

Employees' Work Life Quality In Private Firms With A Focus On Chennai

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ABSTRACT

People have differing opinions on what constitutes a high-quality work environment. In simple terms, quality of work life relates to how favourable or unfavourable a comprehensive work environment is for employees. It encapsulates a unique way of thinking about people, their work, and the organisations in which they operate. Furthermore, it underlines the importance of establishing a more humane work environment for employees in a company. The degree of happiness an employee obtains from his work is determined by the extent to which he feels motivated, valued, and rewarded, among other factors. It is concerned with the level of an employee's relationship with the organisational aspects present in their working environment. According to numerous studies, the organisation should establish a working environment that is conducive to meeting the demands of the employees. It primarily entails job-related factors such as work environment, pay and working hours, incentives and perks, career development, and so on, all of which are directly related to employee motivation and satisfaction.

Key words: Employees, IT companies, Chennai, QWL

Introduction

In the global and knowledge-based economy, businesses have become extremely competitive. As a result, businesses have realised that human resources are their most valuable asset. The management of human resources has a significant impact on an organization's growth, development, efficiency, and effectiveness. Human resources must be competent, skilled, and efficient in order for an organisation to be profitable. Because human beings differ in talents, knowledge, and psychology, the human resource is not homogeneous; rather, it is more heterogeneous. Since its status as a genuine business unit is growing by the day, human resources can be considered as extremely strategic in nature and critical in accomplishing corporate objectives. The Information Technology (IT) sector is essentially defined by the revolution of technological breakthroughs and the globally competitive requirement for new goods and processes to be developed. Because minds have endless potential, knowledge-based firms, mostly Information Technology (IT)-based organisations, utilise minds rather than hands as a human resource. Knowledge assets and intellectual capital are the two most important assets in the Knowledge economy. Knowledge assets refer to a country's pool of knowledge and capacities, whereas intellectual capital refers to both structural and human capital. The majority of structural capital is related to information technology. People capital refers to an organization's human resources as well as its stakeholders, which include distributors, suppliers, and customers. Up-to-date knowledge, trained and educated human resources, ongoing research and development, and investments in information technology and infrastructure are all part of the knowledge economy.

Objectives of the study

- To investigate the elements influencing the quality of work-life of employees in Chennai's private companies.
- To investigate the relationship between the elements impacting the quality of work life and employee happiness in private companies.
- To make recommendations for effective strategies to improve Workplace Quality of Life.

Review of the Literature

Elisaveta (2005) explored the link between job quality and satisfaction with specific job qualities in terms of job content and work environment among SKOPJE employees. The humanization of the work environment and the democratisation of work relations are used to describe the quality of work life. Correlation research indicated strong connections between job satisfaction and quality of work life for a wider range of job variables. Total job satisfaction was found to be a key driver of work life quality variance. In order to attain improved productivity in the organisation, the study emphasises the need for a subsequent enhancement of work features and their permanent adjustment to individual characteristics.

G Nasl Saraji investigated the quality of work life among hospital personnel at Tehran University of Medical Sciences in **2006** to gain an understanding of their positive and negative opinions toward their quality of life. The respondents were chosen using a stratified random selection method from the nursing, supporting, and paramedical categories. The majority of employees were dissatisfied with their workplace health and safety, pay, and insufficient time to spend with their families, according to the report. The study also revealed that the employees' employment was uninteresting and unsatisfactory, and that their work life quality was low. Quality of work life should be considered as a comprehensive programme meant to promote employee satisfaction, according to the ideas, which include offering additional training and education to managers on quality of work life issues.

Susan J Harrington (2006) investigated the link between telecommuters and non-telecommuters' quality of work life, professional isolation, and organisational cultural values. According to the researcher, culture can influence the implementation and success of telecommuting arrangements. Similarly, a virtual worker's increased isolation and independence may have an impact on the workplace culture and lead to the formation of an organisational subculture. The findings revealed that telecommuters had lower levels of hierarchical values than their non-telecommuting peers, while higher levels of hierarchical values were linked to a higher quality of work life and less professional isolation among telecommuters, implying that managers should implement procedure and outcome-based measures to assist telecommuters and foster mutual understanding.

Hanita Sarah Saad (2008) investigated employees' perceptions of their work life quality at a Malaysian private institution. The quality of work life was measured using ten characteristics, and

their association with job satisfaction was investigated. The test found that each measure in the quality of work life is a significant predictor of job satisfaction on its own. Different characteristics of job happiness, particularly intrinsic rewards and key performance indicators or performance evaluation criteria, should be explored in future research on job satisfaction in other sectors, according to the study.

(Boonrod, 2009) investigated the level of work-life quality and its link to job features, organisational climate, organisational commitment, and job satisfaction among professional nurses in Bangkok's Phramongkutklao. The study found that nurses had a modest level of job satisfaction, and that personal factors such as age, status, education, and position had little bearing on job satisfaction. Job satisfaction was high and positively associated to work life quality, while the other characteristics were positively but marginally related to work life quality. Nurses related negative aspects with job features and positive elements with job satisfaction, organisational commitment, and organisational climate among the factors determining quality of work life, according to the multiple regression analysis. Nurses who have a higher quality of work life are more likely to stay in their jobs and give better nursing care, according to the study.

ANALYSIS

Table 1: Personal profile of the respondents

S. No	Category	Options	Number of respondents	Percent age
1	Age	Below 18 years	98	28
		18 to 35 years	128	37
		Above 35 years	122	35
		Total	350	100
2	Sex	Male	186	53
		Female	164	47
		Total	350	100
3	Qualification details	Primary Education	10	3
		SSLC / +2	136	39
		Graduates	204	58
		Total	350	100
4	Income per month	Less than Rs.10,000	22	6
		Rs.10,000 – Rs.15,000	126	36
		Rs.15,000 – Rs.20,000	142	41
		More than	60	17

		Rs.20,000		
		Total	350	100

From the above table, it shows that 37% of the respondents are belongs to below 18 to 35 years of age, 53% of respondents are men, 47% of respondents are Women; 58% of the respondents are Graduates, 41% of respondents have their monthly income ranging from Rs 15,000 – Rs20,000.

Table 2: Fulfilment level of the staffs regarding the QWL factors of the Companies

Factors	Strongly agree	Agree	Neut ral	Disagre e	Strongly Disagree	Weighted Average	Ran k
Salary	80	120	90	40	20	218	5
Hygienic factors	12	32	36	45	50	245	3
Secured Job	40	54	45	20	16	327	1
Working Conditions	63	47	30	15	20	316	2
Refreshment time	26	34	47	33	35	221	4

The table shows that Fulfilment level of the Staffs regarding the QWL factors of the Companies. It shows that the employees of the private companies are Strongly agree with the Working conditions and secured job. The workers are not Strongly disagree about the refreshment time that could be availed and they are Strongly disagree with the hygienic factors provided by the company.

Implications

- The company should prioritize the welfare of its employees by providing basic essentials such as nutritious meals and sanitary sanitary equipment, which will ensure that employees are psychologically, emotionally, and physically healthy to work.
- According to the study, an appealing pay scale might be offered, and permitted leave limitations could be increased.
- Employees should be informed about the policies so that they do not feel deprived of their rights. When a worker is irregular or underperforming due to his family condition, the company should provide emotional support and advice.
- Infrastructure facilities could be improved by the organization. To increase employee happiness, organizations must contribute to good activities.

Employees are regarded as the organization's most valuable asset in today's world. A decent quality of life at work not only attracts fresh and youthful talent, but it also helps to retain existing experienced expertise. Private enterprises must satisfy and go the additional mile in order to retain employees with minimal effort and deliver the greatest results to the company in order to have a

greater and effective quality of work life. Any organization's success is determined on its labour efficiency, which is improving. The company encourages employees to have a high quality of life at work.

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