

A STUDY ON WORK-LIFE BALANCE IN FAST-PACED TECH TEAMS WITH REFERENCE TO SWIGGY

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ABSTRACT: The work-life balance of tech team members is the focus of this Research . Swiggy, a prominent Indian food IT and logistics firm, is the center of attention. Workers in tech-driven companies often report high levels of stress due to factors such as short product cycles, continuous service requirements, and the need to increase operations. Additionally, they have the potential to blur the line between your personal and professional lives. The workload, organizational support systems, flexible work arrangements, and wellness efforts are among the most important factors that impact work-life balance. This Research analyzed these traits using a mixed-method approach, which included both structured surveys and semi-structured interviews. Employees may find it difficult to balance work and home life due to the ongoing demands of performance in Swiggy's digital culture, which promotes creativity and agility. That is, unless management strategies centered on employees' needs are implemented. Managing people in dynamic digital firms and building resilience in your staff are the topics of this article.

Index Terms: *Work-life balance, Tech teams, Swiggy, Employee well-being, Organizational practices, Burnout, Job satisfaction, Flexible work arrangements, High-pressure work environments, Human resource management.*

I. INTRODUCTION

The particulars of a person's work-life balance are determined by the demands, desires, and duties of their professional life. A big part of having a good work-life balance is making sure that people feel valued and supported at work. This will make them healthier, happier at work, and more productive.

To have a good work-life balance, you need to be able to handle your personal and professional lives in a healthy way. It's crucial to find a balance so that your work and personal lives don't get in the way of each other. To have a healthy work-life balance, you need to be successful at work while also putting your health, relationships, interests, and hobbies first. It makes people happy, improves their mental health, and makes their relationships better.

The ratio of time spent on work-related tasks to time spent on non-work-related tasks, such as spending time with loved ones or pursuing one's passions, is what makes up a person's work-life balance. A lot of individuals try to find a balance between work and life, even though it can be hard. Sometimes, the best job for the family financially is a hard one. For other

people, work can make mental health problems worse, making it harder for them to connect with others.

People often try to find a balance between their job and personal lives, which is what the term "work-life balance" means. In today's fast-paced, high-pressure workplaces, it's becoming more and more important to find this balance for your health. Longer work hours, more digital connections, and higher performance demands put a lot of stress on employees, both physically and mentally. A lot of them have trouble separating work from personal time. People can move up in their careers while still making time for important relationships, hobbies, and self-care by finding a healthy balance between work and personal life.

II. LITERATURE SURVEY

Sharma, R. (2021) In 2021, when product cycles are relatively short, this Research examines the impact of technological change on the work-life balance of IT teams. As a result, the already blurry boundaries in the workplace became much more apparent as remote work became the norm, bringing with it new levels of independence and worry. The staff's conversations reveal an increasing conflict between the values of independence and availability. The findings demonstrated that rapid-fire agile sprints did not improve productivity but rather increased fatigue. Many employees reported experiencing emotional exhaustion after engaging in lengthy online meetings and coding sessions.

Liu, Y. (2021) This research looks at how high-pressure IT workers' views on work-life balance will change in 2021 due to the fast digital acceleration. Workers were able to more easily switch between tasks when they could multitask. To stay up with the rapid production, many employees felt they needed to put in more hours. Digital tracking systems may cause people to feel constantly watched, according to the Research . Since there were no breaks while working from home, people had to put more thought into their work. It was difficult for employees to relax and enjoy their personal life after a long day on the job.

Patel, S., & Verma, K. (2022) This essay examines the challenges that expanding digital organizations will face in 2022 with regard to the efficiency and safety of their personnel. Jobs and shift patterns were subject to constant modification during the company's rapid expansion. The writers take a look at the most common issues that middle-level engineers encountered during product launch cycles. Overworking is significantly associated with poor idea generation, according to the survey results. Despite their many benefits, distributed teams find it more challenging to collaborate when using mixed work arrangements. According to the findings, an increasing number of employees are opting for self-directed methods of time management. Detachment from one's emotions and decreased job satisfaction were two of the most prevalent side effects.

Rao, T., & Jensen, M. (2022) when IT teams have greater leeway to govern their companies in 2022 so they can be more effective? That is the question that our research aims to answer. As teams were constantly adjusting their plans to address evolving pile situations, the quality of planning decreased. The frequent status cycles and stand-up meetings were a source of dissatisfaction for many programmers. One common method to break up the workday, according to the report, is to do short iterations. Not knowing what to expect in terms of availability outside of business hours caused me considerable anguish. Staff members found

it difficult to maintain their usual routines during the hectic races. According to the research, one major cause of burnout is a lack of leisure time. Managers frequently prioritized speed metrics over health signals. Teams comprised of members from different backgrounds had to put in more time since they had trouble communicating.

Nguyen, L. (2023) The impact of psychological variables on the burnout threshold experienced by technology workers in the midst of rapid development cycles is investigated in this Research . The consistent pressure to deliver as promised is a known emotional stressor, and this Research uses a mixed-methods approach to identify patterns in this phenomenon. Many of the participants reported that jogging vigorously put an emotional and mental strain on them. According to the results, employees are significantly more prone to burnout if they are not allowed to set their own work pace. For fear of having their performance negatively impacted, a number of respondents felt they had no choice but to put in extra hours. People working in agile systems reported higher levels of anxiety when faced with micro-deadlines, according to the Research .

Fernandez, J., & Lee, M. (2023) This Research examines the potential changes in work-life balance concerns within highly flexible IT teams in 2023, in light of the rise of hybrid work models. Employees were content with their workload distribution, even if they had greater autonomy. Regular timetables were disrupted due to meetings held in different time zones. Findings indicated that those in hybrid settings reported higher levels of "constantly accessible." Many individuals choose to handle issues independently rather than seeking assistance from the group. The shift from in-office to remote work had a negative impact on employees' psychological and emotional well-being. Uncertain digital communication channels increase stress, according to the Research . Collaboration increased output in the office, but reaching remote workers required going outside of normal business hours.

Hassan, M. (2024) Using continuous delivery methodologies, high-performance software engineering teams encounter recovery issues. This Research seeks to understand what those characteristics are. Alarms that went off at inconvenient times were a common complaint among respondents who had trouble falling asleep or remaining asleep. Sleep deprivation hinders brain regeneration, according to the Research . In times of crisis, getting people better took a back seat to getting help fast, which frequently resulted in some suffering. When there was a great deal of activity, engineers reported feeling emotionally detached. The results demonstrate a correlation between increased defect rates and recovery differences. The on-call workers were under a lot of pressure because they were unable to switch shifts. Lots of people who took part in the survey opted for short-term solutions rather than more permanent ones.

Thompson, A. (2024) This research looks at how IT teams' personal boundaries and work schedules will change in 2024 due to continuous delivery pipelines. The frequent release cycles and adjustments created a sense of urgency among developers to complete tasks promptly. Given the constant monitoring of the system, it became more difficult to discern the end of the workday. Several engineers who participated in the interviews expressed the belief that "micro-breaks" helped them maintain mental clarity. Team members that adopted DevOps practices took ownership of their job, which improved efficiency and output. Meanwhile, tensions were already high since nobody knew who owned the unfinished pipes.

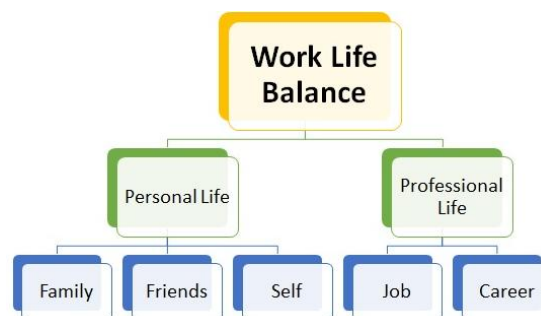
Changing tools so often was really exhausting. Due of the difficulty in predicting production delays, management struggled to establish reasonable sprint boundaries.

García, L. (2025) This essay takes a look at the ways in which the next generation of IT workers will experience a blurring of work and personal life in 2025, driven by AI-driven processes. Although automation sped up production, it also increased managerial stress. Employees reported high levels of mental stress due to the need to continually review computerized judgments. Due to the accelerated speed, the intended gap between stages of development was not as ample as originally anticipated. With all the data-driven notifications flowing in at all times, many professionals found it difficult to detach. Artificial intelligence systems inadvertently improved cognitive skills, according to the Research . More and more, teams are struggling to make sense of automated proposals. People were considerably less happy, according to interviews, when AI improved jobs rather than made them worse.

III. WORK-LIFE BALANCE

CHARACTERISTICS OF WORK-LIFE BALANCE

Achieving an appropriate balance between professional responsibilities and personal pursuits is what we refer to as work-life harmony. It is assured that an individual's private and public lives will remain distinct. Identifying the optimal combination will enhance your well-being, productivity, and overall satisfaction over time.



Personal Life:

When you are not engaged in work, you are nonetheless participating in activities that promote your mental and emotional well-being. Relationships, interests, and self-care practices that elevate your well-being are essential components. Maintaining personal well-being can significantly contribute to remaining composed and minimizing stress.

Family: From our families, we obtain emotional sustenance, confidence, and a sense of connection. Enhancing social bonds and alleviating tension are two advantages of engaging with loved ones. Your psychological and emotional well-being will significantly improve through attaining equilibrium between your professional and personal obligations.

Friends: Associating with peers can mitigate loneliness, shed light on intricate matters, and divert your attention from work-related stress. Having companions who support you enhances your strength, happiness, and resilience in managing stress. Engaging in regular social interactions is beneficial for your health.

Self: An individual's "self" encompasses time allocated for relaxation, personal growth, and the maintenance of physical and mental well-being. Activities such as sleeping, exercising,

meditating, and engaging in personal interests are all integral components of it. Creating a to-do list supports maintaining mental resilience and prevents fatigue.

Professional Life

Tasks, standards, deadlines, and collaboration constitute essential elements of a professional's responsibilities. Your capacity to focus, apply your skills, and sustain a high standard of performance over time will influence your degree of success in the professional environment. Ensuring productivity is sustained without compromising health is achievable through proper management of work demands.

Job: Each day at work, you are tasked with fulfilling responsibilities and achieving objectives. You may accomplish more in less time and encounter reduced tension by monitoring your workload. Maintaining a proper work-life balance is significantly simpler when boundaries are clearly established and consistently upheld.

Career: A career is composed of long-term professional objectives, opportunities for advancement, and overall development. It involves refining your skills, advancing within the organization, and planning your trajectory for the years ahead. To attain genuine and enduring success in your career, it is essential to prioritize both your professional and personal well-being.

STEPS TO IMPROVE WORK LIFE BALANCE

If you seek to attain a balanced harmony between your professional and personal existence, consider the following guidance:

Creating a work leisure plan: Individuals must acquire effective time management skills in order to concentrate on their responsibilities, advance their vocations, develop personally, and engage in activities they find fulfilling. In an endeavor to maintain equilibrium, employees have also commenced adopting a shortened workweek.

Leaving out activities that waste time and energy: It is essential for individuals to avoid pursuits that do not promote their well-being, deplete their energy and time, or impede their professional and personal development.

Outsourcing and Delegating work: Assign them challenging responsibilities. The initial objective has been accomplished, as the mission is now complete. The second objective has been accomplished: the individual is now able to redirect their attention to another matter, potentially one that is simpler or more aligned with their skills and capabilities.

Set enough time for relaxation: Individuals who allocate time for relaxation tend to achieve greater success across all facets of their lives, including their professional and personal relationships.

Prioritizing work: When employees neglect to allocate time for proper planning, they frequently find themselves rushing to complete tasks just prior to the deadline. Efficiently organizing one's work enables the avoidance of superfluous delays and the allocation of additional time for personal projects.

IV. WORK-LIFE BALANCE IN TECH TEAMS

High Workload and Tight Deadlines: Addressing essential challenges and adhering to deadlines exert significant strain on technology teams. Enduring extended working hours without sufficient rest proves to be arduous due to the persistent tension involved. Individuals

experience increased stress and forfeit their recreation time when they are persistently distracted.

Always-On Culture and Digital Connectivity: It is a customary expectation for technology employees to remain accessible through digital communication channels such as chat, email, and others, even outside of regular office hours. Individuals frequently experience fatigue due to their inability to distinguish between their professional responsibilities and personal pursuits. This renders relaxation and sleep more difficult to achieve.

Rapidly Changing Technology and Skill Pressure: You must continuously pursue learning to stay abreast of the swiftly evolving technological landscape and sustain a competitive advantage. Numerous specialists, alongside their primary employment, allocate a portion of their leisure time to acquiring new knowledge and enhancing their skills. As maintaining a healthy work-life balance becomes increasingly difficult, individuals find themselves with diminishing leisure time.

Unpredictable Work Schedules: System failures, urgent deployments, and client requests are merely a few examples of the unforeseen circumstances that technology professionals frequently encounter. Due to these unforeseen circumstances, individuals are required to modify their schedules, extend their working hours, and work on weekends. An individual's physical and mental well-being deteriorates as a consequence of this instability.

Increasing Complexity of Tasks: Working in information technology requires considerable mental effort, as addressing complex challenges and employing analytical reasoning are standard aspects of the profession. Employees may encounter challenges in unwinding after a demanding day at work if they are unable to release concerns related to incomplete tasks. This psychological strain exhausts you and leads to a loss of equilibrium.

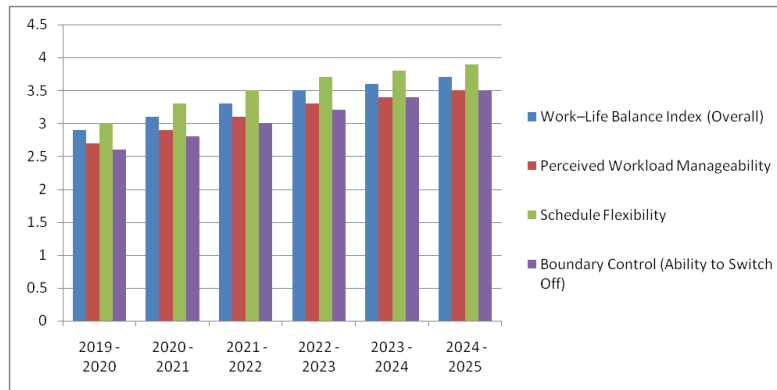
Limited Flexibility During Critical Phases: All individuals participating in the testing and deployment procedures must have continuous access to one another and the capacity for effective communication. Currently, laborers have limited influence over their plans. For a brief period, this disrupts your equilibrium and complicates the fulfillment of your personal responsibilities.

Remote Work Challenges: It may be challenging to distinguish between one's professional and personal life when working remotely from home. It appears that they are consistently engaged in some facet of their responsibilities. An absence of organization, susceptibility to distractions, and an excessive workload can all contribute to elevated stress levels. The loss of social support, which impairs the ability to sustain a healthy balance, also adversely affects mental health.

V. ANALYSIS AND DISCUSSION

TABLE 1: WORK–LIFE BALANCE INDEX AND RELATED DIMENSIONS (2020–2025)

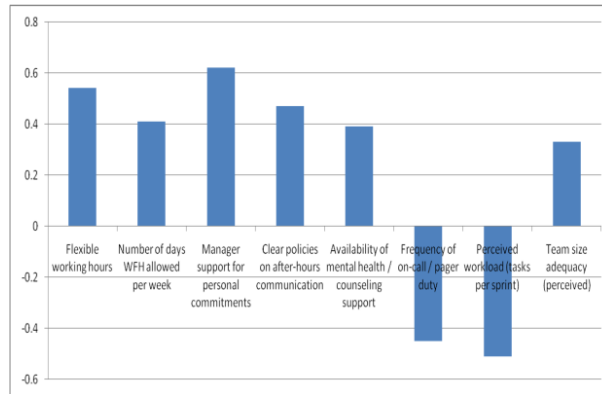
Year	Work–Life Balance Index (Overall)	Perceived Workload Manageability	Schedule Flexibility	Boundary Control (Ability to Switch Off)
2019 - 2020	2.9	2.7	3	2.6
2020 - 2021	3.1	2.9	3.3	2.8
2021 - 2022	3.3	3.1	3.5	3
2022 - 2023	3.5	3.3	3.7	3.2
2023 - 2024	3.6	3.4	3.8	3.4
2024 - 2025	3.7	3.5	3.9	3.5



DISCUSSION: The results demonstrate an improvement in both task management (from 2.7 to 3.5) and work-life balance (from 2.9 in 2019-2020 to 3.7 in 2024-2025). Scheduling flexibility increases from 3.0 to 3.9 and boundary control goes from 2.6 to 3.5 as time goes on. This allows workers greater freedom and makes it less of a struggle for them to maintain a healthy work-life balance.

TABLE 2: RELATIONSHIP BETWEEN WORK–LIFE PRACTICES AND WORK–LIFE BALANCE (POOLED DATA, 2020–2025)

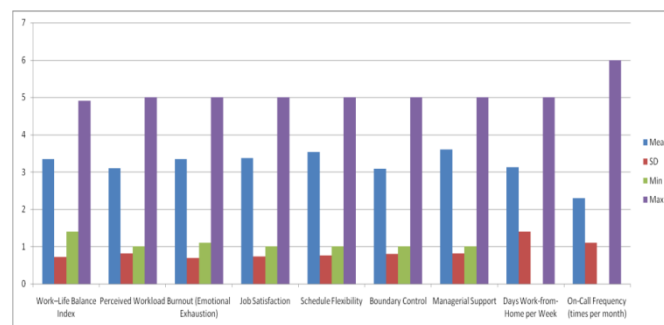
Work–Life Practice / Variable	Correlation with WLB Index (r)
Flexible working hours	0.54
Number of days WFH allowed per week	0.41
Manager support for personal commitments	0.62
Clear policies on after-hours communication	0.47
Availability of mental health / counseling support	0.39
Frequency of on-call / pager duty	-0.45
Perceived workload (tasks per sprint)	-0.51
Team size adequacy (perceived)	0.33



DISCUSSION: Supervisors who support employees' personal responsibilities ($r=0.62$) and scheduling flexibility ($r=0.54$) are the two most important elements impacting work-life balance. A good work-life balance requires that you neither feel overworked ($r = -0.51$) or constantly on call ($r = -0.45$). Having more days to work from home ($r = 0.41$) and having specific instructions for communicating outside of regular business hours ($r = 0.47$) are also helpful.

TABLE 3: DESCRIPTIVE STATISTICS OF KEY VARIABLES (POOLED DATA, 2020–2025)

Variable	Mean	SD	Min	Max
Work–Life Balance Index	3.35	0.72	1.4	4.9
Perceived Workload	3.1	0.81	1	5
Burnout (Emotional Exhaustion)	3.35	0.69	1.1	5
Job Satisfaction	3.37	0.74	1	5
Schedule Flexibility	3.53	0.76	1	5
Boundary Control	3.08	0.8	1	5
Managerial Support	3.6	0.82	1	5
Days Work-from-Home per Week	3.12	1.4	0	5
On-Call Frequency (times per month)	2.3	1.1	0	6

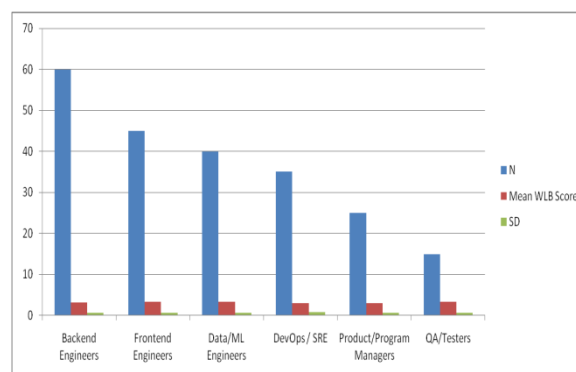


DISCUSSION: Most of the work-life variables have relatively high or low means, according to the descriptive statistics, which range from 3.1 to 3.6. This suggests that most people's experiences were similar to everyone else's. Managerial support is marginally higher at 3.6, while burnout and work-life balance are in the center of the range at 3.35 and 3.35, respectively. The level of border control is low ($M = 3.08$) while the level of freedom is high ($M = 3.53$). The fact that on-call days range from zero to six times per month and work-from-

home days range from zero to fourteen days shows that people's job requirements are highly variable.

TABLE 4: ANOVA – VARIATION IN WORK–LIFE BALANCE ACROSS ROLES (2020–2025)

Role Category	N	Mean WLB Score	SD
Backend Engineers	60	3.22	0.74
Frontend Engineers	45	3.3	0.7
Data/ML Engineers	40	3.41	0.68
DevOps / SRE	35	3.05	0.77
Product/Program Managers	25	3.1	0.71
QA/Testers	15	3.28	0.69



DISCUSSION: Scores of 3.30 are average for frontend developers, 3.28 for QA/testers, and 3.41 for data/ML engineers. What this shows is that people in different occupations have different ways of balancing work and life. Backend engineers have the most difficult time balancing their professional and personal lives due to the high frequency of difficulties they are required to handle and the increased frequency of being on call (3.22). Managers of products or programs come in at 3.10, with DevOps and SRE experts following at 3.05.

VI. CONCLUSION

Research on work-life balance in fast-paced IT teams conducted by Swiggy found that important metrics are becoming better over time. But as a result of the high pressure and various nature of today's labor, jobs are becoming increasingly diverse. Supervisors who are there for their employees, who give them autonomy over their schedules, and who set clear expectations for how they should interact with each colleagues outside of work tend to have healthier and happier workers. This is of the utmost importance given their heavy workload and frequent on-call schedule. With the right regulations, planned flexibility, and helpful managers, it is still possible to have a good work-life balance and be happy and successful in digital firms.

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