



A STUDY ON QUALITY OF WORK LIFE AMONG EMPLOYEES

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ABSTRACT

The present study was undertaken to analyse the quality of work life among several employees. Work is an integral part of our everyday life because it is our livelihood or career or business. Everybody spends an average of twelve hours daily for the work life which is one-third of our entire life. Research about quality of work life is very essential for both individual and organization level. Quality of work life is applicable for both the employees and the organization as it is involved with productivity, job satisfaction, job enrichment and involvement etc. In modern era, stress management has become a major concept in professional environment. It is also observed that working efficiency has become low to some extent because employees are unable to balance both their personal and professional lives. This difference has made the organization to take some efficient measures which would lead to better performance that results in job satisfaction which in turn gives employee satisfaction. In order to improve quality of work life, various techniques have been suggested to upgrade the employee attitude towards their job and their working organization

KEYWORDS : leadership, organization, environment, environment, sustainable

INTRODUCTION

The main objective of the study is to measure the quality of work life among the employees in the working environment. Every organization needs to give good environment to their workers including all financial and non-financial incentives so that they can retain their employees for longer period and for the achievement of the organization goals. Quality of work denotes all the organization inputs which aim at the employee's satisfaction and enhancing organizational effectiveness. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. Quality of work life defined a degree to which work in an organization contributes the material and psychological well-being of its members.

The Quality of work life in the information technology sector aim to know how for the employees comfortable, enjoying the work environment work life which gains leverage in recruiting, motivating and retaining the valuable work force, organization need to concentrate on job design. In present days employees are much concerned about wages, compensation, challenging job, job security, freedom and anatomy participation in decision making, level of environment and commitment to assess the level of quality of work life.

Q - Quest of excellence
U - Understanding
A - Action
L - Leadership
I - Involvement of the people
T - Team spirit
Y - Yardstick to measure progress

What is Quality?

"Quality is the ability of a product or service to consistently meet or exceed customer expectations.

What is work?

"Work can be defined as the application of discretion within limits in order to produce a result.

What is work life?

Work life does not merely mean the facilities provided to the employees during office hours. It comprises of all the collusive feelings, which reside in the mind of the employee while he works in the organization, he is in the office or away from it.

REVIEW OF LITERATURE

Luthans (1973) defined "QWL is more concerned with overall

climate of work. It is a concern about the impact of work on people as organisational effectiveness and an idea of participation in organisational problem solving and decision making."

Mirvis and Lawler (1984) suggested that "quality of working life was associated with satisfaction with wages, hours and working conditions, describing the "basic elements of a good quality of work life" as - Safe work environment, Equitable wages, Equal employment opportunities and Opportunities for advancement".

Sharmirand Soloman (1985) has defined the QWL in the following way "QWL is comprehensive construct that assess an individual's job relation well-being and the extent to which work experiences are rewarding fulfilling and devoid of stress and other negative personal consequences".

Robbins (1989) defined QWL as "a process by which an organization responds to employees needs by developing mechanisms to allow them to share fully in making the decisions their design their lives at work".

Feldman (1993) defined "Quality of Work Life is the quality of relationship between employees and the total working environment".

Mehdi Hosseini et al, (2010) concluded that the career achievement, career satisfaction and career balance are not only the significant variables to achieve good Quality of Work Life, but QWL or the quality of work system as one of the most interesting methods creating motivation and is a way to have job enrichment. It is also noted form the research that fair pay, growth opportunities and continuing promotion improves staffs' performance which in turn increases QWL of employees.

Behnam Talebi et.al., (2012) examined the relationship between the employees QWL and effectiveness in service organization like Banking sector. In the study, seven QWL variables are considered to determine the present status of QWL of employees. They are healthy and secure work environment, salary and benefits, job security, autonomy at work, providing the basis for skills education, and determining the job development direction.

R. Balaji (2013) defined "Quality of work life as the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise

unfilled are said to have a low quality of work life. Quality of work life is viewed as an alternative to the control approach of managing people. The quality of work life approach considers people as an *'asset'* to the organization rather than as *'costs'*.

Shefali Srivastava and Rooma Kanpur (2014) defined Quality refers to "freedom from wastage, freedom from trouble and freedom from failure". Quality of Work Life refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work. Quality of Work Life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm.

Archana Pandey & Dr. B.K. Jha (2014) defined "Quality of Work Life (QWL)" is a human resource management concept which is used to improve the work life of employees. This in turn improves the employee's family and social life both. Four decades have passed since the phrase "Quality of Work Life" was first introduced, but in India it is still a new concept to emerge.

Statement Of The Problem:

Quality of work life (QWL) is no longer a new issue in organization because most past studies conducted by various researches have proved that quality of work life (QWL) is the most important priorities that should be considered by organization. When quality of work life is good, the contribution of the employee towards the organization will be high obviously. This research helps to study the quality of work life among certain employees. From this result we can find what are the effective measures can be taken to improve the quality of work life among employees.

OBJECTIVES OF THE STUDY:

1. Primary Objective

- To analysis the quality of work life among the employees at various companies.

2. Secondary Objectives

- To know the existing quality work life of employees.
- To measure the level of satisfaction of employee 's towards the work culture.
- To know the measure taken by the organization to improve the quality of work life of the employee in the organization.
- To identify the factor which has been influences the quality of work life of employees.
- To study motivational factors which is to improve the quality of work among the employees.

Need For The Study:

- In the current scenario every organization expects their employees to perform at their peak potential. Thought monetary aspects play on important role in motivating employees, organization around the world have come to understand that there are many other aspects that contributes better employee performance. It is these aspects that form the basis for this study.
- To identify the various tangible and intangible aspects that contributes to the quality of work place. It is very important for an organization to create a very conducive working environment for employees.
- To ensure that all employees are performing at their peak potential, free from stress and strain and to ensure all their needs are fully satisfied.
- To know their current perspective of work place and also to identify the area of improvement for the organization.

Scope For The Study:

- The quality of work life plays a central role in the life of the workers engaged in a productivity organization.
- Through this study the organization are able to evaluate

the impact of employee's work life balance in the organization climate.

- It has an improvement impact on shaping the personality of employees.
- Determining the performance of employees.
- Commitments to the organization and the society.
- An organization respond employees need for mechanism to allow them to share fully in making the decision that design their lives at work.

RESEARCH METHODOLOGY:

Research Design:

The research design used in this study is descriptive analysis. Descriptive research, also known as statistical research, describes data and characteristics about the population or phenomenon being studied. It constitutes the blueprint for the collection, measurement and analysis of data. The research design is the conceptual structure within which research is conducted, it constitutes the blueprint for collection, measurement and analysis of data. It is a plan that specifies the sources and types of information relevant to the research problem.

Type of study:

A Descriptive study – descriptive research aims to accurately and systematically describe a population, situation or phenomenon. A descriptive research design can use a wide variety of research method to investigate one or more variables. The type which is proposed in this research design is descriptive study.

Sampling technique:

Convenient Sampling Method is adopted to collect the primary data. The respondents for the purpose of the study are selected systematically. Convenience sampling is a type of non-probability sampling, which doesn't include random selection of participants. The opposite is probability sampling, where participants are randomly selected, and each has an equal chance of being chosen.

Sample:

The following criterion is adopted to collect responses from the employees of many companies.

Sample size:

The sample size of 50 employees has been taken for this study. Both male and female employees have been responded.

Data collection methods:

Data collection can be classified into the two types namely

- Primary Data
- Secondary Data

Primary data:

- Primary data are those which are collected fresh and for the first time, and thus happen to be original in character. Under primary method of data collection, several methods are available.
- For this study questionnaire method is used.

Secondary data:

- The secondary data are those which have already been collected by someone else and which have already been passed through statistical process. Secondary data may be published or unpublished data.
- Industry profile, websites, articles, previous reports were widely used as a support to primary data.

Statistical Tools:

The research instrument adopted was structured questionnaire.

The questionnaire used in this consists of questions indicating the work life of employees like work environment, behaviour of colleagues, balance between work and personal life, etc.

The statistical tools applied for the study include the following are

- Percentage method
- Chi – square test

Sample percentage:

The collected data is analysed by using simple percentage method. Under this method percentage is used to compare the data collected.

$$\text{Percentage} = \frac{\text{No. of respondents}}{\text{Total respondents}} \times 100$$

Chi – square Test:

The chi – square test, written as χ^2 -test, is a useful measure of comparing experimentally obtained results with those expected theoretically and based on the hypothesis. It is used as a test statistic in testing a hypothesis that provides a set of theoretical frequencies with which observed frequencies are compared. In general chi – square test is applied to those problems in which we study whether the frequency with which a given event has occurred, is significantly different from the one expected theoretically.

$$\text{chi-square} = \sum \frac{(O_i - E_i)^2}{E_i}$$

Where, O_i = Observed frequency
 E_i = Expected frequency

Limitations Of The Study:

This study is confined to mostly IT sector employees. Information regarding the work life of employees may have limitations as mentioned as follows.

- A few respondents of the study were not willing to give genuine answers to some of the questions in the questionnaire.
- The changing personal needs and their working style, many new and better things may emerge in the near future, which cannot be safeguarded in the report.

Table 1: Distribution of Demographic Variables

S. No.	Demographic Variables	Frequency	Percentage	Cumulative Percentage
1.	Age:			
	Below 25 years	22	44	7
	25 to 35 years	25	50	8
	35 to 55 years	2	4	1
	Above 55	1	2	1
2.	Gender:			
	Male	20	40	7
	Female	30	60	10
3.	Marital Status:			
	Single	26	52	7
	Married	24	48	8
4.	Experience:			
	Less than 5 years	26	52	7
	5 – 10 years	23	46	8
	10 – 15 years	1	2	1
5.	Qualification:			
	Diploma	1	2	1
	Under Graduate	23	46	8
	Post Graduate	26	52	7
6.	Department:			
	MBA	14	28	6
	IT	17	34	7
	BCA	8	16	3
	ECE	6	12	2
	Other	5	10	1
	Total	50	600	100

Interpretation:

In the table for distribution of demographic variables, 44% of

the respondents belongs to age group less than 25, 50% of the respondents belongs to age group 25 years to 35 years, 4% of the respondents belongs to age group 35 to 55 years, 2% of the respondents belongs to age group above 55. 40% of the respondents are male and 60% of the respondents are female. 52% of the respondents are single and 48% of the respondents are married.

52% of the respondents having less than 5 years of experience, 46% of the respondents having 5 to 10 years of experience and 2% of the respondents having 10 to 15 years of experience. 2% of the respondents had completed diploma, 46% of the respondents had completed under graduate and 52% of the respondents had completed post graduate. 28% of the respondents have studied MBA, 34% of the respondents have studied IT, 16% of the respondents have studied BCA, 12% of the respondents have studied ECE and 10% of the respondents have studied in other departments.

Table 2: Distribution of QWL Factors

S. No.	QWL Factors	SDA	DA	N	A	SA	Overall mean Score
1.	Work environment and organizational stress	15	7	11	13	4	2.68
2.	Relationship between employees	10	8	12	16	4	2.92
3.	Training and Development	12	8	13	12	5	2.8
4.	Compensation and Rewards	1	1	7	11	30	4.36
5.	Job Security and Decision making	7	10	12	17	4	3.02

In the table of distribution of QWL factors, the respondents has been chosen their option in strongly disagree, disagree, neutral, agree, strongly agree in various QWL factors namely Work environment and Organizational Stress, Relationship between employees, Training and Development, Compensation and Rewards and Job Security and Decision making.

Table 3: Comparison of QWL Factors and Demographic Variables

S. No.	QWL factor Vs Demographic Variables	Chi-Square value	P-value	Result
1.	Age			
	Age Vs Work Environment and Organizational Stress	5.694	0.770	Non-Significant
	Age Vs Relationship between Employees	2.615	0.855	Non-Significant
	Age Vs Training and Development	53.152**	0.001	Significant
	Age Vs Compensation and Rewards	9.705	0.138	Non-Significant
	Age Vs Job Security and Decision making	10.622	0.303	Non-Significant
2.	Gender			
	Gender Vs Work Environment and Organizational Stress	4.377	0.224	Non-Significant
	Gender Vs Relationship between Employees	0.416	0.812	Non-Significant
	Gender Vs Training and Development	2.431	0.488	Non-Significant
	Gender Vs Compensation and Rewards	1.652	0.438	Non-Significant
	Gender Vs Job Security and Decision making	0.952	0.813	Non-Significant

3.	Marital Status			
	Marital Status Vs Work Environment and Organizational Stress	3.451	0.327	Non-Significant
	Marital Status Vs Relationship between Employees	1.850	0.397	Non-Significant
	Marital Status Vs Training and Development	2.257	0.521	Non-Significant
	Marital Status Vs Compensation and Rewards	3.455	0.178	Non-Significant
	Marital Status Vs Job Security and Decision making	0.855	0.836	Non-Significant
4.	Experience			
	Experience Vs Work Environment and Organizational Stress	1.461	0.962	Non-Significant
	Experience Vs Relationship between Employees	6.724	0.151	Non-Significant
	Experience Vs Training and Development	5.955	0.428	Non-Significant
	Experience Vs Compensation and Rewards	9.774	0.044	Significant
	Experience Vs Job Security and Decision making	4.679	0.586	Non-Significant
5.	Qualification			
	Qualification Vs Work Environment and Organizational Stress	3.516	0.742	Non-Significant
	Qualification Vs Relationship between Employees	2.536	0.638	Non-Significant
	Qualification Vs Training and Development	51.291*	0.001	Significant
	Qualification Vs Compensation and Rewards	10.787*	0.029	Significant
	Qualification Vs Job Security and Decision making	8.639	0.195	Non-Significant
6.	Department			
	Department Vs Work Environment and Organizational Stress	9.029	0.700	Non-Significant
	Department Vs Relationship between Employees	7.255	0.509	Non-Significant
	Department Vs Training and Development	15.244	0.229	Non-Significant
	Department Vs Compensation and Rewards	9.442	0.306	Non-Significant
	Department Vs Job Security and Decision making	13.834	0.311	Non-Significant

Interpretation:

Four QWL factors are significant among all these factors. If it is significant the null hypothesis is rejected and if it is non-significant the null hypothesis is accepted.

Findings:

- Age has greater impact on training and development of the employees in the organization.
- Experience of the employees plays a vital role on receiving compensation and rewards.
- Qualification of the employees affects the training and development process in the organization.

- Qualification of the employees has greater impact on compensation and rewards of the employees.

Suggestions:

If the employees are younger in age, they may have less experience in the field and they may take more time for training and development of their skills. So when we employ people with more experience we may avoid this training and development time.

It is a good thing to receive compensation and rewards based on experience so it may be continued in the organization.

CONCLUSION:

Employees in the organisation feel that age is a main factor which influences training and development and also experience plays a very important role for compensation and rewards in the organisation. Qualification also plays a vital role in training and development. So employees feel that quality of work life is almost satisfied.

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