

A study on quality of work life in an IT Industry

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ABSTRACT:

This research explores how the quality of work life (QWL) affects employee satisfaction and overall organizational success. It investigates various aspects, including the physical workplace, mental well-being, work-life balance, career growth, and social support. Using literature reviews and diverse data collection methods, the study aims to understand how these factors connect to worker contentment and business performance. Examining questions like how organizational policies impact employee well-being and the role of leadership styles, the study draws insights from existing research, such as works by Vasumathi and Genna Ayu Maghfira. It emphasizes the strategic importance of QWL in adapting to changing workplaces and provides practical insights for organizations to create a supportive environment. Stressing the need for policies enhancing both performance and job satisfaction, the research sets the groundwork for future investigations into leadership and organizational impacts on work-life quality.

Keywords: Quality of Work Life (QWL), Work-Life Balance, Leadership Styles, Workplace Culture, Organizational Policies.

I. INTRODUCTION: -

In today's ever-changing workplace, an organization's ability to succeed is closely correlated with the health of its employees. Given the critical role that workers play in accomplishing organizational goals, this research explores the complex field of Quality of Work Life (QWL). Ultimately aiming to maximize organizational health, our study conducts a thorough investigation of variables impacting worker satisfaction, output, and general work environment. The phrase "quality of work life" refers to a variety of factors, including the physical workspace, psychological health,

work-life balance, professional advancement, and social support. A thorough analysis is necessary as businesses learn to recognize the linkages between these factors and worker satisfaction and performance. In order to close this gap, this study will employ a rigorous approach that includes a review of the literature, specific research goals, and a range of data gathering techniques, such as focus groups, interviews, and surveys. Understanding and improving the QWL become strategic imperatives when sectors face unprecedented challenges and organizational structures change. The goal of the study is to give firms a road map for developing an atmosphere that supports employees' overall well-being in addition to their professional growth. We hope that this extensive study will provide valuable insights and practical suggestions that will help shape organizational policies and practices for years to come. This study seeks to clarify the complex relationship between worker satisfaction and business success via the lens of QWL, creating the groundwork for a robust and flourishing workplace culture.

II. LITERATURE REVIEW: -

- ❖ Employees' physical and emotional health is at risk because of the demanding work environment seen in IT organizations. Therefore, a compact model that can identify the variables that raise workers' job satisfaction and productivity and, in turn, help them become better corporate citizens should be established. (Jan et al., 2016)
- ❖ This study explored work-life balance (WLB) among female employees, placing particular attention on the value of WLB, theories pertaining to WLB, factors impacting WLB, WLB facilitators, and WLB related coping methods. (Sujatha et al., 2018)

- ❖ Globalization, privatization, and liberalization are the winds that are flowing across our nation. A person's skills and abilities that were crucial earlier might not be as important today and might even go extinct tomorrow. Thus, the day's message is "If You will fall behind if you don't keep up. (Jeevapriya & Anbazhagan, 2016)
- ❖ In this work, descriptive quantitative research approaches are used. The population of the study consisted of 245 employees of PT. Megalopolis Manunggal Industrial Development. The sample for the study consisted of 80 men and women. Personnel from PT. Megalopolis Manunggal Industrial Development. (Ayu Maghfira et al., n.d.)
- ❖ The study focuses on how employee quality of life at work affects productivity, with particular attention to H.E.G.Mandideep. The Quality of Working Life for Employees in an Organization addresses several factors of the work environment that effectively promote the development of human resources, which in turn leads to both individual and industrial growth. (Jan et al., 2016)
- ❖ In this work, descriptive quantitative research approaches are used. The population of the study consisted of 245 employees of PT. Megalopolis Manunggal Industrial Development. The sample for the study consisted of 80 men and women. Personnel from PT. Megalopolis Manunggal Industrial Development. (Adikoeswanto et al., 2020)
- ❖ Since work is our source of income, career, and business, it is an essential component of daily life. We live for twelve hours a day on average, which makes about one-third of our total life. Studies on the quality of work-life balance at the individual and organizational levels are thought to be more significant. (Balaji, 2013)
- ❖ All businesses need to provide a high quality of worklife (QWL) in order to draw and keep talent. Technical institutions have made a significant contribution to the advancement of both our country's economy and technology. Employees at technical institutions can use the survey to better understand how they are perceived by management and to advocate for improvements in this area. (Nanjundeswaraswamy, n.d.)
- ❖ The purpose of this study is to comprehend how employees view QWL and the relationship that exists between QWL's latent variables and demographic characteristics. The information is gathered from Hyderabad's top five IT firms, namely. (Sambrani & Hemalatha, n.d.-a)
- ❖ A person's feelings regarding all aspects of work, such as financial incentives and benefits, security, working conditions, interpersonal and organizational relationships, and its inherent value in their lives, are encompassed by the general term "quality of work-life." QWL has its roots in the union of structural and systems viewpoint on organizational behavior from the viewpoints of human relations, interpersonal communication, and supervision. (Michael Fonceca & Francis, n.d.)
- ❖ The present study aims at understanding the perception of employees towards QWL and the association between demographic variables and latent variables of QWL. The data is collected from the top five IT companies located in Hyderabad i.e. (Sambrani & Hemalatha, n.d.-a)
- ❖ The application of Quality of Work Life (QWL) is one tactic that might reconcile the interests of the business with those of the workers. The goal of this research was to create a new psychological theory of QWL and a standardized measurement tool for it that can be used to evaluate how well QWL is being applied as a tactic to raise productivity while also enhancing employee well-being. (Riyono et al., 2022)
- ❖ Many IT companies are asking their employees to work from home to remain safe and affected. As corona virus (COVID19) continues to capture headlines in the news and spread rapidly, employees are struggling with finding a sense of calm and stability throughout the ever changing updates and reality. (Hadapad & Sem, n.d.)
- ❖ In any job, having a good quality work life (QWL) is essential. It is more than just a wish; it is essential to realizing the goal of developing into a long-term, dependable, and extremely productive business. It is also a component of the entire strategic plan. (Afroz, n.d.)
- ❖ Employees now want a higher quality of work life from their employers than monetary compensation. With the development of new technologies, mental health-related factors are becoming more important than ever in the IT industry. (Ranjan, 2019)
- ❖ One of the more modern concepts is Quality of Work Life (QWL), which refers to the total quality of one's working life. A person's wealth, health, social connections, and other elements like contentment and happiness

all contribute to their quality of life. The person's favorable and unfavorable work environments determine their QWL. (V T et al., 2021)

- ❖ A company's ability to succeed greatly depends on having contented employees. Organizations nowadays must be more adaptable in order to prepare their workers for the ever evolving industrial landscape. Organizations must therefore implement a plan to enhance workers' quality of work life in order to meet both corporate goals and requirements of employees (Savarimuthu et al., 2020)
- ❖ The attainment of organizational objectives in several sectors such as education, banking, tourism, manufacturing, and services is contingent upon the quality of work life. Attrition, worker dedication, output, etc. (Yadav & Khanna, 2014)
- ❖ Any organization's ability to draw in, hire, inspire, and keep talent is critical to its success. Organizations nowadays must be more adaptable if they are to nurture their personnel and reward dedication. (Kavitha et al., n.d.)
- ❖ These days, one of the most important aspects of human resources is quality of work life. Depending on the aspects of quality of work life, any organization, whether in the manufacturing or service sectors, faces problems with attrition, employee commitment, productivity, etc. (Shubhangini, 2019)
- ❖ Organizations are impacted by employee unhappiness in many ways, including absenteeism, burnout, humiliation, turnover, job stress, sick absence, and a lack of commitment. Moreover, customer unhappiness directly affects the profitability and caliber of the good or service offered. (Crespi-Vallbona & Mascarilla-Miró, 2018)
- ❖ The nature of the interaction between workers and the entire workplace. QWL is concerned with the general work environment, its effects on individuals and the workplace, and how well an organization functions as a whole. Work quality Each person's life is unique. It encompasses an individual's sentiments on all aspects of work, including as financial gains and advantages, safety, working conditions, interpersonal and organizational relationships, and the work's inherent significance in the individual's life. (Indrani & Devi, 2014)
- ❖ The purpose of this study was to investigate the association between quality of life (QOL) and work-life quality (QWL) programs among employees of multinational corporations in Bintulu, Malaysia's Sarawak. Furthermore, the study looked at the components of programs that promote quality of work life (QWL) as a way to improve quality of life (QOL), which in turn can affect worker productivity. (Narehan et al., 2014)
- ❖ One of the most important ideas in the workplace these days, according to observations, is stress management. Additionally, it is evident that professionals' ability to manage their personal and professional life has suffered, somewhat degrading working productivity. This variation has forced businesses to create these kinds of regulations that improve worker performance, which raises employee and job happiness. (Shefali Srivastava, 2014)
- ❖ This study aims to analyze the impact of a high-quality work environment on employees' job performance. The attainment of organizational goals and objectives in various sectors such as education, tourism, manufacturing, services, and organizations is increasingly dependent on the quality of work life. (Ogohi Daniel, n.d.)
- ❖ Workers are viewed as a company's hidden worth and soft assets. Since employees are the driving force behind any successful business, it is important for them to improve their human resources in order to have a competitive edge in the marketplace. (Al Dalayeen, 2017)
- ❖ Job stress, employee performance, employee satisfaction, and employee retention have been found to be the most significant issues in the workplace. Additionally, it has been seen that as a result of management's inability to close the gap, efficiency is declining daily between their employees' personal and professional lives, which necessitates the implementation of a procedure called as the "QUALITY OF WORK LIFE" in order to improve employee happiness and performance. (Shankar Sharma & Swami, n.d.)
- ❖ In terms of motivation, dedication to work, and job performance, it is quite important. It is also a way to make goal achievement and the satisfaction of human wants easier. (Dutta & Singh, n.d.)
- ❖ The purpose of this study was to investigate the relationship between teaching faculty members' work engagement (WE) and their quality of work life (QWL), as perceived by KAU. Additionally, the study sought to examine how QWL (Ali Alqarni, 2016)

- ❖ It is believed that work-life balance (WLB) is just as important as employee performance. Surveying WLB as it affects present work organizations is the aim of the study. (Dubey & Rana, 2020)
- ❖ The chemical industry makes a substantial contribution to raising people's quality of life by developing ground-breaking technologies that allow for cleaner fuels, quicker medical care, stronger housing, and pure drinking water. However, there was a need to investigate the working conditions of employees, particularly in the Gujarat state of India, with regard to the chemical sector. (Faldy & Jaysukhlal Vadhar, 2017)

Research Objectives:

- ❖ To study on Quality of Work life practices in IT industry.
- ❖ To study on employee engagement in IT industry
- ❖ To Identify the factors that contribute a positive or negative perception of quality of work life.

Research Questions: -

- ❖ What elements affect the organization's quality of work life?
- ❖ What is the effect of organizational policy on the quality of work-life of employees?
- ❖ How does an employee's quality of work life get shaped by their leadership style?
- ❖ What is the relationship between total quality of work-life and job satisfaction and engagement?

III. RESULTS & DISCUSSION:-

The literature raises issues with the intense work environment in IT companies, which may be hazardous to workers' physical and mental well-being. In an effort to improve total employee well-being, authors stress the need for a model to identify factors influencing job satisfaction and productivity. (Jan et al., 2016)

Vasumathi's research explores the theories, causes, facilitators, and coping mechanisms associated with work-life balance (WLB) among female employees. acknowledges the significance of comprehending and resolving WLB difficulties in order to advance a more salubrious workplace. (Vasumathi, 2018)

In their discussion of how globalization affects the value of talents, Drs. Jeevapriya and Anbazhagan stress the importance of lifelong learning in order to remain relevant in the rapidly

changing workplace. (Jeevapriya & Anbazhagan, 2016)

Dr. P. K. Jain and Sweta Maheshwari concentrate on how elements that support both individual and industrial growth affect productivity at work. Highlights the importance of providing a positive work environment for supporting human resource development. (Jan et al., 2016)

Smitha Sambrani and Gopisetty Hemalatha's studies, which concentrate on leading IT companies in Hyderabad, seek to comprehend employee perceptions of QWL and its relationship with demographic factors. Emphasizes the need for insights into how employees perceive and experience QWL in the IT sector. (Sambrani & Hemalatha, n.d.-b)

Dodot Adikoeswanto and Bagus Riyono apply descriptive quantitative research to study QWL in the context of PT. Megalopolis Manunggal Industrial Development. raises the possibility that QWL could play a part in balancing the needs of employees with company objectives. (Adikoeswanto et al., 2020)

Prof. Aruna Battur and Madhu R. Hadapad talk on the difficulties faced by IT firms during the COVID-19 pandemic, emphasizing the effects on workers' sense of stability and serenity. (Hadapad & Sem, n.d.)

QWL is presented by Souparnika V. T. as a contemporary idea that encompasses a variety of facets of a person's working life and emphasizes the importance of money, health, social relationships, and overall life quality. (V T et al., 2021)

The significance of employee satisfaction for organizational success is emphasized by A. Savarimuthu, S. Arulandu, and G. Gayathri. They advocate for flexible approaches to improve QWL. (Savarimuthu et al., 2020)

In their discussion of the effects of QWL on employee commitment, attrition, and overall productivity, Radha Yadav and M. Kavitha stress the vital need of a happy work environment. (Kavitha et al., n.d.)

In their discussion of the effects of employee dissatisfaction on organizations, Montserrat Crespi-Vallbona and Oscar Mascarilla-Miró highlight the relationship between QWL and elements like absenteeism, burnout, and turnover. (Shubhangini, 2019)

Through QWL activities, Dr. Bhawani Shankar Sharma emphasizes the need of reducing job stress and employee satisfaction by merging personal and professional lives. (Shankar Sharma & Swami, n.d.)

Shefali Srivastava and Rooma Kanpur emphasize the importance of stress management in the workplace, acknowledging its influence on both personal and professional spheres and the necessity of enacting laws to enhance worker productivity. (Shefali Srivastava, 2014)

Cross Ogohi Daniel and Basman Al Dalayeen investigate how well-run workplaces affect workers' job performance, highlighting the importance of these environments in accomplishing company objectives.

In order to shed light on how QWL affects job engagement, Dr. Saleh Ali Y. Alqarni's study examines the connection between work engagement and QWL among teaching faculty members. (Ali Alqarni, 2016)

In her analysis of the relationship between work-life balance and employee performance, Deepti Dube shows how crucial it is for organizations to acknowledge and take action on this front in order to get the best results. (Dubey & Rana, 2020)

Rajesh Faldu examines the contributions of the chemical industry to increasing quality of life while highlighting the need to study and address working conditions, notably in the Gujarat state of India. (Faldu & Jaysukhlal Vadhar, 2017)

IV. CONCLUSION:

The study explores the impact of work environment on employee health, job satisfaction, and productivity in IT companies. It highlights the importance of a holistic model considering factors influencing job satisfaction and productivity to enhance overall well-being. The research also emphasizes the need for work-life balance (WLB) issues, particularly among female employees, to create a healthier workplace. The study also discusses the impact of globalization on skills development and the need for continuous learning to stay relevant in a rapidly changing workplace. The study also highlights the role of elements supporting individual and industrial growth in influencing productivity, emphasizing the importance of a positive work environment in human resource development. Employee perceptions of QWL in the IT sector are also discussed, emphasizing its versatility in various contexts. Employee satisfaction is emphasized as a key factor in organizational success, advocating for flexible approaches to improve QWL. The study also highlights the relationship between QWL and factors like absenteeism, burnout, and turnover. QWL activities are suggested to reduce job stress and enhance employee satisfaction by merging personal and professional lives. Stress management

is emphasized, recognizing its influence on both personal and professional spheres and advocating for laws to enhance worker productivity. The study also examines the relationship between work-life balance and employee performance, emphasizing the need for proactive measures. It also examines the chemical industry's contributions to improving the quality of life and the importance of intelligence and emotion in leading a successful and well-balanced life.

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