

# A Study On Quality Of Work Life With Reference To A Private Limited Company

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**Abstract-** *This study has been enriched to identify the Quality of work life in the organisation. In fact it is an attempt to provide a better understanding of quality of work life in organizations in order to enhance the employee performance if needed.*

*Optimal work-life conditions contribute significantly to employee performance, given that employees represent the most dynamic assets within organizations. Attaining their peak performance hinges upon their satisfaction, and enhancing their satisfaction relies on cultivating a high quality of work life. By prioritizing aspects such as work environment, job security, work-life balance, and opportunities for growth and development, organizations can foster an environment where employees are motivated, engaged, and empowered to deliver their best work. This emphasis on quality of work life not only enhances employee satisfaction but also translates into higher levels of productivity and performance, ultimately benefiting both individuals and the organization as a whole.*

*The study is based on descriptive research and which should be in the form of simple random sampling. Questionnaire is used to collect primary data and conceptual reviews is used for secondary data collection through books, websites, The data is to be analysed with percentage analysis, correlation, regression, chi square, one way annova.. The sample taken for this study was 200 population.*

*This review underscores the multifaceted nature of QWL and its significance as a key determinant of employee well-being and organizational effectiveness.*

## I. INTRODUCTION

Quality of work life encapsulates the connection between an employee and their environment, introducing the human element alongside the technical and economic dimensions typically associated with work. It emphasizes the creation of a pleasant workplace conducive to teamwork and collaborative productivity among staff members. The work environment is a crucial aspect of employees' Quality of Work Life in an organization. It falls under the management's

responsibility to provide a conducive work environment that facilitates optimal performance. To prevent potential issues, management should ensure a stress-free work environment, make necessary information readily available for task accomplishment, offer fair compensation, maintain a safe and healthy workplace, and motivate employees through effective supervision.

## FACTORS INFLUENCING QUALITY OF WORK LIFE:

### Organizational Culture:

The values, norms, and practices within an organization greatly impact the quality of work life experienced by employees.

### Leadership Style:

The approach taken by leaders in managing and motivating employees can significantly affect their satisfaction and engagement levels.

### Workload and Job Design:

The distribution of tasks, workload balance, and the design of job roles influence employees' sense of accomplishment and fulfillment.

### Work Environment:

Physical, psychological, and social aspects of the workplace, such as safety, comfort, and interpersonal relationships, contribute to the overall quality of work life.

### Compensation and Benefits:

Fair and competitive compensation, along with comprehensive benefits packages, play a crucial role in employees' perception of their work life quality.

### Recognition and Reward Systems:

Acknowledgment of employees' contributions through recognition programs and fair reward systems can enhance motivation and job satisfaction.

#### **Communication and Feedback:**

Open, transparent communication channels and regular feedback mechanisms foster trust, collaboration, and a sense of belonging among employees.

#### **Workforce Diversity and Inclusion:**

Creating an environment that values diversity, promotes inclusion, and ensures equal opportunities for all employees is essential for fostering a positive quality of work life.

#### **Challenges in Achieving Quality of Work-Life:**

- Work-Related Stress.
- Job Insecurity and Economic Pressures.
- Work-Life Conflict.
- Technological Intrusion and Boundary Blurring.
- Lack of Organizational Support and Flexibility.
- Cultural Norms and Stigma.
- Role Overload.
- Generational Differences and Expectations

### **II. NEED FOR 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.

### **III. OBJECTIVE OF THE STUDY**

- To understand employees current working circumstances at the company.
- To determine the factors influential on work life balance.

- To study the perception level of employees to determine the Quality of work life.
- To suggest suitable measures to improve the quality of the working environment.

### **IV. SCOPE OF THE STUDY**

The goal of this study is to understand how employees feel about their jobs and the workplace, by understanding this the company can figure out what's working well and what needs improvement for employee satisfaction. Happy employees tend to be more productive, miss fewer workdays, and have fewer accidents, this can lead to a safer work environment, better quality products, and a more positive atmosphere for everyone.

### **V. LITERATURE REVIEW**

**Kishore Kulothungan (2023)** The work life balance is considered to be a key factor in terms of the success of employees. The goal of this study is to review theoretical literature on work-life balance as its impact on the organisation work. The research work sought to examine extensively whether there is a relationship between labour flexibility and production efficiency, relationship between employer-employee and increased productivity, work climate and turnover rate, and lastly job protection and retention of employees. The study therefore suggested that labour stability, employer-employee relationship, work atmosphere and job protection have a positive impact on improved production quality, increased efficiency, employee turnover rate, retention of employees. The results showed that when workers perceive a work-life imbalance, they respond negatively, and that management should implement work-life balance strategies to enhance employee performance. It has been inferred from the research results that the work-life balance is of considerable importance to modern work organisations.

**Dr. SRIDEVI MAGANTI (2022)** Work is an essential aspect of our daily lives since it is our source of income, career, or business. In the era of globalization, hyper-competition, and the unpredictability of a continuously changing environment, an organization's success is determined by the strategies it employs to improve the Quality of Work Life of its workers. Quality of work life is a crucial notion that is extremely important in the lives of employees. Quality of work life denotes a healthy balance of work and personal life, which also ensures organizational efficiency and employee job satisfaction. This research study attempted to find out the factors that have an impact and significant influence on quality of work life of employees. The success of every organization is highly dependent on how well it

attracts recruits, motivates, and retains its employees. Currently, organizations need to be more flexible so that they are equipped to develop their workforce and enjoy their commitment towards their tasks. These findings add a better understanding of ways by top management in attempts to attain a career fit between the needs of the employees and the needs of the organization. This article throws light on the analysis of the Quality of work life of employees in Reliance industries limited KGD-6, Gadimoga and the study concluded that the suitable organizational culture, compensation policy, career growth and relative facilities lead to a satisfied employee mind set which ensured the overall organization productivity.

**Reny Yuniasanti (2022)** Quality of Work Life is important for companies to employ quality workers and for workers it can be useful to ensure their welfare, have a good working climate and conditions and ultimately have a personal psychological impact on each worker. Therefore, in the 5.0 era, which requires that we be able to use modern-based science (AI, robots, IoT) to serve human needs in order to create a society that enjoys life and feels comfortable. The purpose of this research is to present comparisons so that readers can enrich their understanding of quality. working life. The conclusion that influences the quality of work life in 15 (fifteen) journals that have been reviewed dominantly is seen in 9 (nine) factors from Cascio's opinion and 12 (twelve) factors from Chandranshu Sinha's opinion. In the era of society 5.0, a differentiation strategy is also needed, namely an organizational strategy that aims to produce a product or service that is different from the products or services of other companies. Human resources with good quality of work life will easily implement a differentiation strategy because the factors that influence it coupled with the use of advanced technology that are developing will advance the industry in a country.

**Dr. E.T. Lokganathan (2021)** In the recent technological era, the work schedule of the employees working in IT industry has become more hectic and it is tough to maintain their work life balance. The main objective of the study is that to evaluate the work life balance of employees working in IT industry and to find the impact of work life balance towards work satisfaction. For this purpose a sample of 450 was collected from the respondents were percentage analysis, descriptive statistics, one-way Anova, Factor analysis and Multiple regression were used as statistical tools to analyse the data. The conclusion is that the employees working with IT industry in Coimbatore are not much satisfied towards their work life balance; hence they are facing difficulties with various problems related to personal life and psychological well-being which has to be scrutinized in a future period of time.

**Pranav Mittal (2021)**, found in his study that People working in software industry find it very hard to maintain the work-life balance. However, 23% people believe that TCS offers them opportunity to balance their work as well as their personal life. Another important factor that lures the workforce towards TCS is the company's work environment. About 16% of employees voted TCS for providing a favorable and healthy work environment. Colleagues are the people with whom you spend most of your time at workplace. Also, for running a project successfully, an understanding and cooperative team is an absolute necessity. About 15% of the respondents say that it is one of the major reasons they are associated with TCS. People tend to like a company that understands the needs of its workforce. An employee-friendly leave policy and regulations are among the top five reasons why people continue to work with the firm. 14% people have approved of TCS of having good leave policy.

**Dr. Cross Ogohi Daniel (2020)**. The main objective of this research is analysis of quality work life on employee's performance. quality of work life is fast becoming an imperative issue to achieve the goals and objectives of the organization in every sector be it education, service sector, organization sector, tourism, manufacturing, etc. attrition, employees commitment, productivity etc. depend upon the dimensions of quality of work life i.e. job satisfaction, organizational commitment, reward and recognition, participative management, work life balance, proper grievances handling, welfare facilities, work environment, etc. an organization offers a better QWL then it grows the healthy working environment as well as pleased employee. high QWL can give a result in better organizational performance, effectiveness, innovativeness, etc. consequently, to contribute better life for all those peoples whom organizational members serve and with whom they deal and interact.

**Pathak. A. K, P. Dubey, Deepak Singh (2020)**, the profitability and productivity of organization depends on the performance and commitment of its employees. Every employee has a personal and professional life; both of these are very difficult to separate. If an organization wishes to have better productivity and more commitment from employees, then they have to be committed and satisfied. This can be achieved by an individual when have a fulfilled life inside and outside and his work and is accepted and respected for the mutual benefit of the individual and the organization. Organizations are social systems where human resources are the most important factors for effectiveness and efficiency and need effective managers and employees to achieve their objectives. Work life balance is partly employer's and partly individual responsibility. The present article deals with surveying the past literatures on work life balance and job

satisfaction in various sectors of Industries in India and abroad.

## VI. RESEARCH METHODOLOGY

### Introduction

Research methodology is the systematic approach employed by researchers to investigate a particular phenomenon, problem, or question. It serves as the blueprint for conducting a study, guiding researchers through the process of data collection, analysis, interpretation, and conclusions. A robust research methodology is crucial for ensuring the validity, reliability, and credibility of the research findings.

### Research Design

A research design is purely and simply the framework or plan for a study that guides the collection and analysis of data. A research design is the arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure. The research design is the conceptual structure within research is conducted it constitutes the blueprint for the collection measurement and analysis of data. In the research survey conducted, the research design adopted is “DESCRIPTIVE RESEARCH DESIGN”

### Descriptive Research:

In social sciences and business research we quite use the term Ex Post Facto research for descriptive research studies. The main characteristic of this method is that researcher has no control over the variable; he can only report what has happened and what is happening.

Descriptive research is the one the simply describes something such as demographic characteristics of consumers who used the product/services. The study is something occurs or how two variables vary together. This study is typically hypothesis.

Types of research design:

- Exploratory research design
- Descriptive and diagnostic research design
- Experimental/causal research design

The research design followed for the study is descriptive type of research. It is typically concerned with

determining the frequency with which something occurs or how two variables vary together. Descriptive research studies are those studies which are concerned with the characteristics of a particular individual, or of a group.

### Sampling:

Sampling is a process used in statistical analysis in which a predetermined number of observations are taken from a larger population. Sampling Design: A sample design is a finite plan for obtaining a sample from a given population.

### Population:

The company's population ranges from 220 to 250, and it forms the workplace for the present study.

### Sample size:

The number of the sampling units selected from the population is called the size of the sample. A sample of 200 respondents were obtained from the population.

### Sampling Technique:

Simple random sampling technique is used for the study.

## STATISTICAL TOOLS SPSS

Statistical package for social sciences (SPSS) is mean for statistical analysis of data. It has tools to obtain accurate result. SPSS is a computer program used for survey authoring and deployment, data mining, text analytics, statistical analysis, and collaboration & deployment.

- Statistical Tools Used
- Regression
- Chi square test
- Correlation analysis
- One way ANOVA

### Percentage analysis:

Percentage refers to a special kind of ratio. Percentage is used in making comparison between two or more series of data. In this study, the number of people who responded in a particular manner is interpreted in the form of percentages.

$$\text{Percentage} = \left( \frac{\text{No of respondents}}{\text{Total no of respondents}} \right) * 100$$

**Chi Square test:**

The Chi-Square test is a statistical procedure for determining the difference between observed and expected data. This test can also be used to determine whether it correlates to the categorical variables in our data. It helps to find out whether a difference between two categorical variables is due to chance or a relationship between them.

Chi square is calculated by,

$$\chi^2 = \sum(O_i - E_i)^2/E_i$$

Where, O = Observed Frequencies

E = Expected Frequencies

The calculated frequencies of  $\chi^2$  is compared with the table value, for the given degree of freedom at a specified level of significance (5% and 10%). If the calculated value of  $\chi^2$  is more than the table value, then the difference between the variables is considered to be significant or otherwise insignificant.

**Correlation:**

Correlation is a statistical measure that shows the extent to which two variables are linearly related. In other words, it tells you if there's a connection between two things, but it doesn't necessarily mean one causes the other.

**Coefficient of correlation:**

The degree to which the two variables are interrelated is measured by a coefficient which is called the coefficient of correlation.

**One way ANOVA**

Analysis of variance (ANOVA) is an analysis tool used in statistics that splits an observed aggregate variability found inside a data set into two parts: systematic factors and random factors. The systematic factors have a statistical influence on the given data set, while the random factors do not. Analysts use the ANOVA test to determine the influence that independent variables have on the dependent variable in a regression study.

**Regression**

Regression analysis refers to assessing the relationship between the outcome variable and one or more variables. The outcome variable is known as the dependent or response variable and the risk elements, and co-founders are

known as predictors or independent variables. The dependent variable is shown by "y" and independent variables are shown by "x" in regression analysis.

**VII. LIMITATIONS OF THE STUDY**

- Converting qualitative data into quantitative data may often lead to inaccurate results.
- The respondents may not have expressed their strong negative feelings about the policies, which results in the error of central tendency.

It's hard to tell if the employees really answered all the questions honestly without being scared, because their opinions are confusing.

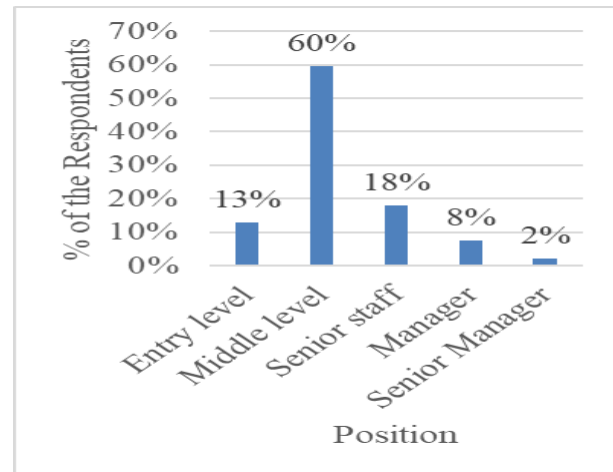
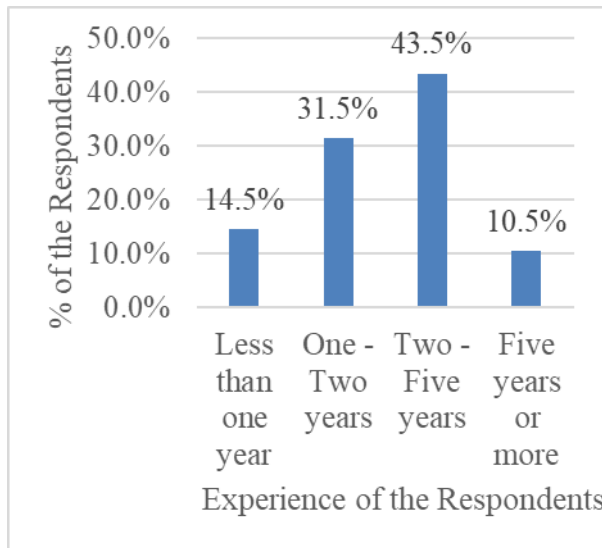
**VIII. DATA ANALYSIS AND INTERPRETATION****PERCENTAGE ANALYSIS****(a) Table showing experience of the respondent**

SI NO	EXPERIENC E OF THE RESPONDEN TS	NO OF RESPONDEN TS	% OF THE RESPONDEN TS
1	Less than one year	29	15%
2	One - Two years	63	32%
3	Two - Five years	87	44%
4	Five years or more	21	11%
	<b>TOTAL</b>	<b>200</b>	<b>100%</b>

**INTERPRETATION**

The majority of respondents, comprising 44% of the total, have two to five years of experience. Following closely behind, 32% of participants have been in their respective fields for one to two years. Next, 15% have less than a year of experience, indicating a smaller but notable group. Lastly, 11% of respondents possess five years or more of experience

**Chart showing experience of the respondent**



(c) Table showing healthy work environment

(b) Table showing designation of the respondent

SI NO	DESIGNATION OF THE RESPONDENTS	NO OF RESPONDENTS	% OF THE RESPONDENTS
1	Entry level	26	13%
2	Middle level	119	60%
3	Senior staff	36	18%
4	Manager	15	8%
5	Senior Manager	4	2%
	<b>TOTAL</b>	<b>200</b>	<b>100%</b>

SI NO	OPINION	NO OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly Agree	97	48.5%
2	Agree	97	48.5%
3	Neutral	5	2.5%
4	Disagree	1	0.5%
	<b>TOTAL</b>	<b>200</b>	<b>100%</b>

**INTERPRETATION**

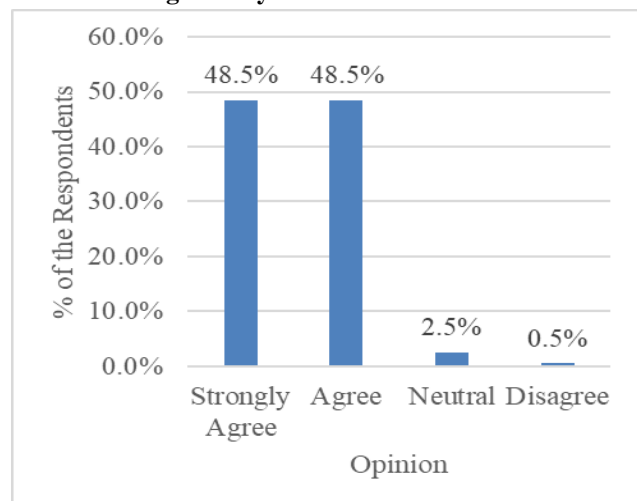
The highest proportion of respondents, constituting 60% of the total, hold middle-level positions within their organizations. Following this, 18% are classified as senior staff, indicating a significant but smaller group. Entry-level positions account for 13% of the respondents, representing another notable segment. Finally, a smaller proportion, comprising 8% of the participants, are managers, while senior managers have smallest of 2%.

Chart showing designation of the respondent

**INTERPRETATION**

The survey reveals an equal split between respondents who strongly agree and agree, both comprising 48.5% of the total, indicating a significant majority who express positive sentiment. A small proportion, 2.5%, remain neutral on the topic, while just 0.5% disagree with the statement presented.

Chart showing healthy work environment



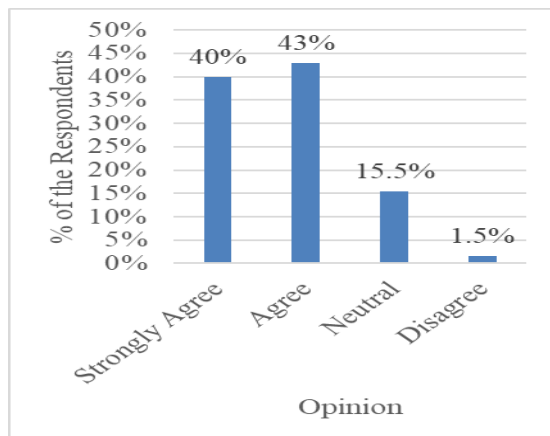
(d) Table showing opportunity to develop job skills

SI NO	OPINION	NO OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly Agree	80	40%
2	Agree	86	43%
3	Neutral	31	15.5%
4	Disagree	3	1.5%
	<b>TOTAL</b>	<b>200</b>	<b>100%</b>

INTERPRETATION

The majority of respondents, comprising 43% of the total, agree that they have opportunities to develop their job skills, indicating a significant level of satisfaction with the available avenues for skill enhancement. Following closely behind, 40% strongly agree with this sentiment, suggesting a substantial portion of participants who strongly feel they have ample opportunities for skill development. A notable proportion, 15.5%, remain neutral

Chart showing opportunity to develop job skills



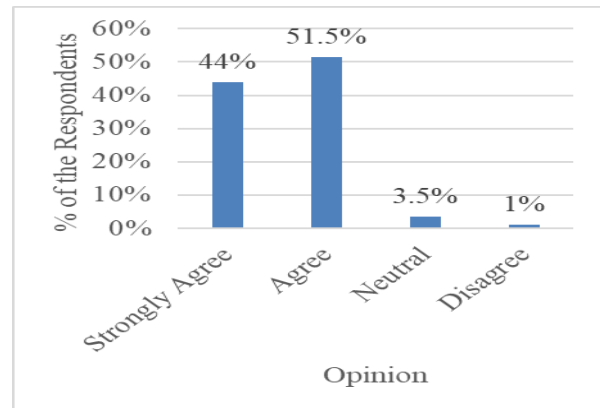
(e) Table showing respondents equality among peers

SI NO	OPINION	NO OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly Agree	88	44%
2	Agree	103	51.5%
3	Neutral	7	3.5%
4	Disagree	2	1%
	<b>TOTAL</b>	<b>200</b>	<b>100%</b>

INTERPRETATION

The majority of respondents, comprising 51.5% of the total, agree that there is equality among their peers, indicating a significant level of satisfaction with the fairness within their work environment. Following closely behind, 44% strongly agree with this sentiment, suggesting a substantial portion of participants who strongly feel that equality exists among their peers. A smaller proportion, 3.5%, remain neutral

Chart showing respondents equality among peers



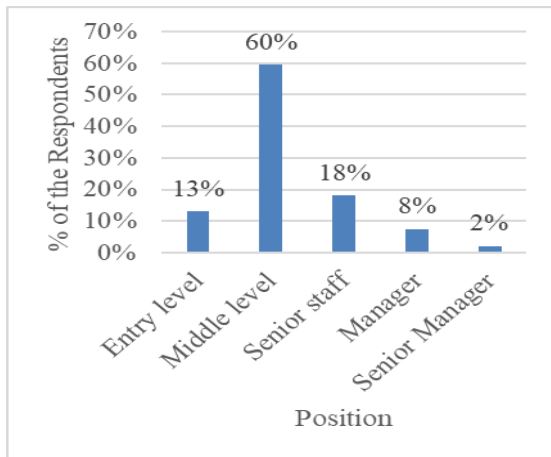
(f) Table showing good quality of work life

SI NO	OPINION	NO OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly Agree	52	26%
2	Agree	135	67.5%
3	Neutral	9	4.5%
4	Disagree	4	2%
	<b>TOTAL</b>	<b>200</b>	<b>100%</b>

INTERPRETATION:

The majority of respondents, making up 67.5% of the total, agree that they have a good quality of work life. Following closely behind, 26% strongly agree with this statement, indicating a significant portion of participants who are highly satisfied. A smaller proportion, 4.5%, remain neutral on the matter, suggesting a minor uncertainty among respondents. Lastly, only 2% disagree, representing the smallest group who feel their work life quality is not satisfactory.

Chart showing good quality of work life



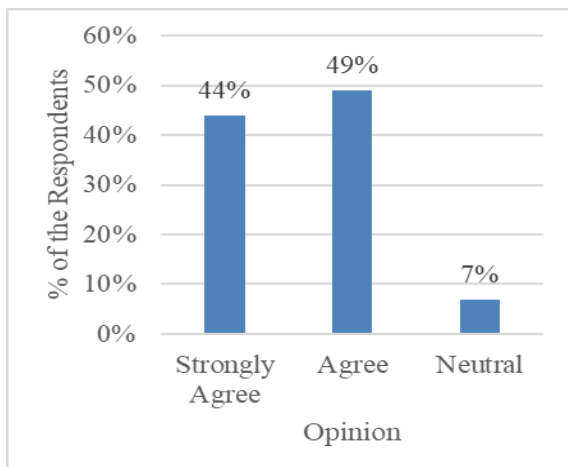
(g) Table showing peaceful work environment

SI NO	OPNION	NO OF RESPONDENTS	% OF THE RESPONDENTS
1	Strongly Agree	88	44%
2	Agree	98	49%
3	Neutral	14	7%
	<b>TOTAL</b>	<b>200</b>	<b>100%</b>

**INTERPRETATION**

The majority of respondents, comprising 49% of the total, agree that they experience a peaceful work environment, indicating a significant level of contentment. Following closely behind, 44% strongly agree with this sentiment, suggesting a substantial portion of participants who strongly feel their work environment is peaceful. A smaller proportion, 7%, remain neutral

Chart showing peaceful work environment



**CORRELATIONSTHE DIFFERENCE BETWEEN QUALITY OF WORK LIFE AND EMPLOYEE JOB PERFORMAANCE**

**NULL HYPOTHESIS (H0):** There may be no relationship between quality of work life and employee job performance.

**ALTERNATIVE HYPOTHESIS (H1):** There is a relationship between quality of work life and employee job performance.

**Correlations**

	worklife of the respondents	job performance of the respondent
Work life of the respondents	Pearson Correlation: 1	.625**
	Sig. (2-tailed): .000	
	N: 200	200
job performance of the respondents	Pearson Correlation: .625**	1
	Sig. (2-tailed): .000	
	N: 200	200

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**INTERPRETATION**

The Pearson correlation coefficient of 0.625 suggests a strong positive relationship between work-life satisfaction and job performance among respondents. This indicates that individuals who report higher satisfaction with their work-life tend to demonstrate better performance in their jobs. The significance level of 0.01 confirms that this correlation is statistically significant. Hence H1 is accepted.

**RESULT**

The above table there is a person correlation value is 1. So, it is a perfect positive correlation.

**REGRESSION THERE IS A RELATIONSHIP BETWEEN WORK SHIFTS AND INCOME OF RESPONDENTS.**

**Null Hypothesis (H0):** There is a significant linear relationship between work shifts and income of respondents.

**Alternative Hypothesis (H1):** There is no significant linear relationship between work shifts and income of respondents.



**Variables Entered/Removed<sup>a</sup>**

Model	Variables Entered	Variables Removed	Method
1	company standards of the respondents <sup>b</sup>		Enter

a. Dependent Variable: workshift of the respondent

**Model Summary**

Model	R	R Square	Adjusted Square	RStd. Error of the Estimate
1	.783 <sup>a</sup>	.613	.611	.46829

a. Predictors: (Constant), company standard of the respondent

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	68.899	1	68.899	314.182	.000 <sup>b</sup>
	Residual	43.421	198	.219		
	Total	112.320	199			

a. Dependent Variable: workshift of the respondent

b. Predictors: (Constant), company standard of the respondent

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	
	B	Std. Error	Beta	
1	(Constant)	-.038	.108	-.351
	company standard of the respondent	.063	.783	1.108

a. Dependent Variable: workshift of the respondent

**INTERPRETATION**

The regression analysis indicates a significant relationship between the company standard and the work shift of respondents ( $p < 0.001$ ). For every unit increase in the company standard, there is a corresponding increase of 1.108 units in the work shift, suggesting a strong positive association.

**RESULT**

The regression analysis indicates a significant positive relationship between the company standard and the work shift of the respondent ( $\beta = 0.783$ ,  $p < 0.001$ ). This suggests that individuals in companies with higher standards tend to have work shifts with greater consistency or predictability. Hence alternative hypothesis has been accepted.

**IX. FINDINGS**

- Years of experience vary, with the highest percentage of respondents having 2-5 years of experience (43.5%), followed by 1-2 years (31.5%), less than one year (14.5%), and five years or more (10.5%).
- A majority of respondents also perceive their workplace as safe, with 56.5% strongly agreeing and 41% agreeing.
- The majority of respondents perceive their working conditions as peaceful, with 49% agreeing and 44% strongly agreeing.
- Respondents largely agree that their workplace is clean and spacious, with 60.5% agreeing and 37% strongly agreeing.
- Respondents mostly agree that they receive correct information about their job, with 56.5% agreeing and 40.5% strongly agreeing.
- A significant proportion of respondents perceive they have skill development opportunities, with 43% agreeing and 40% strongly agreeing.
- Respondents mostly agree with the annual raise in position, with 49% agreeing and 41% strongly agreeing.
- The majority of respondents either strongly agree (44%) or agree (51.5%) with the equality of their peers.
- In terms of group working, the majority either agree (56%) or strongly agree (41.5%).
- Respondents mostly agree with the encouragement of mutual help, with 35% agreeing and 32% strongly agreeing.
- A significant proportion of respondents express satisfaction with their work-rest periods, with 51% agreeing and 44.5% strongly agreeing.

**X. SUGGESTION**

- Encourage managers to set realistic workload expectations, can assign efficient amount of work.
- Resources for stress management like flexi time and flexi place to improve overall work satisfaction.
- Can offer regular feedback and recognition programs once in a month to acknowledge employees' efforts and boost morale.

**XI. CONCLUSION**

In conclusion, the study indicates various aspects of respondents' experiences and perceptions in the workplace. While many express satisfaction with factors such as performance, income, and work environment, opportunities for improvement exist in areas like work-life balance, skill development, and safety. Addressing these areas through

targeted initiatives, transparent communication, and supportive policies can enhance overall employee satisfaction, well-being, and productivity, ultimately contributing to a positive and thriving work environment. Ultimately, the success of any organization depends on the collective efforts and commitment of its workforce. By prioritizing employee satisfaction and well-being, organizations can cultivate a positive workplace culture that not only attracts top talent but also fosters long-term loyalty, productivity, and success.

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