



# Time Management of Employees in Service Industries

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**KEYWORDS**

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**Introduction**

Time Management is the proper delegation of the time we have in order that the most important tasks are completed before the more trivial and less important ones. It means getting the maximum value and benefit out of every activity accomplished, no matter how small or big it is. It means accepting that not everything can be completed at the same time and that there are things that can be achieved within the limitations of human faculties. If we waste time, there is no bank where we can withdraw time we previously saved to replace the time wasted. To come to terms with our mortality is to realize that our time is limited. Time Management is an essential tool to help us to get organized and cope up with the stress associated with our work.

Time management is the ability to decide what is important in life, both at work and in one's home and personal lives, to prioritize certain jobs so that one can complete the tasks that need to and also those that are considered as really important. Many people spend more time planning their next holiday, than planning their lives which is likely to give more long term satisfaction.

Good time management provided the ability to keep a balance in our lives, or to recognize where the imbalance is. For instance, is all our focus on work rather than on leisure and social activities good? What about our family and those near and dear to us-are they allowed to play an important role in our lives, or are they constantly brushed to one side? The present paper is aimed to probe and unravel the way employees of service sectors manage their work.

The information which was required for this study from the employees of service sectors was sought using interview schedule. The sample for this study was comprised of the employees who were employed at three selected service sectors of Banking, Insurance and IT. The entire sample of 330 respondents was selected from the district of Dindigul in Tamilnadu State, on the basis of purposive sampling.

**Time Management Practices**

The basic steps in the management of any resource include its proper planning, controlling and evaluation. Since this study is based on the management of time, the information is obtained by putting certain questions to know time management practices of the respondents. The questions are based on planning, controlling, evaluating and achieving goals in the use of time. The responses of the respondents are measured in terms of 'always', 'sometimes' and 'never', which are given the scores obtained 3, 2 and 1 respectively. On the basis of total scores obtained by each individual Q1 and Q3 are computed. Those who scored by each individual Q1 level are considered as 'poor', those who scored more than Q3 level are considered as 'very good' and those scored between Q1 and Q3 levels are considered as 'good' managers. The related data is presented in Table.

**TIME MANAGEMENT PRACTICES OF THE RESPONDENTS**

Management Practices	Number of respondents			Total	
	Banking	Insurance	IT	No.	%
Very good	26	26	22	74	22.42
Good	54	58	62	174	52.73
Poor	30	26	26	82	24.85
Mean Scores	34.04	35.50	35.42	35.12	

The table reveals that one fourth of the respondents followed 'very good' time management. 52.73 per cent respondents are practicing 'good' time management and about twenty five per cent respondents are following 'poor' time management.

It is seen that more than 50 per cent respondents from IT industry followed 'good' time management practices and also majority of the banking and insurance respondents practiced 'good' time management. 24.85 per cent respondents from all the three industries are having 'poor' time management practices. 23.64 per cent each from banking and insurance industries and 20 per cent from IT industry practiced 'very good' time management. The mean scores obtained by banking respondents are 35.5 and by IT respondents are 35.42.

Thus, it can be concluded that majority of the respondents from all selected industries followed 'good' time management practices. Only one fourth of the respondents are following 'very good' time management practices.

**Relationship between Time Consciousness and Time Management Practices of the respondents**

If one wants to control time, he/she must also have certain awareness of time. To find out whether there is relationship between importance of time as a resource and time management practices of the respondents, the total scores obtained by each individual for each of these variables are considered. Using these scores scatter diagram was plotted and by Pearson's Product Moment 'r' value is computed. In the Table, the number of respondents from three selected industries having 'more' and 'very good', 'average' and 'good' and 'less' and 'poor': time consciousness and time management practices respectively have been presented along with the obtained 'r' values for each selected industries.

**RELATIONSHIP BETWEEN TIME CONSCIOUSNESS AND TIME MANAGEMENT PRACTICES**

Management Practices	Time Consciousness														
	More					Average					Less				
	B	I	IT	T	%	B	I	IT	T	%	B	I	IT	T	%

1) Very good	06	13	07	26	7.78	14	10	15	39	11.82	06	03	00	9	2.73
2) Good	19	11	19	49	14.85	21	35	22	78	23.64	14	12	21	47	14.24
3) Poor	02	04	04	10	3.03	20	11	12	43	13.03	08	11	10	29	8.79
Total	27	28	30	85	25.76	55	56	49	160	48.48	28	26	31	85	25.76

Source: Primary Data

Pearson's Product Moment 'r' value – Banking Industry = + 0.20

Insurance Industry = + 0.33

IT Industry = + 0.34

The perusal of the above table discloses that about one fourth of the respondents are following 'very good' time management practices. Only 25.76 per cent were 'more' conscious about the resource time. Out of them only 7.78 per cent and 11.82 per cent are 'more' and 'average' conscious about time respectively. Negligible percentage of respondents are 'less' conscious about time.

Further, it is seen that 52.73 per cent respondents practiced 'good' time management and 48.48 per cent respondents are having 'average' time consciousness. Out of them 23.64 per cent and 14.24 per cent respondents were having 'average' and 'less' time consciousness respectively. 14.85 per cent respondents are 'more' conscious about the resource time. It is found that one fourth of the respondents are 'poor' managers and 'less' conscious about the use of time.

Industry-wise difference revealed that majority of the respondents from all selected industries are having 'average' time consciousness and practiced 'good' time management. However, from IT industry 21 per cent respondents although practiced 'good' time management are 'less' conscious about the importance of time and 10 per cent are 'poor' in time management and 'less' conscious about the resource – time. Only 13 per cent respondents from insurance are more conscious about time and practiced 'very good' time management.

The positive correlation is found between these two variables in case of respondents from three service industries. It is low and negligible in case of banking respondents (r= 0.20). Correlation value between these two variables is r=0.33 for insurance and r=0.34 for IT respondents, although low, correlation is existing.

**Conclusion**

Thus, from the above findings it is clear that positive but low correlation existed between time consciousness and time management practices. For majority of respondents from three selected industries 'average' time consciousness resulted in 'good' time management practices. Employees are highly perishable, which need constant training for upgradation of information and time management. If time is utilized optimally, certainly the state and nation would grow rapidly. In India, service sector is a leading sector which generates more employment, needs scientific training and temper in time management.

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