

A Study on Quality of Work Life: A literature Review

N. Lakshmi Ramesh¹, M. Hepsi Prasanna²

^{1,2}M.B.A, Student, Department of management studies, Sri Vasavi Engineering college,
Tadepalligudem, Andhra Pradesh

Abstract- The primary goal of this research is to determine the quality of work life for employees in the Organization. quality of work life is the most important function in the human resource management, it applies any company and organization. It helps to satisfy their employees in the organization, quality of work life is refers to the level of the job satisfaction, safety and health of the employees, work life balance, working conditions of the employees in the any industry. Quality of life at work is a process in organisations that allows employees across all levels to actively and effectively shape the organisation's environment, operations, and outcomes.

The purpose of study is helps to understand the level of job satisfaction of the employees at various levels in the organization, towards the facilities and welfare benefits given by them, as well as to learn about the problems and difficulties experienced by management in providing employees with a higher quality of work life.

Keywords: Employee job satisfaction, safety and health of employee, work life balance, working conditions.

INTRODUCTION TO THE STUDY

Quality of work life (QWL) it helps to the understand the employees in the Organization and also motivate the employees in the industry. In this study we can understand the employees job satisfaction, work life balance, safety and health measures and also work conditions in the Organization. It argues that allowing individuals to manage their jobs and make decisions improves their performance. This strategy drives individuals by meeting their social and psychological demands as well as their economic requirements. Organizations must focus on job design and work organisation to satisfy the new-generation workforce. Furthermore, today's workforce recognizes the value of relationships and strives to achieve a balance between their professional and personal lives. Successful organizations encourage and facilitate their employees' efforts to balance work and life. During this process, organizations are

coming up with fresh and inventive ideas to enhance the quality of work and the quality of life of every employee in the organisation. These organizations are implementing various programmes such as flexible working conditions, alternate work schedules, reduced work weeks, telecommuting, and so on. Technological advancements also assist organizations in effectively implementing these programmes.

NEED FOR THE STUDY

The need of the study is understand the quality of work life for employees in organization. Employee perceptions of the company can help them improve their working lives. This research assists firms in comparing their performance to employee standards and internal processes and identifying possibilities for improvement. The research examines characteristics such as workplace cleanliness, stress levels, relationships in the workplace, training quality, appropriate medical facilities, suitable security and privacy measures, and so on. This will be useful in learning about various sorts of viewpoints and the perks provided to employees by the organisation.

OBJECTIVES OF THE STUDY

1. To identify the elements influencing the quality of work life.
2. To analyse the quality of work life among employees.
3. To analyse the measures taken by the organisation to improve workers' quality of work life.
4. To suggest suitable measures to improve the quality of work life.

SCOPE OF THE STUDY

The scope of the research includes employees from all departments in the Automotive industry, with the aim of learning their perspectives on quality of life at work. The scope of the study also covers the

employees' reactions to the different methods used by the management of the Organization to help the employees feel comfortable at work. The scope is also expanded to determine the employees' aspirations of management in relation to the aforesaid notion. The scope also covers the importance that workers place on the grievance resolution system as part of their Quality of Work Life.

RESEARCH METHODOLOGY

The research paper is an exploratory study based on secondary data gathered from journals, periodicals, papers, and media sources. Based on the aims of the investigation, the research design used for the study is of the descriptive kind. Keeping the aims in mind, this research design was chosen to ensure more accuracy and in-depth analysis of the research study. The study made considerable use of secondary data that was readily available. The researcher obtains the necessary data using the secondary survey approach. Various news stories, books, and websites have been identified and documented.

Theoretical Framework

Definition of QWL:

According to Richard and Loy, "QWL is the degree to which members of a work organisation are able to satisfy important personal needs through their experiences in the organisation".

According to Cohan "Quality of Work Life is a process of joint decision making, collaborations and building mutual respect between management and employees."

According to the American Society of Training and Development "Quality of Work Life is a process of work organization which enables its members at all levels to participate actively and effectively in shaping the organizations' environment, methods and outcomes. It is a value based process which is aimed towards meeting the twin goals of enhanced effectiveness of the organization and improved quality of life at work for the employees".

Meaning of Quality of work life:

Quality of work life (QWL) refers to the favourableness or unfavourableness of the job environment of an organization for its employees. It is generic term which covers a person's feelings about every dimension of his work e.g., economic incentives and rewards, job security, working

conditions, organizational and interpersonal relationships etc.

Concept of Quality of work life:

The phrase Quality of Work Life (QWL) refers to efforts to improve the overall organisational environment through humanising work, individualising organisations, and altering structural and management procedures. It takes into account the employees' socio-psychological requirements. It aims to foster a work-commitment culture in organisations, resulting in increased productivity and job satisfaction for employees. Employee productivity is influenced by the quality of their working environment. Researchers have demonstrated that good QWL results in mentally and physically healthier employees who feel happy.

Measures of Quality of work life:

1. Adequate and Fair Compensation: "There are different opinions about adequate compensation. The committee on Fair Wages defined fair wage as the wage which is above the minimum wage, but below the living wage."
2. Safe and Healthy Working Conditions: "Most of the organizations provide safe and healthy working conditions due to humanitarian requirements and/or legal requirements. In fact, these conditions are a matter or enlightened self-interest".
3. Opportunity to Use and Develop Human Capacities: "Contrary to the traditional assumptions, QWL is improved, "to the extent that the worker can exercise more control over his or her work, and the degree to which the job embraces and entire meaningful task" but not a part of it. Further, QWL provides for opportunities like autonomy in work and participation in planning in order to use human capabilities".
4. Opportunity for Career Growth: "Opportunities for promotions are limited in case of all categories of employees either due to educational barriers or due to limited openings at the higher level. QWL provides future opportunity for continued growth and security by expanding one's capabilities, knowledge and qualifications".
5. Social Integration in the Work Force: "Social integration in the work force can be established by creating freedom from prejudice, supporting primary work groups, a sense of community and

inter-personnel openness, legalitarianism and upward mobility”.

6. Constitutionalism in the Work Organization:” QWL provides constitutional protection to the employees only to the level of desirability as it hampers workers. It happens because the management’s action is challenged in every action and bureaucratic procedures need to be followed let that level. Constitutional protection is provided to employees on such matters as privacy, free speech, equity and due process”.
7. Work and Quality of Life: “QWL provides for the balanced relationship among work, non-work and family aspects of life. In other words, family life and social life should not be strained by working hours including overtime work, work during inconvenient hours, business travel, transfers, vacations etc”.
8. Social Relevance of Work: “QWL is concerned about the establishment of social relevance to work in a socially beneficial manner. The workers’ self-esteem would be high if his work is useful to the society and the vice versa is also true”.

REVIEW OF LITERATURE

Shamsuddin Elias(2005) Researchers in the study "Environmental Pollution and Quality of Working Life in Tobacco Industries" attempt to investigate the effect of environmental pollution on the quality of working life of workers in tobacco industries, and the present research finds that workers' health, well-being, satisfaction with their jobs, and quality of working life are directly related to and dependent on the levels of pollution in their working environment.

Gelande (2009) The study "An analysis of the relationship between total quality management based human resource management practises and innovation" educates researchers on the relationship between human resource management policies and practises from the standpoint of total quality management and performance in innovation.

Saklani (2010) The researcher effort on the paper "Non-managerial Perspective of Quality of Work Life" is an attempt to comprehend the phenomena under investigation from a non-managerial standpoint.

Jeyarathnam & Malarvizhi (2011) Researchers strive to analyse the quality of work life of sugar mill employees and the link between efficiency and the quality of work life in the study "Quality of Work

Life Among Sugar Mill Employees: A Study in Tamil Nadu." According to the study, dissatisfaction can occur as a result of a lack of recognition, boring work, bad peer relationships, poor working circumstances, low self-esteem, workplace stress, excessive work load, monotony, exhaustion, time demands, job insecurity, and employment instability.

Jerome (2003) According to the findings of the study, the quality of work life correlates with workers' overall performance. The analysis also enables us to identify the Company's shortcomings in supplying fundamental requirements to its employees. It also informs us about how management treats employees. It also assists workers in resolving their complaints. Overall, research on the Quality of Work Life aids in the development of Human Resources.

Mohammad Baitul Islam (2012) Quality of work life is an important term since it implies a healthy balance between work and personal life, which also ensures organisational productivity and employee job satisfaction. The purpose of this research was to identify the characteristics that have a significant impact on the quality of work life of workers in private limited enterprises in Bangladesh. To begin, the determinants are determined by a review of the literature and the contemporary situation in Bangladesh. A quantitative study was conducted after seven variables were discovered. Following the development of a questionnaire, a survey of 100 employees was done. According to the findings of the study, six of the seven criteria (work load, family life, transportation, compensation policy and benefits, working environment, working conditions, and career progression) have a substantial impact on work life quality. According to the study, a proper organisational culture, remuneration policy, career advancement, and related facilities may lead to a satisfied employee attitude, which ensures total organisation productivity.

Linda K. Johnsrud (2006) She conducted a study on the Quality of Faculty Work Life at the University of Hawaii to describe variations in QWL from 1998 to the present. The study's goal was to determine the current degree of satisfaction with QWL. Variables such as community service, faculty relationships, pay department chairs, campus service, and demographic characteristics were included in this study, and the results revealed that salary was one of the primary variables for employee satisfaction from 1998 to 2006. Professor’s interactions and

community service were the most favourable aspects of the institution's work life, and another conclusion was that campus professors were typically more happy than other university employees.

Ajantha Dharmasiri (2008) Their essay focused on the Influence of Work Life Quality on organisational Commitment by conducting research on inadequate levels of commitment among workers in medium and large organisations in Sri Lanka's apparel sector. The findings revealed that QWL has a positive relationship with the commitment variable and acts as a moderator of the HRDC variable.

Ayesha T. (2012) has assessed the quality of work life of faculty members at private institutions in Bangladesh in order to identify the elements influencing the overall assessment of QWL. When comparing male and female QWL satisfaction, it is discovered that females have higher satisfaction. Instructors with less than one year of experience have a more favourable attitude towards their QWL and its related aspects than experienced instructors.

Anand Pawar (2013) has conducted a completely different study on QWL and job satisfaction of employees in VTPS and discovered that the level of satisfaction among workers relates to different work-related aspects. The study was done in depth to measure the QWL and job satisfaction of employees, which included major factors in their study and the following variables too: (i) wages and salaries; (ii) rewards system; (iii) a safe and healthy environment; (iv) working conditions. The findings revealed that there is unhappiness in the interpersonal relationships between the cadre wise QWL and that no adequate grievance handling mechanism was implemented among the workers, which has an impact on job satisfaction.

Islam and Siengthai (2009) conducted a thorough investigation of some of the important components of QWL, such as employee participation, job security, a better incentive system, employee perks, and organisational success. QWL may also be described as the attitude that employees have towards their employment, coworkers, and the organisation (Heskett et al., 1994). Thus, if employees have a positive attitude towards their employment, peers, and the organisation, it indicates that they are content with their jobs, and thus the QWL is high.

Lawler, 1982 Quality of work life is described as one of the most essential aspects of employee impressions of their physical and mental well-being

at work, and these perceptions might be positive or negative. Thus, it includes working conditions, working hours, wage payment methods, and health-related concerns. As a result, work-life quality incorporates both financial and non-financial perks, as well as management behaviours towards employees.

FINDINGS

1. The quality of work life affects the satisfaction of the employees of an organisation.
2. The company's policies play a key role in the work-life balance of the employees.
3. The quality of work life impacts an organisation's employee turnover rate.
4. Employee motivational factors such as recognition, career growth, and work responsibilities affect the Quality of work life.
5. The quality of work life may be affected by both financial and non-financial perks, as well as management behaviour towards employees.

CONCLUSION

In conclusion, the reviewed literature sheds light on the importance of quality of work life and its impact on employee satisfaction, health and safety, working conditions, and work-life balance in various industries and organisations. The studies reveal that there are discrepancies in the level of satisfaction in various organisations, with some quality of work-life measures being more effective than others.

Managers should be aware of the fact that different people have different perspectives on change. Furthermore, not all employees are loud and open with their supervisors. As a result, managers must make the effort to connect with employees and keep them aware of any organisational changes. Work-life balance must be carefully managed to guarantee that all employees are performing to their full ability and are free of stress and strain. So, it is up to the organisation to focus on its employees and enhance their quality of life at work in order to reduce attrition, absenteeism, and worker productivity reduction.

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