impact of Work-Life Balance on the wellbeing of employees at Indoco Remedies ltd is because Work-Life Balance is a very important issue in the field of Human resource management as it has a vital impact on employee productivity and performance along with their wellbeing. The results of this project study provide an overview of the importance of implementing WLB for employees as well as the organization

In the light of this research study, it is evident that majority of the respondents admitted that they are able to manage their Work-Life Balance because of which their wellbeing is not affected. Employees have to face hurdles while managing their WLB. Factors such as lack of work flexibility, long working hours, compulsory overtime, attending meetings/trainings after working hours, long travelling issues

and personal issues hinder them in balancing their WLB which is leading to poor Work-Life Balance for some of the employees. Some factors also lead to work-family conflict. In order to manage their stress and maintain their health and wellbeing, various provisions are provided by the organization for its employees. Along with that employees manage their stress through various other activities.

Indoco Remedies Ltd can enhance its WLB practices by offering more flexible working, continuously encouraging its employees through various activities, managers should regularly have positive conversation with their teams in order to create a work-friendly environment and the most important thing is acknowledging every employee.

Through this project study, it is transparent that there is a direct impact of Work-Life Balance on the wellbeing of employees. Organizations have to take the challenge of WLB seriously, as it affects their professional success and employee's personal wellbeing. Welfare and Wellbeing of employees and their satisfaction should be the topmost priority of the organization.

Findings from the current study are important to both employees and employers in terms of a deeper understanding of Work Life Balance and its effects on employee's wellbeing, which consequently affects organizations productivity and performance.

LIMITATIONS

- The major limitation of this study is that a lesser sample of total population could be available for the survey due to Covid-19 pandemic which later on had to reduce even more due to increasing cases in the company. (Reduced sample size of 50 employees to 30 employees).
- Due to personal insecurities, some respondents hesitate to give their actual responses.
- The observations and findings obtained from the survey are based on the responses of few employees of the organization, which may be biased.

LEARNING IN THE ORGANIZATION

- During my internship at Indoco Remedies, I got an opportunity to experience and be a part of the joining process followed when new employees join the organization. From ensuring completion of joining formalities and carrying out statutory registrations.

- By being a part of and experiencing the Induction and orientation programme, this hands-on experience helped me understand the crucial role HR plays in employee induction and orientation.
- I had also contributed towards the employee engagement activities conducted at Indoco Remedies ltd. I was responsible for coordinating all the activities held during the safety week that was from 4th March to 10th March 2021.
- I have calculated Overtime pay of the employees doing overtime duty. Along with this I've also done the calculation of Apprentice salary and drafting of appointment letters of the new joiners.
- Learnt about various letters the HR has to give to employees (Joining letter, resignation letter, promotion letter etc)
- I have also done ESIC registration of the new joiners and also activated Universal Account Number (UAN) for the employees, where in they can easily avail the Employees Provident Fund Organisation (EPFO) services online.
- I have been a part of HR synergies held at Indoco Remedies ltd, wherein employees of HR department from all the three plants of Indoco Remedies ltd gather together every month.
- With the extremely busy schedules of employees and specially managers, getting a chance to interact with them was often difficult. I developed the skill of keeping my interactions as brief as possible so as to achieve the aim and still not affect their work.
- Managing the people of your company can be more effective only when the HR team knows about its people, their needs, work challenges, etc. This internship not only helped me experience and be a part of the functions of the HR department, but also gave me an opportunity to interact with and learn the work done by the employees.

RECOMMENDATIONS AND SUGGESTIONS

- The work done by the subordinates needs to be appreciated by the managers which will help them in building their morale and in improving their performance.
- More employee engagement activities need to be adopted by the organization as it will lead to better physical and mental health of employees, happier work environment and greater employee satisfaction.

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Mr. Narendra Sawant- GM -HR

Mr. Karunakar Bisoyee- Dy. Manager -HR

Mrs. Deepika Gayak- Officer- HR

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ANNEXURE

WORK-LIFE BALANCE QUESTIONNAIRE

I am Siddhi Palyekar, an MBA- HR student from Goa Business School- Goa university, undergoing my final semester. This survey is conducted for a dissertation project “Impact of Work-Life balance on the well-being of employees”. Please read each question carefully and record your answers by a tick. This questionnaire merely seeks your opinion on your personal and professional life. All your responses will be kept confidential and will be used for academic purpose only.

PART-A

1. Age:

- a. 20 years to 29 years [] b. 30 years to 39 years []
c. 40 years to 49 years [] d. Above 50 years []

2. Gender:

- a. Male [] b. Female []

3. Designation:

- a. Officer [] b. Manager[]
c. Executive [] d. Others []

4. Length of Service

- a. Below 1 year [] b. 2 years To 5 years []
c. 6 years To 10 years [] d. Above 10 years []

PART-B

Sr.No	Questions	Yes	No
1.	Do you work in shifts?		

2.	Does your Organization provide you with yearly Master Health Check-up?		
3.	Does your company have a separate policy for Work-Life balance?		
4.	Do you generally feel you are able to balance your Work-Life?		

PART-C

Sr. No	Questions	Never	Rarely	Some-times	Often	Always
1.	How often do you think or worry about work? (When you are not actually at work.)					
2.	Do you ever miss out any quality time with your family or friends because of pressure of work?					
3.	Do you ever feel tired or depressed because of work?					
4.	Is your work satisfying or rewarding?					
5.	Do you bring work home with you?					

PART-D

1.] How many hours in a day do you normally work?

a. 7-8 hours

b. 8-9 hours

c. 9-10 hours

d. 10-12 hours

e. More than 12 hours

2.] How many days in a week do you normally work?

a. 5 days

b. 6 days

c. 7 days

3.] How many hours a day do you spend travelling at work?

a. Less than half hour

b. Nearly one hour

c. Nearly two hours

d. More than two hours

4.] How many hours do you spend with your family?

a. Less than 2 hours

b. 2-3 hours

c. 3-4 hours

d. 4-5 hours

e. More than 5 hours

5.] How do you feel about the amount of time you spend at work?

a. Very happy

b. Happy

c. Neutral

d. Unhappy

6.] How do you manage stress arising from your work?

a. Yoga

b. Meditation

c. Entertainment

d. Dance

e. Music

f.] Others, Specify _____

7.] What are the provisions under the company's Work-Life balance policy?

a. Flexible starting time

b. Flexible ending time

c. Flexible hours in general

d. Holidays/Paid time off

e. Others, specify _____

8.] Do any of the following hinder you in balancing your Work-Life balance?

a. Long working hours

b. Compulsory overtime

c. Shift work

d. Meetings/Training after working hours

e. Others, specify _____

9.] Do any of the following help you in balancing your Work-Life balance?

a. Working from home

b. Support from colleagues at work

c. Support from family members

e. Others, specify _____

10.] Does your organization provide you with following additional work provisions?

- a. Counselling services for employees
- b. Health programs
- c. Exercise facilities
- d. Transportation
- e. Others, specify _____

11.] Do you think if employees have good Work-Life balance the organization will be more effective and successful?

- a. Yes
- b. No

If so, How? _____