

A STUDY OF QUALITY OF WORK LIFE IN THE UNIVERSITY SECTOR

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Abstract

Universities understand that Quality of Work Life is important to their employees. Quality of Work Life is really a big factor for employees because it brings enjoyment while working in the university which in turns brings happiness in life. It is the responsibility of the management to fulfill the needs of administrative staff, so they can work with full efficiency. This is also important to assess the level of Quality of Work Life of administrative staff. So the primary objective of this study is to assess the level of Quality of Work Life of administrative staff working in Pandit Bhagwat Dayal Sharma University of Health Sciences, Rohtak (PBDSUHS). The tool employed for generating responses will questionnaire based survey of administrative staff to their perception and opinion towards different factors of Quality of Work Life. This study indicates that Quality of Work Life of administrative staff is important and it is necessary to improve the Quality of Work Life by fulfilling the needs of administrative staff.

Key Words: *Quality of work life, job security, job Satisfaction, work life balance*

Paper Type Research Paper

Quality of work life: Concept

Quality of work life is a well known concept. Quality of work life influences employees. The factors of Quality of work life are the most important factors which affect organization and employees. Many aspects of quality of work life are not very obvious. Ignorance of certain dimensions of quality of work life may create tremendous problems. Effective quality of work life enables employees to contribute effectively and productively to the accomplishment of organization's goals and objectives. It affects both employees as well as corporate growth.

Quality of work life refers to the favorableness or unfavorableness of a total job environment of the people. It provides a more humanized work environment. It attempts to serve the higher order needs of workers as well as their more basic needs. It seeks to employ the higher skills of workers and to provide an environment that encourages improving their skills. It is a generic phase that covers persons' feelings about every dimension of work, including economic rewards and benefits security, working conditions, organizational and interpersonal relationships and its intrinsic meaning in one's life. The basic purpose of Quality of work life is to develop work environment that are excellent for people as well as for production. It aims at "healthier, more satisfied and more productive employees and more efficient, adaptive and profitable organization" Since people and environment have changed, increased attention needs to be given to improving the Quality of work life. It is important for job performance, job satisfaction, labour turnover, labour management relations and such other factors, which play an important role in determining the overall well being of any individual organization. Quality of Work Life (QWL) is concerned with overall climate of work situation and it refers to favourableness or unfavourableness of a work environment.

Several researches in the field of quality of work life have developed models. The present study starts with a general introduction of quality of work life. Section II nd deals with significance of Quality of Work Life in universities in Haryana. Section III rd deals with Objective, Methodology of the study. At last, by analyzing data through various statistical tools, conclusions are set out in the concluding section.

Need of Quality of Work Life of administrative staff in University

investigators. The data is analyzed with the help of Mean, Standard Deviation and percentage.

(b) Sample

To select the respondents, the study makes use of non probabilistic sampling methods. The sampling methods used were a mix of judgmental and convenient sampling. Sample size of this study is 100.

Results and Discussion

Table I : Descriptive Statistics

| Statements | N | Mean | Std. Deviation | SA | A | N | DA | SDA |
|---|-----|------|----------------|----|----|----|----|-----|
| 1. Working atmosphere | 100 | 4.19 | .526 | 25 | 69 | 6 | 0 | 0 |
| 2. I feel pride in working with the university. | 100 | 4.86 | .349 | 86 | 14 | 0 | 0 | 0 |
| 3. University provides facility for the self improvement of their non teaching employees. | 100 | 3.56 | .556 | 0 | 59 | 38 | 3 | 0 |
| 4. The chances for promotion are good. | 100 | 3.85 | .557 | 0 | 91 | 6 | 0 | 3 |
| 5. I have each and every facility that I need to do my work right. | 100 | 3.67 | .726 | 12 | 46 | 39 | 3 | 0 |
| 6. I am satisfied with my job. | 100 | 3.88 | .729 | 18 | 55 | 24 | 3 | 0 |
| 7. At work, my opinions seem to count. | 100 | 3.89 | .490 | 7 | 75 | 18 | 0 | 0 |

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|---|-----|------|------|----|----|----|----|---|
| 8. Promotions are handled fairly. | 100 | 3.88 | .640 | 15 | 58 | 27 | 0 | 0 |
| 9. I am aware of the daily operations within my department. | 100 | 4.13 | .597 | 25 | 63 | 12 | 0 | 0 |
| 1. I feel certain restrictions in my work area. | 100 | 2.48 | .703 | 0 | 3 | 51 | 37 | 9 |
| 2. My university is having positive attitude towards me. | 100 | 4.27 | .446 | 27 | 73 | 0 | 0 | 0 |
| 3. My supervisor is helpful to me in getting the job done. | 100 | 4.43 | .607 | 49 | 45 | 6 | 0 | 0 |
| 4. University enhances self esteem and dignity of workers. | 100 | 4.01 | .611 | 19 | 63 | 18 | 0 | 0 |
| 5. When I do my job well, I am likely to be praised by my supervisor or employer. | 100 | 3.82 | .626 | 12 | 58 | 30 | 0 | 0 |
| 6. I feel that the income from my job alone is enough to meet my family's usual monthly expenses and bills. | 100 | 3.93 | .820 | 24 | 51 | 19 | 6 | 0 |
| 7. I maintain balance between work and family life. | 100 | 4.00 | .492 | 12 | 76 | 12 | 0 | 0 |
| 8. An opportunity provided by the job for the development of the non teaching employee is satisfactory. | 100 | 3.67 | .473 | 0 | 67 | 33 | 0 | 0 |
| 9. Sometimes I feel stressful and overloaded. | 100 | 2.60 | .816 | 9 | 12 | 45 | 34 | 0 |
| 10. University improves the physical and emotional well being of its employees. | 100 | 3.82 | .386 | 0 | 82 | 18 | 0 | 0 |
| 11. On my job, I know exactly what is expected from me. | 100 | 4.28 | .514 | 31 | 66 | 3 | 0 | 0 |
| 12. At the place where I work, I am respected. | 100 | 4.52 | .502 | 52 | 48 | 0 | 0 | 0 |
| 13. I trust the management at the place where I work. | 100 | 4.21 | .478 | 24 | 73 | 3 | 0 | 0 |

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|-----|--|-----|------|------|----|----|----|----|---|
| 14. | In my job, I take part with others in making decisions that affect me. | 100 | 3.88 | .640 | 12 | 67 | 18 | 3 | 0 |
| 15. | I get correct information about my work, duties, responsibility and authorities. | 100 | 4.13 | .485 | 19 | 75 | 6 | 0 | 0 |
| 16. | In the last seven days, I received recognition or praise for doing good work. | 100 | 3.32 | .839 | 9 | 29 | 47 | 15 | 0 |
| 17. | I have authority and responsibility regarding my job. | 100 | 3.91 | .570 | 12 | 67 | 21 | 0 | 0 |
| 18. | I am appraised for my best performance. | 100 | 4.03 | .388 | 9 | 85 | 6 | 0 | 0 |
| 19. | I am satisfied with the formal evaluation process in my unit. | 100 | 3.97 | .460 | 9 | 79 | 12 | 0 | 0 |
| 20. | I am usually satisfied with the way in which I balance my professional and personal life. | 100 | 3.64 | .689 | 0 | 76 | 12 | 12 | 0 |
| 21. | I am satisfied with the working environment provided by the university. | 100 | 3.95 | .500 | 7 | 84 | 6 | 3 | 0 |
| 22. | I feel free to offer comments and suggestions to my colleagues as well as my authority/management. | 100 | 3.78 | .645 | 12 | 54 | 34 | 0 | 0 |
| 23. | University does a good job of linking rewards with job performance. | 100 | 3.93 | .607 | 12 | 72 | 13 | 3 | 0 |
| 24. | Idea given by me that brings changes in the organization is appreciated. | 100 | 3.27 | .446 | 0 | 27 | 73 | 0 | 0 |
| 25. | I usually get opportunities to improve my job. | 100 | 3.61 | .695 | 0 | 73 | 15 | 12 | 0 |
| 1. | Working Life in this university is satisfactory. | 100 | 3.79 | .591 | 0 | 88 | 3 | 9 | 0 |

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|---------------------|---|-----|------|-------|----|----|----|----|----|
| 2. | All the members of the university have the sense of one community. | 100 | 2.54 | 1.077 | 0 | 31 | 6 | 49 | 14 |
| 3. | In university almost everyone knows who is working under whom. | 100 | 3.85 | .833 | 19 | 53 | 25 | 0 | 3 |
| 4. | Seniors/authorities pay attention to complaints of juniors/ subordinates. | 100 | 3.67 | .533 | 0 | 70 | 27 | 3 | 0 |
| 5. | My job enhances my social prestige. | 100 | 3.98 | .402 | 7 | 84 | 9 | 0 | 0 |
| 6. | The future of Quality of Work Life is bright | 100 | 3.67 | .682 | 0 | 79 | 9 | 12 | 0 |
| Valid N (list wise) | | 100 | | | | | | | |

The data were analyzed to answer the following questions:

How does administrative staff perceive the quality of work life at University?

How is administrative staff spending their time and how would they prefer to spend it?

Table 1 shows the mean, percentage, and standard deviation in respect of quality of work life in Pandit Bhagwat Dayal Sharma University of Health Sciences, Rohtak. In assessing the level of Quality of Work Life 40 corresponding items were identified in the questionnaire and the respondents' perception in selected university was accordingly scored. According to the table, the mean score for item 1 is 4.19 which depicts a higher level of cleanliness and transparency in working atmosphere. Results of data analysis show clearly that the quality of work life prevailing in university is actually pleasant. The implication of this is that the university is generally committed to promoting the development of administrative staff by providing a conducive environment for them to learn. Specifically, item (2) with mean score of 4.86 revealed that administrative staff feels pride in working with the university. The quality of work life in university is very good. Employees feel that the kind of work which they got to do is quite good. Being a new university, there is huge scope of improvement and administration is working hard in this direction.

Conclusion

The main objective of this study was to investigate the prevalent Quality of Work Life in Pandit Bhagwat Dayal Sharma University of Health Sciences, Rohtak. On the basis of the above discussion, it may be concluded that the quality of work life in university is very good. These findings can help the policy makers to formulate strategy about quality of work life and hence increase the productivity.

References

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