

# QUALITY WORK LIFE: IMPACTS & IMPLICATIONS

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**ABSTRACT** - In modern-era, it has been pragmatic that stress has become one of the utmost extensive notions in the professional environment. It is also seen that working efficacy has ruined to some extent as professionals are incapable to maintain a harmony balance amongst their personal and professional lives. This difference has made organizations to articulate such policies that leads to better occupation fulfillment besides worker fulfillment. This degree of fulfilment or gratification has been denoted to as Quality Work Life. Nature of work life is a procedure in an association which empowers its individuals at all levels to take part effectively and adequately in moulding authoritative condition, techniques and results. 372 samples have been selected and administered the statistical tools such as Chi-square test and t-test for data analysis. We recommend that these exercises could assume a vital task in making employees mindfulness about Quality Work Life. In general, we have attempted to give a far reaching view on the underlying fragments for Work Life Balance.

**KEYWORDS:** Quality Work Life, Information Technology & Work Life Balance.

## I. INTRODUCTION

India has become a significant socket for Information Technology (IT). At present, a huge number of IT and ITES (Information Technology Enabled Services) organizations (both household and MNCs) are doing their business in India. IT organizations contribute in a major manner to the development and advancement of the country. They help to improve the India's GDP and win increasingly outside trade. The unrest in the IT field encourages individuals to perform well by working from home-grown. Essentially, significant business related to transmitting the protection premium, covering power and phone tabs, ticket booking etc., should be possible from home by utilizing the network. Organizations similarly profited by IT in different manners. Round the clock client support, speaking with a huge number of representatives one after another, e-notice, enrolling individuals over the globe with video conferencing, phone talk with, e-preparing, and so on help organizations to spare the time and cost. The term QWL picked up implication in-late 1960's as a routine for concerns about impacts of employment/take a shot at welfare and broad-spectrum prosperity and attitudes to definitely influence the nature of an entity's work understanding. Till the mid-1970s, boss unease was on work structure and functioning circumstances enhancement. Be that as it may, during 1980's, the notion of QWL included different point of view that influence representatives activity fulfilment and profitability and these viewpoints are, reward frameworks, physical work condition, representative contribution, rights and regard needs (Cummings and Worley, 2005). In up-front terms QWL alludes to the degree to which the individuals from an association discover the workplace favourable. It is worried about improving effort, the board co-activity to take care of numerous hierarchical issues, accomplishing the ideal degree of execution and making sure about more prominent worker fulfilment. Nature of Working Life is definitely not a sole idea, however noticed as joining a progressive system of points of view that not just integrate work-based components such as, work fulfilment with pay, associations with work partners, yet in addition factors that comprehensively reflect life-expectancy and broad attitudes of affluence (Danna and Griffin, 1999). All the more as of late, industry associated compression and the relationship among work and non-work life spaces have moreover been recognized as elements that ought to adroitly be remembered for Quality Work Life.

## II. OBJECTIVES OF THE STUDY

- To identify and access the aspects influencing Quality Work Life among the employees in the software industries, Chennai.
- To suggest applicable measures for Quality Work Life and Work Life Balance for employees in software industries.

## III. REVIEW OF LITERATURE

- Singhal (1983), stressed hands on personal satisfaction where it is called attention to nature of working life (Quality Work Life) will be significant if the individuals functioning in association carry on with a cheerful life in the public eye. Monetary, family and wellbeing related angles to which workers are uncovered as individual from bigger huge society are noteworthy features that impact their nature of working life experience. Likewise made a point that Quality Work Life is a period as well as circumstance bound idea that requires consistent corrections and alterations as psycho-socio and authoritative substance change after some time.
- Hartenstein and Huddleston (1984) specified that for Quality Work Life measures to be effective, the executives work more likely, without qualities, chiefs are frequently dictator and prevent labourer's sense from claiming inclusion, duty and self-rule, bringing about the labourers absence of responsibility and low efficiency.
- Karrier and Khurana (1996) scrutinized the acquaintances among Quality of Work Life & six foundation factors viz., age, enlightening capability, experience, local/transient, number of wards and salary level and three inspirational factors viz., fulfillment, work association and work inclusion of 491 supervisors from the general population, private and agreeable segment ventures. The discoveries of the examination show that chiefs with higher inspiration have higher Calibre of Work Life observation. Outcomes confirmed that exhibition weights and work family clashes were seen to be the most distressing parts of work. Further, stress emerging because of work, family bangs, execution weight and poor employment prospect was adversely related. Encounters were talked about in settings of expanding professionalization, and de-professionalization and developing attention on efficiency what's more, proficiency in a rapidly creating economy.
- Celia. B. R. & Karthick. M. (2012) direct an examination on the Quality Work Life of IT Professionals at Chennai. They examine the fulfillment on different variables identified with the Quality Work Life and the recognitions. The working circumstances, long stretches of work, government assistance measures, professional stability, compensation and prizes, ability advancement, open door for development and unrivalled subordinate relationship. The investigation uncovers that the IT organizations should give a conductive domain to IT experts to work in the association, which encourages the representatives to contribute their best to the organization improve the country at an enormous.
- Mirvis and Lawler (1989) suggest that basic elements of good quality work life are equitable salary, safety environment, equivalent employment opportunity and prospects for progression. Besides, QWL associates with satisfaction because of wages, working conditions, and hours.

- Warr and Carlson (1979) measure QWL as a collection of relevant factors namely; intrinsic job motivation, higher order need potency, work involvement, identified intrinsic job characters, job along with life satisfaction, happiness, and self-rated anxiety. QWL as a movement, an organizational intervention, and as work-life experienced by employees.

#### IV. LIMITATIONS OF THE STUDY

This examinations and its conclusions are substantial to the employees of Chennai city, and are not pertinent to some other outlying areas. It isn't summed up, the outcomes are liable to change as indicated by the recognition and assessment of the employees, and some of them were reluctant to give responses.

#### V. METHODOLOGY

The primary data on the conceit of employees working at software companies are evaluated and the result of Quality Work Life on their performance are measured and analysed through a well-structured questionnaire. The study focuses only on the software companies at Chennai region. Through Google forms in social media and mail, the questionnaires were circulated and the data's are collected.

#### VI. ANALYSIS AND INTREPRETATION

**Table I:** Chi-Square analysis on association between educations of the respondents and Quality Work Life.

EDUCATION		QUALITY WORK LIFE			TOTAL	CHI-SQUARE VALUE	SIG.
		LOW	MEDIUM	HIGH			
DEGREE	N	39	34	50	123	16.017**	.003
	%	11%	9%	13%	33%		
PG DEGREE	N	22	27	66	115		
	%	6%	7%	18%	31%		
PROFESSIONAL	N	31	53	50	134		
	%	9%	14%	13%	36%		
TOTAL	N	92	114	166	372		
	%	25%	31%	44%	100%		

\*\*Significant at 1% level

#### INTERPRETATION

The overhead table I, it is evidently noted from the calculations, the Chi-Square value is 16.017\*\* and the corresponding p value is 0.003, which is less than 0.01. Therefore, the null hypothesis is rejected at 1% level of significance. Hence it is concluded that there is strong association between educations of the respondents with respect to Quality Work Life. It is also inferred from the table that most of the respondents (18%) possessing the post-graduation as their educational qualification accepted that their quality of work life is high.

**Table II:** *t-test analysis on Quality Work Life with respect to Work Life Balance*

STATEMENTS	MEAN	SD	T VALUE	SIG.
<b>I AM ABLE TO FULFIL THE EXPECTATIONS OF MY ORGANISATION AND MY FAMILY MEMBERS WITHOUT ANY PROBLEM</b>	4.03	0.875	22.648***	<.001
<b>THIS ORGANISATION PROVIDES ME ADEQUATE FREEDOM TO HAVE CONTROL OVER THE PLACE OF WORK</b>	3.98	0.819	22.648***	<.001
<b>I AM ABLE TO SPEND REASONABLE TIME WITH MY FAMILY MEMBERS</b>	3.79	0.997	15.335**	<.001
<b>I AM ABLE TO TAKE CARE OF MY PARENTS/SPOUSE/CHILDREN</b>	3.86	0.996	17.234**	<.001
<b>I AM MAINTAINING GOOD RELATIONS WITH MY PARENTS/SPOUSE/CHILDREN</b>	3.98	0.879	21.521**	<.001
<b>MY FAMILY MEMBERS ARE QUITE SUPPORTIVE FOR ME TO PERFORM MY JOB WELL</b>	4.05	0.892	22.671**	<.001

\*\* Significant at 1% level

### INTERPRETATION

From the above t-test table II, it is noticeably identified that the Work Life Balance such as fulfilling the expectations of my organisation & my family members without any problem, organisation provides me adequate freedom to have control over the place of work, to spend reasonable time with my family members, to take care of my parents/spouse/children, maintaining good relations with my parents/spouse/children and my family members are quite supportive for me to perform my job well are significant. Since the p value for all the above statements are less than 0.01. Therefore the null hypothesis are rejected at 1% level of significance. Hence, it is visibly determined that the employees of software companies are satisfied with the organisation support to maintain balance between work and personal life.

### VII. SUGGESTIONS & CONCLUSION

The increasing interference between work and life obligations accounts for both an economic and social dispute. The analysis has helped in distinguishing proof of the proportions of personal satisfaction is in reality a troublesome assignment, however there is a kind of basic concurrence on its idea of representative prosperity. Objective factors that give work place setting that influence work procedures of employees. Making work place more joyful must be obligatory portion of HR profession as well as it is to be completed by the HR functionaries with a similar energy, soul, excitement, duty and vitality so the board should ensure that all the representatives functioning in their connotation are cheerfully working, prompting great QWL which drives support to come joyfully every day to their work place. At last it is consistent with state, that high level of QWL, prompts work attainment which eventually brings about compelling and effective execution.

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