



ORIGINAL RESEARCH PAPER

Management

STUDY THE WORKING CONDITIONS AND PERFORMANCE OF THE EMPLOYEES IN SELECTED UNIVERSITIES

KEY WORDS: Working conditions, Performance of the Employees

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ABSTRACT

The paper is focused on different reasons that play part in employees' performance. The causes or the factors that affect employees' performance are widely known as working conditions. Through the review of different literature review it was observed that there are some major factors that play direct impact on the employees' performance while there are other factors which play secondary part in impacting employees' performance. The factors such as Wages, Education, Work life balance, equal pay, uniformity in designations and more can be recognised as the major factors affecting employees' performance. Impact of students, co-ordination between fellow colleagues, long working hours, administration workload can the secondary causes affecting employees' performance. Psychosocial causes have also been identified as the reasons to have effect on employees' performance. We can also see that if good and enhancing working conditions are provided to the employees, their performance can also be elevated. If there is support from the superiors, if there are retention policies in place. If the employee is given space to expand the knowledge and learn new things, this can have a positive impact on employees' performance. Many such factors are currently not in the study for this paper. In this paper we have majorly thrown light on the factors that affect employees' performance and we wish hindrance in the upscaling of the employees. As a result, there may be many challenges faced by them to which we wish to address through this paper.

INTRODUCTION:

Working Conditions:

Working conditions can be referred to as the working environment and the aspects of employees' terms and conditions of employment. The main elements that are focused on in this paper are organization of work, work life balance, training, and skills of the employees.

Working conditions not necessarily mean the physical space where you work but also the environment which gives you the feeling of working.

Performance:

Performance is the outcome of our actions. Performance can be seen through actual physical labour like constructing a new building, providing cab service or through transfer of knowledge like teaching, developing a software.

Working conditions play a major role in the performance of the employees. If the conditions are favourable, then the quality of performance is enhanced, and we get superior outcomes. But if the employee is having discomfort at work the results are compromised to a great extent.

Universities:

A high-level educational institution in which students' study for degrees and academic research is done. A university is an institution of higher education, usually comprising a college of liberal arts and sciences and graduate and professional schools and having the authority to confer degrees in various fields of study.

Literature Review:

Bushra Begum [1] et. al. The authors of this paper have conducted survey in the educational institutions of Kanpur area. This is a pilot study, and 50 responses were collected for this paper. The authors focus on the workplace environment and the effects it has on employees work life and quality of life. The result of their study was that 32% of the respondents agreed that workplace do play an important role in life of employees, 22% of the respondents also agreed that workplace environment has a great effect on Work life balance of the employees. Mutare [2] et. al. The authors

through their survey concluded that the African university is not providing satisfactory salary to its employees in comparison to the work, academic qualification the staff has. Employees disagreed to the link between education achievements and career path. Proper, transparent, and fair feedback from Dean also is lacking. The conclusion drawn was good and qualified staff of African University leave because of the working conditions. Omoruyi Bernard Elaho & Amuen Samson [3] et. al. The authors in this paper have tried to find connections or significant link between safe workplace, workload, supervisor support on employee productivity through the survey conducted by the authors they have come to the conclusion that above factors like safe workplace do play a substantial impact on employees productivity in the organization the main goal for examination was to discover or investigate whether the above factors really made impact on employees productivity.

This conclusion would help the paper to understand that productivity of employees is significantly impacted by workplace safety, workload and to a great level by the support of supervisors. Teguh Budiharso [4] et. al. The authors in this paper have taken two factors mainly into study that are faculty retention and employability. The broader view for the paper is Working Conditions of which the faculty retention and employability may be subtopics. The authors are trying to find connections between working conditions and quality of education with the help of these two subtopics. This paper is helping study of my paper by elaborating the direct or indirect impact of faculty retention through working conditions. The conclusions drawn by the authors state that if working conditions are better than the employees impart better education to the students, and this increases the employability of the students. Ngwenya, V.C. [5] et. al. The paper is focused on the teachers working in Zimbabwean schools. Author has strongly proposed that wages from Working Conditions is the major factor affecting employee performance. The Wages of the employees if revised it can have positive effect on the output given by the employees which in turn will reflect on reduction in employee turnover, moonlighting. These findings help me understand that out of many working conditions employees' wages play a critical role in employee performance and has a percolating effect on

the results given by the employee. J. M. Ravalier and J. Walsh [6] et. al. The author has focused on psychosocial factors as working conditions. Through the survey conducted the author concluded that stress causes psychosocial hazard in Teachers of England. The Secondary School teachers face negative student behaviour which causes the stress level to increase and lack of expected management support also plays part in adding to this stress. Another prevailing finding was of long working hours disrupting the work life balance which ultimately led to stress. Through this paper we gather the information that stress hampers the psychosocial relations of teachers. Loredana Addimando [7] et. al. The teaching practises adopted in the classroom by teachers has direct relation to student's academic outcome. The author tries to find whether given better working conditions to the teachers they are motivated to bring in more and innovative classroom practices. The findings suggest that if the teachers are satisfied having good social support and teaching autonomy, they give better association with innovative teaching aids. If the teachers have work engagement this gives a positive edge to their performance. These all are the psychological attributes that the author has focused on. Christos Zagkosi , Argyris Kyridis , Ioannis Kamarianos , Nikos Fotopoulos [8] et. al. In this paper the working conditions of teachers during COVID times is studied. The effects COVID had on teaching and the sudden adjustments professors had to make for shifting traditional face to face teaching to online teaching. The challenges that were faced by the teachers and any hindrance factors for imparting knowledge was studied by the authors. The authors collected responses through questionnaire and a total of 219 responses were collected. The four major scales used for the study were technical problems and financial cost of Distance Learning, Issues of Digital skills and training needs, issues of reconstruction of the social life of the teachers, issues of teaching and learning.

Findings:

The limitation of their study is that they have small sample size and a specific geographical area to study. Also, they did not have enough time and finances on their side to conduct the survey further. Limitations of this survey is that the survey was conducted with only 35 staff members. The designation on which initially the staff categorisations was done was not available in other institutions, which means there was no uniformity in the designations. Also, this paper is only focused on teaching employees of the university. Also focus is only on the qualifications of the employees Conclusion in above paper throws light on the Research paper statement that working conditions play a key role in retention of good and qualified employees. The authors they have given suggestions for further studies as to throw more focus on work life balance and its impact unemployed work for productivity in small and medium business enterprises. In this paper we are focusing on a university, and it would be considered as a medium business enterprise the authors have also elaborated working environment can be considered as a further study field. The objective of this paper would be to identify weather working environment play impact on employees' performance which would ultimately result in employee productivity. The conclusions drawn by the author in the paper would support further research with the factors like safe workplace and the impact of workload on the employees of this university. Working conditions such as employee retention and employability are not the only factors that affect teaching and imparting quality knowledge to students. If the study is taken further and different aspects are explored, then there may be various other factors that have more and direct impact on employability of students. The teaching and knowledge gained by students through faculty lectures cannot be considered as the high weightage issue. The focus was on a very small sample and generalised the findings. The results may appear different when the sample size considered changes to a larger number. Also, due to the geographical area the results may have shown that wages are

the main reason for employee performance. On different geographical area it would expand the scope of Working conditions affecting employees' performance. This is a base which can be used to frame questionnaire for the research that may be conducted. Considering stress as the primary factor we can explore further as to which factors attribute or go hand in hand with stress to impact performance of employees in universities. Also, only one factor- Stress as the psychosocial hazard was identified through the survey conducted. Further research can be done on other psychosocial hazards which have direct or indirect effect on the employees' performance. The data was collected from only primary teaching faculty. So, this limitation is taken further, and focus can be given on Higher secondary, Junior college, graduation, and post-graduation faculty members. If the respondents base is changed maybe the results collected can give a new aspect of psychological factors that have effect on employee effectiveness and may be the findings of here can prove to be a boon. Also, the findings from this paper have helped in drawing the base of psychological aspects that can be used for studying further. Results show that the teachers suffered a lot from the sudden change in teaching methods. Professors were expected to have technical knowledge and expected to have all the equipment required for teaching. The cost of online teaching was borne by the professors. The Government or the organisation body seemed not to take into considerations the pain of Professors. Also, the students lack the necessary setup for online teaching which was also a pull back factor. Before COVID no training was given to professor to be technically aided for online teaching, suddenly with the lockdown this need arise. Teachers social network or social life was severely hampered. Teachers tend to work more in COVID than in traditional teaching. There was no surety that the students were sincerely appearing for exams, evaluation of exam was also a question.

CONCLUSION:

Through literature review it is observed that the different aspects of working conditions play a significant role in the performance of the employees. The performance is the output given by the employees through teaching, daily university tasks, clerical and non-clerical assignments assigned to them. The working conditions which play dominating impact on employees' performance are the employee recognition, stress at workplace, over and above responsibility other than their primary jobs, wages or remuneration the employees get, safety at workplace, no scope to enhance the knowledge to impart better education to students, pressure from parents, government and institutions. No peer support or limited peer support which overworks the employees. During COVID times teaching staff was expected to be technically equipped and up speed with latest technology. The long working hours that were put in by the faculties to help students learn took a toll on the social life. This all emphasizes that working conditions play a very significant role in employees' performance. As we see the above factors are all intangible in nature. There can be many other such intangible factors that contribute to the performance of employees. Perhaps there may also be a possibility that these factors weigh more in the employee's performance and can be stated as the primary causes that affect employees' performance.

Scope for Further Study:

As mentioned earlier the factors looked in the literature review are all intangible in nature. For further study we may consider some tangible factors like place of work, salary structure, physical endurance of employees and many more. In the current paper we have focused on foreign universities. This scope can be further taken into consideration and limit the geographical area to a specific state, city or region. This will help in narrowing down the factors of working conditions to that specific area.

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