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STUDY OF QUALITY OF WORK LIFE AMONG UNSKILLED WOMEN EMPLOYEES IN MYSURU DISTRICT

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ABSTRACT

Women workers in organized sector are given less importance by the Government as well as private sectors. Women from the organized sector have high expectation from the government as it will provide some sort of benefits like incentives, special developments, health care, etc. lead to socio economic development of family. The previous studies carried out by earlier researchers was not included some required variables of quality of work life such as Job satisfaction, Job Security, facilities extended for skill development and health care facilities. The present research made an attempt to analyse the Quality of Work Life of Unskilled Women Employees in Organized Sector with special Reference to Mysuru District. The primary data was collected from 90 respondents in Mysore District with structured questionnaire. Apart from descriptive analysis of the demographic variables of the respondents, analysis of correlation and variance were applied to test the hypothesis. It is found from the study that work expectation and work satisfaction are related to each other and work expectation of the respondents is the same across different levels of designations. Workers expectation with reference to work culture and work environment remained the same among employees of different designations. It is also found that organisations should embark on and different facilities to different categories of employees.

KEYWORDS

women workers, work life, work expectation, job satisfaction, organized sectors.

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1. INTRODUCTION

Quality of work life (QWL) is concerned with creating a positive interaction between the physical and mental well beings of employees towards increased productivity. The Organisations have to maintain skilled employees to sustain the competitive market and required to treat the employees as an asset and not liability which is possible through the humanized job design process, known as Quality of Work Life. Focusing on improving QWL is required to enhance the contentment and job satisfaction of employees which can results to gain various advantages for employees and organization. Typical Corporates, NGOs and Governments across the world are striving to expand quality of work life and to improve health care services to employees working in organized sector. Women constitute the valuable human resources needed for the development of any country and contribution of women employees in the recent past is highly recognised in every sector of the economy. The study of QWL of women employees is very significant and worthwhile to take up research.

2. STATEMENT OF THE PROBLEM

Quality of Work Life of Women employees contributes to the organizational efficiency in general. It is also observed that it is true that the contribution is significant particularly in the organised sector. However, women workers in organized sector are given less importance both by Government and private sectors. Women employees expect more benefits like incentives, special developments, health care, etc. from the organized sectors in order to improve their socio-economic life. The organization may have to face challenges if there is high attrition and deliver inadequate quality services to organisation and customers, due to their job dissatisfaction. The organizations are now required to take appropriate steps to reinforce the positive behaviour amongst the employees, through identifying the factors lead to employee job satisfaction. Given this back ground, the present paper attempts to study the quality of work life of unskilled women employees in organised sectors.

3. REVIEW OF LITERATURE

Richard Walton (1973),¹ describes that Quality of Work Life is the work culture that serves as the corner stone and opines that work culture of an organization should be recognized and to be improved to enhance the Quality of Work Life of organizations. De (1976)², identified the Quality of work life as an indicator of how the society could be free from exploitation. Injustice, inequality, oppression and restrictions on the continuity of the growth of a individual. Danna and Griffin (1999)³, found that QWL not only includes work-based factors such as job satisfaction, salary benefits, inter & intra relationships with colleagues, but also factors that reflects life satisfaction and general feelings of well-being. Gershuny (2001)⁴, opined that a quality of work life leads to happiness and contentment whereas poor quality of work life contributes to ill-health, mental disturbance leading to depression as body and mind are correlated and leads to physical and mental

¹ Richard E. Walton 1973, "Quality of Working Life: What is it?" *Slogan Management Review*, Vol. 15, No. 1, pp. 11-21.

² As De 1976 Some Dimensions of Quality of Working Life, *Paper presented at National Seminar on Quality of Working Life*, Bombay, pp. 22-27.

³ Danna & Griffin (1999) "Human Resource Management and Practices", Vol. 20, Issue 2, p.p.70.

⁴ Gershuny. (2001), *changing times*, New York: Oxford University Press.

illness. The essence of quality of work life is a balance between work and leisure. Hoque and Rahman (1999)⁵, found that QWL is important for job performance, job satisfaction, labor turnover, labor management relations play a crucial role in determining the overall well-being of an organization. Further it is noted that workers of private sector textile mills perceived significantly higher QWL than the workers of the public sector textile mills. RadhaChebolu (2005)⁶, observed that the improvement of work place conditions of an organizations is testified in the terms of performance and the status of women in workplace is no longer discriminatory in Indian corporate sectors. Rama (2007)⁷, stated that, QWL refers the issue of repetition of legitimate interest or women workers in its entirety and also suggested the policy makers to improve the QWL of women workers, specifically in Banking, Insurance, PSV's and Hospitals. Jagadeesan. G (2008)⁸, states that working women have to contend with and overcome the social and mental barriers such as lack of proper education, lack of exposure to global business, social stigma and psychological inhibition. Rao & Medha Gore (2008)⁹, made an observation that nine to five rigid job structures and walking the tightrope of family and work related responsibilities made woman's life mechanized. Sumita Parmar (2010)¹⁰, observed that in contemporary times women are professionally qualified as the men and the incomes they earn are equally substantial and working hours as well as the work stress not less than the man's. Therefore, inevitably, the equations between them are changing along with the traditional roles they played.

4. RESEARCH GAP

From the extensive literature it is noted that the previous researchers have not included the variables of quality of work life such as Job satisfaction, Job Security, facilities extended for skill development and health care facilities. Further, it is noted that there are only few studies were found on the QWL with reference to the Unskilled Women employees in organised sector especially in Mysuru District.

5. NEED FOR THE STUDY

In the present study, the researcher has made an attempt to analyse the Quality of Work Life of Unskilled Women Employees in Organized Sector with special Reference to Mysuru District and to resolve the problems of unskilled women employees.

6. RESEARCH QUESTIONS

- 1 What are the factors that influences QWL of unskilled women employees?
- 2 What are the issues and challenges related to maintenance of quality of work life of unskilled women employees?
- 3 How should quality of work life of unskilled women employees be measured and effective means to enhance it?

7. OBJECTIVES OF THE STUDY

The study aims to achieve the following research objectives:

1. To study the factors influencing the QWL of unskilled women employees.
2. To study the challenges of unskilled women employees to maintain the quality of work life.
3. To study the relationship between work expectation, work satisfaction and quality of work life.

8. HYPOTHESIS

H₁: "There is no significant relationship between work expectation and designation of unskilled working women employees in organized sector".

H₂: "There is no significant difference between work satisfaction and designation of unskilled working women employees in organized sector".

H₃: "There is no significant relationship between work expectation and work satisfaction of unskilled working women employees in organized sector".

9. RESEARCH DESIGN

The present empirical study is based on primary and secondary data. The primary data has been collected through structured questionnaire. Primary data include the respondents' socio-economic condition, quality of work life, job satisfaction, health condition, health status etc. Secondary data related to women workers engaged in different organized sectors and the other data are collected from Directorate of Economics and Statistics, Government of Karnataka.

SAMPLE SIZE: The sample is collected using cluster sampling method from different segment of the organized sector. The total population of the unskilled women employees in Mysuru District is 14, 131 of which 100 questionnaires were issued to the target group of unskilled women employees from all the seven taluks of the Mysuru district. After removing the incomplete questionnaire, 90 questionnaires were considered for analysis.

TOOLS OF ANALYSIS: apart from descriptive analysis of the demographic variables of the respondents, an analysis of variance and Bi- variate correlation were applied to test the hypothesis.

10. DISCUSSION AND ANALYSIS

Quality of work life is a critical concept with having lots of importance in women employee's life. A high quality of work life and work life expectation are essential for all organizations to continue to attract and retain employee. This study attempted to find out the factors influencing the quality of work life of unskilled women employees in organized sectors. The Quality of Work Life of women employees in an organization has been assessed by opinions of employees on statements regarding quality of work life [QWL] aspects. If employees perceive an organization as offering a good quality of work in return for their contribution to an organization, then it is likely that employees will report higher levels of performance and work satisfaction. Employee satisfaction facilitates superior performance and also greater attraction and retention of the best employees, thereby enhancing the ability of the organization to deliver higher quality services. The present study examined the perception of the respondents to study the work expectation scores and work satisfaction scores. In the present study, only two variables-work expectation and work-satisfaction of the respondents were considered for analysis.

Table 1 shows the descriptive statistics of work expectation and work satisfaction scores pertaining to each of the designation considered under the study. Mean scores of the variables in each category of the designation has been registered almost equal weightage with more than 2 standard deviations. Similarly, job satisfaction scores are shown equal mean scores which indicate that the work expectation and work satisfaction are the same in each category of designations.

⁵ Hoque, M.E. and Rahman, A. (1999) Quality of Working Life & Job Behaviour of workers in Bangladesh: A Comparative Study of Private and Public Sectors, Indian Journal of Industrial Relations, 35 (2), 175-184.

⁶ Radha Chebolu (2005), "Women in the workplace", HRM Review, ICFAI Journal, September 2005, Page:11-19.

⁷ Rama J. Joshi (2007) "Personal Management and Industrial Relations", 15th edition, Sultan Chand & Sons p. 88.

⁸ Jagadeesan (2008), "Working Women – A Paradigm Shift", The ICFAI University Press, Pg. 3.

⁹ Rao & Medha Gore (2008); "Women Entrepreneurs: Substance, Strength and Success", First Edition, The ICFAI University Press, Pg.No.6.

¹⁰ Sumita Parmar (2010) "Accessing Empowerment: Contemporary Indian Women" paper published in book "Empowerment of Women – Emerging Dimensions Compiled by Krishna Gupta, S. Chand Publisher, Page 38.

TABLE 1: DESCRIPTIVE STATISTICS OF WORK EXPECTATION, WORK SATISFACTION AND DESIGNATION

Variables		N	Mean	Std. Deviation
Work Expectations total scores	Attender	27	54.63	3.341
	Peon	7	56.00	2.236
	Sweeper	24	52.79	3.659
	House keeping	26	55.00	2.953
	Gardeners	6	55.83	2.401
	Total	90	54.43	3.315
Work Satisfaction total scores	Attender	27	42.70	1.436
	Peon	7	42.57	1.718
	Sweeper	24	40.67	3.102
	House keeping	26	42.15	3.331
	Gardeners	6	42.67	.816
	Total	90	41.99	2.671

Table 2 exhibits the ANOVA of Work Expectation scores of unskilled women employees of the study area according to the designation they are working in. F value of work expectation scores is 2.501 at 0.05, the assumed level of significance. P value is close to 0.05 in for work expectation score, and F value of Work satisfaction scores is 2.283, P value is 0.067 which is more than 0.05 the assumed level of significance. Therefore, Null Hypothesis (H_0) is rejected and hence it may be inferred that "There is no significant difference between work expectation and designation of unskilled working women employees in organized sector, further, the null Hypothesis (H_0) "There is no significant difference between work satisfaction and designation of unskilled working women employees in organized sector is rejected and hence. It may be inferred that work expectation of employees of all the designations are the same. Similarly, the level of work satisfaction among the employees remains the same across designation. This indicates that the organizations need to focus on various aspects of work life quality enhancement strategy irrespective of the level of authority or the designation of women employees. This finding also replete that the management of the organized enterprises should maintain equal quality life enhancement facilities without bias. In most of the organizations, work efficiency depends on the coordination between different cadres and levels. Therefore, it is pertinent that the management looks after the quality work life of all the employees to maintain conducive working environment.

TABLE 2: ANOVA OF WORK EXPECTATION, WORK SATISFACTION AND DESIGNATION

		df	F	Sig.
Work Expectations total scores	Between Groups	4	2.501	.048
	Within Groups	85		
	Total	89		
Work Satisfaction total scores	Between Groups	4	2.283	.067
	Within Groups	85		
	Total	89		

In order to establish the relationship between work expectation and satisfaction, Pearson's correlation is calculated and presented in Table 3 below. The Table shows correlation value of 0.690 for two tailed test significance. The value of correlation is significant at 0.01 percent level. This indicates that null hypothesis (H_0) is rejected and therefore there is no significant relation between work expectation and work satisfaction. It can be inferred from the results that work satisfaction depends on work expectation. If the work environment and work culture are up to the expectation of the women employees at work, the level of satisfaction in turn will improve. Work satisfaction among the employees improves performance of the employees, which is essential for the success and growth of the organization. This win-win situation is good for both the employer and the employees that contributes significantly to the economic growth of the country.

TABLE 3: CORRELATIONS BETWEEN WORK EXPECTATION AND WORK SATISFACTION

		Work Expectations total scores	Work Satisfaction total scores
Work Expectations total scores	Pearson Correlation	1	.690**
	Sig. (2-tailed)		.000
	N	90	90
Work Satisfaction total scores	Pearson Correlation	.690**	1
	Sig. (2-tailed)	.000	
	N	90	90
**. Correlation is significant at the 0.01 level (2-tailed).			

11. FINDINGS

This research work attempts to understand the factors influencing the quality of work life of unskilled women employees of organised sector in the study area. It is found from the study that work expectation and work satisfaction are related each other. Correlation value of 0.69 indicates that both the variables have moderately high correlation and can be inferred that both are correlated. It is also found from the study that work expectation of the respondents is the same across different designation. Workers expectation on the work culture and work environment does not vary between the designation and also found that the organisations should embark on similar strategy and facilities to different categories of employees.

The organizations should strive to establish a strong coordination among different groups of employees to display their dynamic and adoptive managerial policies to improve working environment, recognise the human needs at work, flexi time, concern for family and dependents, pay and facilities to keep employees focus more on the work rather than their inherent family problems hindering smooth functioning at work.

The present paper strongly recommends to train the employees in the areas such as time management, managing stress, physical and health related training to keep them healthy, personality development to control emotions and interpersonal relations among the workers. This would keep the unskilled employee's confidence and help them to have cordial relations between colleagues and have an intelligent plan to keep their dependents and family members bright and cool.

12. CONCLUSION

The dynamics of the work environment creates work pressure on working women as they need to cope with virtually two full time jobs – one at the office and the other at home. Review of literature related to the subject has revealed that unskilled working women experience greater difficulty in balancing work and family. The present paper encompasses on finding the factors influencing the quality of work life of women employees. From the study it is found that both the variables are moderately highly correlated. Moreover, the variables signify at various designation of the employees. Since different designation involve different work culture, the analysis of the variables is necessary from the view point that the success of any Organisation needs link and cohesiveness among the different levels of employees.

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