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## Quality of work life: The pace and face of an organization

A Serene Flavia

[askaserene@gmail.com](mailto:askaserene@gmail.com)

Olivet Grammar High School,  
Secunderabad, Telangana

### ABSTRACT

*The Pace and scale of change in organizations over the recent years has brought about a renewed interest in the issue of quality of people's work lives. Quality of work life is a comprehensive, department-wide program designed to enhance services to the public by improving and helping employees in better management of changes and transition in organizations. These programs or policies include autonomy, recognition, belonging, progress, development of the employees. The purpose of the study is to evaluate the quality of work life of employees in the organizations.*

**Keywords:** *Quality of work life, Employees, Organization, Study, Human resources, Management.*

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### 1. INTRODUCTION

Quality of work life is a multifaceted concept which many of the Organizations often ignore. The premise of the quality of work life is having a work environment where an employee's activities become more important and relevant to the society. The pace and scale of change in organizations over recent years have brought about a renewed interest in the issue of the Quality of employee work lives. Quality of work life is a large step for forwarding from the traditional job design of scientific management. The major indicators of quality of work life are job involvement, job satisfaction, and productivity.

### 2. AIM OF THE STUDY

- To understand the variables of Quality of Work Life
- Variables which influence Quality of Work Life
- Correlation between demographic variables and Quality of Work Life.

### 3. OBJECTIVES

- To find out the quality of work life of employees.
- To study the attitude of employees towards various welfare measures provided in the unit under study.
- To find out employee problems and offer suitable suggestions on the basis of the findings.
- To identify measures to overcome these drawbacks.
- To analyze the standard of living of the employees.
- To identify the attributes/factors influencing QWL in an organization.
- To analyze the level of satisfaction of the employees on QWL in an organization.

### 4. METHOD

Data Collection was done for the study where both primary and secondary data has been used. Primary data was collected with the help of a well-constructed questionnaire. Data was gathered by distributing a questionnaire to employees. The questionnaire was a

structured one consisting of 25 questions for a sample size of 100 employees. The questions were a blend of closed-ended having fixed response pattern and also multiple choice questions. Secondary data was collected from the organization catalogues, journals, books, and websites.

## **5. ANALYSIS OF THE DATA**

For the study percentile analysis was done and the results were depicted in form of graphs. The employees were asked open questions were an opportunity to make suggestions about how to improve quality of work life can be improved.

## **6. RESULTS**

Majority of the employees agreed as per the Questionnaire that was are satisfied with their job, salary, autonomy to do their work according to their wish, flexible working hours, working conditions provided by the company. The employees agreed that to a great extent that training the programs helped an employee to achieve the required skill for performing the job efficiently. Most of the employees wanted a life long association with the company. From the study, it emerged that 87% of them were familiar with the concepts and implementation in their organization. In other words, these organizations have a specific strategy for managing human resources for balancing the work life of an employee. While 13% were not very familiar with the implementation of organizational concepts which help in evaluating the quality of work life of the employee.

## **7. CONCLUSION**

An assured good Quality of Work Life will not only attract young and new talent but also retain the existing experience talent. After conducting this study among VMAK employees, it was concluded that the quality of work life in Vmak IT Services was good. This study helped the organization in the discovery of a variety of instrumentalities like education and training, employee communication, union participation, research projects and appreciation of changing the environment. A good human resources practice would encourage all employees to be more productive while enjoying work thus balancing productivity and employee satisfaction.

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