

A Brief Study on Factors Influencing Quality of Work Life

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Abstract

Every employer should ensure that a happy and healthy work environment prevails in the organization which is crucial for retaining quality employees and thus improve the quality of work. It is very important for an employee to be comfortable at work place so that the balance between personal and professional life can be managed to the best of its possibility. There can be various factors that influence the work environment and hence the factor analysis is conducted in the present study for measuring the reliability and validity of specific factors of work environment pertaining to quality of work life.

It is being understood that the safety and security at job and the social support at work can help an individual to strike the balance between personal and professional life. Various dimensions are studied in the context of quality of work life and the findings state that job safety, managing work stress and motivation at work place can help any business organization to retain the crucial intellectual resources as well enhance the individual employee productivity and thus elevate the profitability of the organization.

Keywords : Environment, Quality, life, Analysis, Work, Balance

1. Introduction

The human capital employed in any business organization has to be managed effectively as the intellectual resources are crucial for the well being of the organization. In this context it is the responsibility of the employer to make the employee comfortable and feel safe and secured at the work place so that the work flow does not get hampered as well the employee gets enough time for the personal life. A focussed and structured approach towards Quality of work life can reduce the possible confusion for individuals arising out of demands and uncertainties and efficiently manage the relationship network that defines their life in the living environment.

Quality of work life can be a strategic combination of policies and procedures drafted with an objective of ensuring, improving and sustaining the employee satisfaction by providing harmonious and hygienic work environment. In recent past the focus on quality of work life is considerably increasing and every employer should remember that it is not a technique. Rather it can be a concept or philosophy that can be adopted and implemented by many business organizations to have a sustained balance among human, social and business needs.

In the present study the below listed factors are analysed in the context of work environment influencing the quality of work life or work life balance.

1. Social and Physical environment
2. Mutual and social support
3. Organization structure
4. Compensation and working hours
5. Work demands and cognitive resources

2. Literature review

The workplace can be a place to ensure and maintain balance among personal and professional life of employees and thereby make them feel happy to be at the workplace and work for the organization. In a study conducted by Oldham and Hackman in 1980 the quality of work life is very much associated with the environment at work. Work environment must be conducive in nature as employees spend most of their time. Serey, in 2006 highlighted that QWL can be considerably influenced by suitable and comfortable work environment. A feel of pleasure and satisfaction at workplace can play a key role in retaining the employees. The individual employee productivity and the organization profitability can have a prospective acceleration if the employee feels convenient and happy at workplace as it also helps in reducing stress and increase the commitment level of the employee. The well being of the employee in emotional context can be well affected by various social and physical aspects at workplace (Lawler, 1982). Lowe and Northcott (1998) emphasized that social support from colleagues and management will have their association with work environment in influencing the work life balance of the employee. In 1995, Efraty and Sirgy said that the organization structure (decentralized), corporate culture and teamwork are included in the work environment. Muqtada et al., in 2002 stated in his study that compensation and benefits along with working hours will have their significant contribution towards work environment. In 2008, Sirgy et al., said that emotional, cognitive as well as physical resources that are related to work can be part of the composition of work environment.

3. Methodology

A structured questionnaire was administered among 160 employees of various private sector banks in Telangana and Andhra Pradesh states. Out of them 150 responses received 120 completely filled in questionnaires are considered for the study with a response rate of 75%. Cronbach alpha values were analysed as a part of reliability analysis and the aim of the factor analysis was carried out to appropriately measure the loadings of the respective factors and also the validity of the instruments used in the study.

4. Reliability Analysis

The highest correlation for each item with at least one item in the construct is between 0.35 and 0.85. Therefore, all the 10 items correlated adequately in the constructs. The Cronbach alpha values are 0.780 more than 0.70. Therefore, the 10 items were reliable for the study.

Construct	Number of Items	Cronbach Alpha Values
Work Environment	10	0.780

5. Factor Analysis

Out of the 5 factors mentioned above two factors were taken for the study as they were perceived to be more effective in comparison with others influencing the work life balance in work environment.

Factor 1: Physical and Social environment

Factor 2: Compensation and Working hours

Factor analysis was conducted for the 10 items of study assessing their underlying structure.

	Factor1	Factor2
I have a sense of satisfaction of the work environment	0.725	0.728
I feel the workplace to be safe and hygiene	0.762	0.703
Awareness on health, fitness and nutrition prevails across the organization	0.735	0.711
Employees are assisted to realise their potential	0.730	0.679
Organization cares for us and for our families	0.612	0.619
Organization believes in performance based compensation	0.702	0.528
Individual expertise in specific areas is always recognised	0.682	0.493
Creative and innovative ideas are always acknowledged and appreciated	0.579	0.765
Required knowledge and skills are imparted through training and development programmes	0.776	0.719
Safety and Security at the workplace is good	0.816	0.701

Factor 1 has the least loading for the item 8 “Creative and innovative ideas are always acknowledged and appreciated” and highest loading for item 10 “Safety and Security at the workplace is good”. Presence of proper physical resources at the work place and a comfortable social environment always makes an employee to feel safe and secured and work with increased motivation and confidence levels wherein certain subjectivities of the colleagues and the superiors may influence the extent of recognition and appreciation for an employee pertaining to the innovative and creative ideas contributed for due approval. Factor 1 can facilitate Sharing of knowledge and information among the employees wherein it may

not be so successful in making the employee feel that they are being cared for by the organization owing to some politics or uncertainties prevailing across the work environment.

With a factor loading of 0.765 for factor 2, the extent of compensation and number of working hours can very well influence the ability of an employee to initiate and contribute creative and innovative ideas for the effective functioning of the organization. Fair compensation and flexible working hours will elevate the morale of the employees and hence employees feel responsible, committed and accountable towards the work and always try to extract the best of their capabilities to complete the work in a faster and smarter way. Individual expertise in specific areas may not get the best compensation for the employee wherein an overall performance with knowledge of all the aspects art work can always be appreciated and compensated accordingly.

Both the factors have favourable loading towards safety and sense of satisfaction at workplace, assistance to employees to realise their potential, awareness on nutrition and health and imparting knowledge and skills through training and development. The sense of being cared and recognition of specific skill of an employee were not considerably influenced by the two factors under study.

6. Conclusion

Work life balance of very crucial for any employee as the same can have a significant influence on the daily cores of life. A well balanced personal and professional life can be a gifted blend for any employee. Various factors studied for their contribution towards the quality of work life at the work place reveal that a comfortable physical environment, a well coordinated social environment, Fair compensation and Flexible working hours can enhance the work readiness of an employee and operational efficiency of the organization. The consideration of the other three factors to be studied in context of quality of work life is the scope for further research.

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