



RESEARCH ARTICLE

QUALITY OF WORK LIFE

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ABSTRACT

Nature of Work Life is the presence of a specific arrangement of hierarchical conditions or practices. This definition regularly contends that a high caliber of work life exists when majority rule administration honours are utilized, worker's occupations are enhanced, representatives are treated with pride and safe working conditions exist. Nature of Work Life alludes to the level of fulfillment, inspiration, inclusion and responsibility people involvement regarding their lives at work. Nature of Work Life is how much people can fulfill their vital individual needs while utilized by the firm. Organizations intrigued by upgrading representatives Quality of Work Life by and large attempt to impart in representatives the sentiments of security, value, pride, inward majority rule government, possession, independence, duty and adaptability. To decide for themselves what activities, changes and upgrades are alluring and workable keeping in mind the end goal to accomplish the twin and at the same time objectives of an enhanced Quality of life at work for all individuals from the association and more prominent viability for both the organization and the unions.

INTRODUCTION

The characterizing of nature of work life includes three noteworthy parts. Work related social insurance, reasonable working time and suitable pay. The sheltered workplace gives the premise to the individual to appreciate Working. The work ought not to represent a well being risk for the individual. The working time has been set up by the state as indicated by enactment which is a 40-hour working week in Estonia. As far as possible on extra minutes, time of excursion and taking of free days before national occasions have been independently stipulated. The qualifications with respect to the working time have been built up for the people under 18 years old, pregnant ladies, bosom bolstering moms and the individual bringing up the crippled youngster. The suitable pay is settled upon by the worker and the business. The Government of the Republic builds up every year the rate of least compensation; the business ought not to pay not as much as that to the representative. Work speaks to such a part in life which has been assigned to it by the individual himself. From one viewpoint work is a winning of one's living for the family, then again it could be a self-acknowledgment giving happiness and fulfillment. Richard E Walton, expresses a significantly more extensive idea of QWL proposing eight calculated classifications viz. satisfactory and reasonable pay, protected and solid working conditions, chance to utilize and create human limits, future open door for proceeded with

development and security, social mix in the work put, social importance of work, adjusted part of work in the aggregate life space and Constitutionalism in the Work Organization and so forth it is uncommon to look for some kind of employment life circumstances that fulfill each of the eight criteria's. We can see these eight highlights as objectives to go for. QWL can characterize as "The nature of connection amongst representatives and the aggregate workplace." QWL is a procedure by which an association reacts to worker requirements for creating components to enable them to share completely in settling on the choices that plans their lives at work.

Need for the Study

- To contemplate the amount Voluntary inclusion is there with respect to the workers.
- To think about how better open doors are giving by the administration to the representatives.
- To learn about the representative maintenance limit in the association.
- To know the duty towards the representatives.
- To learn about the workplace in the association.

Scope of the Study: The extent of study is kept to concentrate the level nature of work life of representatives of the Organization.

This investigation will comprehend the part of nature of work life in molding the identity of the representatives in better way so this examination can be valuable for top administration to take fitting choice for enhancing the nature of work life of worker's in the association.

- The ponder covers workers of the considerable number of divisions organization.
- The contemplate additionally incorporates the reaction of the representatives towards the different measures taken by the administration of organization to make the representatives agreeable at the work put.
- The think about likewise augmented to discover the desires of the representatives from the administration regarding the above idea.
- The think about likewise incorporates the significance credited towards the remuneration, wellbeing and security of the workers, professional stability, social joining, arrangement of better vocation openings.

Objectives of the Study

- The objective of the study is to discover the nature of work life of the representatives
- The objective of the study is to help the association to know the level of fulfillment of the specialists and official's at all progressive levels towards the offices and welfare courtesies gave by them.
- The contemplate is additionally gone for surveying the working conditions including all out condition to acquire positive change for improvement of the Quality of Work Life of representatives.
- The objective of the investigation is likewise to discover the difficulties and troubles looked by the administration in giving better Quality of Work Life to the representatives.
- The goal of the examination is likewise to discover the reasoning of the representatives as for the work culture in the association.

MATERIALS AND METHODS

Research philosophy is an approach to deliberately take care of the exploration issue.

Nature of Study: The examination was absolutely a reality discovering study. The fundamental point of this is to distinguish and assess the nature of work-life of representatives working in organization, Hyderabad. The examination has been secured in view of the accompanying advances:

Data collection

The information has been gathered from the two principle wellsprings of information.

Wellsprings of data

- Primary Source of information
- Secondary Source of information

Essential Source: The information that is gathered from perception or straightforwardly accumulated from direct

experience is called essential information. The required data is gathered in the accompanying ways:

- Administered an organized poll.
- On the premise of perception.
- By cooperating with the concerned representatives.

Optional source: Optional information is that the data which is as of now existed. The wellsprings of optional information are.

- Company's Website.
- Magazines and Journals.
- Company records and worker journals.
- Industrial overviews.

Testing: A specimen is known as the sub-unit of populace which shares the comparable highlights. The quantity of units in the specimen is known as the example measure.

Sample Design

Test Size: In this examination an example size of 50 was chosen from all levels in the association.

Test selection: The strategy for arbitrary testing has been embraced with the end goal of getting the required example edge and this has been finished by choosing the representatives in an irregular way at all levels in the association.

Confinements of the study: The information gathered by me through essential source is obliged by the specimen measure which is just 50 workers. There might be mistake because of inclination of the workers. The examination has been embraced by utilizing specific specialized devices. The organization isn't prepared to investigate full data about welfare measures. Time is one of the primary imperatives of the investigation.

Review of literature: In recent years the phrase "Quality of life" has been used with increasing frequency to describe certain environmental and humanistic values neglected by industrial productivity and economic growth. Within business organizations attention has been focused on the Quality of human experience in the work place. At the same time many firms have questioned their viability in increasingly competitive world markets. These dual concerns have created a growing interest in the possibilities of redesigning the nature of work. Many current organizational experiments seek to improve both productivity for the organization and the quality of working life for its members. Quality can be assessed by factors like performance, reliability, aesthetics, and complying with customer requirements. Quality refers to "freedom from wastage, freedom from trouble and freedom from failure".

Quality of Work Life is the existence of a certain set of organizational conditions or practices. This definition frequently argues that a high quality of work life exists when democratic management practices are used, employee's jobs are enriched, employees are treated with dignity and safe working conditions exist. Another definition equates Quality of Work Life with the impact of working conditions on employee well-being. This definition emphasizes the degree to which individuals are accident free, enjoy good health, express satisfaction and are able to grow and develop as human

beings. Quality of Work Life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Companies interested in enhancing employees Quality of Work Life generally try to instill in employees the feelings of security, equity, pride, internal democracy, ownership, autonomy, responsibility and flexibility. They try to treat employees in a fair and supportive manner, open communication channels at all levels, offer employees opportunities to participate in decisions affecting them and empower them to carry on with their assignments. Quality of Work Life has also been associated with organizational changes aimed at increasing the levels of job widening (greater horizontal task flexibility) and job enrichment (greater vertical task flexibility including the taking on of new responsibilities including those formerly undertaken by supervisory or managerial personnel). Crucially, the idea is that of attaining higher levels of involvement and thereby motivation by improving the attractiveness of the work itself rather than through improving the terms and conditions of work (Herzberg). Quality of life phenomena explored in early studies included job satisfaction (measured by employee turnover, absenteeism or attitude surveys), organizational climate and the learning of new tasks.

Quality of Work Life refers to fair remuneration, safe and healthy environment, opportunities for growth. Better Quality of Work Life leads to motivation and satisfaction. Motivated and satisfied employees make better contribution to production, quality and productivity. Organizations in the past, gave more importance on the advanced technology for higher productivity surpassing the needs and mental state of its employees. This created a negative impact on the working environment among the employees. Thus, this was realized that the societal support hand with the technical innovations. This integration can also be made through quality of work life programs. Quality of Work Life denotes all the organizational inputs which aim at the employee satisfaction and enhancing organizational effectiveness. In the late 1950's the term Quality of Work Life was used to stress prevailing poor quality of life at work place and it is first defined then in terms of people reaction to work, particularly an individual's job satisfaction and meant unfavorable needs of job environment for people.

Definition: Richard and J. Loy define Quality of Work Life means "the degree to much the members of the working organization are able to satisfy important personnel needs through their experience in the organization." Quality of Work Life is a process in organizations, which enables its members at all levels to participate actively and effectively in shaping the organization environment, methods and outcomes. Quality of Work Life is also defined as "an environment in the organization which motivates the employees to enhance their abilities on continuous basis and which facilities them to have social co-operation among them." The defining of quality of work life involves three major parts: occupational health care, suitable working time and appropriate salary.

Data analysis and interpretation

How long you have been working in the same organization?

- (a) Less than one year (b) One -Two years (c) Two – Five year (d) Five years or more

CATEGORY	RESPONDENTS	PERCENTAGE
Less than one year	12	24
One – Two years	14	28
Two – Five years	4	8
Five years or more	20	40
Total	50	100



Analysis: The survey depicts that the respondents about how long the employee have been working in the particular organization. The 24% of the respondents said that less than one year and 28% of the one-two years and 8% of the respondents said two-five years and 40% of the respondents said that five years or more. From the above most of the respondents are interested to work in the Organization. Based on analysis the most of respondents are interested to work in the present Organization.

Which of the following best describes your usual work schedule?

- (a) Evening shift (b) Night shift (c) Day shift (d) Irregular shifts /on-call (e) Rotating shifts

CATEGORY	RESPONDENTS	PERCENTAGE
Evening shift	20	40
Night shift	13	26
Day shift	12	24
Irregular shifts /on-call	1	2
Rotating shifts	4	8
TOTAL	50	100

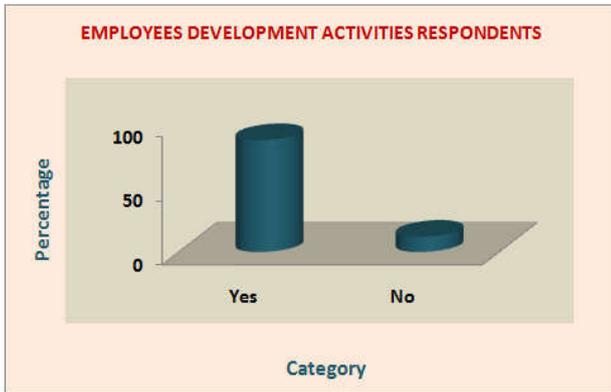


Analysis: The survey depicts that 40% of the respondents are willing to work in evening shifts and 26% of the respondents are willing to work in night shifts and 24% of the respondents are interested to work in day shifts and 8% of the respondents like to work in rotating shifts and 2% of the respondents wants to work in irregular shifts. From the above analysis most of the respondents are interested to work in Evening shifts.

Does the company providing career development activities?

- (a) Yes (b) No

CATEGORY	RESPONDENTS	PERCENTAGE
Yes	44	88
No	6	12
TOTAL	50	100



Analysis: From the survey, 88% of the respondents have chosen category yes and 12% of the respondents have chosen category no. From the above analysis most of the respondents satisfy company providing career development activities.

How do you rate the developmental activities in your organization?

- (a) Excellent (b) Good (c) Satisfactory

CATEGORY	RESPONDENTS	PERCENTAGE
Excellent	5	10
Good	23	46
Satisfactory	22	44
Total	50	100

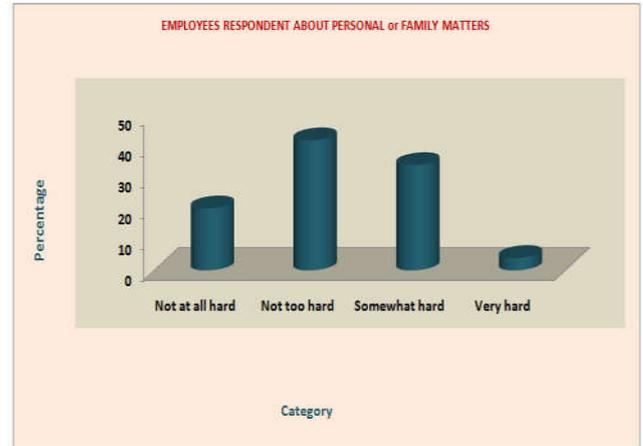


Analysis: The survey depicts that 46% of the respondents say that the career developmental activities are good and 44% of the respondents felt that it is satisfactory and 10% of the respondents felt it is excellent. It implies that if management focuses on the particular category i.e. mainly on the career developmental activities, then the respondents can be motivated and more useful for the organization.

How hard is it to take time off during your work to take care of personal or family matters?

- (a) Not at all hard (b) Not too hard (c) Somewhat hard (d) Very hard

CATEGORY	RESPONDENTS	PERCENTAGE
Not at all hard	10	20
Not too hard	21	42
Somewhat hard	17	34
Very hard	2	4
TOTAL	50	100



Analysis: The survey depicts that 42% of the respondents feel that it is not too hard to take care of family matters and 34 % of the respondents feels that it is somewhat hard to take care of family matters and 20% of the respondents feels that it is not at all hard and 4% of the respondents feel that it is very hard to take care of family matters. From this analysis we can say that the majority of the respondents are able to manage personal and family matters efficiently.

Does the management maintain quality circles according to the norms and standards of the employees?

- (a) Yes (b) No

CATEGORY	RESPONDENTS	PERCENTAGE
Yes	47	94
No	3	6
TOTAL	50	100



Analysis: It is revealed that 94% of the respondents say that the management maintains quality circles and 6% of the respondents say that management doesn't maintain quality circles. Majority of the respondents are satisfied with the management as it maintains quality circle and it can be improved.

RESULTS

- Most of the employees covered under my study do not feel any stress in the job related and working environment.
- The employees in general felt that the work culture in the company is good.
- It has been an interesting revelation that there is no employee in the Organization, is working here just for the sake of the job and most of the employees are comfortable with present Organization, but also feeling proud of being in the Present Organization.
- The Training and Development modules have been developed in a systematic way where in employee training need is assessed and met timely i.e. they are trained in due course.
- The employees have been found to be optimistic, sincere and they never try to avoid work.
- The employees working in the company are able to satisfy and achieve the organizational goals through their experience completely.
- The employees working with present organization are confident to say that they know about their duties and responsibilities, as such there is no role conflict or role ambiguity.
- The employees of the present organization are fully satisfied with the grievance settlement procedure.
- So, the majority of employees at the present organization felt that learning new thing is very important in the organization

This implies that majority of employees at the present organization feels that hike in pay is very important.

- Therefore, majority of the employees at the present organization feels that more flexible working-hours are necessary.
- Therefore, majority of the employees at the present organization feels that more flexible working-hours are necessary.
- Hence, it indicates that there is job security in the organization.
- The organization should have a relook at the pay packages.
- It would be observed from the foregoing that most of the employees are satisfied with the Quality of Work Life at the present organization and also with the compensation packages, leave policies, training and development programs, performance appraisal systems which are in accordance with their expectations.

Suggestions

- Motivation of the employees is main important to reach the ultimate goal. It increases job satisfaction of the employees.
- Recognition of the skills leads to achieve the company goals in boarder view.
- To conduct departmental meetings with team leaders and managers to know how work flows in departments.

- The success of any organization is highly dependent on how it attracts recruits, motivates and retains its work force. Today's organization needs to be more flexible so that they equipped to develop their work force and enjoy their commitment.
- Organizations are needed to adopt a strategy to improve the employees QWL to satisfy both employee objectives and organization objectives.
- The best way to increasing QWL is to compensate employee in par with industry and create a comfortable work culture.
- Transport and other facilities must be reviews and efforts should be made to include each individual in the organizational growth.
- Recognition and individuals efforts and freedom to express individual views relating to work is to be needed. Transparency is also important thing to improve QWL.

Conclusion

- The employees working in the company are able to satisfy and achieve the organizational goals through their experience completely.
- The employees working with the present organization are confident to say that they know about their duties and responsibilities, as such there is no role conflict or role ambiguity.
- The employees of the present organization are fully satisfied with the grievance settlement procedure.
- It would be observed from the foregoing that most of the employees are satisfied with the Quality of Work Life at the present organization and also with the compensation packages, leave policies, training and development programs, performances appraisal systems which are in accordance with their expectations.

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