

Understanding The Factors Of Quality Of Worklife Of Employees

Dr. E. ILAMATHIAN

Registrar The Apollo University, Chittoor, Andhra Pradesh

ABSTRACT

Quality of Work life is the way individual identifies and assesses the characteristics intrinsic to the past experience, education, race and culture. Workstation, job and tasks of the individual and system that exist are the factors also affects the QWL. It is also influenced by the factors outside the organization, it can be measured by assessing the level by which people feels they are good, rewarded and satisfied in their work.

Key words: challenges, attitude, nature & reward

Introduction

Researchers measured QWL in different forms. Variables used to measure it are shown in the literature are also discussed here are. These are; Job availability, trainings given to employees, mobility, job security, fringe benefits, salary, safety in the work place, equitable distribution of wages, opportunity, challenges, satisfaction, career future, job involvement, autonomy, responsibility, advancement, turnover rate, commitment to the organization, self-esteem, support, challenges, stress, depression, burn-out, physical health etc. The most used and best measure of QWL is job satisfaction. Working conditions of the company surely affects the QWL. Quality of work life is needed to shape employee commitment, so it is important for every company to be able to understand and use it. Organizational commitment itself is a source of information about employees' commitment level towards their organization. Employees with higher organizational commitment tend to be more efficient and lead to job satisfaction.

The factors that influence and decide the Quality of work life are:

1. Attitude
2. Environment
3. Opportunities
4. Nature of Job

5. People
6. Stress Level
7. Career Prospects
8. Challenges
9. Growth and Development
10. Risk Involved and Reward

Attitude:

Knowledge, skill, experience, willingness to learn new things, dynamism, sense of belongingness, job involvement, inter personnel relations, adaptability, innovative ideas, competitiveness, work under pressure, leadership qualities and team-spirit.

Environment:

Customers with varied tolerance level, their preferences, their behaviours, understanding; dealing in dangerous machines where maximum safety precautions have to be observed which needs lot of concentration, presence of mind, involuntary actions, high level of patience, tactfulness, and control over emotions.

Opportunities:

Opportunities for learning, research, new discovery, self-development, development of skills, innovation, community recognition, exploration. Others are monotonous, repetitive, dull, routine, no room for improvement and in every sense boring. Naturally the former ones are interesting and very much rewarding also.

Nature of Job:

Employees such as Driller, diver, fire-fighter, constables, building staffs, welder etc. are involved in hazardous jobs and have to be more alert in order to avoid any loss of limb, or loss of life which is irreparable; whereas a pilot, doctor, judge, journalist have to be more prudent and tactful in handling the situation; a CEO, a professor, a teacher have more responsibility and accountability but safe working environment; a cashier or a security guard cannot afford to be careless in his job as it involves loss of money, property and wealth; a politician or a public figure cannot afford to be careless, for his reputation and goodwill is at stake. Some jobs need soft skills, leadership qualities, intelligence, decision making abilities, abilities to train and extract work from others; other jobs need forethought, vision and yet other jobs need motor skills, perfection and extreme carefulness.

People:

Employees has to interact with different people in the work place. Viz., manager's co-workers and subordinates. All these interact are highly important for the work life balance. These situations demand high level of prudence, cool temper, tactfulness, humor, kindness, diplomacy and sensitiveness.

Stress Level:

Stress plays a major role in the work life balance of employees. Stress may be mental stress/physical stress and psychological or emotional stress. MD will surely have mental stress, General labourer will have to face a physical stress, in the same way everyone will have to face many types of stress.

Career Prospects:

Career prospects is an of the important factor which decides the quality of work life. Employees Status and recognition are needed from the Management, appreciations is one of the motivating factors which increases the interest in his job. The atmosphere round job should be focus on the achievement of organizational goal.

Challenges:

Challenges in the jobs will surely motivate the employees to perform well in the company. at least to make it interesting; Knowledge, skill and capabilities of the employees will be increased when the job is highly challenges. A well-accomplished challenging job yields greater satisfaction than a monetary perk; it boosts the self-confidence also.

Growth and Development:

If an organization does not give chance for growth and personal development it is very difficult to retain the talented personnel and also to find new talent with experience and skill.

Risk Involved and Reward:

Reward of the employees and compensation to employees are directly proportional to the work//man-hours/responsibility/delegated powers,/authority/risk/commitment. Although risk is involved in every job its nature and degree varies in them; All said and done, reward is a key criterion to lure a prospective worker to accept the offer.

Conclusion

Quality of work life is highly essential not only for the success of the company but also for the employees well-being. Managers or the person in the higher position has to roughly study all the factors which are responsible for the good quality of work life and explain the significance of quality of work life to the employees.

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