IMPACT OF MOBILE COMMUNICATION TECHNOLOGY
ON THE WORK LIFE BALANCE OF WORKING WOMEN
– A REVIEW OF DISCOURSES

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ABSTRACT

Purpose
Advent of mobile technology has changed the mode of communication. The boundary
between work life and personal life is more permeable now. There is concern about
blurred boundary between work life and family life. This study reviews available
discourses to understand how the advent of mobile technology may have affected the
work life balance of working women in general and particularly in the Information
Technology sector in India.

Design/Methodology/Approach
This is a review of literature on the topic of blurred boundary between work life and family
life with the mobile technology and its impact on work life balance with special emphasis
on the Indian society.

Findings
The definitive way of mobile phone affecting work life balance remained controversial.
While some studies have suggested that perpetual contact may lead work problems to
invade the social spaces and times once reserved for family life, others have not been
to identify similar effect. It appears from the review of the discourses that blurred boundary
may not be necessarily always harmful. It is possible to maintain family life and work life
at a different level with mobile communication technology.

Research Limitations/Implications
Being a literature review the conclusions are based on discourse analysis. Original
research based data is needed to identify the exact situation in the Indian context.

Practical/Social Implications
This study identified the importance of understanding the dynamics of work life balance
in the life of working woman due to mobile communication technology, which reflects on
the areas of future research.