



## Quality of Work Life of women employees – A study

### KEYWORDS

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**ABSTRACT** QWL practice involves acquiring, training, developing, motivating and appraising for the best performance of the employees as per organizational objectives. Indeed, core elements of QWL are of working conditions, employee job satisfaction, employees' behavioral aspects, and employees' financial and non-financial benefits, growth and development, and supervision. Job satisfaction can be understood by explaining people want to come to work. Though various researchers identified job satisfaction in different ways and conclude that it's a combination of physiological, psychological and environmental circumstances, the result of this combination is a person's job satisfaction. Job satisfaction has significant affect on organizational performance in terms of wages, salary, incentives, boss-subordinate relationships, company policy, promotion, job itself, co-worker relationship. The researcher has made an attempt to study the quality of work life of the women employees working in the private service sector undertakings namely private sector banks and matriculation schools which are functioning in the Virudhunagar District.

### 1. Introduction

The status of women in India has been subject to many great changes over the past a few millennia. Women in India face enormous challenges for their participation in the economy in a way that mirrors the many injustices they suffer in the society at large. The labour participation rate of women that is, the number of women in the labour force as a proportion of the total female population provides an indicator of some of these challenges. A woman's work in her own household is not counted as an economic activity, and does not get reported in the national income statistics. This is unlike the case of services by a paid domestic help, which is considered an economic activity and is counted in the national income. As is well known, women's domestic duties include childbirth, caring for the young and old, cooking, and a range of other activities that are crucial for the upkeep of the family.

### 2. Statement of the Problem

In the study area more number of organised and unorganised private sector undertakings is functioning. Though more number of women employees is found in the unorganised private sector undertakings in Virudhunagar district there is a limited scope to analyse the quality of work life of the women employees of such units due to the nature of work is contract basis. Hence the researcher has selected organised private sector undertakings to analyse the quality of work life of the women employees. Among the organised private sector undertakings private sector banks and matriculation schools are selected for the purpose these sectors are functioning in the study district in more numbers. More than 50 private sector banks and matriculation schools are functioning in Virudhunagar district. Hence the researcher has selected these two private sector undertakings for the study.

### 3. Objectives of the Study

- To measure the socio economic profile of the women employees selected for the study and their quality of work life.
- To analyse the relationship between the socio economic variables of the respondents and their quality of

work life under various dimensions.

### 4. Hypotheses

There is no significant association between the socio economic profile of the respondents and their quality of work life.

### 5. Methodology

The present study is descriptive and analytical in nature. The following part describes the methodology designed for the present study. Both primary and secondary data were used for the present study. The study consists of 565 respondents. Primary data were collected from the 90 women employees of private sector banks and 475 selected female teachers of matriculation schools functioning in the Virudhunagar district. To collect primary data the researcher has designed Interview schedule. The interview schedule has been designed with appropriate questions to fulfil all the objectives of the study. Since the data collected for the present study are normally distributed the researcher has decided to one way ANOVA test for analysis.

### 6. Analysis and Interpretation

#### 6.1 Age of the respondents

The researcher has classified the respondents based on their age. The following table shows the age wise classification of the respondents of private sector banks and matriculation school in the study area.

**Table 1**  
Age wise classification of the respondents

S.No	Age	No. of respondents	
		Private Sector Banks	Matriculation School
1.	Below 25 years	35 (38.90)	42 (8.80)
2.	26-35 years	41 (45.60)	179 (37.70)
3.	36-45 years	5 (5.60)	214 (45.10)
4.	46-55 years	9 (10.00)	40 (8.40)
<b>Total</b>		<b>90 (100.00)</b>	<b>475 (100.00)</b>

Source : Primary Data

Note : Figures in parenthesis denote percentage to total

From the table 4.1 it is found that (35) 38.90 percent of the respondents in private sector banks belong to the age group of below 25 years, (41) 45.60 percent of the respondents fall in the age group between 26 years and 35 years, (5) 5.60 per cent of the respondents are in the age group between 36 years and 45 years and the remaining (9) 10.00 percent of the respondents of private sector banks belong to the age group of 46 – 55 years. Regarding the matriculation schools it is observed that out of the 475 respondents, (42) 8.80 percent of the respondents belong to the age group of below 25 years, (179) 37.70 percent of the respondents are in the age bracket between 26 and 35 years, (214) 45.10 per cent of the respondents are in the age range between 36 years and 45 years and the remaining (40) 8.40 percent of the respondents of matriculation schools belong to the age group of 46 – 55 years. Analysis of the table 4.1 helps us to conclude that majority of the respondents (45.60 percent) of private sector banks belong to the age group of 26 – 35 years and majority of the respondents (45.10) of matriculation schools fall in the age group of 36 – 45 years.

## 6.2 Marital status of the respondents

The researcher has classified the respondents on the basis of their marital status. The following table shows the same.

**Table 2**  
Marital status of the respondents

S.No	Marital status	No. of respondents	
		Private Sector Banks	Matriculation School
1.	Married	30 (33.30)	271 (57.10)
2.	Unmarried	60 (66.70)	200 (42.10)
3.	Widow	0 (0.00)	4 (0.80)
<b>Total</b>		<b>90 (100.00)</b>	<b>475 (100.00)</b>

Source : Primary Data

Note : Figures in parenthesis denote percentage to total

The table 4.2 shows that (30) 33.30 per cent of the respondents in private sector banks and (271) 57.10 per cent of the respondents in matriculation school are in the category of 'married', (60) 66.70 per cent of the respondents in private sector banks and (200) 42.10 per cent of respondents of matriculation school are in the category of 'unmarried' and the remaining (4) 0.80 per cent of respondents in matriculation school are in the category of 'widow'. It is found that majority of the respondents (66.70 per cent) of private sector banks and 42.10 percent of the respondents of matriculation school are in the unmarried category. It is inferred that these two private sector undertakings have employed unmarried category of the employees in the study area.

## 6.3 Location of Residence

The researcher has classified the selected respondents of private sector banks and matriculation schools on the basis of their location of residence. The result is presented in the following table.

**Table 4.3**  
Location of residence of the respondents

S.No	Location of residence	No. of respondents	
		Private Sector Banks	Matriculation School
1.	Urban	40 (44.40)	135 (28.40)
2.	Semi Urban	30 (33.30)	150 (31.60)
3.	Rural	20 (22.20)	190 (40.00)
<b>Total</b>		<b>90 (100.00)</b>	<b>475 (100.00)</b>

Source : Primary Data

Note : Figures in parenthesis denote percentage to total

From the table 4.3 it is found that (40) 44.40 per cent of the respondents of private sector banks are residing in urban area, (30) 33.30 per cent of the respondents are located in semi-urban area and the remaining (20) 22.20 per cent of the respondents of private sector banks are living in rural area. Further it is found from the table 4.3, (135) 28.40 per cent of the respondents of matriculation school are residing in urban area, (150) 31.60 per cent of the respondents belong to semi-urban area and the remaining (190) 40.00 per cent of the respondents of matriculation schools are living in rural area. It is understood that majority of the respondents (44.40 per cent) of private sector banks are residing in urban area and a majority of the respondents (40.00 per cent) of matriculation schools are residing in rural area.

## 6.4 Number of Family Members

The researcher has classified the respondents based on their family size and the same is depicted in the following table.

**Table 4**  
Number of family members

S.No	Family members	No. of respondents	
		Private Sector Banks	Matriculation School
1.	Below 3 members	59 (65.60)	410 (86.30)
2.	3 – 5 members	25 (27.80)	53 (11.20)
3.	More than 5 members	6 (6.70)	12 (2.50)
<b>Total</b>		<b>90 (100.00)</b>	<b>475 (100.00)</b>

Source : Primary Data

Note : Figures in parenthesis denote percentage to total

Regarding the number of family members of the respondents it is found from the table 4.6 that (59) 65.60 per cent of the respondents of private sector banks are having below three members in their family, (25) 27.80 per cent of the respondents fold in 3-5 members and the remaining (6) 6.70 per cent of the respondents of private sector banks have more than five members in their families. Regarding the number of family members of the respondents of matriculation schools it is found from the table 4.6 that (410) 86.30 per cent of the respondents are having below three members in their family, (53) 11.20 per cent of the respondents have 3-5 members in their family and the remaining (12) 2.50 per cent of the respondents of matriculation schools have more than five members in their families. It is obvious that majority of the respondents (65.60 per cent) of private sector banks and majority of the respondents (86.30 per cent) of matriculation school have below three members in their families.

## 6.5 Opinion about quality of work life

The researcher has made an attempt to measure the quality of work life of the respondents under two dimensions namely 1. Adequate and Fair Compensation, and 2. Safety and Healthy work environment. For this purpose Likert scaling technique is used. For positive statements 5 points were given for 'strongly agree', 4 for 'agree', 3 for 'no opinion', 2 for 'disagree' and 1 for 'strongly disagree' responses. Based on the score the quality of work life of the respondents of private sector banks and matriculation schools are calculated and the details are presented in the following part of this chapter.

**Table 5**  
**Opinion about Adequate and Fair Compensation and Nature of Institution**

Opinion	Nature of Institution		Total
	Private sector banks	Matriculation school	
Strongly Agree	34 (37.80)	215 (45.30)	249 (44.10)
Agree	28 (31.10)	141 (29.70)	169 (29.90)
No opinion	26 (28.90)	94 (19.80)	120 (21.20)
Disagree	2 (2.20)	25 (5.30)	27 (4.80)
<b>Total</b>	<b>90 (100.00)</b>	<b>475 (100.00)</b>	<b>565 (100.00)</b>

Source : Primary Data

Note : Figures in parenthesis denote percentage to total

From the table it is found that out of 90 respondents of private sector banks (34) 37.80 per cent of the respondents are strongly agree with the statement adequate and fair compensation is provided in their institution, (28) 31.10 per cent of the respondents agree with the statement, (26) 28.90 per cent of the respondents have no opinion and the remaining (2) 2.20 per cent of the respondents disagree with the statement adequate and fair compensation. Further it is found that out of 475 respondents of matriculation school (215) 45.30 per cent of the respondents strongly agree with the statement adequate and fair compensation, (141) 29.70 per cent of the respondents agree with the statement, (94) 19.80 per cent of the respondents have no opinion about adequate and fair compensation and the remaining (25) 5.30 per cent of the respondents are disagree with this statement. It is found that majority of the respondents (44.10 per cent) are strongly agreed that adequate and fair compensation provided in their institutions in the study area. Opinion of the respondents of private sector banks and matriculation schools about the safety and healthy work environment is presented in the following table.

**Table 7**  
**Association between quality of work life of the respondents and their age**  
**Result of ANOVA**

Opinion		Sum of Squares	df	Mean Square	F	Sig.
Adequate and Fair Compensation	Between Groups	20.411	3	6.804	8.546	.000
	Within Groups	446.633	561	.796		
	Total	467.044	564			
Safety and Healthy work environment	Between Groups	.281	3	.094	.141	.935
	Within Groups	371.939	561	.663		
	Total	372.219	564			

Source: Computed Data

From the above it is found that the significant value for opinion about Adequate and Fair Compensation is less than the acceptance level of 0.05. Hence the null hypothesis is rejected and it is concluded that the respondents differ significantly in their opinion about quality of work life on Adequate and Fair Compensation when they are classified based on their age group. Further it is found that the respondents of private sector banks and Matriculation schools do not differ significantly in the opinion about

**Table 6**  
**Opinion about Safety and Healthy work environment**

Opinion	Nature of Institution		Total
	Private sector banks	Matriculation school	
Strongly Agree	18 (20.00)	165 (34.70)	183 (32.40)
Agree	37 (41.10)	197 (41.50)	234 (41.40)
No opinion	31 (34.40)	103 (21.70)	134 (23.70)
Disagree	4 (4.40)	10 (2.10)	14 (2.50)
<b>Total</b>	<b>90 (100.00)</b>	<b>475 (100.00)</b>	<b>565 (100.00)</b>

Source : Primary Data

Note : Figures in parenthesis denote percentage to total

From the above table it is found that out of 90 respondents of private sector banks (18) 20.00 per cent of the respondents strongly agreed with the statement safety and healthy work environment in their institution, (37) 41.10 per cent of the respondents have agreed with safety and healthy work environment, (31) 34.40 per cent of the respondents have no opinion and the remaining (4) 4.40 per cent of the respondents have disagreed with safety and healthy work environment. Further it is found that out of 475 respondents of matriculation school (165) 34.70 per cent of the respondents have strongly agreed with safety and healthy work environment, (197) 41.50 per cent of the respondents agreed with safety and healthy work environment in their institution, (103) 21.70 per cent of the respondents have no opinion with safety and healthy work environment and the remaining (10) 2.10 per cent of the respondents disagree with safety and healthy work environment. It is found that majority of the respondents (41.40 per cent) have agreed with safety and healthy work environment in their institution.

**7. Testing of hypothesis**

**7.1 Association between age and quality of work life of the respondents**

There is no significant association between quality of work life of the respondents and their age. To test this hypothesis ANOVA test is applied and the result is presented in the following table.

Safety and Healthy work environment their quality of work life when they are classified based on their age group.

**7.2 Association between marital status and quality of work life of the respondents**

There is no significant association between marital status of the respondents and their quality of work life. To test this hypothesis ANOVA test is applied and the result is presented in the following table.

**Table 8**  
**Association between marital status and quality of work life - Result of ANOVA**

Opinion		Sum of Squares	df	Mean Square	F	Sig.
Adequate and Fair Compensation	Between Groups	.621	2	.310	.374	.688
	Within Groups	466.423	562	.830		
	Total	467.044	564			
Safety and Healthy work environment	Between Groups	.204	2	.102	.154	.857
	Within Groups	372.015	562	.662		
	Total	372.219	564			

Source: Computed Data

From the above table it is found that the respondents do not differ in their opinion about Adequate and Fair Compensation and Safety and Healthy work environment. Since the p value is more than the acceptable value of 0.05 for the above two factors the null hypothesis is not rejected and it is concluded that the respondents do not differ significantly in their opinion about quality of work life on the above two factors.

## 8. Findings and Conclusion

From the above study it is concluded that the respondents differ in their opinion about Adequate and Fair Compensation factor, which is the dominant determining factor of the quality of work life of the employees. Hence it is suggested that the concerned authorities of the private sector undertakings may consider this factor to increase the quality of work life of the women employees in the study area.

## REFERENCE

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