QUALITY OF WORK LIFE

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Introduction

Quality of Work Life has become one of the most important issues these days in every organization. Employees are the force behind every successful organization. No organization. Employees are the force behind every successful organization. No organization can become successful with technology only, because for the use of technology also, organizations need to have strong work force. Quality of work life was the term actually introduced in the late 1960's. From that period till now the term is gaining more and more importance everywhere, at every work place. Initially quality of work life was focusing on the effects of employment on the general well being and the health of the workers. But now its focus has been changed. Every organization need to give good environment to their workers including all financial and non financial incentives so that they can retain their employees for the longer period and for the achievement of the organizational goals.

Factors influencing Quality of Work Life

The factors that influence and decide the quality of work life are attitude, environment, opportunities, nature of job, people, stress level, career prospects, challenges, growth and development and risk involved and reward.

Quality of work life has been identified by other researchers to have the following companies like pay, employee benefits, job security, alternative work schedules, job stress, participation in decision making, workplace democracy, profit sharing, pension rights, working hours, programs that enhance workers' welfare and overall job satisfaction.

Quality of work life is defined as the employee perceptions of their physical and mental well being at work. These perceptions can be favourable or unfavourable. Productivity and quality of work life are important because monetary benefits, improved labour relations, fewer grievances, lower absenteeism, reduced turnover and reduced strikes are achieved. High quality of work life has been associated with high job performance 1.

Quality of work life is a philosophy, a set of principle, which holds that people are the most important resource in the organization as they are trustworthy, responsible and capable of making valuable contribution and they should be treated with dignity and respect 2. The elements that are relevant to an individual's quality of work life include the task, the physical work environment, social environment within the organization, administrative system and relationship between life on and off the job 3. Quality of work life consists of opportunities for active involvement in group working arrangements or

problem solving that are of mutual benefit to employees or employers, based on labour management co-operation. QWL is said as a set of methods, such as autonomous work groups, job enrichment and high-involvement aimed at boosting the satisfaction and productivity of workers 4. It requires employee commitment to the organization and an environment in which this commitment can flourish 5. Thus, QWL is a comprehensive construct that includes an individual's job related well-being and the extent to which work experiences are rewarding, fulfilling and devoid of stress and other negative personal consequences 6.

Work Life Balance

Among the studies relating to individual factors influencing WLB, the major focus had been on the factors such as personality, well being and emotional intelligence. Studies carried out in lndia as well as in other countries focus essentially to explain the relationship between personality and WLB, while few studies had been reported in Indian arena to elucidate the relationship between psychological well being and emotional intelligence on WLB. Fuzzy relationship mapping model was reported in one of the studies to determine the personality dimension that exhibit greater ability to balance between work and life. International studies have been concentrated on corporate and hospitals while, Indian studies hover around educational and IT sectors.

Studies reported in organizational factors influencing WLB, the key focus had been given to flexible work arrangements, work life balance policies and programmes, work support, job stress, technology and role related factors. International studies reported had been mostly concentrated on flexible work arrangements while Indian studies mainly focus on work life balance policies and programmes. Combined Overlap Block Fuzzy Congnitive Mapping (COBFCM) model was reported in one of the studies to identify major work related stressor on WLB. Studies in Internaltional arena had focused on sectors namely; IT, construction, public sector, SMEs, health care, financial service and police while, Indian studies on education, IT, Pharmaceutical and service sectors, Multi sector comparisons of WLB have also been reported.

Societal factors of WLB had been reported in various literatures focused on childcare responsibilities, family & social support along with other societal factors such as spouse employment, family quarrel, parental responsibilities, dependent care issues etc., Entrepreneurs had been the key area of focus for both Indian and international studies, while one of the studies reported compare between self employed and organizationally employed individuals.

Conclusion

The concept of work life balance has attracted the attention of not only different organizations but also researchers and HR practitioners. This mainly could be attributed to ever increasing demands of work along with increased family demands owing to the necessity of spouses to be employed and quest for personal achievements in personal life.

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