

A Study on the Quality of Work Life among Employees in Rapid Data

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Abstract: This study focuses on the quality of work life of employees working in Information Technology based Companies. It tries to determine the role played by the methods and procedures of Work Life Balance in organization success. It is now generally accepted that quality of human capital and its capabilities is critical to the success of an organization. An individual's role in the family has undergone radical change and hence it is imperative that work and life be balanced accordingly. Thus, Quality of work life has assumed much significance. Thus, it is in the interest of organizations to include work-life balance programs as an organizational initiative. Organizations are open to embracing such initiatives to enhance the capabilities of their employees. This study attempts to interpret the Work life balance program being followed in a selected IT company in order to determine further improvement in aspects of working conditions so as to enhance flexibility in work. The study was conducted using primary and secondary data sources which include questionnaire, interview for primary data and company website, company manuals, journals, records and books. The analysis concluded that the organization needs of further adopt employee-friendly procedures and facilities and provides the same to its employees in order to enhance the Quality of work life balance.

Key words: Quality of Work Life, Flexible working Hours, Job satisfaction, Family Satisfaction, Turbulent Business Conditions & Software Companies.

1. Introduction

In simple terms QWL refers to the extent which the members of an organization find the work environment conducive. It is concerned with improving labor - management co-operation to solve many organizational problems, achieving the desired level of performance and securing greater employee satisfaction. QWL means "The degree to which members of a work organization are able to satisfy important personal needs through their experience in the organization". QWL has gained deserved prominence in the Organizational Behavior as an indicator of the overall of human experience in the work place. It plays a key role in any organization and has an effect on the people, their work, performance and self-development as well as organization's development. It basically refers to relationship between the employees and the ecosystem in which he works. It focuses on creating a working environment where employees work co-operatively and achieve results collectively. QWL refers to the degree of which work provides an opportunity for individuals to satisfy the need to survive with some security to the need to interact with others, to have a sense of personal usefulness, to be recognize for achievement and to have an opportunity to improve one's skill and knowledge. Quality of work life refers to the favorableness (or) unfavourableness of job enrichment for people. It refers to the quality of relationship between employees and the total working environment.

It believes that people perform better when they are allowed to participate in managing their work and make decisions.

2. Objectives of the Study

Primary Objective

A study on the quality of work life among employees in Rapid data

Secondary Objectives

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- To study the factors that influence QWL.
- To identify the effects of quality of work-life initiatives on employees.
- To identify the nature of relationship exist between the demographic variables of the respondent and quality of work life.
- To suggest suitable measures for improving Quality of Work Life.

3. Need of the Study

- Quality of Work Life is to help people towards achieving the aim of the organization.
- This study is needed to find out the employee opinion about the Quality of Work Life.
- The study was conducted to know the employees perception towards their work environment, the level of job satisfaction of the employees towards the benefits and facilities provided by the organization.
- This study is needed to spot out the areas for improvement to the management for modification so that the employees will be provided with the improved working condition which will lead to higher productivity and greater organizational effectiveness.

4. Scope of the Study

- The term Quality of work life in its broader sense covers various aspects of employment and non-employment conditions of work.
- This study covers the overall quality of work life of employees, i.e. their job satisfaction, work environment, working hours, work stress, their relation with their colleagues, work assignments, infrastructure provided etc.
- The present study aims at measuring the level of satisfaction of employees and to know about the various welfare activities and benefits provided for the employees.
- The study is dependent on the opinion expressed by all the employees of all the departments.

Limitations of the Study

- The study has not confined to entire population.
- Lack of time allotted for the study act as a major constrain in the study.
- The result of study is only valid to Domain2Host, it can't be extended for the similar kind of industry.

5. Review of Literature

- Payne and Pheysey (2021) in the light of an interesting study conducted on organizational climate came to conclusion that job satisfaction is an indicative of positive Quality of Work Life. This was to highlight qualities of employee's work life. Job satisfaction is an indicative of positive quality of working life. Hence, whatever studies will be put forth on job satisfaction would be determining relationship of some variable as its important determinants.
- Kumar and Bohra (2020), studied relationship of workers job satisfaction with their perception about existing organizational climate. Results revealed that perceived organizational climate effects workers job satisfaction significantly. Workers perceiving organizational climate as democratic had increase in job satisfaction as compared to those who perceived organizational climate as autocratic or undecided.
- Rice (2020), found out the relationship between work satisfaction and quality of life. Work experience and outcomes can affect person's general quality of life both directly or indirectly through their effects on family interaction, leisure activities and levels of health and energy. Modification in workplace can have their effect by changing environment or changing worker's own class and they can affect his quality and family life.
- Venkatachalam et. al (2019), studied that production increased with change adapted by increased Quality of Work Life. Perception of employees, several other factors like security, autonomy, equity of pay and rewards help to increase Quality of Work Life, satisfaction, involvement, work environment and so on. Some finding showed significant positive relationship between Quality of Work Life and Organizational Commitment.
- Linda K. Johnsrud (2018) studied on Quality of faculty work life: the University of Hawaii to describe the changes in QWL from 1998 to now. The objective of the study was to find out the current level of satisfaction. Variables were used Relations with the department chair, campus service, community service, faculty relation, salary and demographic factor.

6. Research Methodology

Research Design

"Descriptive research is used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/ when/why the characteristics occurred."

The purpose of descriptive research is to "Observe, Describe, Document", aspects of the situation as it naturally occurs. Instruments we use to obtain data in descriptive studies include "questionnaires, interviews, observation" the sample size for this study is fixed at 100 employees.

A sample design is a definite plan for obtaining a sample from a sampling frame. It refers to the technique or the procedure the researcher would adopt in selecting some sampling units from which inferences about the population is drawn.

7. Collection of Data

Primary Data

For this purpose, questionnaires were prepared in such that all necessary data would be collected. Sampling method

Secondary Data

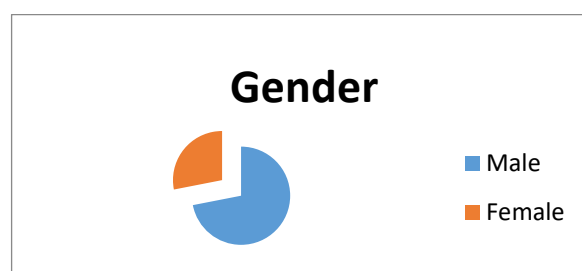
Information regarding the project, secondary data was also required. These data were collected from various source of research journals, books, magazines and internet.

8. Data Analysis & Interpretation Percentage Analysis of the Respondents

Table no: 1

Gender

		Gender			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	54	54.0	54.0	54.0
	female	46	46.0	46.0	100.0
	Total	100	100.0	100.0	



Interpretation

The above table and chart represents that 54 % is of male and 46% is of female.

Table no: 2

		Years			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-5 yrs	54	54.0	54.0	54.0
	5-10 yrs	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

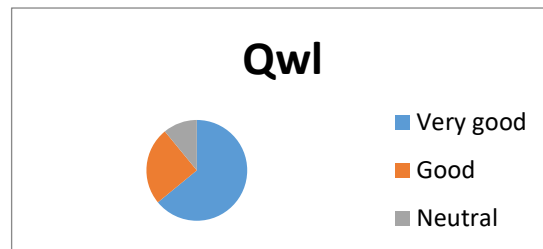


Interpretation:

The above table and chart found that the employees are working in the organization for 0-5 yrs.

Table no: 3

		QWL			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very good	46	46.0	46.0	46.0
	Good	41	41.0	41.0	87.0
	Neutral	13	13.0	13.0	100.0
	Total	100	100.0	100.0	

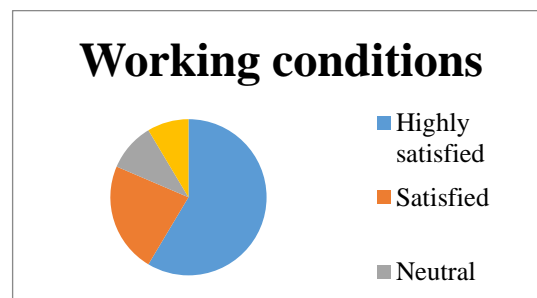


Interpretation:

The above table and chart found that the Quality of work life is very good in the organization.

Table no: 4

Working conditions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Highly satisfied	32	32.0	32.0	32.0
	Satisfied	45	45.0	45.0	77.0
	Neutral	18	18.0	18.0	95.0
	Dissatisfied	5	5.0	5.0	100.0
	Total	100	100.0	100.0	



Interpretation:

The above table and chart found that the working conditions in the organization is highly satisfied.

Chi – Square Test Between Gender and the Working Conditions:

Null Hypothesis:

H0: There is no significance difference between gender and the working conditions in the organization.

Alternative Hypothesis:

H1: There is a significance difference between gender and the working conditions in the organization.

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.718 ^a	3	.633
Likelihood Ratio	1.747	3	.627
Linear-by-Linear Association	.077	1	.782
N of Valid Cases	100		

Interpretation:

P>0.05

DF – Degrees of freedom

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The results indicated that the probability values were higher than 0.633 ($P > 0.05$). Hence, the established null hypothesis is accepted and it is inferred that 'there is no significance difference between gender and the working conditions in the organization'.

Correlation:

Correlation between Performance appraisal system and cordial relationship between employees in the organization:

Correlations

		Performance appraisal	Relationship
Performance appraisal	Pearson Correlation	1	-.142
	Sig. (2-tailed)		.159
	N	100	100
Relationship	Pearson Correlation	-.142	1
	Sig. (2-tailed)	.159	
	N	100	100

Interpretation:

The above table depicts that the main diagonal are all equal to 1. It clearly shows that the Pearson correlation coefficient for performance appraisal system of the respondents and cordial relationship among employees is -0.142 which is significant ($p > .001$ for a two-tailed test), based on 100 respondents observation.

One Way Anova between Current Job and Career in the Organization:

Hypothesis:

H₀: The awareness level of respondents towards the current job does not vary with career.

ANOVA

Current job					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	2.134	3	.711	1.645	.184
Within Groups	41.506	96	.432		
Total	43.640	99			

Interpretation:

It is obvious from the table above that there is no significant difference ($\text{sig} = 0.184$) in awareness level of respondents towards the current job among the respondents. This finding indicates the awareness level of respondents towards the current job vary with career.

9. Findings

- The above table and chart represents that 54 % is of male and 46% is of female.
- The above table and chart found that the employees are working in the organization for 0-5 yrs.
- The above table and chart found that the Quality of work life is very good in the organization.
- The above table and chart found that the working conditions in the organization is highly satisfied.
- The results indicated that the probability values were higher than 0.633 ($P > 0.05$). Hence, the established null hypothesis is accepted and it is inferred that 'there is no significance difference between gender and the working conditions in the organization'.
- The above table depicts that the main diagonal are all equal to 1. It clearly shows that the Pearson correlation coefficient for performance appraisal system of the respondents and cordial relationship among employees is -0.142 which is significant ($p > .001$ for a two-tailed test), based on 100 respondents observation.
- It is obvious from the table above that there is no significant difference ($\text{sig} = 0.184$) in Awareness level of respondents towards the current job among the respondents. This finding indicates the awareness level of respondents towards the current job vary with career.

Suggestions

- Policies can be reframed and some good entertainment and relaxation programs can be organized for employees.
- Improving good relationship with employees and providing friendly environment in the organization.
- Workers may be encouraged to offer suggestions for making improvements in the organization. This makes them feel their importance in the company.
- Sufficient training programs can be arranged so that the worker productivity could be improved.

10. Conclusion

Social security scheme as well as welfare measures that are undertaken by the company are appreciable. These measures are not only for the company but also for the respondents through satisfaction levels a company can ascertain whether an employee has shown his/her best performance on given job.

Welfare measures of the respondents should be taken seriously by the top management to improve the satisfaction level by providing various benefits and facilities to them.

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