



QUALITY OF WORK LIFE: A REVIEW

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ABSTRACT

This study undertaken to explored the subjective matter of Quality of Work Life. QWL is a process in an organization which enables its members at all levels to participate actively and effectively in shaping organizational environment. It is favorable or unfavorable attitude towards the job environment where people wish to work. It is feeling towards work dimensions such as coworkers, supervisors, subordinates, physical environment etc. QWL leads to job satisfaction and job performance.

KEY WORDS: Quality of work life, Job satisfaction, Factors of QWL.

INTRODUCTION:

Quality of work life is one among key factor of the Human resources management. This helps to maintain employees' health and job satisfaction, which leads to organizational success and sustainability. QWL refers to the favorable or unfavorable towards the job environment where people working in an organization. "Quality of work life" is a general expressed as a person's feelings about every dimension of work which includes economic rewards and benefits, security, working conditions, organizational and interpersonal relationships, and its intrinsic meaning in a person's life. There are the factors which are directly affecting the QWL of the employees such as Integrity, Responsibility, Emphasis on Quality, Discipline and team work.

FACTORS OF QUALITY OF WORK LIFE:

Integrity: It means honesty and truthfulness of employees, which covers all aspects of job. The employees with high honesty in their job boost the congenial relationships with their customers, peers, subordinates and supervisors. It helps to get honest feedback from customers, peers, subordinates and supervisors.

Responsibility: How and how much amount of work done by employees, is always depends on the responsibility carried by them. If employees felt themselves, they are belonging and responsible to the success of an organization, they start performing well with their great effort, skill and knowledge.

Emphasis on Quality: Some of the employees work very little to keep their employment in the company. There are many working with great enthusiastic, commitment and work ethics not only to taking care of their quality of their work life but also to increase quality of the company.

Discipline: It's a kind of training the employees to follow the rules and regulation of the organization and how to behave. It helps to work with commitment to complete every days work. It helps employees to do focus work and to reach their aim or objective of the employees and the organization.

Teamwork: Unity is always having strength. Working together is not only helps to reach objectives of the company, but also to reach team's goals and quality of work life. It helps smooth running of all the activities of the organization.

LITERATURE REVIEW:

Quinn & Shephard, (1974) opined that QWL is different than job satisfaction the employees but it leads to job satisfaction in an organization. Pallavi (2013) opined that QWL is a constructed with multi-dimensional aspects and interrelated factors. QWL is related to job satisfaction, job involvement, job security, productivity, health, safety, capability development, professional skills, and balance between work-life of the employees. Further, she concluded that Training and development programs play a vital role in every organization, which develops Employees Performance, Employee Knowledge and enhances Skills and finally leads to greater quality of work life. An impact of workplace factors on satisfaction in the work life and personal or non work life can be termed as QWL, (Sirgy et al., 2001). Anita and Subba Rao (1998) have coined that the quality of work life depends on HRD practices in the organization. Seyed Mehdi Hosseini (2010) viewed that career satisfaction, career achievement and career balance are not only the important variables to job satisfaction but also quality of work life play the vital role in motivation which helps to get fair pay, growth, opportunities and promotion, improves team performance. Three needs such as, economic and family, health and safety, and knowledge) are significant factors for job satisfaction, but with this QWL also play a vital role in job satisfaction of employees Chan & Wyatt (2007).

CONCLUSION:

Quality of work life is the mechanism which helps to understand employees' job satisfaction level and their work performance. QWL is the bunch of Integrity, Responsibility, Emphasis on Quality, Discipline and team work. This is the most significant factor in organizational scenario.

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