

FACTORS AFFECTING ON QUALITY OF WORK LIFE OF EMPLOYEES

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ABSTRACT:-

The aim of this research was to study the effect of shift work and relationship between qualities of work life. Quality of work life affects work engagement & to compare the white-collar employees differentiate from blue-collar employee. The framework was developed by five factors affecting the quality of work life is (1) Job inspiration (2) Organization shared value (3) Relationship (4) Quality of work life (5) leadership. A total 50 employees are investigating by structured questionnaires. Result indicates that: (1) result of faculty members are relationship showed that quality of work life has positive leadership. (2) Quality at the workplace refers to how satisfied people are with their work & lives.

Quality at work has become popular subject matter for both academicians and practitioners. Any organization success is highly depend on how to attracts, recruits, motivates & retains its work force. It is well-known that there is a lot of information about the safety and health at work, provided by several organizations. The laws, strategies and solutions regarding the best practices developed in other parts of the world can also provide additional valuable information and references for creating safe, healthy and productive work places.

Keywords: Quality at workplace, Effects of shift work, safety and health at work.

1. INTRODUCTION:-

Quality of work life research has uncovered important predictors; so far it has been absent present and has not been totally explore. It is one of the most important issues in every organization. Emergence of helpful psychology has been a strong activate for research investigate the theory of quality. Quality is typically described as a state of good, but it is highly subjective. In other terminology, the state of quality can describe experimentally, and the affective pitch it contains described as positive in all society. Quality doesn't depend on certain external event, but rather on a diversity of thoughts. Universities, as key factors in social, economic, culture & political development, play a vital role in educating human capital. Analyzing the influential factors of growth and development in all developed or emerging societies indicate that the efficiency & effectiveness of educational system in any country promotes its inclusive development & growth. Faculty members as one of the greatest resources of any. Reduce costs that incur due to high level of stress. Philosophy is a quality of work life. A set of principles which grasps that people are the best resources in the organization as they are honest. Responsible & capable of making valuable contribution & they should be treated with dignity & respect. The psychological and social factors may positively or negatively influence any employees in the work he/she performs. Job satisfaction depends on the employee's expectations & on the possibilities of the work environment to meet them. This expectation may be related to salary, opportunities for professional development, management, collaborative relationship with others & to the extent of the employees freed to influence labor organization (Stansfeld & Candy 2006:459-460). Factors that positively influence it are: the employee's opportunities to influence the work process, the professional development opportunities, the sense of safety related to keeping the job and the safety at work in general, as well as the good relationship with colleagues and with the company's management. Example of factors that negatively influence the employee are: fear and threats regarding a possible dismissal, salary cuts, very limited room for maneuver, fewer opportunities for employees to influence their own work environment, poor relationships with colleagues and with the company's management, a less stimulating or boring labor content and insufficient social support (Cioca and Moraru 2010: 19-20). These negative factors lead to discomfort and may cause occupational diseases. National and international researches have shown a strong connection between the environmental factors at work and the employees' mental problems/ psychosomatic reactions (Sprince 1995: 27). The concern of being exposed to violence or threats at the workplace is often a burden on the employee's psyche, especially on those engaged in solitary work. Usually a person exposed to violence has various types of psychiatric and psychosomatic reactions which, in the worst case, can cause permanent psychological problems, and the so-called post-traumatic stress disorder (PTSD). Monotonous and repetitive work, which does not involve the human beings ability to think. But only the motor functions, may have different long term efforts. Instances of such psychological reactions are: low self- esteem, passivity, indifference and lack of interest in professional duties (Godin Kittle & Coppiters 2005:67).

The idea of creation and expansion of the work life quality (WLQ) in considers the man as an independent and creative person who can better realize his ability at favorable conditions at the workplace. Higher education plays a special role in the formation WLQ as soon as it increases internal effect from the labor activity that leads to the growth of satisfaction from working achievements.

Despite a large body of positive psychological research into the bond between quality and productivity. Quality at work has traditionally been seen as a potential by product of positive outcomes at work, rather than pathway to business success. During the past two decades, maintaining a level of quality at work has become more important and relevant due to the intensification of work caused by economic uncertainty and increase in competitions. Nowadays quality is viewed by a growing number of scholar and senior executive as one of the major sources of positive outcomes in the workplace. In fact companies with higher than average employees quality exhibit better financial performance and customer satisfaction. It is thus beneficial for companies to create & maintain positive work environments & leadership that will contribution to the quality of their employees. Likewise, more and more businesses are findings that thing go better with quality. That when workers are happy at work, a company gets;

- Higher production – happy people achieve better results
- Higher quality – because happy organizations care about quality
- Lower absence – people actually want to go to work
- Less stress & burnout – happy people are less prone to stress
- The best people – people desire to work for you
- Higher sales – happy peoples are the best sales people
- Higher consumer satisfaction – happy employees are the best seals people
- More creativity and innovation – happy people are more creative

• **DEFINITION:-**

1. Quality of work life may be defined as the experience of frequent positive affect, infrequent negative affect and an overall sense of satisfaction with life as a whole (Myers and Diener, 1995)

2. Quality of work life is a philosophy, a set of principles, which holds that people are the most important resource in the organization as they are trustworthy, responsible and capable of making valuable contribution and they should be treated with dignity and respect (Tabassum et. Al, 2011:17; Rose et. al, 2006:61)

2. OBJECTIVE:-

- To know employees opinion about work place environment
- To understand the problems of employees in working place
- To study factors which are affecting quality of employees at work

- To suggest measures for improving quality of employees

3. FACTORS AFFECTING QUALITY OF WORK LIFE: -

According to Maenapothi (2007), quality at the worklife means a condition at the Worklife when employees are joyful working and not feeling like it is work, are efficient and accomplish targeted goals, both at the personnel and organizational levels. Five factors account for quality of worklife:

- **JOB INSPIRATION:** employees are satisfied with their assigned job, and are able to achieve goals. An employee's overall satisfaction by his job is the result of a combination of factors and financial recompense is only one of them. Management's role in enhancing employees job satisfaction is to make sure the work environment is positive, morale is high and employees have the resources they need to accomplish the tasks they have been assigned.
- **ORGANIZATION SHARED VALUE:** collective behaviors and culture of the organization.
- **RELATIONSHIP:** there are interaction, group bonding and approval among co-workers
- **QUALITY OF WORK LIFE:** the relationship between three elements namely work environment, employee participation, and humanization of work. The good balance among the three elements results in collective satisfaction which leads to the highest level of efficiency.
- **LEADERSHIP:** executives or heads of the organization promote and generate quality for personnel when they work by creating motivation, awareness, and dedication in their subordinates. Leaders also engage in 2-way, transparent communication with their staff and they themselves are devoted to create good atmosphere for their staff as well.

4. CONSEQUENCES:-

- **JOB PERFORMANCE:** Research shows that employees who are happiest at work considered to be the most efficient and display the highest level of performance. For instance, the organization found that a happy worker is high performing one. The happiest employees only take one-tenth the sick leave of their least happy colleagues as they are in better physical & psychological health than their colleagues. Furthermore, happier employees display a higher level of faithfulness, as they tend to stay for far longer periods in their organizations. Quality at work is the feeling that employee really enjoys what they do and they are proud of themselves, they enjoy people being around, and thus they have better performance.
- **ABSENCE FROM WORK:** - Employees behavior can be influenced by quality or inequality. People would like to participate in work when they feel quality, or in the converse, absence might occur. Absenteeism can be defined as the lack of physical

presence at a given place and time determined by an individual's work timetable. Although employee absenteeism is usually associated with the job-related well-being or simply whether the employees feel quality during the work, other factors are also important. Firstly, the health constraints such as being ill would force the employee absence from the work. Secondly, social and families pressure can also influence the employee's decision to participate in the work.

- **EMPLOYEE TURNOVER:** -Employee turnover can be considered as another result derived from employee's quality. In particular, it is more likely that individual employees are able to deal with stress and passive feeling when they are in good mood. As people spend considerable amount of time in worklife, factors such as employee relationship, organizational culture and job performance can have a significant impact on work quality. What is more, Avey and his colleagues use a concept called psychological capital to link employee satisfaction with work related outcomes, especially turnover intention and actual turnover. Additionally, other researchers have pointed out that the relationship between work quality and turnover intention is generally low, even if a dissatisfied employee is more likely to quite his/her job than the satisfied one. Therefore, whether or not employee quality can be linked with employee's turnover intention is still a moot point.

5. DATA ANALYSIS:-

No	CONTENT	AGREE	DISAGREE
1	Follow specific rule	45	5
2	Freedom in decision making	35	15
3	Current work provides opportunities for promotion	39	11
4	Able to control work	46	4
5	Believe in organizational value	38	12
6	Attention from your co-workers	35	15
7	Good relationship with co-workers	45	5
8	Advice from co-workers for any kind of problems	42	8
9	Fair administration policies	45	5
10	Staff aware of organization vision & mission	44	6
11	Transparent communication policy	30	20

12	Good working environment	40	10
13	Manage time for personal matters	35	15
14	Manage time for work issue	38	12
15	Provide telephone for personal use	30	20
16	Believe the leadership team	40	10
17	Satisfied about medical facility	45	5
18	Satisfaction with the organization benefits	44	6
19	Employees have good work life balance	40	10
20	Leaders promote desire & creative mind	35	15

6. INTERPRETATION:-

- 45% employees are agree assigned job is systematic or follows specific rule in organization.
- 35% employees agree degree of freedom in decision- making in organization.
- 39% employees agree current work provides opportunities for promotion in organization.
- 46% employees are agree able to control work by yourself in organization.
- 38% employees are agree believe in organization value & put them in practice.
- 35% employees agree get attention from your co-workers in organization.
- 45% employees agree a good relationship with co-workers.
- 42% employees are agree able to seek advice from co-workers for any kind of problems.
- 45% employees are agree your organization follows fair administration policies.
- 44% employees agree staff aware of organization vision and mission.
- 30% employees agree transparent communication policy in organization.
- 40% employees agree good working environment in organization.
- 35% employees agree able to manage time for personal use in organization.
- 38% employees agree able to manage time for work issue in organization.
- 30% employees agree your organization provide you telephone for personal use.
- 40% employees agree believe the leadership team takes your opinion seriously.
- 45% employees agree medical facility provided by your organization.
- 44% employees agree level of satisfaction with the organization benefit.
- 40% employees agree have good work life balance the organization will be more effective and successful.

- 35% employees agree that leaders promote desire & creative mind so that employees are enthusiastic at work.

7. CONCLUSION:-

Overall the level of quality of organization employees at the high level and the level of opinion towards the five factors affecting quality at work was also at the high level. In order to promote & improve the level of quality of employees, organization should improve on the elements which had not been highly ranked:

- 1) Quality of work life. Increase quality at work for good quality of work life. Good work environment brings both physical & mental health.
- 2) Relationship. Good relationship results in good communication, unselfishness among employees, and union, all of which lead to quality at work. Good relationship starts with honesty, friendship, and trust based on understanding and fairness.
- 3) Leadership. The important things are communication, informing employees about their performance giving advice and listening to their opinions.

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