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QUALITY OF WORK LIFE AMONG WORKERS

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ABSTRACT: Quality of work life refers to the level of happiness or dissatisfaction with one's career. There is an attempt to look into the quality of work life among workers with special reference to Dhruv's global textile industry. The research design chosen is descriptive. The sample size taken to conduct the research is 60 workers. For this study, the sampling technique chosen is convenient sampling. The structured interview schedule was used for primary data collection. Simple Percentage Analysis, Chi-square analysis, and weighted average score analysis are the tools used for data analysis. The investigation has remarkably pointed out that the major factors that influence and decide the quality of work life are attitude, environment, and risk involved in the work and rewards. The responses have proved that the workers are not very satisfied with the job and job security and they are least satisfied with the compensation provided by the organization and also proved that the top factor that influences and decides the quality of work life is the work environment.

INTRODUCTION: The concept of the 'Quality of Work life' (QWL) is imprecise and thus problematic to operationalize. As per the present scenario whether it is the banking sector, pharmaceutical, or Fast Moving Consumer Goods (FMCG) everything has been made target-oriented. Under such a system of working, the employees have to pay in terms of increasing work pressure, ascending stress, and stress-related problems are alarming proportions.

Quality of Work Life is not a unitary concept but is seen as incorporating a hierarchy of perspectives that not only include work-based factors such as job satisfaction, satisfaction with pay, and relationships with work colleagues but also factors that broadly reflect [life satisfaction](#) and general feelings of well-being (Danna & Griffin, 1999).

Nadler and Lawler define QWL as “a way of thinking about people work and organizations.” Its distinctive elements are:

- A concern about the impact of work on people as well as on organizational effectiveness.
- The idea of participation in organizational problem-solving and decision-making.

IMPORTANCE OF THE STUDY: One of the major problems facing developing and developed countries is the quality of work life of a vast majority of employees engaged in productive pursuits. This issue is not just one of achieving greater human satisfaction but it also aims at improving productivity, adaptability, and overall effectiveness of organizations. The quality of the work-life movement in a broader sense seeks to achieve integration among the technological, human, organizational, and societal demands which are often contradictory and conflicting.

REVIEW OF LITERATURE: Stone (1978) has stated in his paper on organic solidarity and life quality indicators that quality of life has been accepted by psychological factors. That has been considered as an individual satisfying or frustrating factor.

Mishra (1985) found in his study that age and length of service did not affect QWL. It was a function of the income of the employees, income leads to high QWL, and a higher level of education higher level of QWL.

Feather and Rauter (2004) investigated organizational citizenship behaviors (OCBs) in a sample of 154 school teachers from Victoria, Australia of whom 101 were well in permanent employment and 52 on fixed-term contracts. Results showed that the contract teachers reported more job insecurity and more OCBs compared to permanent teachers.

Normala and Daud(2010) suggested that "Investigating the relationship between Quality Of Work Life and Organizational Commitment Amongst Employees in Malaysian firms" says that the quality of work life of employees is an important consideration for employers interested in improving employees' job satisfaction and commitment.

OBJECTIVES OF THE STUDY: To identify the factors affecting quality of work life.

- To analyze the measures adopted by the organization to improve the quality of work life among workers
- To assess the quality of work life among workers.
- To suggest suitable measures to improve the quality of work life among workers.

SCOPE OF THE STUDY: The current study examines the Quality of Work Life among workers with special reference to Dhruv Global- A textile industry. A textile hub is expected to prove extremely useful for the organization to improve the quality of work life among its workers with the help of the recommendations given by the investigator.

RESEARCH METHODOLOGY: The research design chosen for the study is Descriptive. The universe of the study refers to the workers of Dhruv Global which is 600 workers. The sample size taken to conduct the research is 60 workers. 10% of the universe has been taken for the research. The respondents were selected by using a convenient sampling technique. The structured interview schedule was used for primary data collection. Secondary data was collected from earlier research work, various published journals, magazines, websites, and online articles. Chi-square analysis and Weighted Average Score Analysis are the tools used for data analysis.

DATA ANALYSIS AND INTERPRETATION

Table 1– Significant Association between Total Work Experience & Salary

Total Work Experience	Agreeable level of opinion about adequate Salary					
	SA	A	NN	DA	SD	Total
Less than 2 Years	0	5	3	2	0	10
2 to 4 Years	3	20	25	12	2	62
4 to 6 Years	3	3	7	6	2	21
6 to 8 Years	3	2	0	2	0	7
More than 8 Years	0	0	0	0	0	0
Total	9	30	35	22	4	100

Source: Primary Data

Null Hypothesis: There is no significant association between Total work experience & Salary

Calculated Chi-Square Value	Table Value
21.0123	26.296

Table 1 shows that the calculated chi-square value(21.0123) is less than the table value(26.296) at a 5% level of significance. So the null hypothesis is accepted. Hence there is no association relationship between Total work experience and salary

Table 2 – Significant Association between Educational Qualifications & Salary

Educational Qualification	Agreeable level of opinion about adequate Salary					
	SA	A	NN	DA	SD	Total
Below SSLC	3	3	0	0	0	6
SSLC	3	15	20	2	0	40
HSC	3	8	12	7	0	30
Diploma	0	0	3	7	2	12
Graduate	0	2	0	6	2	10
Post Graduate	0	2	0	0	0	2
Total	9	30	35	22	4	100

Source: Primary Data

Null Hypothesis There is no significant association between Educational qualifications & Salary

Calculated Chi-Square Value	Table Value
66.566	31.410

Table 2 shows that the calculated chi-square value (66.566) is more than the table value (31.410) at a 5% level of significance. So the null hypothesis is rejected. Hence there is a significant association between education qualification and salary.

Table 3 – Measures adopted by the organization to improve the quality of work-life

Sl. No	Measures	Weight (x)	5	4	3	2	1	Total	Weighted Avg $\frac{\sum fx}{\sum x}$	Rank
1	Work Environment	Frequency(f)	20	4	21	10	5	60	13.6	I
		Fx	100	16	63	20	5	204		
2	Salary	Frequency(f)	3	6	15	24	12	60	9.6	V
		Fx	15	24	45	48	12	144		
3	Relation and cooperation with coworkers	Frequency(f)	13	21	8	5	13	60	13	III
		Fx	65	85	24	10	13	196		

4	Safety Measures	Frequency(f)	16	8	6	6	14	60	13.2	II
		Fx	80	72	18	12	14	198		
5	Job Security	Frequency(f)	6	11	10	15	18	60	10.13	IV
		Fx	30	44	30	30	18	152		

Source: Primary Data

INTERPRETATION: Table 3 shows that the workers are more satisfied with the work environment and safety measures in the company. Workers are not much satisfied with the relation and cooperation with coworkers & job security and they are least satisfied with the salary.

CONCLUSION: A happy and healthy employee will give better turnover, make good decisions and positively contribute to organizational goals. An assured good quality of work life will not only attract young and new talents but also retain the existing talents. Quality of work life can affect such things as employee timings, his or her work output, his order of available leaves, etc. Work-life balance must be maintained effectively to ensure that the employees are running at their peak potential and free from stress and strain. So it is up to the organization to focus on their workers to improve their quality of work life so that attrition, absenteeism, and decline in workers' productivity can be checked. Necessary suggestions are given by the investigator for the same.

Recommendations:

QWL practice involves acquiring, training, developing, motivating, and appraising for the best performance of the employees as per organizational objectives.

1. Safety measures could be improved in the organization so that the worker's safety could be ensured and accidents could be minimized.
2. Workers may be encouraged to suggest making improvements in the organization, this makes them feel their importance in the company.
3. Sufficient training programs can be arranged so that the worker's activity can be improved.
4. Appropriate pay strategy could be evolved to give fair and adequate compensation to the employees. Performance-based increments would improve the performance of the workers.
5. Medical expenses of the workers could be reimbursed.
6. Information flow within the organization could be improved.
7. Providing adequate casual leave or permission may be considered.

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