

A Study on Quality of Worklife and Linkage between Humanwell Being

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Abstract- *Quality of work life is one of the essential domains in peoples' lives and also affects and shapes many of the gears of the common or complete quality of life i.e. wellness of organizational members, as well as humans related directly or indirectly to the organization. Many researches had been made with regard to the QWL and still the studies are being conducted but only some studies had been made with regard to the human well being by linking QWL. Employees in the organizations face lot of problems due to certain situations arising in the organizations that directly affect the life of employees, their families and the others linked directly or indirectly linked to the organization. The present article provides a framework on how the organizations have to create the better QWL to bring the improvement in the human's behavior both inside organization and outside the organization.*

Keywords- Quality of work life, Well being of humans, Management of Personnel, spirituality.

I. INTRODUCTION

Many organizations i.e. from small scale to large scale have become a leading type of institutions in the world. The present world is being ruled by these organizations which are directly involved in raising and controlling the nation's wealth and resources, and deeply penetrate, influence and shape the various spheres and domains of life on the earth in the form of Technological, economic, political, social, cultural, educational, health, recreational, etc. Organizations show the positive effects i.e. providing the facilities that help in coping the survival of human life as well as the negative effects too which can be termed as pollution, global warming, environmental and ecological destruction, due to the Liberalization, globalization and privatization that made organizations borderless and can reach nations and continents to do their routine business activities.

Enlighting the QWL and Human Well-being

Quality of work life was first introduced in the 1960 s (Davis, 1977). Robbins (1989) defined QWL as "a process by which an organization responds to employees' needs by developing mechanism to allow them to share fully in making the decisions that design their lives at work. The unique use of

QWL referred to the quality of the relationship between the worker and the working environment considered as a whole, and was intended to lay emphasis on the human dimension of work commonly forgotten in the concentration on the technical and economic factors of job design (Gray and Smeltzer, 1989: 641). QWL is "the favorable conditions and environments of a work place that support and promote employees' satisfaction by providing them with rewards, job security and growth opportunities".

Quality of Work Life has gained deserved prominence in Organizational Behavior as an indicator of the overall quality of human experience in the workplace, (Schermerhorn et al. 1994). The concept of QWL expresses a special way of thinking about people, their work and the organizations in which their careers are fulfilled. Clear objectives are established such as high productivity should be achieved along with job satisfaction by the people who do the work. The study on QWL has been shown interested by many of the scientists, and researchers to put emphasis on Human well-being. Some of the writers don't differ on what are its main facets or constituents. The literature reveals that different models of QWL have been proposed by various authors and writers; following is a discussion of a number these models.

Nadler and Lawler, (1983) stressed that there are certain benchmarks of managerial excellence to be considered for employees that involve the Employee participation that involves people from all levels in decision making. Developing trust, redesigning jobs, systems and structures to give people freedom at work. Also to reinforce by creating reward systems that are fair, relevant and contingent on work performance and have responsiveness for making the work setting more pleasant and able to serve individual needs.

Gray and Smeltzer (1989) identified the factors for Quality of Work Life such as adequacy in compensation, Safe and healthy working conditions, Immediate opportunity to use and develop human capacities, Opportunity for continued growth and security, Social integration in the work organization, Constitutionalism, Balance of work and life, Social relevance of work life.

Proposed Framework for QWL – Human well – being Linkage:

The Human well-being and the Quality Work Life are interdependent, multi-faceted and multi dimensional complex construct that encompasses many interacting factors. Every QWL dimension/factor may affect more than one state/self of human well-being

Ethical standards and ethical behavior up gradation is becoming a critical challenge faced by organizations and managers at present, and in future at, and outside, the workplace setting. Among the measures and actions that organizations can, and should, undertake to address this issue and bring a reversal trend, include, but not limited to, the following:

1. The organizations should not only serve the interests of owners and managers but also clearly recognize and actively pursue serving the interests and welfare of broader societies, at community, national and global levels, as their ultimate mission and purpose.
2. Organizations should institutionalize, nourish and enforce a strong ethical culture that stresses and respects: integrity, honesty, openness, truthfulness, accountability, transparency, equity, risk tolerance, focuses on means as well as ends, collaboration, and respects and protects fundamental rights.
3. Provide the training and educate all organizational members on ethics. Policies, procedures, committees and mechanisms necessary to be implemented effectively.
4. Organizations should encourage and reward behaviors that contribute to greening organization and management, preserving and protecting environment and natural resources and safeguards our planet, and enhancing global citizenship behavior.
5. Respecting core or universal values: respect for human dignity, respect for basic rights, and be good citizens (Robbins and Coulter, 2005:199).

II. STATEMENT OF THE PROBLEM

QWL is significant in relation to job satisfaction and overall performance in an organization. But now-a- days employees are dissatisfied with the several functions of the job and dealing with social relationship in the organization consequent upon the mechanization and automation of the industry. Poor quality of work life may lead to increased absenteeism, stress and ultimately job dissatisfaction. Therefore, organizations are required to adopt a strategy to improve the employee's quality of work life to satisfy both the organizational objectives and employee needs.

III. SCOPE OF THE STUDY

This study attempts to examine the quality of work life and its impact on various employees. This study is mainly focused on the worklife of employees in spinning mill, Rajapalayam. The worklife of an employee has studied with the help of various factors like Demographic variables of Age group, Gender, Income level, Educational qualification, working experience and the influencing variables like co-worker, job satisfaction, and superior. Provide the training and educate all organizational members on ethics. Policies, procedures, committees and mechanisms necessary to be implemented effectively. Respecting core or universal values: respect for human dignity, respect for basic rights, and be good citizens This study helps to identify the problems exist in the company that affect the quality of work life and take efforts to improve the QWL.

IV. STUDY AREA

Rajapalayam is a town and a special grade municipality. Rajapalayam climate is apt for setting the textile mills and the economy is based on the manufacture of textiles. There are a lot of spinning mills and weaving cotton, as well as a large cotton market.

V. OBJECTIVES OF THE STUDY

The present study has designed with a view to achieve the following objectives

1. To assess the quality of work life among the employees who are working in various cadre of an employees.
2. To analyse the relationship between the training and educate all organizational members on ethics Policies, procedures, committees and mechanisms necessary to be implemented effectively. Respect for human dignity, respect for basic rights, and be good citizens and the likes that may enhance the quality of work life.
3. To determine the work related factors like job satisfaction, motivation, grievance handling mechanisms, training programme, supervisor, stress level that affect the quality of work life.
4. To suggest methods for improving QWL by highlighting the employee's expectations and required changes.

VI. DATA COLLECTION

Both primary data and secondary data have been used to analyse the quality of work life. It has been collected through a well designed, pre-tested individual schedule, constructed for those study. Likert five point scales have been used to measure the work related attitude of respondents.

Personal data has been collected to identify the relationship between the factors of work related and demographic variables. Attempt is also made to find out if quality of work life has any significant relationship with Human wellbeing. Secondary data has been taken from various books, journal, magazines, and websites and so on.

VII. SAMPLE DESIGN

Sample of 100 respondents has been taken from spinning mills located at Rajapalayam from the population of 1000 workers belongs to various textile mills located at Rajapalayam by using random sampling method. Convenient Random Sampling method has been used to collect the data.

VIII. REVIEW OF LITERATURE

Michael (1997) studied the impact of quality of work life on organizational commitment and concluded that by enhancing the QWL; changes will take place in an organization.

Davoodi (1998) in a research entitled “Study on the impact of quality of work life on job satisfaction among operational staff of Mobarekh Steel Complex” concluded that involvement in decision making related to work and work conditions has a significant relationship with job satisfaction.

Ali Nafafi (2006) concluded that there is a positive and significant relationship between quality of work life and manager’s profiting. This means that as the quality of work life increases, the profits of an organisation will also improve.

Maryam Fallah (2006) in her dissertation entitled “Study and analysis of the relationship between quality of work life and performance of Kosar economical organization staff” concluded that there is a significant relationship between quality of work life and performance of staff.

Taghi Shahr Ashoob (2006) concluded that there is a positive and significant relationship between quality of work life and organizational commitment.

IX. ANALYSIS AND INTERPRETATION

Quality of work life has been determined by the motivational factors among the employees in an organization

CHI-SQUARE ANALYSIS

In order to test the relationship between the QWL and Human wellbeing of the employee in the company, the chi-square statistical tools has been used to analyse.

TABLE NO:1
RELATIONSHIP BETWEEN THE QWL AND HUMAN WELLBEING

Variables	Respondents with	D.F	Level of Significance	Table value	Calculated Value	Hypothesis acceptance
QWL	FACTORS OF HUMAN WELLBEING	12	5 %	21.026	14.75	Alternative hypothesis accepted

The above table shows that there is a significant relationship between the QWL of an employee and HUMAN WELLBEING of an employee. To analyse this employee’s relationship between the training and education for the organizational members on ethics, Policies, procedures, committees and mechanisms and their effective implementation are assessed along with the Respect for human dignity, respect for basic rights, and be good citizens and the likes that may enhance the quality of work life has been assessed with the help of correlation between the variables.

TABLE NO:2
CORRELATION BETWEEN THE VARIABLES

PARTICULARS	CORRELATION VALUE
job satisfaction	-0.157307295
grievance handling,	0.19196706
motivation	-0.201098545
training programme	-0.075792438
stress level that affect the quality of work life	-0.390825294

It is understood from the above table that there is a positive relationship between the superior and job satisfaction of an employee (i.e) the superior is having good relationship with their subordinates, so the quality of work life seems to be good. It also shows that there is a negative correlation between the job satisfaction and grievance handling, training programme, health and safety measures, and co-workers. It shows the interpersonal relationship between the employees are lacking in an organization and also many companies has to give more importance in providing health and safety environment to the employees and they should have an ear to hear the worker’s problem and take steps to rectify the worker’s problem.

TABLE NO:3
Weighted Arithmetic Mean

PARTICULRS	WEIGHTED ARITHMETIC MEAN VALUE
Effective communication between the co-worker	3.9
Health and safety is priority in the work place	4.02
Opportunity to grow and learn new skills	3.9
Speak up and voice their opinion	4.04
Employees feel that they give valuable contribution to the success of an organization	3.86
Superior provide individual help and support	3.97

The weighted arithmetic mean has also been used to assess the opinion about the co-workers, health and safety, Training programme, Grievance handling, job satisfaction and the superior. The most influential factors of the above said variable with score are given below in the table. The above table shows that there is an effective communication between the co-workers and the company has given priority to the health and safety measures, there is an opportunity to grow and learn new skills in an organization and so there is a chance to show a very good performance by employees.

X. CONCLUSION AND FUTURE RESEARCH

Quality of Work Life has been placed more value recently on a high Quality of Work Life for many reasons. It enhances and promotes the total human well-being of organizational members, upgrades their professional roles and other personal roles at family, community, national and global levels. High Quality of Work Life can result in better organizational performance, effectiveness, innovativeness, etc.

Consequently, contributing to better life for all those peoples whom organizational members serve, and with whom they deal and interact. High Quality of Work Life can help protect and preserve our lives and the earth planet and what lives on it. Thus developing and maintaining high Quality of Work Life place work deserves greatest attention and concern, though it is no easy task.

The framework presented in this paper has been developed to reflect the complexity of both Quality of Work Life and human well-being to make wider managers' understanding and their recognition of the significance of the relationship between Quality of Work Life and human well-being. Also, the conceptual framework would help managers focus attention and effort on building and nurturing those workplace factors that can contribute more significantly to high Quality of Work Life.

However managers need to be aware that some workplaces are more or less susceptible and adoptive to such

transformation. Hopefully, the proposed framework would stimulate further research, especially empirical research aimed at testing the model in real life setting. The framework provides a promise for researchers to study the relationship between certain QWL factors and particular human well-being states, in different settings. It is expected that further research would examine which QWL factors can enhance a particular well-being self/state in different settings.

A cheerful and healthy employee will give better yield, craft good decisions and positively contribute to the organizational goal. An assured good quality of work life not only attracts young and new talent but also retains the existing experienced talent. This study conducted with 100 respondents revealed the impact of quality of work life factors like autonomy, work load, employee engagement, utilizing skills and abilities, occupational stress, career growth etc. The results of the study shows the intensity of working conditions and the behavioural aspects of the respondents in the study area also notified as the basic strategy for improving the quality of work life that results in increase in productivity. This study also recommends the promotional policies to improve the quality of work life in the company

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