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ORGANIZATION DEVELOPMENT INTERVENTIONS AND BETTER QUALITY OF WORK LIFE

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ABSTRACT

Quality of Working Life is an innovative theory which clearly states the overall quality of an Individual's working life. Quality of working life includes factors such as income, health, social relationships, job satisfaction, relationships with work colleague and other factors such as happiness, fulfillment and general feeling of well-being. It is a term that has been used to describe job related experience of an individual. QWL is growing rapidly in the Organizational Behavior as dynamic aspect of the overall of human experience in the work place. The Quality of Work Life considers to all the organizational inputs with the objective of employees' satisfaction and enhancing organizational effectiveness. It denotes to the quality of relationship between employees and the total working environment between the man and task at workplace. QWL indicated the organizational effort such as the level of satisfaction, motivation, involvement and commitment individuals experience with their work, quality about work and working conditions which contribute to the overall effectiveness and performance of human resource at the organizational level.

KEYWORDS

quality of working life, organizational development interventions, quality of working life.

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INTRODUCTION

The phrase 'Quality of Work Life'(QWL) has been defined with different meanings by people. Some consider it an industrial equality with increased employee participation in the decision making process. For Management it is the human aspect of work to improve productivity and for workers it interprets job security, fair wage, job satisfaction and healthy working conditions. QWL is a thought process about people, work and organization and creates a sense of fulfillment in the minds of the employees and contributes toward greater job satisfaction, improving productivity and efficiency of an organization. It shows the fair conditions and climate of a workplace that support and promotes employee satisfaction by providing them with rewards, job security, and growth-development opportunities.

Organizational development (OD) is defined as a long-range effort to improve an organization's ability to cope with change and to improve its problem-solving and renewal processes through effective management of organization culture (Harvey & Brown, 1996). It is a systematic and effective planned change that is used organizations.

OBJECTIVES OF THE RESEARCH PAPER

1. To understand concept of Organizational Development.
2. To understand concept of Quality of Working Life.
3. To examine techniques of OD interventions.
4. To study impact of OD interventions on quality of working life.
5. To identify ways for establishing better quality of life in the organization.

RESEARCH METHODOLOGY

Research methodology is the process of systematically solving the research problem. It may be understood as a science of study how research is done scientifically. Data collection is done from secondary sources such as books, periodicals research review, and website. This is an exploratory research based solely on insights drawn from the analysis of the existing literature of different studies, reports, periodicals and books related to the topic of study in order to investigate the impact and importance of Online Training. This research work will serve as a means to help acquire useful information or Knowledge about the subject area.

ORGANIZATION

An organization is a system consisting of four subsystems: structure, technology, people and task.

- Structure refers to the formal interactions within the organization i.e. organization hierarchy or chart.
- Task refers to the set of activities to be performed.
- Technology relates to the level of the work-flow and performance of jobs, employee skills, knowledge and machinery in an organization.
- People variable refers to the human input in the organization, i.e. individuals (in terms of their physical and mental skills, personality etc.

ORGANIZATION DEVELOPMENT INTERVENTIONS & ITS TECHNIQUES

OD interventions are sets of structured activities in which selected organizational units (target groups or individuals) engage in a task or sequence of tasks with the goals of organizational improvement and individual development. It increases the level of inter-personal trust among employees, increase employees' level of satisfaction and commitment, effectively manage conflict and helps organization in problem solving.

ORGANIZATION DEVELOPMENT TECHNIQUES

Human Processes: Team building exercises, personal growth workshops, interpersonal skills and communications training, emotional intelligence training, coaching skills, conflict management.

Techno-structural: Total quality management, work process redesign, change management, changes in organizational structure and participative management and Quality circles, ISO.

Human Resource Management: Job design, hiring and selection, performance management, reward systems, multicultural training, coaching.

Survey feedback-The intervention provides data and information to the managers. Information on attitudes of employees about wage level, and structure, hours of work, working conditions and relations.

Process Consultation- The process consultant meets the members of the department and work teams observe the interaction, problem identification skills, solving procedures.

Sensitivity Training- It is called a laboratory as it is conducted by creating an experimental laboratory situation in which employees are brought together. The team building technique and training is designed to improve the ability of the employees to work together as teams.

Goal setting and Planning- Each division in an organization sets the goals or formulates the plans for profitability. These goals are sent to the top management which in turn sends them back to the divisions after modification.

Job enrichment- It is based on the assumption in order to motivate workers; job itself must provide opportunities for achievement, recognition, responsibility, advancement and growth.

IMPACT OF OD INTERVENTIONS ON QUALITY OF WORKING LIFE

1. Employees are able to balance Employee work life and personal life in a better manner which leads to reduction of stress.
2. Such programs help in improving physical and psychological health of the employees, thereby bringing down the absenteeism rate.
3. These programs develop the employee morale, increase the productivity, job satisfaction and commitment of the employees towards the organizational goals.
4. These programs also aim at the progress of the individuals in their personal and professional lives.
5. They improve the communication between all levels of management which helps in minimizing conflicts between different levels of employees.
6. Such types of programs lead to effective negotiation and enable the designing of the contracts which satisfy all sorts of employees.
7. These programs enhance efficiency of management and strengthen employee organization.

WAYS FOR ESTABLISHING BETTER QUALITY OF LIFE IN THE ORGANIZATION

- Spend some time with this employee.
- Take it one task at a time; Look at the employee's every concrete action in the process.
- Don't micromanage.
- Don't share unnecessary matters with your staff.
- Give them plenty of feedback and motivate them.
- Give them clear goals to pursue and match tasks to their skills and Communicate Effectively.
- Incentivize Employees.
- Train and Develop Employees.

CONCLUSION

The success of any organization depends on how it attracts recruits, motivates, and retains its workforce. Organizations need to be more flexible so that they develop their talented workforce and gain their commitment. 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. Providing quality at work not only reduces attrition but also helps in reduced absenteeism and improved job satisfaction.

The importance of human resources in advancing the goals of the organization, improving the quality of work life has become one of the main goals of the organizations. Main purpose of this study is to analyse the effect of quality of work life (adequate and fair compensation, safe and healthy environment, growth and security, development of human capabilities, the total life space, social integration, constitutionalism, social relevance) on organizational overall development.

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