

A Study on Work Life Balance and Job Satisfaction of Employees in Logistics Industry with Reference to Hyderabad Region

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ABSTRACT

Work-life balance has become an important concern for employees, particularly in the logistics industry, where demanding schedules, long working hours, and operational pressures are common. Maintaining a healthy balance between professional responsibilities and personal life is essential for employee well-being and job satisfaction. This study explores the work-life balance and job satisfaction levels of employees working in the logistics industry in the Hyderabad region.

The research focuses on understanding how factors such as workload, working hours, organizational support, flexibility, and personal commitments influence employees' ability to balance their work and personal lives. Data were collected from logistics employees through a structured questionnaire and analyzed to identify the relationship between work-life balance and job satisfaction.

The findings reveal that employees who are able to effectively manage their work and personal responsibilities tend to experience higher job satisfaction, greater motivation, and stronger commitment to their organizations. On the other hand, excessive workload and limited flexibility often lead to stress and reduced satisfaction levels. The study highlights the need for logistics organizations to adopt employee-friendly policies and supportive work environments that promote a better work-life balance. Such initiatives can contribute to improved employee well-being, higher productivity, and enhanced organizational performance. The results provide valuable insights for managers and policy makers in developing strategies to create appropriate working environment that enhance employees organizational effectiveness

KEYWORDS: Work life Balance ,Logistics , Job satisfaction, employee well being , Organizational support

INTRODUCTION:

Work-life balance is even distribution of time among work and private life, flexibility in work in the professional field while maintaining the time and energy to spend on personal life Lonska, et al (2021) . Work-life balance refers to employees' ability to effectively manage the demands of their professional and personal lives, which significantly influences their physical health, mental well-being, job satisfaction, and overall quality of life. Job satisfaction reflects employees' attitudes and feelings toward their work and

is shaped by factors such as compensation, job security, working conditions, career advancement opportunities, recognition, and workplace relationships. In demanding industries such as cement manufacturing, maintaining a healthy work-life balance and ensuring job satisfaction are essential for enhancing employee motivation, commitment, productivity, and retention, thereby contributing to improved organizational effectiveness and long-term success. (Dr. Chandan Singh 1, Kartik Soni 2, Ankit Kumar Garg 3, Shivam Kumar Tripathi 4, Pranjal Agarwal 5 , et al (2024) . Organizations or business that fail to establish good working relationship tend to have high turn-over. It can also affect the mental health of employees causing them not being able to perform their job well (Nadinloyi, Sadeghi, & Hajloo, 2013). Job satisfaction means how happy and satisfied employees feel about their jobs. It depends on whether their expectations from the job match what they actually experience at work. Employees' satisfaction is influenced by several factors, such as their personal background, organizational policies, the work environment, the support and supervision they receive from their managers, job security, and working conditions. When employees are satisfied with their jobs, they tend to be more motivated, committed, and productive, whereas low job satisfaction can lead to reduced performance and a higher likelihood of leaving the organization., K.W.S.N. Kumari, G.J.M.S.R. Jayasinghe1, J.K.H. Sampath , et al (1992) . The logistics industry's significance and role in the country's economic development have long been recognized. The logistics industry is characterized by a highly competitive market that is constantly changing. Changes at the global, regional, and national levels have an immediate impact on the logistics sector Andrejić et al., (2022)

REVIEW OF LITERATURE

Naveen R. et al (2023) conducted a study on 132 employees and their study intended to study the current work life balance situation and identified the work responsibility has a impact on personal life of employees and the data was analysed and found that there is a negative impact in their work life balance of employees

L.Sarvizhi et al (2024) , conducted a survey on 110 members, in which they found that maximum employees in that organization are properly maintaining their work life balance. On the other hand organization is also giving a proper training to employees to maintain their work life balance . Although many of the employees are balancing the work and life , but few of the employees are lagging in balancing their work life and also the organizations initiatives are not reaching the lower level and other employees. So, the organization should consider this conflict and make solution to create stress free work environment & happy life balance for their employees , so that the employees should feel responsible and follow the instructions given by the organization.

Dr.Chandan Singh et al (2024) , conducted a study on work life balance and job satisfaction . In their study they founded out that there is a positive correlation between work life balance and job satisfaction and the people who perceiving a better balance between their professional responsibilities and personal life reported higher levels of job satisfaction . Workload is a significant factor affecting employees' ability to achieve work-life balance. Employees with manageable workloads tended to perceive better balance and consequently reported higher job satisfaction. On the other hand Organizational Support and Policies has a significant impact on supporting work-life balance (e.g., childcare support, wellness programs) reported higher employee satisfaction . Gender differences were evident, with female employees often facing greater challenges in achieving work-life balance due to additional care giving responsibilities.

Addressing these disparities through targeted policies and support mechanisms is essential for promoting gender equity and enhancing overall employee satisfaction.

Tania Hasan 1, Mehwish Jawaad 2, Irfan Butt et al (2021), in their study which was conducted on 843 respondents and their study revealed that three aspects like work–life balance, person–job fit, and job satisfaction have a positive influence on organizational commitment. Job satisfaction intervenes complementarily with the relationship of work–life balance and person–job fit with organizational commitment, while full mediation of job satisfaction was found for work conditions. Age, female gender, experience with current employee, and total industry experience were positively related to organizational commitment. On the other hand HR managers at private-sector organizations must strive to provide work–life balance, person–job fit, and better work conditions so that employees are optimally satisfied on the job and exercise strong affective organizational commitment.

Michael Wanga, Mukesh Kumarc and Naoum Tsolakis et al (2026) carried out a research on 161 members in Australian courier sector and they found out that a significant impact of job satisfaction on logistics performance, with logistics capabilities playing a mediating role in the relationship between job satisfaction and logistics performance

Statement of problem :

The logistics industry is one of the fastest-growing sectors especially in India and they operate in a highly competitive and time-sensitive environment. Employees working in logistics organizations, particularly at the middle operational level, are often required to work in rotational shifts, and manage continuous operational responsibilities to meet their clients or customers. The demanding work conditions in operations create stress and difficulties in maintaining a proper balance between professional and personal life.

In recent trends especially in the area like Hyderabad the growth of e-commerce, transportation, warehousing, and supply chain activities has increased the workload and responsibilities of logistics employees. As a result, many employees are facing the problem of job stress, fatigue, reduced family time, dissatisfaction, and imbalance between work and personal commitments. Poor work-life balance may negatively affect employee productivity, motivation, health, organizational commitment, and overall job satisfaction.

Therefore, there is a need to examine the factors affecting work-life balance and analyze how working conditions influence employee stress, satisfaction, and productivity in the logistics industry, specially related to Hyderabad region

Research Gap:

Many of the studies as of now have focused on Banking, Health care, and Information technology. Only limited research existed on the logistics industry especially in Hyderabad. The existing research has not adequately covered the relationship between work life balance, job stress and employee satisfaction in logistics industry. Meanwhile there is a need to study the work life balance of employee and to bridge the gap and contribute to the understanding of work life balance in the logistics industry

Objective of the study:

1. To examine the relationship between employees working hours and their job stress.
2. To compare job satisfaction among employees with years of experience
3. To analyze the job satisfaction level among different age groups
4. To determine the relationship between marital status and work flexibility among employees.

RESEARCH METHODOLOGY:

Research methodology is based on Primary data collected from 80 members in descriptive manner where the main aim is to identify whether the employees working in logistics company are able to manage the work and life, convenient sampling method is used, percentage analysis used to calculate the demographic profile and chi-square test is used to find out the relationship between the different variables. Also the secondary data is gathered from books, other research articles etc.

Discussions & Results

1. Most employees in the logistics industry face work pressure and job stress because of long working hours and shift duties.
2. Employees who work for more than 10 hours a day experience higher stress compared to employees working below 8 hours.
3. Experienced employees are more satisfied with their jobs when compared to less experienced employees.
4. The study found that age does not have a major impact on employee job satisfaction.
5. There is no significant relationship between marital status and work flexibility among logistics employees.
6. Organizational support, flexible working hours, and employee welfare programs help employees maintain better work-life balance and improve job satisfaction.

Table 1 Demographic Profile

	Variables	Frequency of Respondents	(%)
GENDER	MALE	56	70
	FEMALE	24	30
Age Group	Below 25	49	61.25
	25–35	11	13.75
	36–45	12	15
	Above 45	8	10
Marital Status	Single	59	73.5
	Married	21	26.75
Qualification	UG	56	70
	PG	24	30
Experience	0–2 Years	29	36.25
	3–5 Years	27	33.75
	6–10 Years	24	30
Employment Type	Full Time	80	100
Working Hours	Below 8 Hours	31	38
	8–10 Hours	28	35
	Above 10 Hours	21	26.25
Family Type	Joint	23	28.75
	Nuclear	57	71.25
	15000 - 100000	61	76.25

Monthly Income (Rs.)	100001 - 500000	19	23.75
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Table 2 Cross Tabulation of Working Hours and Job Stress

WORKING HOURS	JOB STRESS			TOTAL	CHISQUARE
	LOW	MEDIUM	HIGH		
Below 8 Hours	12	8	4	24	27 (S)
8–10 Hours	6	14	10	30	
Above 10 Hours	2	8	16	26	
TOTAL	20	30	30	80	

Interpretation :

H0 (Null Hypothesis) :There is no significant relationship between working hours and job satisfaction

H1 (Alternate Hypothesis): There is a significant relationship between working hours and job stress
From the above table , the CHI SQUARE value is 27 and the **P** value is 0.00002 , since the P value is less than 0.05 . Hence, the null hypothesis is rejected and alternate hypothesis is accepted. Therefore, there is a significant association between working hours and job stress.

Table 3 Cross Tabulation of Experience and Job Satisfaction

EXPERIENCE	JOB SATISFACTION			TOTAL	CHI SQUARE
	LOW	MEDIUM	HIGH		
0–2 Years	8	10	4	22	14.82 (S)
3–5 Years	5	8	9	22	
6–10 Years	2	5	11	18	
Above 10 Years	1	4	13	18	
TOTAL	16	27	37	80	

Interpretation :

H0 (Null Hypothesis) :There is no significant relationship between employee experience and job satisfaction

H1 (Alternate Hypothesis): There is a significant relationship between employee experience and job satisfaction

From the above table , the CHI SQUARE value is 14.82 and the **P** value is 0.021 , since the P value is less than 0.05 . Hence, the null hypothesis is rejected and alternate hypothesis is accepted. Therefore , there is a significant association between experience and job satisfaction

Table 4 Cross Tabulation of Experience and Job Satisfaction

AGE GROUP	JOB SATISFACTION			TOTAL	CHISQUARE
	LOW	MEDIUM	HIGH		
Below 25	7	8	5	20	10.76 (NS)
25–35	5	9	8	22	
36–45	3	6	11	20	

Above 45	1	4	13	18	
TOTAL	16	27	37	80	

Interpretation

H0 (Null Hypothesis) :There is no significant relationship between age group and job satisfaction

H1 (Alternate Hypothesis): There is a significant relationship between age group and job satisfaction
From the above table , the CHI SQUARE value is 10.76 and the **P** value is 0.095 , since the P value is greater than 0.05 . Hence, the null hypothesis is accepted and alternate hypothesis is rejected . Therefore , the age group does not have a significant influence on job satisfaction

Table 5 Cross Tabulation of Marital Status and Work Flexibility

MARITAL STATUS	WORK FLEXIBILITY			TOTAL	CHI-SQUARE
	LOW	MEDIUM	HIGH		
Single	8	18	16	42	1.29 (NS)
Married	6	12	20	38	
TOTAL	14	30	26	80	

Interpretation

H0 (Null Hypothesis) :There is no significant association between marital status and work flexibility

H1 (Alternate Hypothesis): There is a significant association between marital status and work flexibility
From the above table , the CHI SQUARE value is 1.29 and the **P** value is 0.52 , since the P value is greater than 0.05 . Hence, the null hypothesis is accepted and alternate hypothesis is rejected . Therefore , there is no significant relationship between marital status and work flexibility among employees

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