

Abstract of Doctoral Dissertation

A Study on Time Management of Employees in Service Industries with Special Reference to Chennai¹

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I. Introduction

TIME MANAGEMENT IS the ability to decide what is important in life, both at work and in our home and personal lives, to prioritize certain jobs so that we complete the tasks we need to and also those that we think are really important. Many people find that they simply have too little time outside work to address their key personal goals. The reason, in many cases, can be traced to company practices: long workdays, take-home assignments, paltry vacations, travel demands, and weekend e-mails from the boss. People are pushing back against relentless encroachments on their personal time and are seeking ways to balance the two sides of their lives. But they cannot do it by themselves; their employers must collaborate. Some companies have gotten the message and responding with programs designed to help their employees achieve better work-life balance. Helping employees achieve this balance appears to pay off in employee satisfaction, retention, and the ability to recruit new workers. Companies have a compelling interest in the time-management skills of their employees, managers, and executives. Company sponsored training in time-management skills can create a “win-win” situation.

II. Indian Scenario

The Service sector is the fastest growing sector, with an annual growth rate of 8 per cent per annum. In the 90s one in every two Indians earned his livelihood by providing services. With best incomes and best talents, the service sector is now the showcase of the Indian economy.

Moreover, technology advances have made it possible for India to compete on a global basis in areas such as software development and information services

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