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1. **Volume and GARCH Effects: Evidence from Indian Stock Market**  
Dr. Sarika Mahajan, Dr. Balwinder Singh ..... 2
2. **A Study on The Problems Of Logistics Service Providers With Special Reference To Coimbatore ICDs, Tamilnadu**  
Dr. M. Ravichandran, Dr.R.Perumal ..... 8
3. **Impact of E-Business on Quality of Life of an Employee with Reference to it Industry in Pune**  
Dr. Sarang S. Bhola, Rutuja D. Gavali ..... 15
4. **Micro Finance Programme for Poverty Alleviation**  
Dr. Santosh Sadar ..... 20
5. **Satisfaction of Small Car Owners in select areas of Aundh, Baner and Pashan in Pune City**  
Dr. G. Syamala, Vinayak Ghosh ..... 24
6. **A Study of Investors' Personality and its Impact on Investment with reference to Satara City**  
Dr. Vrushali Shah, Amruta Bhurke ..... 28
7. **Effect of packaging on consumers and retailers with respect to new trends in Flexible packaging - Fresh Food Packaging**  
Minal Waghchoure ..... 34
8. **India Poised for 2020: A brief study of India's gradual rise and challenges**  
Mangesh Narayan Bhalerao ..... 40
9. **CRM in New Age Banks in India-An Empirical Study**  
Dr. Suresh Chandra Bihari ..... 44

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## *Contents*

1. Volume and GARCH Effects: Evidence from Indian Stock Market  
Dr. Sarika Mahajan, Dr. Balwinder Singh ..... 2
2. A Study on The Problems Of Logistics Service Providers With Special Reference To Coimbatore ICDs, Tamilnadu  
Dr. M. Ravichandran, Dr.R.Perumal ..... 8
3. Impact of E-Business on Quality of Life of an Employee with Reference to it Industry in Pune  
Dr. Sarang S. Bhola, Rutuja D. Gavali ..... 15
4. Micro Finance Programme for Poverty Alleviation  
Dr. Santosh Sadar ..... 20
5. Satisfaction of Small Car Owners in select areas of Aundh, Baner and Pashan in Pune City  
Dr. G. Syamala, Vinayak Ghosh ..... 24
6. A Study of Investors' Personality and its Impact on Investment with reference to Satara City  
Dr. Vrushali Shah, Amruta Bhurke ..... 28
7. Effect of packaging on consumers and retailers with respect to new trends in Flexible packaging - Fresh Food Packaging  
Minal Waghchoure ..... 34
8. India Poised for 2020: A brief study of India's gradual rise and challenges  
Mangesh Narayan Bhalerao ..... 40
9. CRM in New Age Banks in India-An Empirical Study  
Dr. Suresh Chandra Bihari ..... 44

# Impact of E-Business on Quality of Life of an Employee with Reference to it Industry in Pune

Dr. Sarang S. Bhola\*

Rutuja D. Gavali\*\*

## ABSTRACT:

*The term virtual organization is used to describe a network of independent firms that work together, often temporarily, to produce a service or product. Virtual organization is often associated with such terms as virtual office, virtual teams, and virtual leadership. The ultimate goal of the virtual organization is to provide innovative, high-quality products or services instantaneously in response to customer demands. This new organizational concept as a response to unprecedented customer expectations and alternatives, global competition, time compression, complexity, rapid change, and increased use of technology. It describes the virtual model as a lead organization that creates alliances with groups and individuals from different organizations who possess the highest competencies to build a specific product or service in a short period of time.*

*Virtual organization (virtual work) is the working environment where people work remotely across time, place and organizational boundaries. In such flexibility and information technology is the most important characteristic and also Virtual Organization mainly includes flexi time, flexi work and work from home concept. It largely affect on individuals personal life i.e. quality of life of employees. Researcher's intention is to focus on impact of e-business on quality of life of an employee in an organization. Present research is an effort to review various behavioral issues of employees related to quality of life which has influenced by the new emerging technology i.e. e-business. This research concludes that various things related to quality of life of employees like virtual organization saves cost of travelling, it helps to improve family relations, and relations with relatives etc.*

*Keywords: Virtual organization, quality of life, work from home, flexi time, work from office, IT, e-business.*

## Introduction:

The rise of Internet, the creation of a global fiber-optic network, and the rapid development of long distance communication technologies has made it very easy for people all over the world to work together. It created global platform that has allowed more people to plug and play, collaborate and compete, share knowledge and share work, than anything anyone have ever seen in the history of the world. The new communication technology gives teams a great advantage by providing many options such as allowing employees to work from their homes locally or by working together in teams across the continents which generally termed as Virtual Organization. Virtual Organization is a virtual workplace or office which a person can achieve and complete a task electronically.

Virtual Organization is defined as a flexible network of independent entities linked by information technology to share skills, knowledge and access to others expertise in non-traditional ways. The concept of virtual organization prompted numerous discussions on the behavioral issues also the quality of work life and quality of life.

This study is an attempt to know organizational behavior issues like leadership, communication, emotion and work-family balance etc in virtual organization. The effort has been made to elaborate that how virtual organization affects on traditional organizational behavior issues.

## Review of literature:

A virtual organization is a temporary network of independent institutions, businesses or specialized individuals, which work together in a spontaneous fashion by way of information and communication technology, in order to gain an extant competitive edge. They integrate vertically, unify their core-competencies and function as one organization (or organizational unit)( Fuehrer, Votalk 1997). Also *Virtual organizations are electronically networked organizations that transcend conventional organizational boundaries, with linkages which may exist both within and between organizations*(J. Burn, 1998).So the virtual organization is refer to the temporary or sometimes permanent organization which shares skills, knowledge, costs to complete the task in minimum time of period from geographically dispersed area. In which

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flexibility and information technology is the most important characteristics.

Members of the virtual organization, in turn, create a network of interdependent relationships. These relationships require firms to be much more dependent on one another than they have been in the past, demanding unprecedented levels of trust. Strong interdependencies cause organizations' boundaries to be blurred as competitors, suppliers, and customers enter into cooperative agreements. These new relationships among firms obligate organizations to use innovative management practices (William Davidow and Michael Malone, 1992). And work-life boundary flexibility will be positively related to trust in the organization i.e. for organizational commitment, the key finding was that the greater organizational support for non-work commitments, which meant that employees were not required to sacrifice personal demands in order to get ahead, generated greater trust and in turn affective attachment to the organization (Doral Marks 2004).

Most of the virtual organizations have a high focus on core competences, the use of ICT is not excessively high, almost all networks are based on a long-term perspective, and the personal ties between the partners in the networks seem to be important (Marita Haas, Mathias Noester 2007).

So, virtual organization is the new and advanced concept in 21<sup>st</sup> century which is mainly has effect on software employees who generally, work for more than their office time schedule. Virtual organization provides facilities like work from home, flexi time, flexi work etc. and because of these facilities employees personal and professional life can get affected. But the most important factor in virtual organization is trust which is difficult to handle.

There are some benefits of the virtual organization which has positive effect on the quality of life of employees which are as follows:

Association between use of Internet services and quality of life' carry out that' "Total Internet services is positively correlated with the overall quality of life in terms of social-economic status, self-esteem, social competence, psychological pressure and physical health and also internet services usage could raise people's satisfaction on the relationship with others such as families, colleagues, friends". Therefore Virtual Organization mainly affect on quality of life (personal life) and quality of work life (professional life) (Te-Hsin Liang 2009).

There are many advantages to both employees and employers in the use of telecommuting, and while these are documented more in depth elsewhere, they include more flexibility, fewer distractions, reduced office space cost, compliance with environmental regulations, increased productivity, and increased talent pool (see Apgar 1998, Baruch 2001, Kurland & Bailey 1999).

So the term virtual organization mainly concern with flexi time, flexi work and work from home facilities which has some advantages like positive impact on personal life (eg. Sharing

more time with family members) as well as improves employees moral, job satisfaction and reduces employees turnover and absenteeism and retain skilled employees.

There are some disadvantages as well of virtual organization which are coined by some of the researchers.

Internet service usage for e-Business has a slightly negative correlation with Community Support and also relying entirely on Internet services for e-Business may isolate people from the community and decrease their interaction with the real world (Te-Hsin Liang 2009).

Virtual organization has some disadvantages like negative impact on community support, people isolation and decrease interaction with the real world etc but if virtual organization has effective core competencies and trust among each other then these barriers can be minimized.

Research Problem:

E-business has put forth altogether different business model on the platform of IT industry. Due to entire change in business model possess discussions on the basis of challenges, opportunities, pros and cons of e-business. Behavioral sciences has coined issues like leadership, communication, work-family balance leads to attract the attention of researchers. Also e-business has positive as well as negative effect on quality of life of an employee. The changing environment on the magnitude of organizational structure and related management reform coins many question few to quote:

Would this changing organizational structures suited to Indian culture?

Would E-organization i.e. flexi time, flexi work, work from home is advantageous?

Are stakeholders working with E-organization would be alienated in society?

Present research is an effort to address the behavioral issues in e-business and this study focuses on the impact of e-business on quality of life an employee.

Research Methodology:

Study has undertaken with an objective to find out the impact of e-business on quality of life of employees and to test the hypothesis that there is significant difference into the quality of life employees working from home, flexi time and work from office. For testing the hypothesis independent sample t-test is used. Researcher has used descriptive research design and to collect quantitative data inferential approach has been used. Structured close ended Schedule was used as an instrument in order to collect the required data from samples. Total sample size is 102 IT employees, divided into sample employees work in flexi time are 36, work from home are 33 and samples working from office is 33. Convenience sampling method is used to select the samples.

The schedule carries 20 variables on quality of life which are Virtual organization saves cost of travel towards office,

contribution to the society, Virtual organizations help improve relations with relatives, Virtual organizations help improve your family relations, time to do something you want to do, freely arrange your time, enough recreation in your life, The living condition of your present neighbors is good, ability to get along with your neighbor is remarkable, opinion about the medical treatment and social care services, When you feel the pressure, you can get sufficient social support, feel depressed or anxious, pressure has already affected your behavior in daily life because of virtual organization, have a lonely feeling, can spend sufficient time with your family, can give your time to your children, A virtual organization leads to less individual contacts and make life alienated from society, The flexitime allows you to attend social functions and help for increasing social bindings, Work from home helps creative and innovative thinking, Work from home helps completion of allotted task in less time in efficient way.

The variables were asked in alternative statement for and opinions were seek on likert scale. The opinions were tested for validation and normality. The data was classified as opinion on quality of life variable of samples from work from home, flexi time, work from office. The mean and S.D. were calculated for classified categories and ranks were calculated on mean. Hypothesis for quality of life with respect to these sample categories were tested using independent sample't' test. Data is presented in two tables classified as per criteria of quality of life. Each table consists of mean, S.D. and rank of opinion on samples of IT employees working from home, flexi time and work from office.

Data Analysis and Discussion:

Table 1

Perception about quality of life of employees.

Table narrates the perception of sample employees on quality of life of employees.

Sr.	Perception about quality of life	Work from home		Flexi time		Work from office	
		Mean	S.D.	Mean	S.D.	Mean	S.D.
1	Flexi time has remarkable impact on the enrichment of quality of life in organization	-	-	3.97	0.87	2.60	0.93
2	Work from home has remarkable impact on the enrichment of quality of life in organization	4.09	0.53	-	-	2.56	0.75

Table 1 shows that sample employees flexi time and work from home opine that work from home has remarkable impact on the quality of life in organization with mean score 4.09 and S.D. 0.53 than flexi time and work from office employees. Sample working in flexi time opine the same that is flexi time has remarkable

impact on the enrichment of quality of life in organization. It has observed consistency in to the opinions of sample employees work from home and flexi time since the S.D is 0.53 and 0.87 respectively. Sample employees work from office are disagree with these statement with mean 2.60and 2.56.

Table 2

Opinion of Samples on Virtual Organization and Quality of Life

Sr.	Statements	Work from home			Flexi time			Work from office		
		Mean	S.D.	Rank	Mean	S.D.	Rank	Mean	S.D.	Rank
1	Virtual organization saves cost of travel towards office.	4.18	0.95	1	4.41	0.60	1	3.48	0.90	4
2	You are giving your own contribution to the society.	3.93	0.89	3	4.19	0.57	3	3.09	1.01	7
3	Virtual organizations help improve relations with relatives.	3.51	1.22	13	4.08	0.95	4	2.48	0.66	14
4	Virtual organizations help improve your family relations.	3.75	1.14	9	4.34	0.72	2	2.21	0.78	16
5	You have enough time to do something you want to do.	3.81	0.91	7	4.05	0.95	5	3.09	0.87	7
6	You can freely arrange your time.	3.87	0.92	4	4.05	0.95	5	2.90	0.94	11
7	You have enough recreation in your life.	3.69	0.84	12	3.94	0.95	9	3.09	0.94	7
8	The living condition of your present neighbors is good.	3.81	0.63	7	3.68	0.79	12	3.21	0.85	5
9	Your ability to get along with your neighbor is remarkable.	3.75	0.75	9	4.02	0.74	8	3.60	0.65	3
10	Your opinion about the medical treatment and social care services.	3.82	0.92	6	3.8	0.55	11	3.63	0.65	2
11	When you feel the pressure, you can get sufficient social Support.	3.5	0.98	15	3.58	1.07	14	2.57	0.79	13
12	You often feel depressed or anxious.	2.38	0.80	20	2.45	0.95	20	2.09	1.19	18
13	You think that the pressure has already affected your behavior in daily life because of virtual organization.	2.40	0.94	19	2.54	1.14	19	2.36	1.31	15
14	You often have a lonely feeling.	2.56	1.04	18	2.71	1.20	18	1.90	1.01	20
15	You can spend sufficient time with your family.	3.87	0.81	4	3.41	1.33	16	3	0.79	10
16	You can give your time to your children.	4.04	0.93	2	3.48	1.21	15	3.11	0.71	6
17	A virtual organization leads to less individual contacts and make life alienated from society.	3.19	1.19	17	3.25	1.07	17	3.66	1.02	1
18	The flexitime allows you to attend social functions and help for increasing social bindings.	3.75	0.75	9	4.05	0.58	5	2.72	0.76	12
19	Work from home helps creative and innovative thinking.	3.51	0.90	13	3.91	0.84	10	2.21	0.69	16
20	Work from home helps completion of allotted task in less time in efficient way.	3.42	0.93	16	3.63	0.86	13	1.96	0.46	19

(Source: Field data)

Table 2 shows that employees from work from home and flexi time think that virtual organization saves cost of travelling as it carries mean score 4.18 and 4.41 with S.D. 0.95 and 0.60 respectively but employees who work from office disagree with the statement that virtual organization saves cost of travelling with mean score 3.48 and S.D. 0.90. Also employees work from

home and flexi time disagree with that virtual organization leads to less individual contacts and make life alienated from society with mean score 3.19, 3.25 with S.D. 1.19 and 1.07 respectively but opposite to this employees who work from office strongly agree that virtual organization leads to less individual contacts and make life alienated from society with mean score 3.66 and S.D. 1.02. This indicates the difference into opinions of sample employees work from office, home and in flexi time.

Though pressures provided the IT industry did not affect the daily life. Neither employees feel depressed nor they have a lonely tending Virtual organizations help improve relations with relatives especially flexi time works since mean satisfaction is 4.08.

Overall with the quality of life parameters sample employees in flexi time are more satisfied with their quality of life as compared to sample employees work from home and work from office.

Hypothesis Testing for Quality of Life

Hypothesis set for the study is there is significant difference into the quality of life employees working from home, flexi time and work from office. For testing the hypothesis t-test is used.

Table 3

Descriptive Statistics.

Sr.	Variable	N	Mean	Std. Deviation	Std. Error Mean
1	Work From Home (WFH)	20	3.5440	.52120	.11654
2	Flexi Time (FT)	20	3.6840	.56845	.12711
3	Work From Office (WFO)	20	2.8230	.56948	.12734

The mean satisfaction score for the variables executed to assess the quality of life counts to 3.54 for sample employees work from home, that to of employees work in flexi time is 3.68 and employees work from office is 2.82. The standard deviation shows consistency into opinion. Sample employees work from home found to be dissatisfied with quality of work and that to employees work in flexi time found to be more satisfied.

Table 4

Descriptive Statistics.

Levene's Test for Equality of Variances				t-test for Equality of Means						
Sr.		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
1	WFH & FT	.256	.616	-.812	38	.422	-.14000	.17245	-.48911	.20911
2	WFH & WFO	1.072	.307	4.177	38	.000	.72100	.17262	.37155	1.07045
3	FT & WFO	.221	.641	4.785	38	.000	.86100	.17992	.49677	1.22523

Above table reveals the relationship between work from home and flexi time is insignificant at 5% level of significant since p value is 0.422. The satisfaction towards the relationship between work from home and work from office is significant at 5% level of significance and that to of flexi time and work form office is also found to be significant. Hence the null hypothesis is accepted in case one that there is no significant difference into the quality of life of employees working from home and flexi time. The satisfaction of employees working in flexi time is more as compare to the satisfaction of employees work from home.

In the case second and third the null hypothesis is rejected and alternate hypothesis is accepted i.e. there is significant difference into the quality of life of employees working from home and working from office and employees working in flexi time and working from office.

It is imperative from the analysis that in the presence of factor work from home the difference in the significance of satisfaction towards quality of life is existed and in the non presence of factor work from home the significant difference does not exist.

The factor work from office plays the role. Since the average satisfaction of samples work from office is less compare to the satisfaction from employees work from home and employees in flexi time.

Findings:

1. Employees doing work from home think that work from home concept has more remarkable impact on the enrichment of quality of personal life with mean score 4.09 and S.D. 0.53 than flexi time with mean score 3.97 and work from office employees with mean score 2.60 (Table 1)
2. The virtual organization which includes work from home leads to save costs of traveling helped more in giving time to children time to family and giving contribution to the society with mean score 4.18, 4.04, 3.93 and 3.87 respectively (Table 2).
3. Flexi time helps to improve family relations, time to give contribution to the society and help to improve relations with mean score 4.34, 4.19 and 4.08 respectively (Table 2)
4. Employees who work from office think that virtual organization leads to less individual contacts with mean score 3.66 and S.D. 1.02 and make life alienated from society with mean (Table 2).

### Conclusion:

Virtual Organizations and quality of Life are related. There are perceptual gaps with the employees work from home and flexi time. Employees work in flexi time mode found to be happier with their quality of Life. This area of HR paves much research ahead since the network technology is changing the situations of organization which is paving behavioral challenges.

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