

QUALITY OF WORK LIFE AND ITS INFLUENCING FACTORS – AN INSIGHTS FROM THE LITERATURE REVIEW

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ABSTRACT

An environment that prioritises workers' well-being and happiness at work is one where that quality of life may flourish. When a job offers greater opportunities for personal expression, prestige, and compensation, as well as advancement, workers report feeling very fulfilled. Many research on QoW have been the subject of this study as the authors attempt to determine which aspects of QoW have the most impact on or contribution to employee productivity. Employers who want to keep talented workers who exhibit qualities like high quality of life at work, job satisfaction, motivation, organisational commitment, organisational climate, organisational support, and involvement should pay more attention to things like work environment, job aspects, compensation, social integration and cohesiveness, and career development. Because of this, productivity will rise as workers become more efficient and successful in their jobs.

Keywords: Quality of work life, job satisfaction, remuneration, organizational support

1. INTRODUCTION

Human existence may be broken down into three distinct phases: the family years, the working years, and the social years. All humans have commonalities in these three areas. When one way of life is in risk of failing, it has a profound effect on the other ways of existence. We may back up this position by noting that the quality of one's personal, professional, and social lives all contribute to one's overall happiness. This balance must be maintained in the face of a fast evolving technical, socioeconomic, and political-legal environment and a trend towards globalisation of commerce and industry in order to advance and enhance people's standard of living.

Many factors have contributed to QWL's rising significance in recent years. A rise in the general level of education, the hopes and dreams of workers, the formation of a workers' union, the importance of human resource management, the prevalence of industrial unrest, the expansion of our understanding of human nature, and the arrival of soon are all factors that have contributed to these developments. Features of QWL include health and well-being, job stability, job happiness, skill growth, and a work-life balance. Employers, employees,

professional organisations, the government, and managers are all examples of stakeholders who share responsibilities for enhancing the quality of work life. Consequently, methods of encouraging employee engagement in management such as quality circles, management by goals, suggestion systems, and so on all contribute to better quality of work life (QWL) in the business world. Job redesign, career advancement, flexible work hours, job stability, and similar strategies have all been shown to increase the quality of life for workers. Using these methods correctly will undoubtedly raise a company's QWL to desirable heights.

2. OBJECTIVES OF THE STUDY

Clarifying the present status of our understanding of the most recent research in the field of human resource development was the main objective of this study. The lack of knowledge and understanding of the various factors that go into having a fulfilling work life is the main problem motivating this investigation.

1. To compile a database of prior studies examining the connection between job and personal happiness.
2. To investigate the many contributors to workers' satisfaction with their working conditions.
3. To shed light on future research studies and methods, improving the quality of work life and so adding to the body of knowledge in the area of human resource development.

3. METHODOLOGY

The study's methodology draws on scholarly literature on human resource development and, more specifically, occupational well-being that has appeared in a wide range of scholarly periodicals, both domestic and foreign.

4. REVIEW OF LITERATURE

1. Ekramul Hoque and Rahman (1999) have made an effort to assess the QWL of manufacturing employees in regard to the kind of organisations they are employed by, and to see whether there is a significant correlation between workers' QWL, their workplace behaviour, and demographic characteristics. Workers at privately owned textile mills reported much higher QWL than those in publicly owned mills, the research found. Not only was there a favourable association between QWL and performance, but it also showed a negative correlation with absence and accidents.
2. Rajib (2008) His article, titled "Quality of Work Life: A Study of Municipal Corporation Bus Drivers," examines the variables that contribute to workplace inequity and a rise in traffic accidents among municipal company bus drivers. Observations and interviews led to recommendations for enhancing the office experience. These ideas will improve transportation for the public and reduce the number of traffic mishaps.

3. Royuela (2009) quality of life at work has been identified as a key driver of employee engagement and job satisfaction. When individuals talk about the "quality of work life," they're talking about how happy they are with their jobs and how well they get along with their coworkers.

4. Normala (2010) workers' organisational commitment (OC) and their QWL were both studied in Malaysian businesses. This study aimed to investigate the association between employee commitment and QWL as well as the extent to which these businesses prioritise employee well-being. Questionnaires were sent to around 500 managers and executives to gather information. There was a 72% fill-in rate for these mailed-in surveys. From this research, we inferred the QWL components influencing organisational commitment and investigated these aspects using a variety of statistical methods.

5. Ganguly (2010) found a favourable correlation between job satisfaction and QWL aspects in his research titled "A group of university employees' quality of work life and level of job satisfaction." Depending on how they feel about the many elements of their work environment, QWL may have a major positive or negative impact on job satisfaction.

6 - Hadi Farid (2014) academic employees at a public research university in Klang Valley, Malaysia were surveyed to assess their degree of work life satisfaction and their level of organisational commitment. The research shows a link between QWL and dedication to the company. Affective and normative commitment were shown to have a strong positive association with QWL, but only continuation commitment was found to have a positive correlation with QWL.

7. Dzeba(2011) Additionally, it was found that although job security is higher in the public sector, Croatian employees felt that the private sector offered a higher quality of work life due to opportunities for advancement, good and fair pay, competent management, comfortable working conditions, and participation in decision-making.

8. Seyed and Thani (2011) employees' levels of satisfaction with their jobs are positively correlated with the extent to which they experience the positive aspects of work-life quality, such as adequate and fair compensation, a healthy and safe workplace, opportunities for professional development and advancement, job security, and a sense of purpose and meaning in their work.

9. Sinha (2012), has investigated what contributes to excellent work-life balance in Indian businesses. This research used a descriptive survey method. To achieve the study's goals, a structured questionnaire was developed to collect data on a variety of topics related to the workplace, including but not limited to the following: communication, career development and growth, organisational commitment, emotional supervisory support, flexible work arrangements, family-responsive culture, employee motivation, organisational climate, organisational support, job satisfaction, rewards and benefits, and compensation. According to the study's results, companies may better invest in their human capital and boost their

competitive edge in the market by providing employees with high-quality work-life experiences that cater to their individual requirements and evoke positive reactions on the job.

10. Swarnalatha and Sureshkrishna (2011) the link between job happiness and quality of work life among automotive industry employees. The quality of work life, according to them, satisfies both the company's commercial goals and the workers' personal goals. Since it increases happiness and contentment at work, good has a positive impact on people's quality of life in general. Every worker has to be content in his or her job in order to raise their standard of living, and a company's success is directly tied to its ability to draw in new talent, inspire its current staff, and keep hold of its most valuable workers. Excellent work accomplishes two goals at once: it raises workers' enthusiasm for their work, which in turn boosts their productivity and contentment on the job. Within the context of this research, we examine the role that job satisfaction plays in enhancing the quality of an employee's working life.

11. Mathison (2012) hints to the fact that QWL is a concept with ties to workers' well-being. To a greater or lesser extent, one's level of well-being in every area of life, including work, influences one's level of happiness overall. QWL is a more all-encompassing concept than job satisfaction, which emphasises how the workplace affects job satisfaction. It is a significant concept since research has shown that satisfied workers are more likely to be effective, devoted, and loyal to their employers. The Quality of Work Life idea, job satisfaction, work motivation, and the employee performance concept are all a part of the organisational behaviour theory since they are all dependent on the actions of employees.

12. Aloys (2013) has researched the elements in the workplace that contribute to low quality of life among service station workers in Kitale Town, Kenya. This research aims to raise awareness of the role of the workplace in determining QWL. The data was analysed using a coefficient of correlation test and an exploratory survey design. The findings point to a positive relationship between QWL, job enrichment, job rotation, self-directed, flexible working time, work groups, career growth and development, and relationship with a supervisor and the work environment. Yet, experience is not a strong predictor of career progression or growth. The findings demonstrated a significant relationship between favourable workplace conditions and organisational trust.

13. Poorgharib, Abzari, and Azarbajehani (2013) found a correlation between a person's sense of organisational connection and how satisfied they are with their lives outside of work. There were 195 respondents to the poll, all of whom were selected at random. The data was examined using the Pearson correlation coefficient and various regression methods. Career growth, job stability, issue resolution, employee engagement, pride in work, fair compensation, open communication, safe working conditions, and a sense of belonging to a larger organisation are all features of the work life dimension. Moreover, they have suggested elements of organisational attachment such as organisational commitment, work satisfaction, desire to quit the organisation, organisational identity, group coherence, and organisational interest.

14. Mosadeghrad (2013) explored the concept of quality of work life (QWL) among hospital workers in Iran. The study also attempted to determine what aspects of work life are most important to workers' quality of life. The study also attempted to put a theoretical model connecting QWL to turnover in the workplace to the test. This study set out to give an empirical investigation of the relationships between employees' QWL and their desire to quit their present jobs. To decrease employee turnover, managers should take steps to increase QWL.

15. DavoodMasoomzdeh, MhoammadFeizi& Hossein Alipour (2013) The researchers found that a number of factors, including satisfaction with one's work life, were linked to unproductive habits. The findings also demonstrate that a decrease in counterproductive behaviour is possible by enhancing elements like fair and appropriate compensation, working conditions, the possibility of future security and growth, constitutionalism, the utilisation and development of capabilities, and social integration within the organisation.

16. M. Sankar & R. Mohanraj (2013) the key conclusion is that workers of various positions have varying preferences for the QWLfactor, and the research has highlighted several good elements of QWL. These findings suggest that workers have high expectations for flexible working conditions and scheduling. Employees exhibit considerable unhappiness with the presence of certain QWL features, including as welfare measures, recognition, and physical working conditions, and have varying perceptions of other QWL aspects.

17. Dr. I. Anand Pawar (2013) According to the report, workers in the VTPS get fair starting pay, a raise in their dearness allowance every six months, and a yearly raise depending on their length of service. Although most respondents agree that the company should recognise its best and brightest, many are unhappy with the evaluation they received and the working conditions and health programmes offered to them.

18. Hunker(2014) it has been shown that staff actions have a significant impact on service quality.

Thus, it is critical to foster an advanced workplace that is defined by a high degree of employee happiness and quality of work life. The purpose of this research was to obtain an understanding of the perspectives of temporary employees in the hospitality sector and to learn about the quality of life they experience on the job. The goal of this study is to identify the QWL components that contribute to the hotel industry's rising popularity. Data was gathered using online surveys in a quantitative study. The findings of this research highlight eight QWL factors that might lead to better working conditions for temporary employees in the hospitality sector. The legitimacy of leaders and managers is the most significant factor, and employee appreciation is equally critical to improving working conditions.

19, Srinivas, Nagesh, and Pallavi G. (2014) Throughout the course of their research. Employees have a lot to be grateful for in terms of the quality of life at work that the firm provides. Workers here know their place and what is expected of them. Employees, by and large, rate the company's welfare services as only adequate. Workers are pleased with their employment and

the tasks they are assigned. Because of the mutual respect and helpfulness of their coworkers, employees report feeling content in their jobs.

20. Rubel and Hung Kee(2014) analyse the connection between operators' work-life happiness and the quality of their working conditions in Bangladesh's ready-made garment sector. Qualities such as supervisor demeanour, job characteristics, and pay are analysed as they pertain to QWL. In order to gather data, we constructed a detailed questionnaire. In order to evaluate the data, we used some sophisticated second-generation structural modelling software and the partial least square approach. Employees' work satisfaction was shown to be significantly influenced by all QWL elements in this study's analysis, with remuneration and benefits having the greatest effect. Yet, we find that work personality has little effect on job happiness. As a conclusion, it has been noted that there is a strong positive correlation between work happiness and the performance of people in their roles.

21. Soni and Rawal (2014) hotel business with extremely unclear duty chart, rigorously regimented atmosphere, and heavy and unexpected job roaster involving lots of physical and mental duties; research on the quality of work life of hotel workers; study on the influence of these factors on employee satisfaction. All these things have an effect on hotel workers, requiring them to make adjustments to their personal lives and causing them to experience psychological shifts that alter their personalities in fundamental ways. The company's culture as a whole may be impacted by such actions. This research provides an inferential analysis of the difference in employee satisfaction between chain and non-chain hotel businesses in Udaipur, the capital city of the Indian state of Rajasthan. Suitable suggestions were made by the research for hotel staff.

22. Deshpande and Bhagyashri (2015), Quality of work life, as stated it is a key factor in attracting and retaining top talent in any firm. In order to investigate the factors that contribute to an individual's happiness on the job, the current research compares two business types—small and medium-sized businesses and multinational corporations. The research included 400 workers from the Nagpur area, split evenly between two types of experience. The statistical analysis of the data was performed using SPSS. The research found statistically significant differences between SMEs and LSEs on parameters like job satisfaction, employee motivation, and company culture.

23. Dr.Bhavsinh&M.Dodiya (2015) investigated in order to ascertain employees' and workers' satisfaction with their working lives, and to evaluate working circumstances, including the complete environment, with an eye on improving workers' satisfaction. The salary of an employee is the single most influential factor in their level of happiness with their job. According to the results of the study, the majority of the respondents' working and job-related environments are significantly impacted by stress.

24. Mehul and Pandya (2016) There has been a positive shift in the study's focus from basic demands to more complex ones, reflecting the growing significance of satisfying advanced order needs for operational level staff. It has been determined that, in contrast to work-context

connected extrinsic elements, essential aspects relating to job content have emerged as the most important components of QWL. Using cross-tabulation, chi-square testing, and a one-sample t-test, we examined the data we gathered from 400 GSRTC drivers, conductors, and mechanics. The research shows that current levels of workplace participation and work-life balance in GSRTC are near to average and above average, respectively, requiring careful thought and action.

25. JainandThomas(2016), quality of work life is being taken seriously by researchers, according to the report. Researchers in this descriptive study developed a comprehensive structured questionnaire with statements spanning from demographics through eight domains of occupational life. According to the findings, there is a direct correlation between job satisfaction and components of quality of work life, and institutions must accomplish and need to go the extra mile to have a superior and efficient quality of work life so that employees are engaged with minimal effort and can offer maximum results to the company.

5 ESSENCES OF THE STUDY: -

High levels of motivation and contentment in the workplace are often the result of a system that rewards and compensates workers fairly for their efforts. The company needs a good way to rate employees' productivity. Workers are happiest when they are satisfied with their job-related rules, and they are also happiest when they are paid a fair wage. Both employee self-motivation and educational attainment, as well as employee growth and development, were shown to be significantly correlated with factors such as workplace environment.

As a result of needing more time to become proficient in their roles, newer employees have a harder difficulty juggling their personal and professional commitments. Highly qualified workers might advance in their careers. There is a correlation between a greater Quality of Work Life and factors such as job security, human relations, career growth, problem resolution, employee engagement, job pride, fair compensation, employee communication, industrial safety and protection learning organisation, and work-life balance.

There is a favourable and statistically significant correlation between QWL initiatives and workers' QOL. The work environment had the greatest impact on QWL, followed by job characteristics. Employee happiness tends to rise in tandem with the quality of living at home. Appropriate salary, chances for personal development, supportive leadership and structures, work environment, and work-life balance are only five of the variables that should be taken into account when formulating retention strategies.

CONCLUSION: -

To ensure a positive outcome, it is essential to pay particular attention to the highlighted criteria in the suggested framework. This will improve the quality of work life. Companies should prioritise cultivating a positive atmosphere and culture at work, with support from upper management. As employees serve as a company's backbone, investing in them is crucial. Human resource managers may greatly benefit from QWL as a policy-making tool, and there is a vast amount of ground to cover in order to fully understand QWL.

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