

A Study on Quality of Work life at Novature It Solutions

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Abstract— Quality of work life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Quality satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work Quality of work life is a process in organizations, which enables its members at all levels to participate actively and effectively in shaping the organization environment, methods, and outcomes. The objective of the study is to help the organization to know the level of satisfaction of the workers and executives at various hierarchical levels, towards the facilities and welfare amenities provided by them and also to find out the challenges and difficulties faced by the management in providing better quality of Work life to the employees. Most of the employees covered under my study have not been found to be feeling any stress in their jobs and related working environment. It has been an interesting revelation that there is no employee in ORGANISATION, is working here just for the sake of the job and most of the employees are not only comfortable with ORGANISATION, but also feeling proud of being in the company There should be no communication gap between the team leader and group members. The communication flow must be improved to make it smooth to maintain cordial inter personal relations in the organization. The training and development programs have to be more effectively planned and implemented.

Keywords: Hr, Work life, Reliability, job satisfaction

I. INTRODUCTION

Quality of Work Life is the existence of a certain set of organizational conditions or practices. This definition frequently argues that a high quality of work life exists when democratic management practices are used, employee's jobs are enriched, employees are treated with dignity and safe working conditions exist Quality of Work Life refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work. Quality of Work Life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Companies interested in enhancing employees Quality of Work Life generally try to instill in employees the feelings of security, equity, pride, internal democracy, ownership, autonomy, responsibility and flexibility

II. OBJECTIVE OF THE STUDY

- The objective of the study is to find out the quality of working life of the employees in ORGANISATION.
- The objective of the study is to help the organization to know the level of satisfaction of the workers and executive's at all hierarchical levels towards the facilities and welfare amenities provided by them.

- The study is also aimed at reviewing the working conditions including total Environment to bring in positive change for betterment of the Quality of Work Life of employees.
- The objective of the study is also to find out the challenges and difficulties faced by the management in providing better Quality of Work Life to the employees. The objective of the study is also to find out the thinking of the employees with respect to work

III. SCOPE OF STUDY

- The Scope of the study covers employees of all the departments and in ORGANISATION in order to understand their point of view with respect to Quality of Work Life.
- Though ORGANISATION is an small organization in the corporate sector, the analysis of Quality of Work Life at ORGANISATION gives a better understanding of the concept.
- The scope of the study also includes the response of the employees to the various measures taken by the management of ORGANISATION to make the Employees comfortable at the work place.
- The scope is also widened to find out the expectations of the employees from the Management with respect to the above concept
- The scope also includes the importance attributed to the grievance

IV. LITERATURE REVIEW

Quality of Work Life is the existence of a certain set of organizational conditions or practices. This definition frequently argues that a high quality of work life exists when democratic management practices are used, employee's jobs are enriched, employees are treated with dignity and safe working conditions exist.

Another definition equates Quality of Work Life with the impact of working conditions on employee well-being. This definition emphasizes the degree to which individuals are accident free, enjoy good health, express satisfaction and are able to grow and develop as human beings.

In recent years the phrase "Quality of life" has been used with increasing frequency to describe certain environmental and humanistic values neglected by industrial productivity and economic growth. Within business organizations attention has been focused on the Quality of human experience in the work place. At the same time many firms have questioned their viability in increasingly competitive world markets. These dual concerns have created a growing interest in the possibilities of redesigning the nature of work. Many current organizational

experiments seek to improve both productivity for the organization and the quality of working life for its members.

Quality can be assessed by factors like performance, reliability, aesthetics, and complying with customer requirements. Quality refers to “freedom from wastage, freedom from trouble and freedom from failure”.

V. METHODOLOGY OF STUDY AND DATA COLLECTION

A. Primary Source

Primary source includes the data that is collected from ORGANISATION and selected respondents. The required information is collected in the following ways:

- Administered a structured questionnaire.
- On the basis of observation.
- By interacting with the concerned employees.

Tools used for data collection are as follows:

- Discussions (Unstructured Discussions)
- Questionnaire (Structured Questionnaire)

1) Unstructured Discussion

Under this method of data collection the researcher personally interviews the respondents to gather the information. The respondents are asked to present their views and opinions about the topic under discussion. The opinions of the respondents are used as the primary source of information for preparing the study report

2) Structured Questionnaire

It is usually associated with the self-administered tools with items of the closed or fixed alternative type. The respondents feel greater confidence in the anonymity of questionnaire than in that of any interview. It places less pressure on the subject of immediate response. These were the reasons for choosing questionnaire as one of the tools for data collection.

The questionnaire consists of two types of questions:

3) Close-ended questions

The close-ended questions consist of multiple choices, which offer the respondents with a choice of specific answers.

4) Open-ended questions

An open-ended question is a question where no choices of answer are given the respondent and the respondent is given freedom to respond according to his wish.

B. Secondary Source

Secondary source is that information that is obtained from those sources other than direct sources and the information is collected through the mentioned ways.

- Company’s Website.
- Magazines and Journals.
- Text books published on Human Resource Management.
- Websites and Search engines.
- Other records.

VI. DATA ANALYSIS AND INTERPRETATIONS

In this study there are 50 employees are working in this company. In 50 employees 14 females and 36 males are working to these employees a reliable questionnaire are given in the sheets like feedback from every employees should mark answers to each and every question according

to their designation and gender. Every employee has different opinion and designation and gender they have answered. With the help of these questionnaires we concluded some points of company with the help of these point we can overcome uncertainties. Higher level employees feel good in working with this company where lower level feels quit good hence these are the analysis made for the final conclusion.

Quality of work life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Quality satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work

Quality of work life is a process in organizations, which enables its members at all levels to participate actively and effectively in shaping the organization environment, methods, and outcomes. The objective of the study is to help the organization to know the level of satisfaction of the workers and executives at various hierarchical levels, towards the facilities and welfare amenities provided by them and also to find out the challenges and difficulties faced by the management in providing better quality of work life to the employees. Most of the employees covered under my study have not been found to be feeling any stress in their jobs and related working environment. It has been an interesting revelation that there is no employee in ORGANISATION, is working here just for the sake of the job and most of the employees are not only comfortable with ORGANISATION, but also feeling proud of being in the company There should be no communication gap between the team leader and group members. The communication flow must be improved to make it smooth to maintain cordial inter personal relations in the organization. The training and development programs have to be more effectively planned and implemented

Sex	Qwl Scores		Total	Percentage
	42-53	54-66		
Male	27	10	37	74
Female	12	1	13	26

Table 6.1: Employee Genders percentage

H1: Employee gender does not influence the quality of work life

Chi-Square Test: C1, C2

Expected counts are printed below observed counts

Chi-Square contributions are printed below expected counts

C1	C2	Total
1	27	10
28.86	8.14	
0.120	0.425	
2	12	1
10.14	2.86	
0.341	1.210	

Total 39 11 50

Chi-Sq = 2.096, DF = 1, P-Value = 0.148

1 cells with expected counts less than 5.

H1 is upheld. Men and women have equal opinions on QWL

- Reliability of questionnaire with respect to quantitative items established using Excel solver namely reliability calculator, chronbach alpha coefficient is 0.76 as shown below

Cronbach's Alpha	0.76 2872 007		Reliability Calculator			
Split-Half (odd-even) Correlation	0.57 0847 523		created by Del Siegel (dsiegle@uconn.edu)			
Spearman-Brown Prophecy	0.72 6801 952					
Mean for Test	50.4 8					
Standard Deviation for Test	5.32 2555 777					
KR21	4.46 3266 025		Questions	Subjects		
KR20	4.79 0419 997		18	50		
	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6
Subject1	Q1	Q4	Q5	Q6	Q7	Q8
Subject2	3	3	3	3	3	2
Subject3	3	3	3	3	1	3
Subject4	3	3	3	3	3	3
Subject5	3	3	2	3	4	3
Subject6	4	3	4	3	4	2
Subject7	3	4	4	3	3	1
Subject8	3	3	3	3	3	2
Subject9	3	4	2	5	3	3
Subject10	3	4	3	3	3	3
Subject11	4	4	4	3	1	4
Subject12	4	3	2	4	4	4
Subject13	3	3	2	4	2	4

Fig 6.2: Snap shot of reliability calculated data

VII. LIMITATIONS OF STUDY

- The time taken for my project study was six months to gather opinions from the employees and the management; it took 45 days for survey
- The data collected by me through primary source is constrained by the sample sizes which are only 50 employees.
- The Data collected other than the questionnaire is from the secondary source only.

- The analysis has been undertaken by using selective technical tools. Settlement procedure as a part of Quality of Work Life by the employees.

VIII. FINDINGS AND CONCLUSIONS

The following are the Findings and Conclusions of the study:

- (1) Most of the employees covered under my study have not been found to be feeling any stress in the job related and working environment.
- (2) The employees in general felt that the work culture in the company is good
- (3) c .It has been an interesting revelation that there is no employee in NOVATUER ITSOLUTION, is working here just for the sake of the job and most of the employees are comfortable with ORGANISATION, but also feeling proud of being in ORGANISATION.
- (4) The ORGANISATION training and development modules have been developed in a systematic way where in employee training need is assessed and met timely i.e. they are trained in due course.
- (5) Coming to study of personal attitudes, the employees have been found to be
- (6) Optimistic, sincere and they never try to avoid work.
- (7) The employees working in the company are able to satisfy and achieve the organizational goals through their experience completely.
- (8) The employees working with ORGANISATION are confident to say that
- (9) They know about their duties and responsibilities, as such there is no role conflict or role ambiguity.
- (10) h. employee it concluded that designation influence quality of work life
- (11) employee it is concluded that gender dose not influence quality of work life
- (12) The employees of ORGANISATION are fully satisfied with the grievance settlement procedure. It would be observed from the foregoing that most of the employees are satisfied with the Quality of Work Life at ORGANISATION and also with the compensation packages, leave policies, training and development programs, performance appraisal systems which are in accordance with their expectations.

IX. BENEFITS OF QUALITY OF WORK LIFE

- It increase in individual productivity, accountability and commitment.
- For better teamwork and communication.
- For improving the morale of employees.
- It reduce organizational stress.
- It improve relationships both on and off the job.
- It improve the safety working conditions.
- It provide adequate Human Resource Development Programs.
- It improve employee satisfaction.
- It strengthen workplace learning.
- It better manage on-going change and transition.

- It participate in management at all levels in shaping the organization
- Loss of long term employee guarantees
- The need for enhanced work place skills

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