

## To study the Quality of work life in Higher education institutions with reference to PCMC area, Pune .

**Sarita Samson**

College Details ATSS'S College of Business Studies & Computer Application,  
Chinchwad, Pune

**Dr. Dipti Sharma**

College Details Marwadi University, Rajkot, Gujrat.

### ABSTRACT

Now a days Quality of work life is an important as health or money- A because a good working life affects the employee some day or the other. Similarly if the employee is not satisfied with the working life its affects too, regardless of their position or status. Because of dissatisfied Quality of work life, the frustration, boredom ,anger which are common to any employees can be costly or unhealthy to both individual and organisation for longer run. Objective of the paper are To study the perception of employees about the working condition of the organisation, To study quality of work life and Employee Performance.

**Keywords:** Quality of work life, Jon involvement, working condition.

*Article Received: 18 October 2020, Revised: 3 November 2020, Accepted: 24 December 2020*

### I. Introduction

Now a days QWL is an important as health or money because a good working life affects the employee some day or the other, similarly if the employee is not satisfied with the working life its affects too, regardless of their position or status. Because of dissatisfied Quality of work life, the frustration , boredom, anger which are common to any employees can be costly or unhealthy to both, individual and organisation for longer run.

Higher authorities always try to solve the problems of their employees and try to reduce the level of dissatisfaction at every level of the organisation. Sometimes including their own job dissatisfaction. Sometime this is very difficult or complex situation to identify the facts or reasons or attributes which affects the Quality of work life. Satisfaction of employee linked with organisation's profit and if organisation fails to identify the reason of dissatisfaction of workplace or a company who does not improve the satisfaction level may be witnessed to declining profit, productivity, difficult to retain qualified and skilled manpower and may face difficult to attract the fresh blood. Employees dissatisfaction and bad quality of work life becomes barrier to serve its

customer or fulfil its promises towards their customer.

### QUALITY OF WORK LIFE

Quality of work life helps to measure effective and efficient allocation of resources to increase their productivity and retain the skilled workforce.

Quality of work life leads to:

1. Develop positive outlook towards their work and organisation.
2. Job satisfaction
3. Helps to increase productivity
4. Motives to achieve higher
5. Enhance organisation achievements
6. Develop or grow company's effectiveness.

### Quality of work life has 3 major parts

1. Occupational health care

Healthy and safe work environment is the basic thing to enjoy our work. The work should not be a reason to pose any health hazard for the workers.

2. Suitable working time

Organisation should watch the number of working hours of the employees. There should be a watch

on over term limit, a time for vacation, a time for free days to relax.

### 3. Salary

The government already fixed the minimum rate of salary so, the employee should not get less salary and before hand employer and employee should agree upon appropriate salary. Work help the employee to understand himself better what qualities he has. Work helps the person to earn and run the family on the other hand it gives immense joy with satisfaction.

So, Quality of work life is basically a balance between work demands and outside pressures and fulfil the corporate social responsibility. Many organisation believes and think that QWL is vital but they fail to link quality of work life in their strategies , plans or goals.

### Meaning of Quality of work life

Quality of work life aim is to make employee satisfaction and enhance organisation effectiveness at the same time. QWL refers to the positive or negative work environment for the people.

The basic idea of QWL is to provide with favourable working condition for the employees as well as for the organisation which helps to achieve organisational goals and objective.so, QWL is now providing more humanized working environment so that to serve basic need as well as higher order needs.

### Reason to study Quality of work life

As Quality of work life is become very crucial to understand for organisation as well as for the individual to have a stress free environment with good health.

1. Number of specialisation has increased with division of work which made worker isolated and limited scope to meet with other people or fellow work.
2. Different numbers of rules and regulations, procedures, policy, hierarchy to follow continuously for the work without proper gap or rest. This made human or workers to work like nonstop machine
3. In today's fast moving world employees are working 12 – 14 hours a day which is against the rule of 9 hours. This makes workers more stress-full and prone to

many sickness and disease because of unhealthy life style and sleep pattern.

4. Unhealthy life style, peer pressure, work stress etc are very common in modern life style which may result bad habits like alcohol, smoking and drug addiction etc
5. In many organisation job stability is not there companies are hiring people on temporary or ad-hoc basis so there is no job security for the employees. People whose job are not secured after doing overtime are still not satisfied and therefore they look for a better job opportunity.
6. In globalization era, it has open the world very easily and reachable which is the main reason of change in the work environment at large pace.
7. Education has become more important in this fast moving modern world with full of technologies so workers are more concerned with their self-respect, recognition, flexible working hours with different benefits from organization like profit sharing etc.
8. Therefore many problems can be solved and maintained properly if the workers enjoy better quality of work life

### Improvement of quality of work life

In earlier days human resource department gave more importance to individual training and proper supervision. How ever according to the changing scenario with different complexity in the organisation as well as in individual level, people understand that individual training programme will not give maximum output but a limited scope.

The need of improving quality of work life releases in the year 1970 which helps to understand the importance and need of quality of work life. Factors like working condition, pay scale, involvement of an employee, work culture, work life balance etc is important to have and maintained good quality of work life.

An understanding of these factors methods and their importance for improving quality of work life. Many studies have shown that working environment and work culture will have impact on quality of work life.

## II. Objectives

1. To study Quality of work life
2. To study the perception of employees about the working condition of the organisation.
3. To study quality of work life and Employee Performance.

## III. Hypothesis

**H0:** There is no relationship between quality of work life and job involvement of employee.

**H0:** There is no relationship between Quality of work life and Employee Performance.

## IV. Research Methodology

### Method of data collection:

In this research data was collected with the help of questionnaire which was specially designed for the employees of Higher education institutions. First hand information was collected from the employees in order to make this study more meaningful.

### Sources of Data collection:

The concept of quality of work life is discussed with employees and the respondents were fully assured that their responses would not be disclosed to anybody and would only be used or utilized for the research purpose.

- a) Primary Data Collection: data has been collected by using codified close ended schedule.
- b) Secondary Data Collection: Secondary data is that which have already been collected by someone else and which has been passed through the statistical process. The various governmental publication, research journals, reports, etc. Theoretical information for various related books, internet, and previous research conducted were taken into consideration.

This study is descriptive in nature. A sample of 110 employees were taken randomly from top IT organisations. The organisations are Infosys, Wipro, Cognizant, and Tech Mahindra.

## V. Literature Review

Abdulmonem Hamdan Alzalabani, did a study on Perception of Quality of work life and Job satisfaction: evidence from Saudi Arabia (2017). Researcher study is descriptive in nature. He has given more emphasis on working environment. Researcher found that respondents levelled Quality of work life is very high and respondents had given positive remark about working environment factors and they mentioned that their responsibilities were clearly defined them before. And they had given chance to participate in decision making process too. So over all respondents are satisfied with the Quality of work life.

Suttle (1976), found that Quality of work life gives employees a satisfaction fulfil their personal and organisational needs. As Quality of work life is good employees can balance their work and personal life too.

Uma Sekaram (1985), did study on Quality of work life in Indian Banking (Nationalised) industry. Researcher found that over all Quality of work life in Bank is not high. Staffing was not proper reward system was not equal which demotivate the employees, no promotion, no proper alignment if work etc was the reason for bad Quality of work life.

Suri (1991), did survey on Quality of work life practices in the Indian Industry. Researcher found that organisation had several methods which are related to Quality of work life. They preferred system wide practices to other isolated experiments.

Kumar and Tripathi (1993), found that Quality of work life is an integral part of the Organization where employees and manager should work hand to hand and where employees have freedom to make decisions and right to take their decisions and participate in the organisation.

V. Kubendran, Muthukumar (2013), did study on Quality of work life and performance of employees in IT organisation and found that respondents were satisfied with the quality of work life. Researcher sample size was 132 (executives). The main objective of the study to measure the level of satisfaction towards quality of work life. Also found that there is also a need to improve the organisations policies and need upgradation in recreational activities for the employees.

Kavitha, Anupreeti & Jananai Prabha, did study on Quality of work life of employees in IT sector. The

objective of the papers are to assess the quality of work life of employees and to know the perceived link between work life balance and team effectiveness. Researcher found that organisation should give concern to emotional intelligence which will help employees to have better work life balance.so they concluded that four major factors dominates the Quality of work life.

**VI. Data Analysis and Interpretation DEMOGRAPHIC PROFILE OF SAMPLE RESPONDENT.**

The following information has been presented about sample respondent about their gender, age and qualification.

**Profile of Sample Respondent** (N. 110)

Sr	Particulars	Description	Frequency	Percentage%
A	<b>Gender</b>	Male	30	27.2
		Female	80	72.7
B	<b>Age</b>	Under 30	27	24.5
		30yrs to- 50yrs	83	75.4
		above 50	0	0
C	<b>Qualification</b>	Graduate	04	3.6
		Postgraduate	17	15.4
		M.Ed	12	10.9
		M.Phil.	0	0
		Ph.D	0	0
		B.ed	77	70

(Source: field data)

In this researcher found that most of the respondents are female and that too young generation are more. So it is clear that organization is focusing on young generations. And most of them having basic B.ed degree.

**PERCEPTION OF EMPLOYEES TOWARDS QUALITY OF WORK LIFE.**

Following table explain the perception of employee about employee performance. Responses of Employees have been sought through codified

code schedule, which consist of 15 variables.110 Respondents responses has collected by using five-point scale ranges from 1 for strongly disagree to 5 for strongly agree. Perception was judged by means of descriptive statistics such as mean, standard deviation and rank on mean score.

**Table No. 35**  
**Perception of Employees towards quality of work life.**

( N-110)

Sr	Statement	Mean	S. D	Rank
1	The environment offers due respect to individual space and rights.	4.11	0.31	1
2	All necessary resources and equipment are readily available.	3.93	0.54	6
3	The payment is equitable to work I perform.	3.76	0.57	12
4	The pay is both timely and consistent	3.97	0.60	5
5	The job design offers me clear role and definition.	3.98	0.49	3
6	I derive satisfaction from the current job.	3.57	0.61	14
7	The design of my job offers me independence in decision making	3.51	0.66	15

**Perception of Employees towards employee performance**  
( N-110)

Sr	Statement	Mean	S.D	Rank
<b>I</b>	<b>Teaching skills</b>			
1	I use different methods of teaching	4.35	0.52	4
2	Most of the students of my class gets good marks.	4.26	0.62	6
3	I teach every student according to his abilities	4.35	0.58	5
4	I come well prepared for the teaching in class.	4.55	0.50	3
<b>5</b>	If any student, ask question I try to satisfy him at every level.	4.60	0.51	2
<b>6</b>	I make no injustice in marking the papers.	4.62	0.51	1

**Table No. 38**

**Perception of Employees towards job involvement( N-110)**

Sr	Statement	Mean	S.D	Rank
1	I teach every student according to his abilities	4.3	0.6	3
2	I come well prepared for the teaching in class.	4.5	0.5	2
3	If any student ask question I try to satisfy him at every level.	4.6	0.5	1
4	Apart from teaching I fulfil other responsibilities very nicely.	4.5	0.5	2
5	I don't let my domestic affairs to interfere I my duty	4.6	0.5	1

**Hypothesis testing**

**Conclusion:**

Testing of hypotheses have been done by using parametric statistical test and no parametric statistical test to test the designed hypotheses. The result of hypotheses has elaborated and its findings are as follow.

1. It was found that there is a positive relationship between quality of work life and employee performance the result of correlation coefficient is significant at 95% with 109 degree of freedom. It shows that  $r = .990^{**}$  and, p value .000 for two tallied test of significance is less than 0.0005.

2. It was revealed that there is positive relationship between quality of work life and job involvement of employee. the result of correlation coefficient is significant at 95% with 109 degree of freedom. It shows that  $r = .920^{**}$  and t test with 95% confidence interval for the mean differences, t statistics of 13.672 with degree of freedom 109. The two tailed p value is .000 which is less than 5%

**VII. Findings**

- Majority of the respondents are female.

- Most of the respondent are belong to young generation I.e organization is hiring or focusing on young blood.
- Organizations offers individual space and rights.
- Respondents are given all necessary resources and equipment's.
- Most of the respondents are agree that payment is equitable according to their work but many has neutral opinion about this.
- Respondents agreed that payment is both timely and consistent.
- Majority of respondents are neither agree nor disagree about the satisfaction of their current job I.e. they did not give clear opinion.

**VIII. References**

Nitesh Sharma, D. D. (2013). IMPORTANCE OF QUALITY OF WORK LIFE IN SMALL SCALE INDUSTRIES FOR EMPLOYEES. *International Journal of Latest Research in Science and Technolog*, 2(2), 495- 499.

- KAUR, A. EFFECTIVNESS OF INSTRUCTIONAL MODEL BASED ON MIND BRAIN AND EDUCATION SCIENCE APPROACH.
- P. John Anand Raja, D. S. (2013). A study on quality of worklife of employees in steel authority of India, Salem. IJEMR.
- Preethi vijaimadhavan<sup>1</sup>, D. D. (2013). An Empirical Study on relationship among Quality of work life and its factors. IOSR Journal of Business and Management (IOSR-JBM), 12(3), 20-28.
- Sarmah, C. K., & Hazarika, J. (2015). Educational Gender Gap in Assam: A Statistical Analysis. BEST: International Journal of Humanities, Arts, Medicine and Sciences (BEST: IJHAMS), 3(11), 125-130.
- QaiserSuleman, H. D. (2011). EVALUATIVE STUDY OF THE EFFECTIVENESS OF TEACHING PERFORMANCE OF IN-SERVICE PROMOTED SECONDARY SCHOOL EMPLOYEES IN KHYBER PUKHTUNKHWA (PAKISTAN). International Journal of Humanities and Social Science, 1(14), 136-149.
- R. Gayathiri, D. L. (2013, January). Quality of work life- Linkage With Job Satisfaction and Performance. International Journal of Business and Management Invention, Vol 2 (Issue 1), 01-08.
- Radha Yadav, A. K. (2014, September). Literature Review on Quality of work life and their Dimensions. IOSR Journal of Humanities and social sciences (IOSR-JHSS), Vol 19(Issue 9), 71-80.
- Menaria, S., & Chaudhary, S. (2017). A Study on work life balance of Moonlight Women employees in IT sector in Pune region. International Academy of Science Engineering and Technology, 6(5).
- Rethinam G.S., I. M. (2008). constructs of Quality of Work life: A perspective of information and technology professionals. European Journal of Social Science, Vol 7(Issue 1), 58- 70.
- Eya, N. M., ATTAH, F. O., IJEOMA, H. N., & UGWUANYI, C. S. (2020). Socio-Psychological Factors as Correlates of Students' performance in Chemistry: Implication for Science and Engineering Education. International Journal of Mechanical and Production Engineering Research and Development (IJMPERD), 10, 239-248.
- Reza Aghili, K. S. (2015). The relationship between quality of work life and organisational performance of shahrekhorde Employees. GMP Review, 277- 285.
- Sayed Mahmoud Mirahmadi, A. V. (2015). The relationship between quality of working life and employee performance ( A Case study: Government Agencies of Ilam Province, Iran). International journal of review in life sciences, 107-112.
- DHEVIKA, V., & LATASRI, O. A STUDY ON QUALITY OF WORK LIFE AMONG WORKING WOMEN IN TIRUCHIRAPPALLI DISTRICT.
- Shefali Srivastava, R. K. (2014). A study on quality of work life: Key Elements and its Implication. IOSR Journal of Business and Management (IOSR-JBM), PP 54-59.
- Siengthai, M. Z. (2009). Quality of work life and organizational performance: Empirical evidence from Dhaka Export Processing Zone. ILO Conference on 'Regulating for Decent Work. Geneva.
- Sinha, C. (2012). Factors affecting QWL: Empirical evidence from Indian Organisation. Australian Journal of business and management research, 1(11).
- Ugwuanyi, C. S., & Okeke, C. I. (2020). Determinants of university students' interest in science, technology, engineering and mathematics education in nigeria: a case of a structural equation modeling. International Journal of Mechanical and Production Engineering Research and Development, 10 (3): 6209–6218. <http://dx.doi.org/10.24247/ijmperdjun2020590>.

sundari, G. K. (2016, Feb). A Study on Job Involvement of Bank Employees in Private Sector Banks with Reference to Tirupur District. GLOBAL JOURNAL FOR RESEARCH ANALYSIS, 237 -239.

Khan, M. Z. H. (2017). A case study on Occupational health and safety of footwear manufacturing industry. Journal of Business and General Management, 2, 1-6.