

Work-Life Balance in Hyderabad's It Sector: A Descriptive Profile of Organizational Support, Role Demands, and Employee Well-Being

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ABSTRACT

The quick hybridization of the work practices in the information technology sector of Hyderabad has produced different experiences of the work-life balance within the organization role levels. This is a cross-sectional descriptive study that focuses on exploring themes of work-life balance, organizational support systems and role demands among 350 IT practitioners in mid-sized companies based in Hyderabad. The data were gathered by the use of structured questionnaires that measured the perceived work-life balance, organizational support (policy clarity, manager support, flexible scheduling), job demands (workload intensity, after-hours expectations), and proximal job outcome (job satisfaction, turnover intention, perceived productivity). Findings indicate that 62 percent of the people surveyed have moderate to poor work-life balance, with average work-life balance being greater at lower and higher role levels and in work arrangements. Only 48% of employees felt that organizational support mechanisms were sufficient and 71% said that they received frequent after-hours work expectations. The statistical analysis revealed that there were strong correlations between organizational support and work-life balance ($r=0.68$, $p<0.001$), and work-life balance and job satisfaction ($r=0.72$, $p<0.001$). The results give HR professionals empirical support to focus on flexible work schedule, train managers on supportive behaviours, and a clear policy on boundary management to promote wellbeing of employees and organizational performance in the competitive IT industry in Hyderabad.

Keywords: Work-life balance; information technology; employee wellbeing; Hyderabad; remote/hybrid work; organizational support; job demands; role boundaries; IT sector India

INTRODUCTION

Work-life balance has become one of the major issues in information technology industry in India, especially in technology centres such as Hyderabad where over 1,500 IT firms are located and are employing more than 600,000 professionals (A. Varalakshmi, et al., 2024). The COVID-19 pandemic has increased the pace of the implementation of hybrid and remote work models, which fundamentally changed the way IT professionals handle the demarcations between their work and personal lives (Todd, P. and Binns, J., 2013). Although these flexible solutions were promised to provide better work-life balance, empirical data indicates more complicated picture with blurred boundaries, expanded working hours and more work demands. Currently, according to the recent statistics, about 70 percent of IT and ITES companies in India are presently moving towards hybrid models but 66 percent of Indian workers state that they are overworked (NASSCOM & Boston Consulting Group, 2022). Another field of concern is the technology sector, which has very high burnout rates with 55% of employees in the tech sector feeling exhausted as a result of working long hours and project requirements (Bharathi, S. V., & Mala, E. P. 2016). More specifically, in Hyderabad, due to the active development of the IT industry, as well as the peculiarities of the hybrid work organization, the urgent necessity in detailed empirical data of the work-life balance trends has been established (Surendar, K., & Siva Kumar, V. 2026).

The fact that work-life balance has become a strategic imperative of HR despite the increased awareness of the issue indicates a huge void in descriptive research that will in turn systematically map the relationship between organizational support mechanisms and role demands in co-occurring between various groups of employees in the IT firms at Hyderabad (Casper, W. J., et.al., 2025). The majority of the existing literature concentrates on either causal or test-specific theoretical frameworks, and the practitioners do not have clearly defined, empirically based profiles to use in directing the priorities of intervention. This gap is bridged by this study, which gives a thorough descriptive mapping of work-life balance patterns, prevalence of organizational support, and their relationship with job outcomes in this particular setting of an IT sector in Hyderabad of middle-size. The research outcomes of the given study will allow the HR professionals and organization leaders to base their evidence-based decisions on resource allocation, policy creation and intervention creation specific to the peculiarities of the IT workforce in Hyderabad. Determining which groups of employees experience the greatest work-life balance issues and which organizational support systems are most related to positive results, this study can offer practical value to improve employee well-being and organizational performance.

Objectives of The Study

This descriptive study pursues four primary objectives to systematically profile work-life balance in Hyderabad's IT sector:

1. To describe levels and dimensions of perceived work-life balance among IT employees in HYDERABAD, disaggregated by role, tenure, and work arrangement.
2. To describe the prevalence and perceived adequacy of organizational support mechanisms (policy clarity, manager support, flexible scheduling) experienced by employees.
3. To describe associations (patterns) between job demands (workload, after-hours expectations), organizational support, and perceived work-life balance (no causal claims).
4. To summarize descriptive links between work-life balance and proximal job outcomes (job satisfaction, turnover intention, perceived productivity) and provide prioritized, practical recommendations.

Scope of The Study

The research pays particular attention to IT professionals who work in the middle-sized companies (200- 1000 employees) in the IT corridors of Hyderabad, such asHITEC City, Gachibowli, and Madhapur. The period of interest is the post-pandemic period of stabilization (2024-2025) when the work-life balance experiences have assumed a normal form instead of the emergency management style. The research focuses on full-time workforce of different ranks but leaves out contract workers, interns, and C-suite executives to remain focused on the core workforce of professionals where work-life balance interventions are the most prevalent (Clark, S. C. 2000).

The study uses a descriptive perspective, where it does not make causal allegations but giving detailed descriptive images that can be used in future analytical analyses to generate hypotheses. Such variables as perceived work-life balance (validated scales), organizational support mechanisms (policy, manager, and structural support), job demands (workload, after-hours expectations, role clarity), and job outcomes (satisfaction, turnover intention, productivity) should be considered. Disaggregated analysis is taken to record demographic variables such as age, gender, marital status, and caregiving responsibilities.

Significance of the Study

The study has a significant implication on various stakeholders. To HR professionals and leaders of organizational units in the IT industry of Hyderabad, the study offers empirically based profiles that can be used to make resources allocation decisions with the aim of establishing which groups of employees need to be given priority and which organizational support systems demonstrate the best correlations with positive results. Practitioners can apply these findings in reducing the generic best practices or anecdotal evidence to customize interventions to the local workforce (Gallup. 2025). To the academic community, the study will add sector-related descriptive information to a poorly researched geographic area. There is a vast amount of literature on work-life balance in the world literature, but Indian IT hubs have few localized empirical profiles. This study by giving extensive descriptive statistics and pattern recognition peculiar to Hyderabad is a gap filler to critical research, and sets a baseline in future longitudinal or causal studies within this area. The findings will help to inform the wider workforce development programs and policy frameworks to policymakers and industry associations.

LITERATURE REVIEW

Conceptual Framework of Work-Life Balance

Work-life balance is the capacity of an individual to balance between the work functions and other life commitments without being overtly stressed or conflicting. Modern definitions of work-life balance do not focus on work-life balance as a fixed output but as a dynamic boundary management and resource mobilization process in any of the domains of life (Haar, J. M., 2014). The four-dimensional model by Fisher and colleagues establishes work to personal life, personal life to work, work to improve personal life and personal life to improve work as the main constituents of the balance construct (Khan, S., & Singh, P. (2024). Jobs Demands-Resources model offers a practical theoretical perspective to comprehend the work-life balance relationships (Kesmodel, U. S., 2018). Job demands (workload, time pressure, role ambiguity) are work elements that demand prolonged effort and which are linked to physiological and psychological costs (NASSCOM. 2024). Job resources (autonomy, social support, feedback) are factors which can support the achievement of a goal, minimise job demands, and trigger the personal development (Owl Labs, 2025). It is possible to conceptualize organizational support mechanisms as job resources that alleviate the impact of job demands on the work-life balance in a negative way (Robert Half, 2025).

Work-Life Balance in the IT Sector: The work life balance challenges are peculiar in the IT sector because of such factors as the project-based nature of work with strict deadlines, the dynamic nature of technology necessitating constant learning processes, the necessity to coordinate activity with clients globally, and the ubiquitous nature of communication technologies that remove work-home boundaries (Setia, M. S., 2016). It is always noted that professionals working with IT experience work-life conflict more than many other professions (Todd, P. and Binns, J., 2013). A systematic review of work-life balance among IT employees found that half of employees in the tech sector experience burnout related to the long working hours and heavy project load (Sharma, N., & Nayak, P., 2016), (Talukder, A. K. M., et.al., 2018). Research that is specific to the Indian IT industry is showing alarming trends. In one survey conducted in 2024, it was found that 66% of Indian IT workers feel overworked with the Indians on average working 2,195 hours each year as compared to much much less in developed economies. Studies that have been conducted on IT employees in different cities of India have reported that a poor work-life balance is associated with stress, low job satisfaction, and intentions to quit. The majority of the available studies, however, use analytical designs based on the study of definite relationships, which gap in the overall descriptive profiling of work-life balance patterns of employee groups.

Organizational Support and Work-Life Balance: Work life balance organizational support includes official policies and managerial practices as well as culture that enable the employees to balance work and personal lives (Vaidya, R., 2023). The studies make a distinction between structural support (formal policies, including flexible working hours, the possibility of working at home, leaves, etc.) and cultural support (organizational culture, attitudes of managers, support of colleagues). According to meta-analysis findings, these two types of support help with better work-life balance, but their efficacy depends on the organizational environment and the characteristics of the employee (Wang, X., and Cheng, Z. 2020).

The role of manager support has been an especially key issue in recent studies. Employees have better perceptions of work to life balance when supervisors are family-supportive and offer emotional support, instrumental assistance, role modeling, and creative work-family management (Wong, K., Chan, 2019). Nevertheless, a 2025 review concluded that despite the numerous organizations that have work-life balance policies, the impact of the same is negligible or patchy, partially because of implementation gaps where official policies are not reflected in daily practice that supports them (Zoom, 2024). This is where the issue of investigation of not only availability of policies but perceived adequacy and accessibility comes in.

Research Gap and Study Contribution: Literature review shows that although theoretical models and the global studies have established useful conceptual backgrounds, a significant lapse in detailed descriptive empirical evidence is present in the Hyderabad IT sector alone. The majority of researchers either test their causal hypotheses or present only some cursory descriptive statistics before proceeding to an analytical project. The lack of research in a systematic documenting of how organizational support systems and job demands are allocated among various segments of employees, and what type of correlations that exist between these two variables and the work-life balance results in this particular geographic and sectoral setting. It is the gap that this study fills by offering detailed descriptive profiles that can inform practice as well as research in the future.

RESEARCH METHODOLOGY

In this research, the chosen research design is a cross-sectional descriptive research design to trace the prevalence and patterns of work-life balance among IT professionals in Hyderabad at a particular period of time. The design allows ineffective data gathering among a diverse work force and concentrates on precise description of trends instead of causality. The target group was full-time IT professionals working in the mid-sized companies (2001000 employees) since they constitute a notable portion of the IT ecosystem in Hyderabad and their relative flexibility to organizational interventions. The sample of 350 respondents was selected in six firms through stratified random sampling to guarantee the representation of the respondents in terms of job levels and work arrangements (remote, hybrid, and on-site). The minimum tenure of the participants was six months. The last sample was representative of the demographic profile in the sector as it was evenly distributed in terms of age and experience.

The structured questionnaire that was used to collect data included validated scales used in workers to measure work life balance, organizational support, job demands, and job outcomes all on 5-point Likert scale. The scale was pre-tested and made as simple and dependable, giving good internal consistency (Cronbach alpha: 0.78-0.92). The data collection and analysis were performed anonymously and voluntarily in six weeks (November 2024 to December 2024) with the help of online and paper-based surveys following the ethical approval and organizational consent. The response rate of 73 percent gave 350 useful responses. SPSS 28.0 was used to analyse the data with descriptive statistics, correlation analysis, chi-square test, t-tests, and ANOVA; the level of significance was set at $p < 0.05$. The amount of missing data was also low and overcome by listwise deletion.

Research Hypotheses

While this study is primarily descriptive in nature, the following research hypotheses guide the pattern analysis and inform the examination of associations between variables:

H1: There is a significant positive association between organizational support (policy clarity, manager support, flexible scheduling) and perceived work-life balance among IT employees in Hyderabad.

H2: There is a significant negative association between job demands (workload intensity, after-hours expectations) and perceived work-life balance among IT employees.

H3: Work arrangement type (fully remote, hybrid, on-site) is significantly associated with levels of perceived work-life balance, with hybrid arrangements showing intermediate patterns.

H4: There is a significant positive association between work-life balance and job satisfaction among IT employees in Hyderabad.

H5: There is a significant negative association between work-life balance and turnover intention among IT employees.

Data Analysis and Interpretation

The analysis of the responses was conducted on 350 IT professionals of mid sized companies of Hyderabad. The sample consisted of 62.3 percent men and 37.7 percent women, most of them were aged between 29-35 years. The greatest number of respondents had a bachelor degree (68.3% and 31.7% had master and bachelor degrees respectively). A bit more than fifty percent were married (54.3 percent) and within them, a great percentage consisted of dependent children. The level of experience was divided into junior (35.1%), the mid-level (44.9%) and senior positions (20%). With regard to work patterns, 19.7% worked fully remote, 34.9% hybrid (23 days office), 30.3% hybrid (4+ days office), and 15.1% in-person. The results of work-life balance (WLB) showed moderate overall results with low balance and high balance being reported by 18.3 and 38.3% (Mean = 3.24). The balance of junior employees was much better than that of the senior professionals. The setting of the work had a strong impact: the results were the highest in the fully remote employees, followed by hybrid (23 days) and fully on-site workers (the lowest). Mechanisms of organizational support were quite mixed. Flexible work policies were not clearly understood by less than half (47.7%), which shows the presence of communication gaps. Managerial support was ranked high 41.4% but significant minority felt little support. Flexible scheduling was also found to be more accessible (56.3%), but qualitative data indicated that employees, especially mid-level employees, tended to be reluctant to use flexibility even when flexible time was formally available. The emerging issue was the job demands. Three-quarters of them indicated high intensity of workload and more than 70 percent of them reported frequent after-hours work requirements, indicating a loss of work-life boundaries. Role clarity was not an issue of concern, although senior professionals cited increased ambiguity over junior employees. Statistical relationships were found to be high through hypothesis testing. The organizational support variables the clarity of the policy, manager support, and flexible work scheduling were correspondingly found to have significant positive associations with WLB with a significant proportion of 62 percent, where manager support was the most influential predictor. On the other hand, job demands (workload, after-hours expectation, and role ambiguity) had negative relationship with WLB and accounted 48% of its variances. The difference in work arrangement was statistically significant which proves that remote and flexible models are linked to the improvement of balance. In addition, WLB displayed a positive significant correlation to job satisfaction and perceived productivity, and significant negative and negative correlation to turnover intention. It is noteworthy that low WLB employees were much more inclined to indicate the intention to resign, which highlights the connotation of retention. On the whole, the results indicate that managerial support, easy manageable job demands, and flexible work structures are critical in the determination of employee well-being and organizational stability in the Hyderabad IT sector.

Findings:

The present descriptive research among 350 IT professionals in Hyderabad obtained the following major findings with significant implications to the HR practice and organizational policy:

1. Work-life balance expresses the patterns, and only 38.3% of IT employees report high balance and 18.3% report low balance. The average rating of 3.24/5.0 means that there is a lot of improvement to be done in the IT field of Hyderabad.

2. The work-life balance of senior professionals is much worse than that of junior staff, indicating that further progression would be accompanied by a higher number of boundary management issues that organization support systems are ineffective in managing.
3. The work arrangement is strongly related to the concept of work-life balance with fully remote workers experiencing the highest balance and on-site workers experiencing the lowest. Hybrid setups demonstrate the medium patterns, where office requirements (2-3 days) were correlated with more favorable outcomes as compared to heavy requirements (4+ days).
4. Availability and accessibility of organizational support mechanisms have a lot of gaps. Employees are not well aware of flexible work policies (only 47.7% of employees are very familiar with them), and 41.4% of employees rate their managers as very accommodating, meaning that there is work to be done to implement the policy and to train managers to be more supportive (7).
5. The level of job demands is high with 64.3 percent of them reporting high intensity of the workload and 71.4 percent reporting frequent after-hours work requirements. These needs demonstrate high negative correlations with work-life balance, which also point out them as the first intervention points.
6. Manager support proves to be the best predictor of organizational support of work-life balance ($r=0.68$) which can indicate that an investment in family-supportive training on supervisory training can have a high pay-off.
7. Job satisfaction and turnover intention are positively related to work-life balance at high positive ($r=0.72$) and negative ($r=-0.64$) respectively, which is evident in terms of business case.
8. The high turnover intentions (42.6% moderate to high) especially amongst individuals who experience poor work-life balance (68.8%) indicate that work-life issues might be in fact leading to the issue of talent retention in the competitive IT market in Hyderabad.

Recommendations

According to the results, the HR leaders of the IT sector in Hyderabad must focus on enhancing the support provided by managers since it was the most correlated with the work-life balance. Supervisors ought to receive skills on family-supporting behaviors, boundary management, and workload sensitivity in a structured training program backed by measures of accountability. Easier communication of the flexible work policy is also crucial since most workers are either unaware or not clear. The way organizations are supposed to do it is to simplify policy documentation, hold regular awareness campaigns, and have available HR support. With high incidences of after-hours working pressures, companies would have to set definite right-to-disconnect guidelines, control conference arrangements, and coach leaders to demonstrate exemplary behavior in boundary setting. Hybrid policies are to be streamlined, it seems that the lighter office demands (2-3 days) are more compatible compared to heavier ones. Executive coaching and peer support would be the specific interventions that the senior professionals need to overcome the obstacles of role ambiguity and overload. Reducing chronic pressure requires a systematic approach to workload monitoring, realistic deadlines, and periodic reviews of the workload. Lastly, as work-life balance is a strong predictor of turnover intention, employers ought to include work-life measures in their retention programs such as stay interviews and active engagement.

CONCLUSION

The HR leaders of the IT industry in Hyderabad must consider enhancing their managerial support because it has the most significant connection to the work-life balance. The supervisors require systematic training on family-supportive behaviors, boundary management, and workload sensitivity that should be underpinned by effective accountability. Flexible work policies should also be better communicated with since many employees have no idea what to do. This gap can be overcome through simplified documentation, routine awareness programs and easy HR directions.

Since after-hours work expectations are high in most organizations, they ought to enforce effective right-to-disconnect practices, manage the meeting schedules and invite leaders to be role models in demonstrating healthy boundaries. The hybrid policies can be narrowed down, the stricter office policies (2-3 days) seem to be more compatible than the heavier ones. Interventions which are specific like executive coaching and peer networks are needed to deal with role ambiguity and role overload among senior professionals. Chronic stress can be avoided by systematic monitoring of workloads, realistic timelines, and a regular review of workloads. As work-life balance is a powerful predictor of turnover intentions, organizations need to incorporate work-life indicators in their retention programs such as stay interviews and proactive retention efforts to retain desirable talent.

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