

# A Survey on Quality of Work-life of Employees

Sh. Sachin Gupta

SOMC, Sanskriti University, Mathura,  
Uttar Pradesh, India

Email Id- chancellor@sanskriti.edu.in

## ABSTRACT

Workplace quality is a crucial notion that plays an important role in employee's lives. For all businesses to continue to recruit and retain employees, high quality of work-life (QWL) is required. The purpose of this study was to discover the elements the work-life quality of employees in privately limited enterprises. Employee opinions on statements on the QWL elements can be used to measure an organization's Work-life Quality. Employees to report greater levels of performance and job participation if they believe a company provides them with high-quality work in exchange for their effort. Employee satisfaction promotes improved performance as well as greater acquisition and retention of top talent, increasing the organization's capacity. Purpose was to look at working for private organizations. In future factors of quality of work-life must be implemented by the organization in order to obtain more output as well as to increase employee's loyalty and dedication towards the organization.

## Keywords

Company, Employee, Life, Organization, Quality, Work.

## 1. INTRODUCTION

Workplace nature is the nature of the connection among representatives and throughout the workplace, concerns for impact of the work on people & hierarchical adequacy, & potential interest authoritative critical thinking & dynamism. Adoption hierarchical objectives critical to the success of every organization. Individual objectives must be met in order to achieve hierarchical goals, in the sense improvement organizational & human resources goal[1]. Components affect the Quality of the Work-Life (QWL) & the connections in between QWL & the fulfillment of the representatives in the private organization formed the basis for this investigation's examination model[2].

There are numerous variables that affect the character of work-life and therefore excite or demotivate representatives for various businesses, groups, and people. An examination of these elements is extremely important since there is a recognized link between the character of work-life and inspiration as well as efficiency. Furthermore, a holistic view of these elements can aid in reducing the ever-increasing levels of conflict and, as a result, wear and tear in the workplace[3]. Work Environment, the workplace is the life of an association's representatives. It is the administration's responsibility to provide an environment conducive to excellent performance. To avoid such an occurrence, management should provide a suitable work environment in which representatives can work without being pressured, where essential data for completing tasks are made available in sufficient quantities, and reasonable remuneration is provided, and the work environment is safe, sound, and the administrators rouse the workers[4,5]. Each organization's management should truly welcome its representatives'

suggestions for way to improving their activity as well as the nature of work-life. The delegates should then be invited to participate in debating the legitimacy of such an audit. Worker securities, career opportunity, and the opportunity for all employees to have a say in issues that affect them are all entirely consistent with carefully managed activities based on a real concern for viability, quality standards, customer relations, profit, and high morale.

### 1.1. QWL Means

There are two ways to think about QWL implications. One is to think of Quality of Work-life as a collection of impartial, authoritative circumstances and practices. The alternative method compares QWL to employees' perceptions that they are safe, typically content, and eager to grow as people. This links QWL to the extent to which all human needs are satisfied. Individuals' ideal or unfavorable working environment is referred to in QWL. The majority of QWL-related programs focus on improving worker knowledge, reducing work-related stress, and improving more cooperative labor-management interactions.

### 1.2. QWL Definition

The relevance of QWL as a Human Resource Management approach has grown in recent years. Many additional words, such as "humanizations of work", "quality of working life", "industrial democracy," and "participative labor," have become synonymous with QWL. There are many different interpretations of what QWL means. There are some determinants of improving quality of work-life such as opportunities for personal growth, supportive and helping work environment, leaders should be supportive, a hard worker should get appreciation and remunerate[6].

### 1.3. Importance of Quality of Work-Life

Workplace Quality Improvements Life was not seen as a significant element in India until recently, when there were significant looming considerations such as resource scarcity, environmental risks, and certain financial difficulties. For the following reasons, the QWL program has become essential in the workplace:

- Increasing work demand.
- Decrease in Long term employee guarantee
- To increase speed of work.
- More opportunities for deserving.
- Increase of women employee.

QWL contributes to a positive work environment with impersonal relationships and highly driven employees that seek for advancement. Though monetary advantages remain the most important factor, other factors like as physical working environment, job restructuring & re-design, professional development, and promotion chances are quickly gaining prominence.

### 1.4. Statement of Problem

Employees feel safe and cared for when they have a good QWL. These day’s Indian Business organization are also considering on improvement of QWL to attain higher level of happiness, dedication and performance. So, this is the perfect time to conduct a research in this field and to find the status of the considerations related to working environment which provides a satisfaction and vital needs of employee to design QWL program or the identification of important factor to attain whole favoring conditions of the employees to the company.

### 2. LITTERATURE REVIEW

Swami et al. discussed the quality of work-life in the technical institute of private organization in their research and got the result that the male employees have more satisfaction in comparison with female co-workers. All socio-demographic characteristics such as gender, status, pay, sector, and expertise are unrelated to the quality of work-life of employees at commercial technical institutions, according to the research. The study also discovered that there is a link between teaching and non-teaching staff’s QWL[7]. Aarthy et al. conducted a study on the work-life balance of the engineering college staff member. In this paper, the author got the result that there is an adequate level of work-life quality found between the faculty members, and the demographic parameters such as age, income, marital status, expertise, and the number of children have a significant impact on quality of work-life of the college staff members. The influence of the QWL of the staff recognizable and its impact is also seen in the student of the college who are the main pillars of our country[8]. Hossain et al. conducted a study on “Quality of work-life among women employees working in garment factories in Coimbatore” and enlightened about the women employees of the company are more satisfied with the environment of the work and are not insecure with the job. But not much satisfied with the leave sanction

provided. According to the study, improving the quality of one’s work-life leads to increased productivity[9].

#### 2.1 Research Question

- How to determine the quality of work life of the employees?

- What is the impact of quality of work life on performance of employee?

### 3. METHODOLOGY

#### 3.1. Design

These selected research design is expressive in nature. To perform the research an organization is selected and email request is sent to the candidates to take part in survey. After performing a survey a data is collected and compiled and a mean score is calculated through that data. Figure 1 shows the steps taken to design this research.

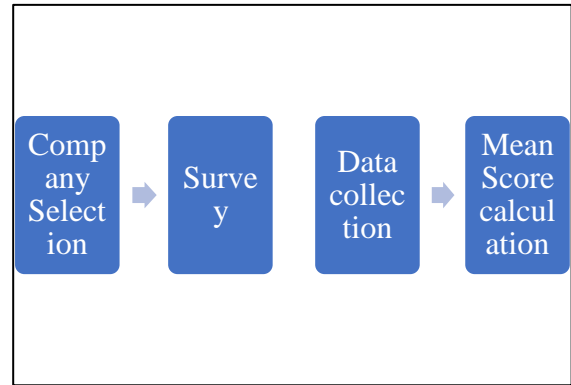


Figure 1: Shows the steps perform in the research design to gather the data from employee

#### 3.2. Data Collection

A sample of data is collected of 180 employees of companies. Table 1 gives the data collected from the candidates published on periodicals, publications, websites, and online articles. Data analysis techniques include Simple Percentage Analysis, Rank Correlation, and Weighted Average Method Analysis. . It shows that thirty-six percent of the candidate belongs to 20-30 years (y) of age, Eighty percent of the candidates are male, and 58.3 percent of candidates are graduate.

Table 1: Illustrates a sample of data collected by the candidates of an organization in a survey conducted

Category	Options	No. of Candidate	% of Candidate
Age	Less Than 20y	50	28
	20-30 y	65	36
	Above 30 y	63	35
	Total	180	100
Gender	Male	145	80
	Female	35	20
	Total	180	100
Educational Qualification	Primary Education	5	2
	10+2	70	38.8
	Graduates	105	58.3
	Total	180	100

Occupation	Government Employee	5	2.7
	Private Employee	103	57.2
	Professionals	11	6
	Self Employed	61	33.8
	Total	180	180
Monthly Income	Below 10000	12	7
	10000-15000	65	36.1
	15000-20000	72	39.4
	Above 20000	31	17.2
	Total	180	100

### 3.3. Instruments

A meeting is conducted through google meet with the candidates who participated in survey. Also google form is prepared and shared with the candidates to collect the data from the candidate. Also QualtricsCore Xm is used to conduct a survey to gathering and compiling the data. Calculator soup is used to calculate the mean score on the data collected during survey.

### 3.4. Data Analysis

Table 2: Gives the data of responses on the basis of factors of quality of work-life. The mean scores is calculated. The mean ratings indicate that private company employees were satisfied with the objection handling procedure (04) was impressive but there is a poor result of well-being and security measures 03.8.

**Table 2: Illustrates the mean score calculated from the data collected during survey with the employees**

Factors	Mean Score
Bonding with co-employee	03.8
Estimation with load	03.5
Well-being and security measures	03.1
Happiness from Feedback	04
Providing the opportunity for learning new skills or training program	03.8
View on Time invested in the company	03.7
Objection management procedure	04
View on respect at the workplace	03.7

## 4. RESULT AND DISCUSSION

Growth of an administration's staffs are depending on its employee's quality of work life. The employee schedule, works productivity, leave's available, & other factor can all be influenced by Work-life Quality. In today's India, large companies are focusing on increasing the quality of their employees' work lives in order to attain greater levels of satisfaction, dedication, and better performance. Given this context, the researcher believes that now is the right time to investigate the area and determine the impact of factors associated with the work environment [10].

Table 3 provides the data on how much the employees are satisfied regarding the QWL factor. It proves that the workers of private organizations are more satisfied with the working environment. It is observed that the employees are not much satisfied with leave sanctioning but they are also satisfied with security and health services provided by the organization.

Table 3: Shows the satisfaction level of the employees on the basis of QWL consideration of private organizations

Factors	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	Average (weighted)	Score (weighted)	Rank
Wages	39	57	50	18	09	227	14.9	4
Well-Being and security	09	28	40	50	45	217	15	5
Job guarantee	36	49	50	18	20	343	22.9	2
Working nature	58	43	28	13	19	394	27	1
Leave Facilities	30	33	53	29	40	243	17	3

For clear visualization of the satisfaction level of the employees on the basis of QWL consideration of private organization the collected data is represented on the bar graph shown in Fig 3. It is found that most of the private employees are satisfied with the working environment of the organization

from the graph shown in Figure2. It is observed that employees are satisfied with the wages and health security provided to them as these are ranked 4 and 5 respectively. But company needs to improve the leave facility to increase the satisfaction level of employee.

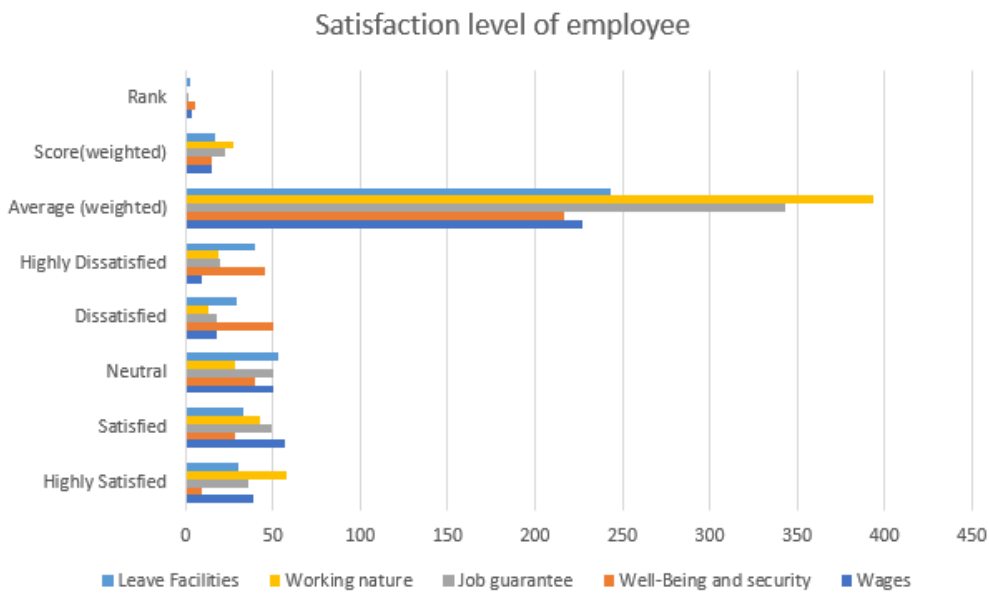


Figure 2: Illustrates the graphical representation of the satisfaction level of the employee of a private organization

### 5. CONCLUSION

Employees are regarded as the organization's most valuable asset in today's environment. High quality of life at work not only attracts fresh and youthful talent but also helps to retain currently experienced expertise. Private firms must satisfy and to go the additional mile in order to retain employees with less effort and offer the greatest outcomes to the company in order to have a higher and effective quality of work-life. Any organization's performance is determined by its labour efficiency, which is improving. The company encourages workers to have a high quality of life at work. Thus the factors

considering the quality of work-life must be implemented by the organization in order to obtain more output as well as to increase employee's loyalty and dedication towards the organization in the future.

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