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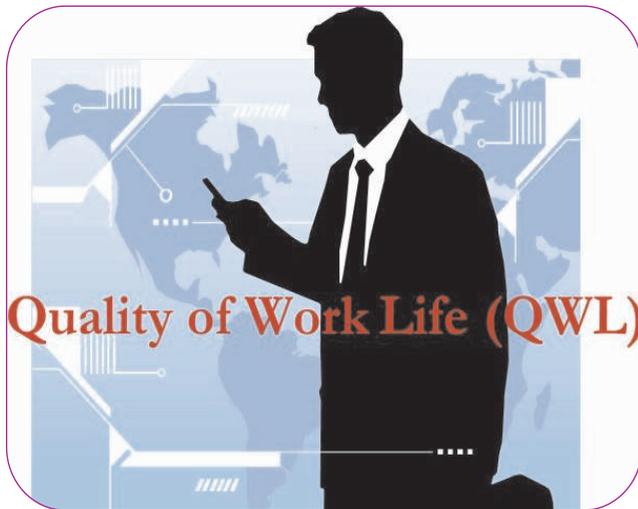
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THE FACTORS CONTRIBUTING TO QUALITY OF WORK LIFE (QWL): AN EMPIRICAL ANALYSIS



ABSTRACT: -

The term Quality of Work Life is intent to bring the transformation in the organizational environment through bringing in human touch, introducing the required reforms in various systems through which the higher productivity among the employees are ensured. This would result into greater job satisfaction among the employees and cordial industrial relations (Raja and Kumar, 2013). The prime aim of the study is to examine the significant difference among the employees of four districts of Belgaum Revenue Division (Belgaum, Dharwad, Bijapur and Bagalkot) with respect to Compensation, health, safety and welfare. All these are very crucial and basic factors of Quality of Work Life the difference in which affects the overall feeling and attitude of the employees towards the organisation and work place. The ANOVA statistical method was employed to test the results. The major results of the research are: The employees of the Belgaum district opine that they are receiving lesser compensation (Mean= 32.88) and less safe at workplace (mean=16.98) compared to other. The employees of all four district does not differ significantly among themselves on health ($F=1.419$). Finally, the employees of Dharwad district have opined that they receive better welfare facilities (mean=42.16) compared to other employees of

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remaining district.

KEYWORDS: Quality of Work Life, Compensation, Health and Safety.

INTRODUCTION :

The Quality of Work Life is a dynamic multidimensional construct which includes several vital aspects which very have strong bearing with individual job satisfaction at work place (Tripathi, P.C, 2009). The various practices fall under the umbrella of QWL are also strategies through which the company could able to obtain strategic advantage and excel in the competitive era. The human resource plays a pivotal role in aiding the manufacturing organisations to fulfil the diverse ranges of expectations of the global customers. In this regard so many vital aspects of QWL plays important role (Dwivedi, R.S, 2012). The author Iqbal (2013) proposes that, one of the motto of an individual being an employee of a firm is basically to earn livelihood in the form of wages which is his livelihood. Wages which are earned should fulfil the basic amenities such as food, clothing and housing. Every enterprise is setting forth the amount of the wages paid to an employee must be viable, so that the lowest wage provided to meet the needs of their life. QWL enhances employees' dignity through job satisfaction and humanizing the work by assigning meaningful jobs, giving opportunities to develop human capacity to perform well, ensuring job security, adequate pay and benefits, and providing safe and healthy working conditions (Adhikari and Gautam, 2010). The researcher has taken basic but equally important aspects which influences the employees Quality of Work Life, i.e., compensation, health, safety

and welfare. The QWL bound to change from industry to industry and from region to region. The prime objective of the research work is to understand the major factor which influences the quality of work life of the employees in four districts of Belgaum Revenue Division, which were Belgaum, Dharwad, Bijapur and Bagalkot with respect to above mentioned aspects of QWL.

In view of the above reviews and explanations the present study is taken up the following main objectives.

OBJECTIVES OF THE STUDY:

1. To study the significant difference among employees of the four districts with respect to compensation, health, safety and welfare of quality of work life (QWL).
2. To discuss the implications of difference among employees with respect to compensation, health, safety and welfare.
3. To provide the recommendations on the basis of study findings

HYPOTHESIS OF THE STUDY:

H_1 : There is no significant difference among employees of the four districts with respect to compensation (QWL)

H_2 : There is a significant difference among employees of the four districts with respect to Health (QWL)

H_3 : There is no significant difference among employees of the four districts with respect to Safety (QWL)

H_4 : There is a significant difference among employees of the four districts with respect to Welfare (QWL)

METHODOLOGY:

Participants

The samples was selected from four districts of Belgaum Revenue Division, i.e., Belgaum, Bijapur, Dharwad and Bagalkot. Total 400 samples of industrial male employees were selected on a simple random method, 100 each from every district.

Instrument

The self developed and standardised Quality of Work Life 5 point Likert scale having options 1 (Strongly Disagree) to 5 (Strongly Agree) was used. To test the tool total 30 sample was selected for the pilot study. The tool proved to be highly reliable. The statements relating to 8 dimensions of Quality of Work Life were tested and found highly reliable. The co-efficient alpha (α) for compensation ($\alpha = .944^{***}$), health ($\alpha = .933^{***}$), safety ($\alpha = .788^{***}$) and welfare ($\alpha = .855^{***}$) variables was highly significant

Data analysis

The data elicited was systematically scrutinized, coded, scored and later statistically treated under SPSS package for finding out the correlation co-efficient.

Procedure

In this present research endeavour, while formulating the research design the Quality of Work Life is assumed as dependent variable and compensation, health, safety and welfare were assumed as independent variables.

The respondents were personally contacted in the field, i.e., in the industries and the purpose of the research inquiry was communicated and all their apprehensions were eliminated from their mind. They were convinced and helped them to participate in the process willingly. The primary data was collected from the respondents who are working at different trades and grades in the industries. The 5 point likert scale had two sections, the first section dealt with the demographic data like age, sex, caste, habitation, dependents, savings, education, etc., and the second section dealt with the statements relating to variables of the QWL. The ANOVA statistical test was carried out to find out the significant difference among employees of the selected industries in four districts of the Belgaum Revenue Division, namely, Belgaum, Dharwad, Bijapur and Dharwad with respect

to four vital dimensions of quality of work life, i.e., Compensation, Health, Safety and Welfare.

Results:

H₁: There is a significant difference among employees of the four districts with respect to compensation (QWL)

Table no 1: ANOVA for significant difference among employees of different district with respect to compensation (QWL)

Variable	Districts	N	Mean	Std. Deviation	F value	P value
Compensation (QWL)	Belagavi	100	32.88	7.417	3.343	.019*
	Bagalkot	100	35.86	6.353		
	Dharwad	100	35.90	7.381		
	Vijayapur	100	34.82	9.466		

Source: Field Survey

A perusal of the above table, reveals that among the four groups of employees, employees of Belagavi district have revealed (mean=32.88) that they are getting less compensation when compared to all other district employees. Employees of Vijayapur district revealed of getting slightly better compensation (mean=34.82) compared to Belagavi district employees. Among all groups Bagalkot (mean=35.86) and Dharwad (mean=35.90) district employees have revealed of getting more compensation than other two district employees. From the above table it is clear that all the four groups of employees differ significantly among themselves on compensation (F=3.343*). Hence, the hypothesis H₁ is accepted.

H₂: There is a significant difference among employees of the four districts with respect to Health (QWL)

Table 2: ANOVA for significant difference among employees of different district with respect to Health (QWL)

Variable	Employees of different District	N	Mean	Std. Deviation	F value	P value
Health (QWL)	Belagavi	100	29.96	3.750	1.419	0.237 (NS)
	Bagalkot	100	28.86	5.053		
	Dharwad	100	29.86	3.464		
	Vijayapur	100	29.34	4.621		

Source: Field Survey

An observation of table 2 clearly shows that among the four groups of employees, employees of Bagalkot district have revealed (mean=28.86) of not having healthy condition compared to all other district employees. Employees of Belagavi (mean=29.96), Dharwad (mean=29.86) and Vijayapur district (mean= 29.34), revealed of getting better healthy condition compared to Bagalkot district employees. Among all groups Belagavi (mean=29.96) have revealed of getting more healthy condition than other district employees. From the above table it is clear that all the four groups of employees do not differ significantly among themselves on health (F=1.419). Hence, the hypothesis H₂ is accepted.

H_3 : There is significant difference among employees of the four districts with respect to Safety (QWL)

Table 3: ANOVA for significant difference among employees of different district with respect to Safety (QWL)

Variable	Employees of different District	N	Mean	Std. Deviation	F value	P value
Safety (QWL)	Belagavi	100	16.98	1.891	0.156	0.926 (NS)
	Bagalkot	100	17.18	2.500		
	Dharwad	100	17.02	1.985		
	Vijayapur	100	17.08	2.385		

Source: Field Survey

The obtained value of table 3 shows that among the four groups of employees, employees of Belagavi district have revealed (mean=16.98) that they feel less safe when compared to all other district employees. Employees of Bagalkot (mean=17.18), Dharwad (mean=17.02) and Vijayapur district (mean= 17.08), feel of having little bit more safer condition compared to Belagavi district employees. Among all groups Bagalkot district employees feel having slightly better safer condition than other district employees. But from the above table it is clear that all the four groups of employees do not differ significantly among themselves on Safety (F=0.156). Hence the hypothesis is accepted.

H_4 : There is a significant difference among employees of the four districts with respect to Welfare (QWL)

Table 4: ANOVA for significant difference among employees of different district with respect to Welfare (QWL)

Variable	Employees of different District	N	Mean	Std. Deviation	F value	P value
Welfare (QWL)	Belagavi	100	36.74	7.325	14.130	0.000***
	Bagalkot	100	41.10	6.987		
	Dharwad	100	42.16	4.612		
	Vijayapur	100	41.40	6.772		

Source: Field Survey

A view of above table 4 revealed that employees of Dharwad district (mean=42.16) are getting better welfare facilities than other district employees. Employees of Bagalkot (mean=41.10) and Vijayapur district (mean= 41.40) revealed of getting slightly better welfare facilities than Belagavi district employees (mean=36.74). From the above table it is clear that all the four groups of employees differ significantly very high among themselves on Welfare (F=14.130***). Hence, the hypothesis H_4 is accepted.

DISCUSSION:

The employees in Belgaum district have expressed that they are getting the lesser compensation and it was found from the analysis that they receive lesser compared to other districts. From this, it can be inferred that the employees opinion could be the result of their higher expectation from the employer as a result standard of living of the Belgaum town. Interestingly it was found that the employees of the Bijapur district where sugar

industries were consulted, have shown their satisfaction with the compensation they receive. From this finding, it can be inferred that, the compensation employees receive in Bijapur district may not be competitive but it was felt adequate as a result of not so high standard of living of Bijapur town compared to Belgaum town. Further, it was found that the employees of Bagalkot district where cement industries have dominance and Dharwad district where handful number of engineering and manufacturing industries are located, opined that they are satisfied with the compensation and it is also higher compared to other two districts like, Belgaum and Bijapur. From this, it can be inferred that the employees in Dharwad and Bagalkot district experience high level of quality of work life. Hence, there is clear significant difference among employees of all four districts with respect of compensation (QWL).

The employees of Cement industries in Bagalkot district have opined that they the conditions of working are not so healthy and they lack in health related awareness compared to all remaining three districts of Belgaum Revenue Division. From this it can be inferred that, however, the employer have complied with statutory provisions relating to healthy working conditions, because of working conditions in cement industries, the workers expressed their dissatisfaction towards the health aspects at the workplace (Adhikari and Gautam, 2010). It would also be the result of their lack of awareness about the health aspects at the workplace. Hence, the lower level of quality of work life of employees working in cement industries in Bagalkot district. However, the employees in Belgaum, Dharwad and Bijapur have registered their favourable opinion about the health aspect at the workplace as the industries situated in these districts are engineering, manufacturing and sugar. From this, it can be inferred that there was a higher level of awareness about the health aspects among the employees and the statutory health related provisions are complied with by the employers. Overall it was found that the employee opinion about the health in all four districts does not differ significantly.

The employees of Belgaum district have opined that they feel less safe at the workplace. It can be inferred from this finding that because of engineering industries are more in number in the district the employees would be exposed to certain hazardous and dangerous working environment and there would be lack of safety devices or the employees would be reluctant to make use of safe equipments. The findings also surprise that the employees in all other districts like, Dharwad, Bijapur and Bagalkot have opined that they feel safer working place. It can be inferred from this that, the employer commitment towards the pursuing the employees to utilise the safety devices, safety policies and awareness would have resulted into better awareness and feeling of employees towards safety in all these three districts. Further, it is found that the employees in Bagalkot district feel little more safe at the workplace. It can be inferred from this that, the employer provide safety equipments as employees would involve in more risk operations in cement industries. The values revealed that the employees in Belgaum feel average quality of work life and the employees of Bagalkot, Bijapur and Dharwad high level of quality of work life. Overall, it was found that the employees of all four districts does not differ significantly with respect to safety at the workplace.

The welfare facilities are both statutory and non-statutory are the core elements which determines the employee feeling towards the quality of work life at workplace (Namita and Walia, Kritika, 2014). The table 4 indicates that the employees of district are highly satisfied with the welfare facilities that they enjoy within and outside the industries. From this it can be inferred that there is a greater awareness and concern for employee welfare in the industries situated in Dharwad district. So, the employees of selected industries of this district experience high level of quality of work life. It was also found from the table that, the employees in Bagalkot and Bijapur district also happy with the welfare facilities made available from their employer and it is higher than the Belgaum district. Interestingly, it was found that the employees in Belgaum district are very unhappy with the welfare facilities available to them. From this it can be inferred that, the employer unwillingness to implement the welfare provisions under law would have caused for such responses on the part of the employees. So, it can be inferred that the employees in Belgaum district experience very low level of quality of work life as a result of poor welfare facilities. Hence, employees differ significantly very high themselves on opinion towards the welfare facilities available at the industries in all four districts.

RECOMMENDATIONS:

1. The employers of the industries should take into consideration the importance of paying an employee a real, rational, substantial, competitive wages. Besides wages the fringe benefits would also influences the Quality of Work Life of the employees.
2. The employees who involve in hazardous working conditions should be better wages and compensation.
3. The employee safety at the workplace is most crucial. The feeling of secured from the industrial accidents would help him to work with more vigour. The employees should be protected from the occupational diseases as they going to affect his productivity but also leaves behind the long lasting disability.
4. The employer should comprehend the importance of statutory and non-statutory welfare provisions which are part of QWL and also plays a crucial role enhancing the commitment towards the organisation.

CONCLUSION

The management thinkers have been ever reiterated that the investment in human resources would always pays its dividends in terms of employee commitment and increased productivity. The overall result would be strengthened economic position of the company. The human resource plays a crucial role and their importance is realised in all time periods by the thinkers and practitioners. The increased level satisfaction helps him to experiencing a good quality of work life which influences him in several ways. The fair and adequate compensation, health and safety working conditions and provision of statutory and non-statutory welfare services would facilitate employee to perform well and retain in the company for a very long time. The innovative and creative quality of work life practices needs to be brought into practices as the employee aspirations and needs are changing on a continuous basis. The quality of work life practices go a long way in integrating the individual employee and company objectives.

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