

Quality of Work Life: A Theoretical Study

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Abstract: Nowadays, is the most critical problem in educational institutions? Faculty members are the force that is behind every successful institution. An institution cannot become successful with technology alone, as for the use of technology in institutions requires the presence of strong faculty members. Quality of Work Life was the expression that was introduced in the late 1960's. From then on till now, the term is gaining increasing significance everywhere, at every work place.

IndexTerms - Quality of Work Life, Faculty Members, Dimensions

I. INTRODUCTION

Quality of Work Life (QWL) is essentially the quality relationship between human resources and their work environment that encourages and retains job satisfaction. QWL comprises of different features of work place environment that assists improvement of human resources of organization effectively. QWL includes a wide range of elements namely fair and adequate compensation, conditions of employment, healthy safe and work environment, cooperation and relation among colleagues, growth and development and of human capacities and social security that influence the performance of employees.

QWL is an all-inclusive programme helped to enhance job satisfaction of employees and motivates them to perform better in their current and future jobs efficiently. Thus, organizations are needed to take-up a plan of action to improve QWL of its employees with the intention of increasing favorable working conditions for employees with an ultimate purpose of attaining the goals of organization.

At present, the idea of QWL has become increasingly important to all business organizations. The success of all organizations across the globe depends to a great extent on its motivated, talented and competent employees. The better QWL eventually results in high level of life satisfaction and common feel of wellbeing of employees through job satisfaction with the organizational success. QWL is very significant in the context of motivation, job performance and commitment of employees.

QWL in an educational institution is indispensable for the smooth running and success of its faculty members. As education industry is becoming more and more important to the economies of developed nations, the institutions affirm that their faculty members are their most valuable assets. If faculty members perceive an institution as providing good quality of work in exchange for their contribution to an institution, then it is possible that faculty members will show a result of higher levels of performance and job involvement.

A high QWL is necessary for educational institutions to continuously draw and hold on to faculty members. QWL is an all-inclusive, department-wide programme designated to improve employee satisfaction, help the workforce manage change and transition better and strengthen learning in the workplace. Dissatisfaction with quality work of life is certainly a serious issue, which has an effect on across the workforce irrespective of status or position. This is a multifaceted problem, however, because it is hard to identify and segregate all of its features that affect the QWL.

QWL has also been seen in different ways, including (a) as a movement; (b) as a collection of interventions of organization, and (c) a employee's work life. QWL is a vibrant and multidimensional concept that comprises of rewards job security, promotional opportunities, training and decision making process. A definition of QWL indicates that it is the operations, work strategies and environment that encourage and manage employee's satisfaction with the objective of enhancing work place environment for effectiveness of employees and organizations.

QWL is a relationship that provides reciprocal benefits between home, work, individual and also organization. The organization satisfies the needs of employees namely fair compensation, health and job security to keep them motivated and happy. It is also crucial to keep employees cheerful that in turn improve service, performance and morale of employees.

The employees of higher educational institutions face the additional problems of high level of stress, high workload, job related problems and insufficient resources. Hence, employees have to adopt the changes in resources and staffing and restructuring in organization and these transformations may probably lead to absenteeism, higher rate of attrition and unsatisfactory working conditions that have impact on QWL. Therefore, it is necessary for institution to function efficiently, the needs of employees should be fulfilled and there is a positive and significant relation between QWL and commitment of employees towards organizations.

II. DIMENSIONS OF QUALITY OF WORK LIFE

The QWL has dimensions namely health and wellbeing, job security, job satisfaction, competence development and the balance between works with non work life. These dimensions of QWL from the standpoints of employees are discussed as below.

2.1. HEALTH AND WELLBEING

Health and wellbeing of QWL is the physical and psychological features of employees in work environment. The work environment which is free from stress and strain provides better psychological and health situations that make employees to do their job better and other functions without any hesitations (Asakura and Fujigaki, 1993) and it gives comfortable work life. Stress occurs when employees interact with their work environment that creates psychological, physical and physiological disorders and health problems to the employees (Carayon et al 2001).

2.2. JOB SECURITY

A remarkable transformation of employees in existing work environment has showed significant changes in the organization (Watson et al 2003). The outsourcing, rightsizing and downsizing are badly affecting moral, motivation, job performance and job security of employees. Job security is the main element of QWL and it indicates organizational strength to give consistent and permanent employment irrespective of work environment dynamics.

2.3. JOB SATISFACTION

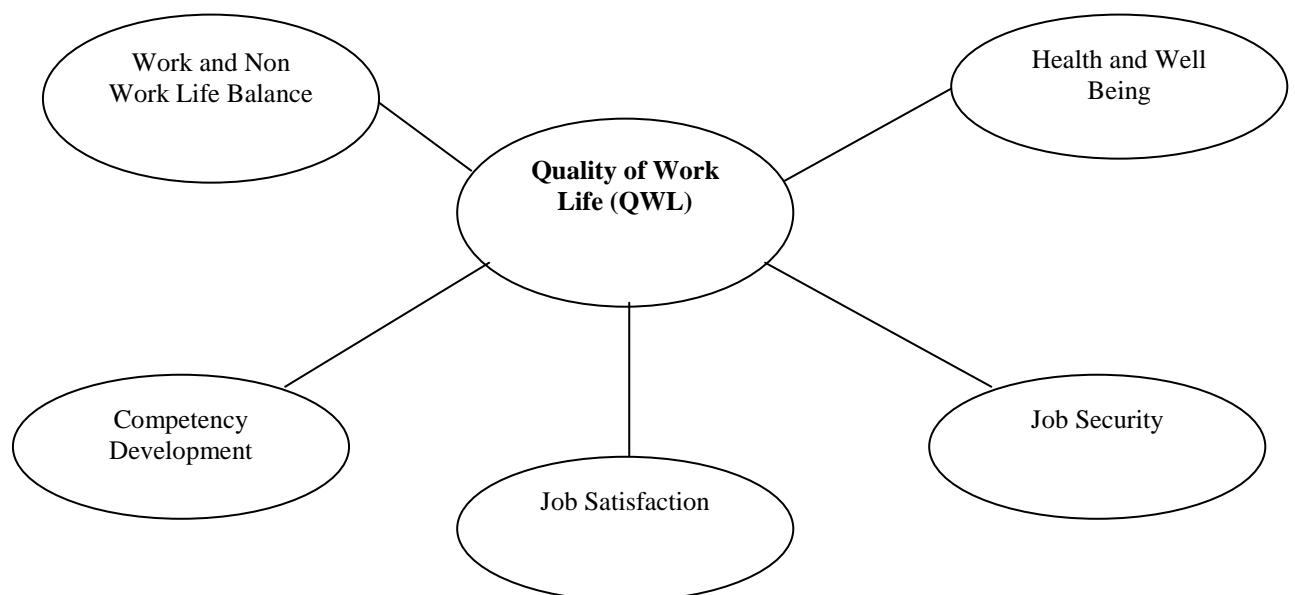
The activities of doing work recurrently, working hard and intend to stay in the organisation for long durations reveal the positive behaviour of employees that shows job satisfaction. Job satisfaction of an individual employee varies in sense and significance in associations to the nature of work. The salary, promotions, supervision, benefits, support from colleagues and extreme working hour are related with degrees of satisfaction of employees.

2.4. COMPETENCY DEVELOPMENT

Development of knowledge and skills is the very significant feature of competency development that improves QWL. The competency development is the nature of job that gives opportunities and encourages developing abilities and competencies for career of employees or development of organization. Organizations provide not only trainings and support employees for workplace leanings. It increases satisfaction of employees and reduces job stress and improves QWL. With regards to learning, larger autonomy on job increases the attaining and using knowledge while larger participation is held to support cognitive growth through improved transfer of knowledge among employees (Scully, Kirkpatrick and Locke 1995).

2.5. WORK AND NON WORK LIFE BALANCE

A main element of QWL is the relation between work and family life that is essential for both employers and employees. Presently, employees have strong wish to have a pleasant balance between family, job and leisure activities, thus, it is essential for organizations to assist employees to balance their non work and work demands (Lewis, 1997) Decreasing the degree of spillover may assist to diminish the job stress and facilitate to balance two environments (Aminah, 2002). The balance is essential specifically for employees to nurture and develop the sustainable human resource practices in the work environment. The dimensions of QWL are pictorially depicted as below:



III CONCLUSION

This study primarily focuses on dimensions determining the quality of work life and provides novel idea to improve quality of work life among the faculty members. The faculty members have to do so many other functions namely students counseling, attending meetings, administrative work and conducting examinations, evaluation of students, undertaking trainings and faulty development programmes in addition to teaching. Therefore, faculties are increasingly facing a number of problems in work as well as in home. Thus the study concludes the various dimensions of quality of work life.

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