

# A Study on Quality of Work Life of Employees

Dharamvir

Assistant Professor C D R J M Butana Sonipat (India)

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### Corresponding Author

Email: dharam.jajoria@gmail.com

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## ABSTRACT

Quality of Work Life manages different parts of workplace, which encourages the human asset advancement proficiently. In this manner, Quality of Work Life helps in the improvement of HR. Actually; QWL incorporates and propels the representatives to bring into the world further for present and future jobs. QWL as a procedure by which an association reacts to worker requirements for creating instruments to enable them to share completely in settling on the choices that plan their lives at work. This investigation is to discover the financial foundation of the workers and their Contribution to QWL. Fifty respondents were chosen from the worker classes so the scientist receives the straightforward irregular examining system utilizing the lottery strategy. The analyst chose the respondents from all classes of representatives by utilizing basic arbitrary inspecting. From the investigation we can arrive the resolution that the nature of work life adds to the laborers' execution in a comprehensive way. The examination additionally encourages us to realize the escape clauses of the Company in giving the specialists' essential necessities. It additionally encourages us to know how the specialists are treated by the administration. It additionally causes the laborers to address their complaints.

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## 1. Introduction

Human Resource Development strategies incorporate execution investigation and improvement, preparing and advancement, vocation arranging and advancement, hierarchical change and improvement and quality circles. Nature of Work Life manages different parts of workplace, which encourages the human asset improvement proficiently. In this way, Quality of Work Life helps in the advancement of HR. Actually; QWL incorporates and inspires the workers to bring into the world further for present and future jobs.

Representatives at the grass root level experience a feeling of dissatisfaction due to the low dimension compensation, poor working conditions, negative terms of business, brutal treatment by their bosses and such, while administrative staff feel disappointed in light of distance over the states of business, relational clashes, job clashes, work weights, absence of opportunity in work nonappearance of difficult work and so on.

### Definition

QWL as a procedure by which an association reacts to worker requirements for creating instruments to enable them to share completely in settling on the choices that plan their lives at work. As indicated by Wheeler and Hunger that the Quality of, Work Life underlines improving the human component of work. They should they to improve QWL by presenting participative critical thinking, rebuilding work, presenting creative reward frameworks, and improving the workplace.

### Meaning of Quality Work Life (QWL)

There are two different ways of taking a gander at what QWL implies, one way it meets Quality of Work Life with a lot of goal, authoritative conditions and practices. The other way compares QWL with worker's recognitions that they are protected, moderately very much fulfilled and ready to develop

and create as individuals. This relates QWL to how many the full scopes of human needs are met.

QWL alludes to the favorableness' or unfavourableness of an occupation domain for individuals. QWL like projects normally accentuate worker aptitude advancement, the decrease of word related pressure and improvement of increasingly agreeable work the board relations.

## 2. Review of Literature

As indicated by Stein (1983) and Reid (1992) have additionally perceived the significance of remuneration in deciding QWL. Stein (1983) distinguished pay as being one of five essential segments of QWL. Stein incorporates pay under the class of outside remunerations, which notwithstanding pay incorporates advancement or position, and rank or status. Like Walton (1973) and Orpen (1981), (Newell, (2002); Stein, (1983); Kerce and Booth-Kewley, (1993); Bertrand, (1992) and Harrison (2000), concur that sheltered and solid work conditions significantly affect QWL. Newell (2002) features that QWL includes influencing enhancements to the physical working conditions under which representatives to work so as to make their work setting progressively great. Walton (1973) declares that encountering a high QWL is needy upon the degree to which occupations enable the worker to utilize and build up his/her abilities and skills. In light of the abovementioned - referenced, occupations ought to contain various highlights that would permit workers the chance to utilize and build up their human limits and in the long run experience QWL. These highlights incorporate self-sufficiency, expertise assortment, task centrality and criticism, weightiness and wholeness. As per this determinant of QWL, the accentuation is moved from occupation to professional success (Walton, 1973). In spite of the fact that Orpen's (1981) inquire about mirrors a level of cover between this determinant and the past one, correspondingly what he classified as

'happenstance for self-improvement' incorporates center upon the open doors that are given to workers to progress in their vocations. This additionally identifies with the possibility of expert learning as a way to vocation improvement or progression potential outcomes.

H.C. Ganguly (1964) in his examination clarifies on Indian laborers endeavored to inspect different variables prompting work fulfillment or disappointment and positioned sufficient income at the primary spot. Different variables which are positioned high are professional stability and open door for headway. Different factors, for example, work status and eminences, working hours, connection with associates and so forth have been positioned as low helpers.

Skrovan (1983) expressed that the contribution and interest of representatives in the production of their working environment were a focal point of each QWL procedure. Through this procedure, all individuals from the association, through proper channels of correspondence set up for this reason, have some state about the plan of their employments specifically and the workplace by and large.

As indicated by Kotze (2005) work-family balance upgrades a person's QWL, as inclusion in various jobs shields or supports people from the impacts of contrary encounters in any one job. Past this buffering impact, work-family balance is thought to advance prosperity in a more straightforward way. Adjusted people experience low dimensions of pressure while instituting jobs, probably as they are partaking in job exercises that are remarkable to them.

**3. Sampling**

The measure of the Universe is 200, which comprise of, 22 Supervisors and 178 Apprentice. Taking the entire populace is all the more exorbitant and tedious, an agent test ought to be gotten and ends attracted should speak to the entire populace. Fifty respondents were chosen from the worker classes so the scientist receives the straightforward arbitrary inspecting strategy utilizing the lottery technique. The analyst chose the respondents from all classes of representatives by utilizing basic arbitrary testing.

**4. Objective of Study**

1. To study the various influencing factors of the QWL.
2. To study the socio economic background of the employees and their Contribution to QWL.
3. To suggest suitable measures for improving Quality of Work Life.

**Hypothesis**

There is a noteworthy connection between the age of the respondents and their general nature of work life. There is a critical connection between the instructive capability of the respondents and their general nature of work life. There is a noteworthy connection between the pay of the respondents and their general nature of work life.

**Distribution of the respondents by their qualification**

Serial No	Qualification	No of Respondent	%
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1	Up to 12	12	24
2	UG	29	58
3	PG	5	10
4	Other	4	8

**Findings:** The above table shows that greater part 58 percent of the respondents are Under Graduates, 24 percent of the respondents are underneath +2, 10 percent of the respondents are PG and 8 percent has a place with certificate holders.

**Inference:** From the discoveries it tends to be accepted that more alumni with Diplomas in designing are utilized since the work requires in fact talented representatives.

**Distribution of the Respondents by their Experience**

Serial No	Experience in years	No of Respondent	%
1	2 years	5	10
2	3-5yr	6	12
3	6-8yr	9	18
4	Above yr	30	60

**Findings:** The above table uncovers that greater part of the respondents for example 60 percent have over 9 years experience, 18 percent have 6-8yrs exp, 12 percent have 3-5 yrsexp and 10 percent have 2yrs exp.

**Inference:** Taking the above discoveries it demonstrates that the greater part of the respondents have 9 years experience. Aside from that the rest is seen in different classes. This demonstrates the respondents held for their activity.

**The Income Derived from Work is Satisfactory**

Serial No	Scale	No of Respondent	%
1	Strongly Agree	3	6
2	Agree	12	24
3	No Opinion	27	54
4	Disagree	7	14
5	Strongly Disagree	1	2

**Findings:** The above table shows that larger part 54 percent of the respondents have no supposition, 24 percent of the respondents were in concur, 14 percent firmly dissent, 6 percent of the respondents emphatically concurs and remaining 2 percent unequivocally opposes this idea.

**Inference:** The discoveries demonstrate that the greater part of the respondents have no feeling and others being placed in various classes talk well those income consumptions relies upon family status.

**Company Provides Safety Devices Adequately**

Serial No	Scale	No of Respondent	%
1	Strongly Agree	5	10
2	Agree	40	80
3	No Opinion	2	4
4	Disagree	2	4
5	Strongly Disagree	1	2

**Findings:** The above table shows that by far most (80 percent) of the respondents concur, 10 percent of the respondents unequivocally concur, 4 percent of the

respondents unbiased, 4 percent of the respondents differ and 2 percent emphatically oppose this idea.

**Inference:** The discoveries give that larger parts of the laborers appreciate the satisfactory wellbeing gadgets at work spots. A couple can't help contradicting it, for they may have discovered some lack or may have been utilized in different organizations.

**Training is Conducted at Regular Intervals**

Serial No	Scale	No of Respondent	%
1	Strongly Agree	2	4
2	Agree	38	76
3	No Opinion	5	10
4	Disagree	5	10
5	Strongly Disagree	0	0

**Findings:** The above table demonstrates that 76 percent of the respondents concur with the announcement, 10 percent of the reaction is found in no conclusion and differ and the rest of the 4 percent firmly concurs.

**Inference:** From the above table and further subsidizing is one can induce that there is preparing being directed at standard interims. Since the activity requires development in innovation.

**Good Supervision of Work**

Serial No	Scale	No of Respondent	%
1	Strongly Agree	2	4
2	Agree	41	82
3	No Opinion	7	14
4	Disagree	00	00
5	Strongly Disagree	00	00

**Findings:** The above table shows that 82 percent of the respondents agree, 14 percent have no opinion and 4 percent strongly agrees.

**Inference:** The findings show that workers agreed to the statement that they are being supervised in the proper manner. It is the fact that can be understood by the majority of the respondents.

**Skills Identified and Fully Utilized**

Serial No	Scale	No of Respondent	%
1	Strongly Agree	3	6
2	Agree	14	28
3	No Opinion	27	54
4	Disagree	5	10
5	Strongly Disagree	1	2

**Findings:** The above table shows 54 percent of the respondents have no opinion of the above statement, 28 percent agrees, 10 percent disagrees and 6 percent strongly agrees and 2 percent strongly disagrees.

**Inference:** The finding demonstrates the unawareness of their own skills and talents to exhibit to others in the workplace.

**Opportunities Given to Apply Skills Possessed**

Serial No	Scale	No of Respondent	%
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1	Strongly Agree	00	00
2	Agree	23	46
3	No Opinion	23	46
4	Disagree	4	8
5	Strongly Disagree	00	00

**Findings:** The above statement indicates that 46 percent is the response opted for agree and no opinion and 8 percent disagree.

**Inference:** The findings show that there is an equal response to the statement above from the respondents saying that the first half agree to fact that there are opportunities and are given to apply their skills while the second half had no opinion regarding this.

**Interpersonal Relationship between Supervisor and Workers**

Serial No	Scale	No of Respondent	%
1	Strongly Agree	3	6
2	Agree	39	78
3	No Opinion	6	12
4	Disagree	2	4
5	Strongly Disagree	0	0

**Findings:** The above table shows that 78 percent agrees with the statement, 12 percent have no opinion, 6 percent strongly agrees and 4 percent disagree.

**Inference:** The findings show that the existence of good interaction among the fellow workers also the management is supportive of such working climate.

**Quality of Work Life is Overall Good**

Serial No	Scale	No of Respondent	%
1	Strongly Agree	4	8
2	Agree	8	16
3	No Opinion	32	64
4	Disagree	6	12
5	Strongly Disagree	00	00

**Findings:** The above table shows that 64 percent have no opinion, 16 percent agrees, 12 percent disagrees and 8 percent strongly agrees with the statement.

**Inference:** The Finding shows that the majority had no opinion, from this it can be understood the lack of awareness on the part of workers about the quality of work life.

**Distribution of the respondents and their various dimension of Quality of work life**

SR.No	Various dimension of quality of work life	No. of respondents (n=50)	Percentage (100%)
1	Compensation		
	Low	16	32
	High	34	68
Mean: 11.7800 / Median: 12.0000/ S.D.: 1.58166 / Min.: 6 / Max.: 15			
2	Safety and healthy working condition		
	Low	24	48
	High	26	52

	Mean: 15.4000 / Median: 16.0000 / S.D.: 2.21313 / Min.: 10 / Max.: 20		
3	Opportunities for use and development of skills and abilities		
	<b>Low</b>	<b>21</b>	<b>42</b>
	<b>High</b>	<b>29</b>	<b>58</b>
	Mean: 18.3600 / Median: 20.0000 / S.D.: 3.53270 / Min.: 8 / Max.: 25		
4	Work environment		
	<b>Low</b>	<b>27</b>	<b>54</b>
	<b>High</b>	<b>23</b>	<b>46</b>
	Mean: 14.0600 / Median: 14.0000 / S.D.: 2.26247 / Min.: 6 / Max.: 19		
5	Social relationship		
	<b>Low</b>	23	46
	<b>High</b>	27	54
	Mean: 23.2200 / Median: 24.0000 / S.D.: 2.78692 / Min.: 16 / Max.: 30		
6	Welfare measures		
	<b>Low</b>	22	44
	<b>High</b>	28	56
	Mean: 22.6000 / Median: 23.0000 / S.D.: 3.28882 / Min.: 12 / Max.: 30		
7	Job satisfaction		
	<b>Low</b>	19	38
	<b>High</b>	31	62
	Mean: 22.7200 / Median: 23.5000 / S.D.: 2.89292 / Min.: 14 / Max.: 29		
8	Overall quality of work life		
	<b>Low</b>	25	50
	<b>High</b>	25	50
	Mean: 128.1400 / Median: 128.5000 / S.D.: 13.85200 / Min.: 96 / Max.: 162		

The above table demonstrates that greater parts (68 percent) of the respondents were in abnormal state pay and remaining 32 percent of the respondents were in low dimension. The above table uncovers that a dominant part (52 percent) of the respondents were in abnormal state wellbeing and sound working condition and the rest of the 48 percent of the respondents were in low dimension.

The above table demonstrates that a dominant part (58 percent) of the respondents were in abnormal state open doors for the utilization and advancement of aptitudes and capacities and the rest of the 42 percent of the respondents were in low dimension. The above table demonstrates that larger parts (54 percent) of the respondent were in the low dimension working condition and the rest of the 46 percent of the respondents were in abnormal state. The above table demonstrates that dominant parts (54 percent) of the respondent were in abnormal state social relationship and the rest of the 46 percent of the respondents were in low dimension.

The above table uncovers that a dominant part (56 percent) of the respondents were in abnormal state welfare and the rest of the 44 percent of the respondents were in low dimension. The above table demonstrates that dominant parts (62 percent) of the respondents were in an abnormal state of occupation fulfillment and the rest of the 38 percent of the respondents were in low dimension. The above table demonstrates that every half (50 percent) of the respondents were in high and low dimension of in general nature of work life.

**Karl Pearson Coefficient Correlation Relationship between Age of the Respondents and their Overall Quality of Life**

Sr.No.	Age	No. of Respondents (n=50)	%(100)
1	Compensation	.258	P>0.05 Not Significant
2	Safety and Healthy Working Condition	-.010	P>0.05 Not Significant
3	Opportunities for use and Development of Skills and Ability	-.002	P>0.05 Not Significant
4	Work Environment	-.21	P>0.05 Not Significant
5	Social Relationship	-.021	P>0.05 Not Significant
6	Welfare	-.219	P>0.05 Not Significant
7	Job Satisfaction	-.188	P>0.05 Not Significant
8	Overall Quality of Life	.41	P>0.05 Not Significant

The above table indicates that there is no significant relationship between the age of the respondents and their overall quality of work life. Hence, the calculated value is greater than the table value.

**Research hypothesis:** There is a significant relationship between the age of the respondents and their overall quality of work life.

**Null hypothesis:** There is no significant relationship between the age of the respondents and their overall quality of work life.

**Statistical test:** Karl Pearson coefficient correlation test was used to test the above hypothesis. **Findings:** The above table (43) indicates that there is no significant relationship

between the age of the respondents and their overall quality of work life. Hence, the calculated value is greater than the table value. So the research hypothesis is rejected and the null hypothesis is accepted.

**Karl Pearson Coefficient Correlation Relationship between Educational Qualification of the Respondents and their Overall Quality of Life**

Sr.No.	Age	No. of Respondents (n=50)	%(100)
1	Compensation	-.198	P>0.05 Not Significant
2	Safety and Healthy Working Condition	.172	P>0.05 Not Significant
3	Opportunities for use and envelopment of Skills and Ability	-.181	P>0.05 Not Significant
4	Work Environment	-.120	P>0.05 Not Significant
5	Social Relationship	-.009	P>0.05 Not Significant
6	Welfare	-.062	P>0.05 Not Significant
7	Job Satisfaction	-.162	P>0.05 Not Significant
8	Overall Quality of Life	-.161	P>0.05 Not Significant

The above table demonstrates that there is no huge connection between the instructive capability of the respondents and their general nature of work life. Subsequently, the determined esteem is more prominent than the table esteem.

**Research hypothesis:** There is a significant relationship between the educational qualification of the respondents and their overall quality of work life.

**Null hypothesis:** There is no significant relationship between the educational qualification of the respondents and their overall quality of work life.

**Statistical test:** Karl Pearson coefficient correlation test was used to test the above hypothesis. **Findings:** The above table demonstrates that there is no huge connection between the instructive capability of the respondents and their general nature of work life. Henceforth, the determined esteem is more noteworthy than the table esteem. So the exploration speculation is rejected and the invalid theory is acknowledged.

**Karl Pearson Coefficient Correlation Relationship between Income of the Respondents and their Overall Quality of Life**

Sr.No.	Age	No. of Respondents (n=50)	%(100)
1	Compensation	.121	P>0.05 Not Significant
2	Safety and Healthy Working Condition	.222	P>0.05 Not Significant
3	Opportunities for use and Development of Skills and Ability	-.055	P>0.05 Not Significant
4	Work Environment	.080	P>0.05 Not Significant
5	Social Relationship	.130	P>0.05 Not Significant
6	Welfare	.249	P>0.05 Not Significant
7	Job Satisfaction	-.030	P>0.05 Not Significant
8	Overall Quality of Life	.105	P>0.05 Not Significant

The above table (45) shows that there is no significant relationship between the income of the respondents and their overall quality of work life. Hence, the calculated value is greater than the table value.

**Research hypothesis:** There is a significant relationship between the income of the respondents and their overall quality of work life.

**Null hypothesis:** There is no significant relationship between the income of the respondents and their overall quality of work life.

**Statistical test:** Karl Pearson coefficient correlation test was used to prove the above hypothesis.

**Findings:** The above table shows that there is no significant relationship between the income of the respondents and their overall quality of work life. Hence, the calculated value is greater than the table value. So the research hypothesis is rejected and the null hypothesis is accepted.

**5. Suggestions**

The Company should concentrate on laborers' welfare by giving the fundamental necessities, for example, quality nourishment and clean sterile types of gear which will provide for the specialists mentally, sincerely and physically fit enough to work. The Company ought to likewise deliver the

arrangements to the representative with the goal that they don't feel denied of their rights. Likewise the Company ought to give enthusiastic help and direction when the specialist is unpredictable or not performing admirably which may brought about by his family circumstance.

**6. Conclusion**

From the examination we can arrive the resolution that the nature of work life adds to the specialists' execution in an all encompassing way. The investigation additionally encourages us to realize the escape clauses of the Company in giving the laborers' essential necessities. It likewise encourages us to know how the specialists are treated by the administration. It likewise encourages the specialists to address their complaints. All in all an examination on Quality of Work Life helps in the improvement of Human Resources.

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