

A STUDY ON QUALITY OF WORK LIFE

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DOI: <https://www.doi.org/10.58257/IJPREMS35054>

ABSTRACT

The concept of Quality of Work Life (QWL) has emerged as an important determinant of a model employment. Wages and salaries do not indicate how good the employer is. It is the total Quality of Work Life, wages and salaries include that is taken into account while rating employment conditions. Effective management therefore, is also about ensuring better quality of work life to the working class. The emphasis has to be on how good are the total living conditions of the working class rather than only the work climate provided in the industrial unit. Worker does not lead on the job work life only. In fact the off the job life is also equally important. Sometimes, maybe it is more important because a worker spends more time off the job than on the job. Obviously, the quality of work will always have to be a function of both whether the managements like it or not. In order to ensure high quality performance, the managements need to provide a high quality of work life.

Keywords: Quality of Work Life, Effective management

Employee execution evaluation, organization execution, Employee effectiveness, association development.

1. INTRODUCTION

Quality of work life confines mainly the internal issues of the organization. This would mean the congeniality in an organization to bring be out of every functionary. This would include the loyalty to the organization, commitment, participative culture, communication, goal setting and properly stated attitude of workmen towards the fulfillment of organization objectives and development.

A worker aspiring for a better quality of work life will exhibit the following characteristics.

- Fully devoted to his job and value dignity of labor
- Strives to enrich his job skills and aim at the job excellence.
- Will not work merely for wages but contribute his total skills for the betterment of the organization and society.
- Take care of the physical and mental health by not falling prey to bad thoughts, bad feeling, jealousy, worries and tensions.
- Constantly endeavors at personality development and self-development.

‘Work is worship’ is the perception of every religion, culture and civilization of the world. Work done by an individual produces outputs, which benefits others in the society. It helps to fulfill his needs and purpose of life both the producer and consumer.

A person who work does not feels happy and fulfill when his achievements brings appreciation and satisfaction for his quality work this gives greater incentives and interest to do further quality work satisfied customer, happier employees and therefore betters quality of life for all.

Progressive organization provides the means, motivation and proper work environment to an individual to do quality. The individual in particular managerial population can control the context related factors and do play a crucial role for a work to be done in a quality way. quality gurus have highlighted that such contextual factors, which re mostly control by the managers, contribute to lack of quality in work to the extent of 80% in most 20% of the individual responsible for the poor quality work .these are its of prescriptions to identity and eliminate such causes which prevent non-quality work.

2. REVIEW OF LITERATURE

Title: Quality of Work Life: A Conceptual Model

Author: Saman AfrozSaman Afroz

Source: Advances in Economics and Business Management (AEBM)

Having a high quality work life (QWL) is crucial to any workplace. It's more than a desire; it is part of the overall strategic plan and critical to achieving the vision of becoming a long-term, reliable, and highly productive

organization. Organizations that focus on ensuring best possible quality of work probably have an advantage over the others thus resulting in increased organizational performance and reduced turnover. The purpose of the present study is to identify and propose a list of few vital factors of QWL for the benefit of researchers and the organization. To achieve the purpose, the article published between the period from 2001-2017 were reviewed in a systematic way and a snapshot of the same was prepared.

Title: Analysis of Quality Work Life on Employees Performance

Author: Dr. Cross Ogohi Daniel

Source: International Journal of Business and Management Invention (IJBMI)

The main objective of this research is analysis of quality work life on employee's performance. quality of work life is fast becoming an imperative issue to achieve the goals and objectives of the organization in every sector be it education, service sector, organization sector, tourism, manufacturing, etc. attrition, employees commitment, productivity etc. depend upon the dimensions of quality of work life i.e. job satisfaction, organizational commitment, reward and recognition, participative management, work life balance, proper grievances handling, welfare facilities, work environment, etc. an organization offers a better QWL then it grows the healthy working environment as well as pleased employee. high QWL can give a result in better organizational performance, effectiveness, innovativeness, etc. consequently, to contribute better life for all those peoples whom organizational members serve and with whom they deal and interact.

Title: a study on quality of work life: key Elements &its implications

Author: Shivani

Source: International Journal of Science, Technology and Management

Quality of work life is a critical concept with having lots of importance in employee's life. Quality of work life indicates a proper balance both in work and personal life which also ensure organizational productivity and employee's job satisfaction. This research study attempted to find out the factors that have an impact and significance influence on quality of work life of employees. Quality of work life is a process in an organization which enables its members at all levels to participate actively and effectively in shaping organizational environment, methods and outcomes. This study focuses on the subjective matter of QWL i.e. its key elements like job security, job performance, employee satisfaction etc. The study concluded that an appropriate organization culture, compensation policy, career growth and relative facilities can leads to a satisfied employee mindset which ensure the overall organization productivity.

OBJECTIVES:

- To know the quality of work life in the organization.
- To know how far the employees are adopting the organization culture and climate.
- To know the employees perception related to quality of work life in the Biological E Ltd.

RESEARCH METHODOLOGY:

RESEARCH GAP ANALYSIS

This study focuses on the subjective matter of QWL i.e. its key elements like job security, job performance, employee satisfaction etc. The study concluded that an appropriate organization culture, compensation policy, career growth and relative facilities can leads to a satisfied employee mindset which ensure the overall organization productivity.

Need For The Study

- To know what are the distinct factors influencing significance of quality of work life in the organization.
- To understand how HR is playing prominent role in enhancing QWL.
- To understand how QWL effects employee performance at organization level.

Scope Of The Study:

The scope of performance management is almost as broad as its root, human resource management. A performance management system has to conform to the overall organizational structure. It should not be viewed in isolation, but rather as underlying the entire organization. This ensures the fundamental aim of performance management systems, to ensure good work from every department in the organization.

The scope of a performance management system encompasses everything people do at work – from the vision and goals of the organization to the employees, their personal interest, the tasks assigned to them, how they are executed as against the set standard, the employer's intent, interests, and the company's goals.

Methodology

- The study was based mainly on primary data.
- The secondary data was gathered from records of office, Websites, B.E profiles journals newspaper.
- To gather the require data through questionnaire, a sample
- Of 50 employees from B.E ltd has been selected.
- To gain more insight, informal discussions are held to know whether the information given by them is true or not.

THE PRESENT STUDY

The present study is all about the quality of work life in the organization. Whether the employees are having good quality of work life. Are they satisfied with all the provisions provided by the organization? To measure QWL several dimensions are taken.

By measuring quality of work life we can conclude to what level employees are satisfied and what are its impact on productivity, organizational culture etc.

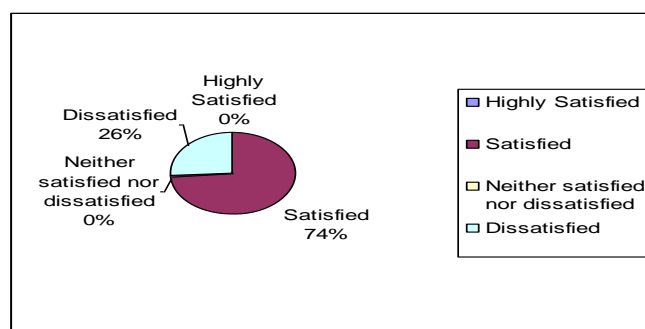
Limitations Of The Study

- The primary data influence through personal interaction with the employees may have an element of bias firm the point of view of employee's individual perspective.
- Though the data so collected could be relied up on, due to differences in sample size, the conclusions may not be generalized as a whole.
- The study was restricted to 50-sample size only.

3. DATA ANALYSIS & INTERPRETATION

1.Are you satisfied with working conditions

- a) Highly satisfied b) Satisfied c) Neither satisfied nor dissatisfied
d) Dissatisfied

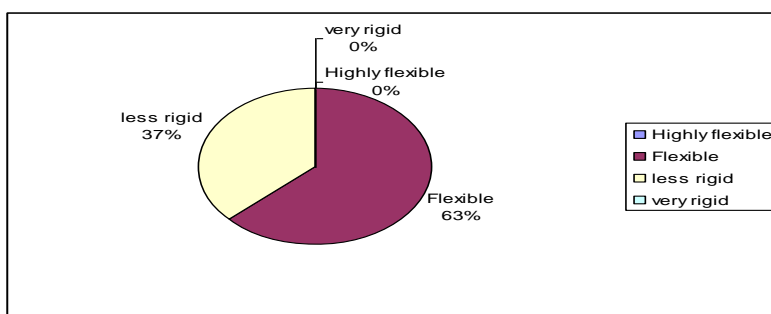


Inference

74% of the employees are satisfied with the working conditions, 26% of the employees are dissatisfied. Thus we can infer from the above data the working conditions in the organization are excellent.

2.How flexible are the work schedules

- a) Highly flexible b) Flexible c) less rigid d) very rigid

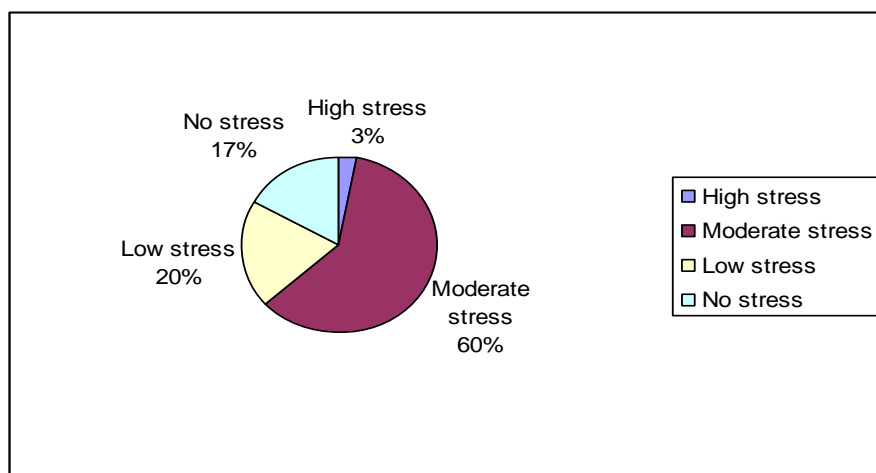


Inference

Majority 64% of the respondents say that work schedules are flexible where as 37% of them answered less rigid. Thus we can infer from the above data the work schedule in the organization are excellent.

3. How do you rate occupational stress involved in your work

a) High stress b) Moderate stress c) Low stress d) No stress

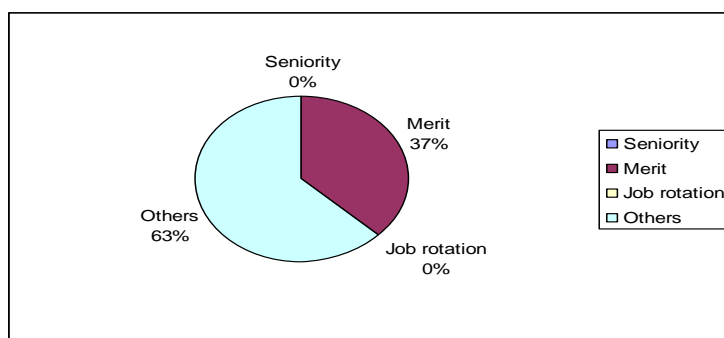


Inference

60% of the respondents agree that they have stress in their job. 20% of the respondents say there is low stress involved. 17% of them opinion there is no stress and only 3% respondents say there is high stress involved in work. Thus we can infer from the above data that the stress at the jobs are moderate and low. Some jobs are stress related.

4 Promotions opportunities are provided based on

a) Seniority b) Merit c) Job rotation d) Others

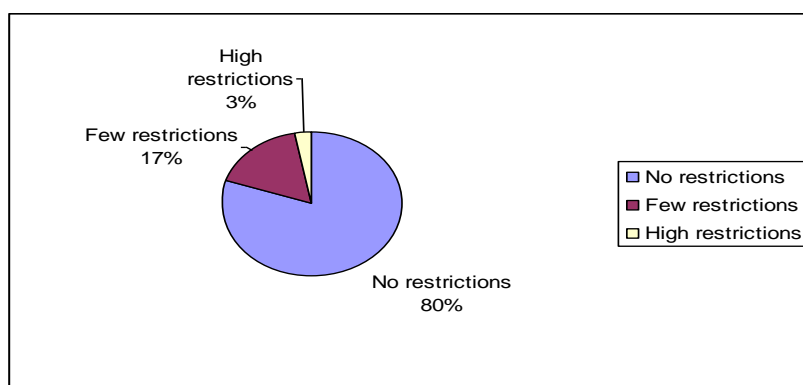


Inference

63% of the employees have the opinion that promotions opportunities are based on the other than merit, seniority and job rotation. 37% agree that it is based on only merit.

5 How free are you to form informal groups

a) No restrictions b) Few restrictions c) High restrictions



Inferences

80% of the respondents agree they are free to form informal groups without restrictions. 17% of the respondents feel there are few restrictions and only 3% say there are high restrictions.

4. CONCLUSION

Several initiatives have been in the place aimed at employees well being.

In fact one of the success stories at Biological E. Limited is its proactiveness in taking decisions. These decisions are undoubtedly created a sense of belongingness and based on the feeling of togetherness notwithstanding the fact that QWL is the focus as far as the organizational objectives are concerned.

Improving QWL is a continuous process, for it will have a bearing on organizations overall performance. Therefore all initiatives aimed at enhancing the QWL, always will get the management attention it deserves.

5. REFERENCES

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