



Research Article

Quality of Work Life among Employees: A Descriptive Study

Stalin Francis. J¹ and Clayton Michael Fonceca^{2*}

^{1,2}Department of Social Work, Sacred Heart College (Autonomous), Tirupattur, Tamil Nadu, India
clayton@shcpt.edu*; +91 9042147007

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Abstract

Quality of Work-Life is a generic phrase that covers a person's feelings about every dimension of work including economic rewards and benefits, security, working conditions, organizational and interpersonal relationships and its intrinsic meaning in a person's life QWL owes its origins to the marriage of the structural, systems perspective of organizational behavior with the interpersonal, human relations, and supervisory-style perspective. Descriptive research design is used to describe characteristics of a population or phenomenon being studied and the same design was adopted by the researcher to describe the quality of work life among employees. The researcher used the questionnaire approach to collect data from the employees from one of the top industrial sectors of Hosur. To examine quality of work life among employees, a standardized instrument with a Likert scale was used. Cronbach's alpha was used to assess the reliability and this study has an alpha value of 0.835. Employees have taken a lot of time off to deal with 'emergencies' involving children or other dependents and high level of employee stress, high rate of absenteeism or staff sickness and high level of staff turnover. Maintaining quality of work life helps to reduce stress and to prevent burnout in the work place. Employees suggested that employers should prioritize quality of work-life by offering flexible work schedules, telecommuting options, and generous vacation policies, create a positive work environment. To support employees' physical and emotional health, they suggested employers to provide wellness initiatives, mental health services, and ergonomic work spaces. Employee recognition and rewards Companies should appreciate employees' efforts by rewarding their accomplishments and recognizing their hard work.

Keywords: Fair remuneration, working environment, growth opportunities, motivation, respect at work.

Introduction

Quality of Work-Life is a generic phrase that covers a person's feelings about every dimension of work including economic rewards and benefits, security, working conditions, organizational and interpersonal relationships and its intrinsic meaning in a person's life QWL owes its origins to the marriage of the structural, systems perspective of organizational behavior with the interpersonal, human relations, and supervisory-style perspective. Strain between work and family roles is a common experience among university employees. According to the study of Anderson *et al.* (2002), university employees reported higher dissatisfaction with the work- family life than corporate employees which lead to stress and cause harm to the psychological wellbeing of the employees thus affecting their job performance negatively. Work and family role strain reduces worker's productivity and increases turnover and absenteeism of the employees.

More importantly; however, the majority of academics felt dissatisfaction with their institutions and complained that their institutes do little to help employees to achieve a fair balance between their work and family lives. In Australia, Wine field *et al.* (2003) found that the majority of academics complained about the conflict between work and home commitments. The present study aims to explore the factors that affect quality of work life of the teachers of the public and private universities of Pakistan, and to find out the major determinants of work and family role strain among university faculty. Deery *et al.* (2008), in the study on Quality of work life among Employees state that substantial attention was given to issues relating to maintaining and obtaining. He further defined quality of work life as concept of a complex task as it can be viewed from each the meaning of "work", "life" and "balance" itself. On the other hand, argued that it is possible to explore work life balance trend and development as it influences the employees' well-being and job outcomes.

*Corresponding author



Quality of work life is about managing and juggling efficiently between job and all aspect of personal matters, quality of work life as to what extent an individual is equally engaged in and equally satisfied with his or her job and personal life. Thus, employees who experience high work life balance are those who exhibit similar investment of time and commitment to work and non-work domain.

Goh Shah (2015), in this study on Quality of work life among employees stated that in large organizations, employees received several tasks to be completed within a short period of time. This causes employee to be pressurized in order to complete their entire task in order to meet the deadline. The combination of deadlines and work overload makes work even more stressful. One respondent from a study by Awang *et al.* (2010), described that, job stress often occurs when several tasks were given together and coping with the tight deadline of each task makes it rather stressful and impossible. According to another respondent, some of the tasks given consist of very important and meaningful task however; they are to be completed in a short period of time. Claimed that workload and life satisfaction does not have a direct effect, however, Goh further explained that his findings recommend that individuals do not evaluate life satisfaction poorly due to high job demands, as workload and life satisfaction might have other relationship influenced by need fulfillment and challenge. Buddhapriya (2009), The study is conducted on reported that women professionals at middle management and senior management level considered their commitment to family duties and responsibilities as the most important barrier to their making advancements in their career. In addition, women professionals mostly in the middle management level faced society's disapproval if they gave priority to work over family 25 responsibilities. For married women employees in the middle management level the scope of worklife conflict widens and creates major problems in moving ahead in their career. Morganson *et al.* (2010), in their study conducted on found that home-based teleworkers experienced higher level of quality of work life support and job satisfaction than client-based workers. However home-based teleworkers experienced similar levels of quality of work life support and job satisfaction like the main office workers. The home-based teleworkers had autonomy and flexibility in their work but have the disadvantage of social isolation. This leads them to have the similar job satisfaction like the main office workers. It was found out that teleworking from home created isolation for the workers and this hampers the job satisfaction of employees, however if workplace inclusion was practiced then it would create a positive impact on the job satisfaction experienced by the home- based teleworkers. Managers and superiors could practice inclusion by meeting teleworkers and distant employees at regular intervals to

keep them updated about recent issues or by contacting them regularly over the telephone or through emails.

Significance of the study

A quality of work life can enable staff to feel more in control of their working life and lead to increased productivity, fewer instances of sickness and absenteeism, a happier and less stressed workforce. Quality of work life includes a balance between work and personal life that both bring satisfaction to the individual. The dilemma for employees that occurs today is that when they compete for work demands, there is an abundance of negative effects on the quality of work life of employees ranging from increased stress, work fatigue, disruption of family and work relationships. Balancing the demands of employee work and family life is very difficult. This can trigger stress or decrease employee productivity and welfare. The dilemma for employees that occurs today is that when they compete for work demands, there is an abundance of negative effects on the quality of work life of employees ranging from increased stress, work fatigue, disruption of family and work relationships. Balancing the demands of employee work and family life is very difficult. This can trigger stress or decrease employee productivity and welfare. The present study was aimed with the following objectives.

1. To denote the level of working Environment.
2. To analyze the level of motivation.
3. To denote the level of occupational stress experienced by employees.
4. To understand the level of autonomy and participation.
5. To highlight the knowledge on the policy measures of organization.
6. To analyze the overall quality of work life and work life balance.

Materials and methods

Research design: The specific methods or techniques used to locate, pick, and analyze information are known as research methodology. The concepts, definitions, universe, sampling, research design, variables, pilot study, and population used in the study are highlighted. Additionally, it offers a guideline and framework for the methodology used. The science that examines how research is conducted methodically is known as research methodology. This study consists of 250 employees at one of the top manufacturing industries at Hosur. The researcher selected 20 % from the total universe using the simple random sampling. This resulted in 50 employees being selected for the study undertaken.

Tools of data collection: The researcher used the questionnaire approach to collect data from the employees. To examine Quality of work life among employees, a

standardized instrument with a Likert scale will be used. Both of the aforementioned instruments were written in English. A Likert scale is used in the questionnaires, and the researcher assigns values such as strongly agree 5, agree 4, difficult to say 3, disagree 2, and strongly disagree 1. And the researcher assigns values to the negative inquiries, such as Strongly Agree 1, agree 2, difficult to say 3, disagree 4 and strongly disagree 5.

Results and discussion

From the presented Table 1, it is revealed that half (50.0 %) of the respondents were experiencing poor working environment and half (50.0%) of the respondents having working environment. This table is clearly states that that half (50.0%) of the respondents having high and low Working Environment.

Table 1. Distribution of the respondents based on their dimension-working environment.

Working environment	Frequency	Percent
Low	25	50.0
High	25	50.0
Total	50	100.0

From the above Table 2, it is inferred that majority (62.0 %) of the respondents were having high motivation. Less than two-fifth (38.0%) of the respondents denoted low motivation about work. This table is clearly states that majority (62.0%) of the respondents having high motivation.

Table 2. Distribution of the respondents based on their dimension-motivation.

Motivation	Frequency	Percent
Low	31	62.0
High	19	38.0
Total	50	100.0

From the Table 3, it is inferred half of the respondent (52.0%) of the respondents have high level of occupational stress. Almost half (48.0%) of the respondents have low level of occupational stress. This table clearly states half of the respondents were having high level of occupational stress.

Table 3. Distribution of the respondents based on their dimension- occupational stress.

occupational stress	Frequency	Percent
Low	26	52.0
High	24	48.0
Total	50	100.0

From the Table 4, it is inferred that almost majority (56.0%) of the respondents have low autonomy and participation, more than two fifth and participation.

This table clearly states that almost majority (56.0%) of the respondents are autonomy and participation.

Table 4. Distribution of the respondents based on their dimension- autonomy and participation.

Autonomy and participation	Frequency	Percent
Low	26	52.0
High	24	48.0
Total	50	100.0

From the presented Table 5, it is revealed that half (50.0 %) of the respondents are have high Policy measures of organization and Half (50.0 %) of the respondents have low policy measures of organization.

Table 5. Distribution of the respondents based on their dimension- policy measures of organization.

policy measures of organization	Frequency	Percent
Low	25	50.0
High	25	50.0
Total	50	100.0

From the presented Table 6, it is revealed that majority (56.0 %) of the respondents were facing low quality of work life and work life balance. More than two-fifth (44.0%) of the respondents are facing better quality of work life and work life balance.

Table 6. Distribution of the respondents based on this overall quality of work life and work life balance.

Overall quality of work life and work life balance.	Frequency	Percent
Low	25	50.0
High	25	50.0
Total	50	100.0

Suggestions

Encourage work-life balance, employers should prioritize work-life balance by offering flexible work schedules, telecommuting options, and generous vacation policies, create a positive work environment: Employers should create a work environment that fosters collaboration, open communication, and mutual respect among employees, provide opportunities for professional development. Employers should offer training and development programs to help employees improve their skills and advance their careers, offer fair compensation and benefits. Employers should ensure that their employees are fairly compensated for their work and provided with benefits such as health insurance, retirement plans, and paid time off, support



mental and physical health. Employers should offer wellness programs, mental health resources, and ergonomic workspaces to promote employees' mental and physical well-being. Employers should recognize employees' hard work and reward their accomplishments to show appreciation for their contributions.

Conclusion

The quality of work life is a crucial aspect that significantly impacts the well-being, satisfaction, and productivity of employees. It is essential for organizations to prioritize their employees' quality of work life by creating a positive work environment that fosters a healthy work-life balance, provides opportunities for personal and professional growth, values employees' contributions, and ensures fair compensation and benefits. Employers who fail to address their employees' quality of work life needs risk losing their top talent to competitors who offer a better work environment. Therefore, organizations must prioritize improving their employees' quality of work life to achieve higher levels of productivity, lower absenteeism, and lower turnover rates, leading to improved organizational performance and success.

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