



The Impact of Work Environment on Work-Life Balance: A Study of Corporate Sectors in Delhi NCR

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ABSTRACT

The balance between work and personal life is increasingly recognized as a critical aspect of employee well-being, particularly in the demanding environment of corporate sectors. This review explores the impact of various work environment factors—specifically, workplace relationships, remote working culture, work autonomy, and organizational culture—on work-life balance among corporate employees in the Delhi NCR region. By synthesizing existing literature and case studies, the review identifies key challenges and opportunities for improving work-life balance through targeted organizational practices. The findings suggest that while remote working offers flexibility, it also blurs boundaries between work and life, necessitating the need for well-defined policies. Similarly, supportive workplace relationships and organizational cultures are essential in fostering a balanced work-life environment. The review concludes with recommendations for corporate leaders to enhance employee well-being through strategic work environment modifications.

Keywords:- Work-life balance, corporate employees, Delhi NCR, workplace relationships, remote working culture, work autonomy, organizational culture, employee well-being, work environment, corporate sector, flexible working, organizational practices, employee satisfaction.

1. Introduction

In this increasingly competitive global market, organizations are recognizing the critical role of work-life balance (WLB) in maintaining a motivated and productive workforce. As the nature of work evolves with technological advancements and changing societal norms, the concept of WLB has been gaining prominence in both academic research and corporate strategy. In Delhi NCR, one of India's major economic hubs, the corporate sector faces unique challenges and opportunities in addressing Work life balance[2].

1.1 Importance of Work-Life Balance

In the workplace — an area over which you have at least some control in shaping your work patterns (and a critical angle for maintaining work-life balance). Delhi NCR is a hub of fast-paced corporate sectors that are competitive where working hours and expectations both tend to be on the higher side, consequently the work environment can turn into either an enabler or a trigger for stress having a space that promotes stability and well-being becomes increasingly important as seasoned professionals go about their personal and professional responsibilities.[7]. In this direction, a positive work environment that involves open communication, support and flexibility for enacting a rich organizational culture may help employees to better cope with their roles ensuring job satisfaction and lower stress levels in addition to integrating a more harmonious work- life.

A toxic work environment can significantly harm an employee's mental and physical well-being. In Delhi NCR's high-pressure business climate, where holistic mental wellness is often overlooked, such conditions can intensify burnout, drive disengagement, and severely disrupt work-life balance. Work-life boundaries are significantly affected by factors such as the nature of remote work, how much autonomy an employee has in undertaking their work tasks, and with whom they have relationships at work [4]. Through the present study, we will delve into these critical components to analyze their influence on work-life balance and hence

comprehend what in-house mechanisms can companies adopt towards humanizing a workplace. As companies continue to adjust the structure of their organizations to keep up with global trends and the changing demands of the millennial workforce, ensuring environments that accommodate their employees' well-being holistically is becoming a growing necessity. However, the intimate relationship between work environment and work-life balance is not always easy to see [5]. Moreover, by ensuring that work environments promote functionally beneficial work-life balances, companies can also have the benefit of enhanced productivity and job satisfaction among their employees. Through this review paper, we will analyze the work-life balance and work-environment relationship to assess the key elements that organizations need to address. Specifically, we will look at workplace relationships, the remote working culture, the extent of the autonomy of work and employees, and organizational culture as the key elements influencing the work-life balance in the corporate sectors of Delhi NCR [12]. The findings and discussions included in the paper will serve to provide a vehicle for understanding how businesses can promote a work environment that is conducive to employee well-being while achieving their own organizational success goals.

Review of Literature

Gujarati and Peshave (2014) conducted a study on the work-life conditions and productivity of employees in the Indian hotel industry. The main aim of the study was to understand the effects of work-life balance and work-life conflict on employees' productivity. Another objective was to analyze the work-life situation of hotel employees and other related aspects. The researchers found that employees working in the industry had inappropriate work-life balance mostly because of long working hours and low levels of manpower. Besides, significant causes include scheduling and role ambiguity.

Adisa, Mordi, & Osabutey (2017) This study focuses on and proves that organizational culture has a strong impact on work life balance of an employee. Supportive culture promotes a balanced life and encourages to take benefit of work life balance policies effectively or vice versa. Unsupportive culture forces them to work for long hours, have a compulsory physical presence, excess organizational expectations, etc which conflicts with their work and life.

Panda and Sahoo's (2017) study focuses on exploring the effect of human resource interventions on work-life balance in the Indian IT sector. The sources from Industrial and Commercial Training indicate the main predictors of work-life balance impacted on HR practices. The study assumes that various HR interventions contribute to the shaping of employees' work-life balance and views them as crucial considering the accelerating pace of changes in the IT industry in India. Therefore, the findings reveal that strategic HR practices can be used to improve the work-life balance and job satisfaction of the employees in the sector.

Rao & Sharma (2018) Complete details of the work-life balance issues and their impact on employees have been documented by Rao & Sharma in IRJMST. The research investigates different job-related problems on work-life balance and its implication on employees' personal lives as well as professional lives. The article indicates ways in which employee stress and dissatisfaction arise from work-life balance issues, while the latter two provide approaches for companies to counteract these problems. The study emphasizes the significance of successful work-life balance which has an impact on welfare and organizational efficiency within a workplace.

Higgins and Duxbury (2019) argued in their study entitled "Exploring the Link between work-life balance and Quality of Life", published in Stress and Health, that maintaining a balance between work and personal life leads to a qualitatively different life. The researchers analyzed the issue very broadly, from professional duties and obligations to everyday life. Their study is based on the fact that a person who can successfully combine professional and personal life can lead a more balanced life and lower anxiety levels.

Choudhary & Yadav (2019): In the article Work-Life Balance of Female Faculty Members in Public and Private Universities in Delhi/NCR, by Choudhary and Yadav, the issue of work-life balance of female faculty members in public and private universities in Delhi/NCR is explored. This article, which was published in the International Journal of Recent Technology and Engineering, includes the utilization of a custom-developed instrument to collect data from 602 female faculty members through face-to-face interaction. The results indicate that female faculty members from public universities tend to achieve better work-life balance compared to female faculty members from private universities. In particular, the study shows how significantly natural work environment disparities affect female faculty members' capacity to manage their personal and professional lives, further indicating the need for enhancing work-life balance practices in private and other similar institutions.

Yadav et al. (2022): Work-life integration, job contentment, and employee engagement: A steppingstone for organizational effectiveness, Industrial and Commercial Training. This article is a systematic literature review by Yadav et al. and was published in Industrial and Commercial Training. It investigates work-life balance and how the policies influence job satisfaction and engagement. Research discloses that there is a significant increase in employee contentment and engagement if an organization has effective work-life balance strategies. The work-life policies should be integrated into organizational practices to ensure a supportive work environment that will boost the morale of the employee and subsequently increase productivity.

Vyas, (2022): This paper points out the scenarios which were once impossible or unacceptable but are normal now such as work from home which earlier was a privilege for just some people but now sitting in casuals,

attending meetings, and listening to queries is the new normal. It has studied the impact on the labour market's work- life balance. It discusses how home used to be a safe haven for people away from all kinds of work problems and now living in work environment even at home responding to urgent email, messages and calls has disrupted other aspects of life. It concludes to adopt "right to disconnect" and promote teleworkers to effectively manage wlb. Practicing a healthy working life within regular work hours will do wonders.

Kaur, R., Chandel, S., & Chopra, R. (2023): "Practices of work-life balance and corporate sustainability": a literature review. *Journal of Organizational Change Management*. The article in question examines the importance and necessity of the incorporation of work-life balance practices associated with the corporate sustainability notion. The authors argue that concerning the issue of employee well-being, corporations that invest in establishing work-life balance initiatives promote job satisfaction as well as ensure organizations' success in the long term. The study continues on to suggest that considering the impact of work-life balance as a barrier makes it an effective solution that is necessary for corporate and organizational survival.

2. Factors Influencing Work-Life Balance

2.1 Workplace Relationships

Work relationships imply communication and interaction among employees, managers, and employers at work. Such relationships have a considerable impact on individual workers and their work-life balance positively or negatively. Positive relationships provided by colleagues and managers at work promote a cohesive working environment. Thus, a special role is granted to relationships between a supervisor and a subordinate. For instance, good confrontation skills of a supervisor can positively mediate the impact of a bully on a subordinate. A bad relationship among workmates leads to more work-negative confrontation and, as a result, poor work conditions and a diminished work-life balance [16].

2.1.1 The Importance of Positive Workplace Relationships

A healthy work environment is impossible without positive relationships at work, as the relationships between employees and between employees and their supervisors have a big impact on workplace satisfaction and overall levels of stress. When employees feel valued, respected, and supported by their colleagues and supervisors, they are more satisfied with their jobs and are more likely to maintain work-life balance [11]. Moreover, supportive work relationships can help to cope with work-related stress, as employees have a network of colleagues, from whom they can ask for help, advice, support, etc. Research also shows that employees, who experience strong interpersonal relationships at work, are more engaged, motivated, and productive and are less likely to be burnt out. Probably, the most important factor that proves the importance of positive work relationships is that the latter can facilitate greater job security, as employees feel that their efforts are appreciated by peers and supervisors [1].

2.1.2 The Impact of Negative Workplace Relationships

On the other side, poor work relationships or a toxic workplace can negatively impact employee health and home/work balance. Conflicts among coworkers and superiors, communication gaps or lack of it between the management, and a fierce environment in offices can result in intense stress & anxiety which also may affect one agitated with his job. In more of these situations, workers may feel alone in their daily experience which could worsen the stress experienced at work following them home. Poor workplace relationships also breed decreased productivity and higher absenteeism, along with increased turnover rates as employees look to flee the toxic atmosphere. The bad employer-employee relationship stress can burn them out leading to an adverse impact on their performance as well as being able to keep a personal life and work in perpetual harmony.

2.1.3 Strategies for Fostering Positive Workplace Relationships

There are multiple ways organizations can build successful relationships at the workplace and help their employees maintain a perfect work-life balance. Building trust and preventing conflicts also requires encouraging open, honest communication among employees and between management. A lot of it comes down to continued feedback and open communication, which is the backbone of a nurturing work environment. Organizing team-building exercises and social events can promote better networking among employees, resulting in more coordinated work, fewer conflicts, and a harmonious work atmosphere. Implementing appropriate battle resolution measures, like conflict management, to clear up the conflicts taking place before they get too intense. Training in resolving conflicts and interpersonal skills can help employees deal with conflict constructively. Finally, acknowledging and rewarding those employees who contribute to a culture of collaboration in the workplace, even small, related behaviors, such as being polite or smiling with one another. In this approach, they comprehend the benefits of favorable office politics for strong team dynamics, and these people are incentivized to participate similarly. [12].

2.2 Remote Working Culture

Remote work is a practice that has been around for years but has seen more recognition as digital technology advanced and the pandemic affected most of the world. When someone refers to a remote working culture, they refer to a set of values and norms that detail how things get done within your business. While working

remotely gives you more freedom and could even be better than working in a regular office, we have viewed our balance between work-life — it also poses challenges that need solutions [17].

2.2.1 Flexibility and Work-Life Balance

The flexibility most of us longed for before this pandemic is a very important benefit of remote working. Employees are free to work remotely and sometimes have the option of working adjustable hours. This in turn enables people to be better able to cope with personal responsibilities— such as childcare, housework, and other non-work commitments — that would ordinarily clash detrimentally with their paid work. The removal of commuting is one of the biggest benefits for a lot of employees working from home. Employees therefore stand to benefit from time saved and reduced commuting stress. This extra time can alternatively go towards personal activities which in turn leads to a more fulfilling, and satisfactory life [20].

2.2.2 Challenges of Remote Working

Although advantageous, remote working brings with it a rough set of challenges that can have an adverse impact on work-life balance. One of the biggest struggles is merging that line between work life and personal life. This may lead to employees working longer hours and potentially burning out if they do not get a break from work when at home. One of the challenges with working from home is isolation. Since remote workers may feel isolated from their colleagues or the organization, these challenges often create a sense of loneliness and disconnection. Lacking face- to-face communication can also act as an hindrance in collaboration and productivity, both of which are crucial for fostering healthy workplace relationships and a pleasant work environment And finally, remote working can worsen workplace inequalities. Some employees have home offices, personal computers with internet access, and other essential tools to help them with remote work more easily than others who may live in crowded homes where the chaos of everyday living can make focusing on work impossible. Sometimes, during hours within our purview may result in lopsided work experiences and productivity when conducting work from a Specific Place/ Home.

2.2.3 Best Practices for Managing Remote Working Culture

Several organizations have followed some best practices to reap the positives of remote work and mitigate discrete problems. Employees need to set up solid work-and-life boundaries, such as defining their working hours and breaks (to eat or stretch) and setting up a workplace. For example, use video conferencing instead of In-person Indigenous staff team meetings and set up live-chat tools to keep virtual communication continuing. At the same time, providing employees with technical needs like tech or ergonomic supplies and directing them toward resources for mental health care online is a way to ensure everyone works from home. The last point — building a remote work culture focused on trust, flexibility, and a better balance of work and life while rewarding those who are successful in the open environment — should help nurture achievement for employees performing away from headquarters.

2.3 Work Autonomy

Autonomy of Work: This relates to the extent to which employees can influence their worktasks, schedules, and decisions. Control over their work tends to be one of the biggest drivers in employee job satisfaction and, therefore, optimal work-life balance as it enables employees to meet their own needs as and how they see fit. Work autonomy is closely related to motivation, creativity, and better well-being in general [14].

2.3.1. The Benefits of Work Autonomy

The adaptability to customize work schedules under the rubric of autonomy at work is a key advantage as well. Employees who receive a great level of autonomy can reschedule their working times, to be able to deal with outside lives like having time for their family or personal hobbies and self-care. And they can work doing other things and live the rest of their life. They encourage work autonomy which helps employees to take ownership and make decisions on their own. Employees feel more vested in their work and themselves, leading to higher job satisfaction. Autonomy inspires creativity and experimentation since employees are allowed to try something different in their approaches or input new ideas.

2.3.2 Potential Drawbacks of Excessive Autonomy

Advantages of work autonomy, however when not appropriately managed can lead to potential disadvantages. Incomplete provision of autonomy could prompt loneliness, uncertainty, and stress. Extremely autonomous employees can find it difficult to set priorities daily, manage time to be productive, and go forward looking for support when necessary. This can lead to less productive work and frustration Furthermore, excessive autonomy leads to prominent individuals running off and doing their own thing too frequently at the expense of others who are getting confused or in need of additional support. Those who are better suited to a more structured and contextual working system will likely not thrive in a high-autonomy work environment, resulting in lower job satisfaction levels and decreased overall quality of life.

2.3.3 Enhancing Work Autonomy While Maintaining Support

To get an advantage from the upsides of work autonomy and at the same time to minimize the downsides, there

are several recommendations for the organizations. Firstly, the company has to provide clear guidelines of expectations, which include setting achievable goals, defining the roles, and establishing performance metrics. Secondly, the company has to offer resources and support, such as training, mentoring, and feedback, to guarantee that employees feel well-guided and overcome the challenges of work autonomy. Thirdly, the company should develop a culture of collaboration to balance autonomy with the appropriate level of support. Encouraging teamwork, knowledge-sharing, and feedback enables employees to work autonomously, yet in a supportive environment. Finally, taking into account that preferences for the level of autonomy are determined by the employees' characteristics, the company has to be open to different levels of work autonomy.

2.4 Organizational Culture

Organizational culture is the sum of all the shared beliefs, practices, and values that define a company, shape its employees' behaviors, and contribute to their prevailing attitudes. It has a conducive work atmosphere which allows the human being to develop their career and at the same time have a healthier life. On the other hand, a bad organizational culture can be a difficult environment in which to work can create stress and unease along with an eroded work-life balance [7].

2.4.1 The Role of Organizational Culture in Work-Life Balance

The way an organization functions has a major effect on the work-life balance of employees. A company and a culture that values employee well-being, along with the importance of work-life balance is going to create policies and practices geared toward helping employees have lives outside of their jobs. This support can be in the form of flexible working, mental health initiatives, and encouraging employees to take time off. Additionally, when the organizational culture is positive, it creates a sense of belonging and excitement among employees. The results suggest employees who feel that their health is prioritized and they belong to a caring environment are likely to be more satisfied with their jobs, enjoying better work-life experiences. In workplaces like these, workers are rewarded for putting their personal lives first over work without facing judgment or punishment.

2.4.2 The Impact of a Negative Organizational Culture

Conversely, a negative organizational culture can severely harm your work-life balance. When employees are constantly pressured to work long hours and sacrifice their personal lives and well-being for the organization's demands, it can lead to burnout, stress, and a poor work-life balance. This is often a result of companies prioritizing productivity over employee welfare. It is also evident that workers in toxic workplace cultures have poor communication skills, and little to no trust, as a result, they do not receive acknowledgment. This eventually leads to people getting disconnected, decreased morale, and ultimately a high turnover. They will probably have no time for anything else since they are under constant stress to do the expected and in many cases even impossible amounts of work [22].

2.4.3 Strategies for Cultivating a Positive Organizational Culture

Here are a few steps organizations can take to create a positive organizational culture that builds work-life balance. The importance of leadership commitment forces leaders to practice what they preach about like taking time off, setting boundaries, and supporting work-life balance initiatives. Employee feedback, surveys, and involvement in decision-making processes can foster a culture that is more reflective of employee needs [17]. Employees who align with the culture are recognized and rewarded, creating a reinforcement that work-life balance is of great significance. Cultures should also always be under review to ensure they support a balance between life and work.

3. Findings and Discussions

Synthesis of Literature

The literature review indicates the influence of the work environment in the Delhi NCR region. Workplace relationships, remote working culture, work autonomy, and organization culture — all these factors contribute significantly to individual motivation. According to a study, there is consistent evidence that more positive workplace relationships are associated with higher job satisfaction and better work-life balance in the region. Research shows that employees are the happiest when they have a supportive team and direct leaders, which results in lower stress levels, higher engagement rates, and more balanced lives. By contrast, negative connections are tied with more noteworthy measures of stress and burnout underscoring the requirement for organizations in Delhi NCR to cultivate a cooperative supportive climate.

The remote working culture in Delhi NCR is another boon of technology as it gives independence to progress with work at your own time. It saves you from the daily commute burdens and helps foster a healthy Work-Life Balance. However, it brings its challenges too, such as the line between work and personal life getting blurred, meaning you might end up working more than what is required to cope with loneliness. The literature revealed that in the region, good remote work is facilitated by clear rules, regular communication about work, and support systems. The next critical connection to work-life balance is the autonomy of Work in Delhi NCR. Those employees who have the freedom to decide how their day of work starts and ends; and, how decisions regarding

their work, including what to do and how to manage their workload and time are far more satisfied than their counterparts who have less autonomy over Details of their work. However, extreme autonomy in the absence of necessary resources and support can lead to burnout, stress, depression, and loneliness. Therefore, a mixed strategy is required that is based not just on autonomy but also on standard setting and enablement.

Case Studies and Examples

The corporate sectors in Delhi NCR such as Infosys Limited and Wipro Limited have taken laudable steps towards maintaining the ideal work-life condition. Employee satisfaction has jumped and turnover has been relatively low ever since Infosys Corp introduced flexible hours and remote work opportunities. This is in contrast to Wipro Ltd which has set up teams for 24×7 work and long working hours under a high-pressure environment which has seen employees of the company reaching higher levels of stress and burnout.

Comparative Analysis

The findings from various studies are compared, suggesting that while flexibility in remote working can be advantageous there is also a need for it to be managed carefully so as not to result in negative consequences such as social isolation and overwork. Just as work autonomy can lead to higher job satisfaction, clear expectations, and support are necessary for it not to do more harm than good. Here in Delhi NCR, as elsewhere all over the world, two of the key factors that are known to matter most if you want to be able to put effective work-life balance strategies into place relate respectively with positive workplace relationships and a supportive organizational culture.

4. Recommendations

Practical Implications

From the survey results, there are several measures organizations should introduce to improve work-life balance in Delhi NCR [19]:

- **Improve Workplace Relationships:** Open communication, feedback, and team-building events help people understand each other better thereby reducing conflicts.
- **Optimize Remote Working Policies:** Set boundaries, give them what they need to work from home, and check in often to make sure the remote working process is functioning properly.
- **Balance Work Autonomy with Support:** Provide employees with the rules of engagement and offer resources such as training, and mentoring so staff know how to handle autonomy.
- **Cultivate a Positive Organizational Culture:** Cultivate a culture that respects work-life balance, cares for employee well-being, and systematically reviews and enhances working practices.

Strategic Initiatives

As for the implications of this review may be that most organizations in Delhi NCR should focus on strategic initiatives such as developing holistic work-life balance policies, investing in employee well-being programs, and introducing flexibility considerations for each individual's role across job profiles to mitigate problems associated. When employees understand and value a positive work environment, recognizing their good behaviors such as the ones mentioned further reinforces those supportive behaviors.

5. Future Research Directions

Research Gaps

Further research is required to understand the lasting impact of remote working on work-life balance in Delhi NCR, especially across different industry backgrounds. More research is also needed to explore how cultural differences shape work-life balance strategies and outcomes in the region.

Emerging Trends

With changing workforce expectations and technological advancements, as remote work trends continue to evolve into flexible arrangements, future research can explore how the developing Delhi NCR workplace strikes a balance between professional careers and personal lives. These trends are all worth studying to better understand how organizations will need to adjust working practices in response.

6. Conclusion

Summary of Key Insights

In India, the exponential increment in the overall work environment challenges particularly in corporate sectors of Delhi NCR needs to do a similar investigation on the prospects. Employee well-being, satisfaction, and motivation require positive workplace relationships; a culture that transitions to effective management of remote working practices while maintaining work autonomy when required as part of these changing roles within organizations. Further improvement to job satisfaction, while reducing stress levels may occur by the utilization of effective Stress Management Programs and a plan for Professional Development. This could help organizations enhance the support they deliver to their employees and boost productivity, job satisfaction, etc.

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