

A STUDY ON QUALITY OF WORK LIFE WITH REFERENCE TO MOTHERHOOD HOPSITALS, COIMBATORE

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ABSTRACT

Quality of Work Life is referred to all the organizational inputs which aim at the employee's satisfaction and enhancing organization effectiveness. The purpose is to develop jobs and working condition that is excellent for employees as well as the economic health of the organization. It also refers to the satisfaction, motivation, commitment, and involvement of an individual experience concerning their line at work. The paper aims to study the concept "Quality of Work-Life" and the role it plays in enhancing the productivity and performance in the hospital. The purpose of the study is mainly to understand the quality of work life of the employees with significant factors like Working Environment, Training, and Development, Compensation & Rewards, Organizational Commitment, Job Satisfaction, etc. The research includes 120 employees who were designated as Staff Employee, Technician, Executive and Manager in a Hospital. The primary data can be analysed using the statistical tool like ANOVA, Chi-Square, and Correlation

Keywords: Quality of work life, higher productivity, working environment, performance.

1. INTRODUCTION OF THE STUDY

The Quality of Work Life movement provides a value framework and a philosophy which has a long-term implication for the human development and enrichment. It tries to balance both the work and family life. Hence integrated approach to Quality of Work Life is required for the success of an individual and an organization. Quality of Work Life considers employees as the asset of the organization, and it believes that employee performance will be enhanced by allowing them to manage and to make decisions. It motivates the employees not only their economic needs but also their social and psychological needs. The new generation workforce can be satisfied by concentrating job design and organization of work. The career and a personal life should be balanced by the employees in the organization to stabilize their Quality of Work Life.

Quality of Work Life (QWL) is defined as how employees feel about their work, environment and maintaining relationships with each other. When the work environment is congenial, then the employees are happy about the work place. A good Organization climate is increases the morale of the employees and commitment is the result. Safe work environment and, cordial relationship among employees make the organization environment pleasant and QWL an enriched one (Schmidt 2008). Quality of work life highly depends on the total working environment of the organization. QWL helps the employees to achieve their personal needs, through their experience in the organization. QWL tries to create a healthy work environment for human beings to achieve organizational objectives.

Quality of work life helps to improve job performance, productivity, reduces labour turnover and better labour relations of any industrial organization. A good QWL reflects in better societal changes guaranteed a higher productivity and the job satisfaction.

The Quality of Work Life (QWL) guarantees the holistic approach of welfare of the employee, instead of just focusing on work-related aspects. Therefore, organizations have started to focus on the overall development of the employees and to reduce the stress levels of employees. Today, organizations expect more from human inputs with more quality. Having high quality human inputs are tough time in today's competitor world.

BENEFITS OF QWL

The benefits of QWL initiative go to both employees and employers. Employees trust, that with the presence of QWL initiatives, they feel safe, relatively well satisfied and be able to grow and thus can develop as human beings. They believe, that QWL enhances their dignity through job satisfaction and humanizing work by assigning meaningful jobs, ensuring job security, making provisions for adequate pay and benefits, providing safe and healthy working conditions, giving opportunities to develop human capacity, ensuring growth and security, social integration, constitutionalism, getting freedom to self-expression and thus help to increase individual productivity that supports to achieve organizational effectiveness.

Predicting or studying QWL variables depends on approaches adopted to improve QWL situation at the organizational level. Three different approaches regarding QWL are common in the literature of human resource management. In the era of scientific management, QWL is based on an extrinsic trait of jobs, and the other tangible benefits of the workplace. The human relations approach stressed that, the extrinsic rewards are important and the intrinsic traits of job like autonomy, challenges, and task contents, are the key predictors of productivity and efficiency.

2. STATEMENT OF THE PROBLEM

In these days Quality of work life effort in a hospital's setting is not easy because of the unique administrative structure and inherent complexities of modern hospitals. Quality of work life directly affects organization's ability to serve its customers. Efforts towards QWL measurement help in the efficient and effective allocation of resources to enhance productivity and stability of the workforce. By measuring the quality of work life, it increases positive attitudes of the employees towards the organization and enhances organization effectiveness and competitive advantage. Henceforth this study has been undertaken by the researcher to explore the factors influencing the quality of work life.

3. OBJECTIVES OF THE STUDY

- To study the association between demographic variables and quality of work life in Motherhood hospital
- To examine the association between quality of work life and outcome variable viz., Productivity
- To understand the difference between demographic variables and Independent factors of quality of work life
- To describe the relationship between independent factors and quality of work life.
- To study the relationship between quality of work life balance and performance of employees.
- To study the relationship between quality of work life balance and employees intention to leave their organization.

4. SCOPE OF THE STUDY

Today the need for green human resource management is important for all over the world. The ecological consciousness of each human drives the living style and environment. The general employees are interested in green human resource management because of its important and need in the current workplace. Our personal and professional lifestyle is affected due to many consequences. The corporate world is the most significant in enhancing the environment issues and the corporate has to give solution to this hazards. But now the concept of —Green HRM|| has evolved and the composition of the policy priorities has

changed. Today, work is still a necessity but it is also a basis of personal satisfaction. One of the means which helps to attain personal and professional goals to be ecological benefit. This Green HRM is in existence as a result of a social responsibility to employees and also to provide a competitive advantage to employers. Many people think that Green HRM is only in the framework of what the company does for its employees.

5. LIMITATIONS OF THE STUDY

- The results of the study apply to the employees of private hospitals in Coimbatore only. The results may not be generalized to other regions.
- The period of study concerned with one month. The sample size of the paper is limited to 120 respondents
- There may be errors due to the bias of the respondents.
- Due to time constraints and busy schedule of employees, it was difficult to interact with them completely.
- The study is limited to employees in Coimbatore. There for the findings of the study cannot be extended to other areas.

6. REVIEW OF LITERATURE

S.Khodadadi et al (2017) Investigated the QWL dimensions effect on the employees' job satisfaction. In this study independent variables were permanent security providing, salary and benefits payment policies, development and promotion opportunity, and job independence, job satisfaction as the dependent variables. 120 employees selected randomly for this study and two questionnaires of "quality of work life" and "job satisfaction" was used for data collection and Data analysis was done by using SPSS software. He founded out that the salary and benefits' policies have a significant and positive effect on Hospital employees' job satisfaction.

Sandeep kumar singh, observed on quality of work life if employees working in hospital: A strategic approach towards employee's excellence. He founded that quality of work life is an important issue from the teacher's perspective as it affect the job satisfaction level, commitment, performance and performance level. he also suggest that hospital authority should take progressive step to organize a conductive and congenial work cultural and environmental at hospital level in which every employee works in a well-defined manner for their own excellence and for institutional effective also.

Yogesh Jain , he studied on quality of work life among the employees of a leading pharmaceutical limited company of Coimbatore district. He founded that there exist a relationship between organizational commitment and other four components of quality of work life. He suggests that the company must devise the policy on career advancement and career positioning for better inflow of knowledge. He also suggest that company must do away the traditional method of advancing an employee purely on the basis of seniority even if better talent on the basis of performance is available, else company will start facing the elevation of labour turnover problem at the earliest.

7.RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. In it we study the various steps that are generally adopted by a researcher in studying his research problem along with the logic behind them. It is necessary for the researcher to know not only the research methods techniques but also the methodology.

RESEARCH DESIGN

“A Research Design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with the economy in procedure”. The research design adopted for the studies is descriptive design. The researcher has to describe the present situation in order to know the behaviour of the consumers. Hence descriptive research study is used. Descriptive research can only report what has happened and what is happening.

TYPES OF RESEARCH

A research design is the specialization of measure and procedure for the information needed to solve problems in the overall operational pattern of framework of the project that stipulates what information is to be collected from which sources by what procedure. There are three types of research design.

1. Explorative Research Design
2. Descriptive Research Design
3. Experiment Research Design

The research design that is used by the investigator is descriptive Research Design.

SOURCE OF DATA

- Primary data
- Secondary data

Primary data

Primary data means data which is fresh collected data. Primary data mainly been collected through personal interviews, surveys etc.

Secondary data

Secondary data means the data that are already available. The process of secondary data collection and analysis is called desk research. Secondary data provides economy in time and cost. It is easily available and unbiased. Secondary data may either be published data or unpublished data. For this study secondary data were collected from the annual reports of the company and from the company website.

TOOLS FOR ANALYSIS

The commonly used statistical tools for analysis of collected data are:

1. Correlation
2. Chi-square a

GENDER OF THE RESPONDENTS

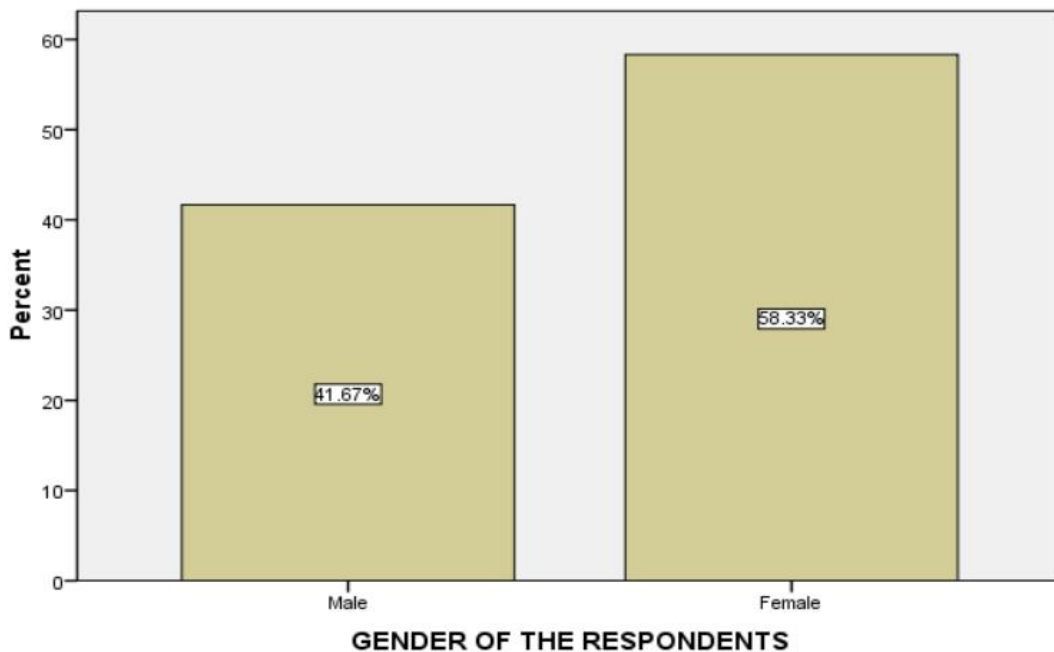
GENDER	RESPONDENTS	PERCENTAGE
Male	50	41.7%
Female	70	58.3%
TOTAL	120	100.0%

Source: Primary data

INTERPRETATION:

The above table indicates that 41.7% of them are male respondents and 58.3% of them are female respondents.

Majority 58.3% of the respondents are Female.



AGE GROUP OF THE RESPONDENTS

AGE	NO OF RESPONDENTS	PERCENTAGE
Less than 25 years	31	25.8%
26-35 years	40	33.3%
36-45 years	27	22.5%
46 and above	22	18.3%
Total	120	100.0%

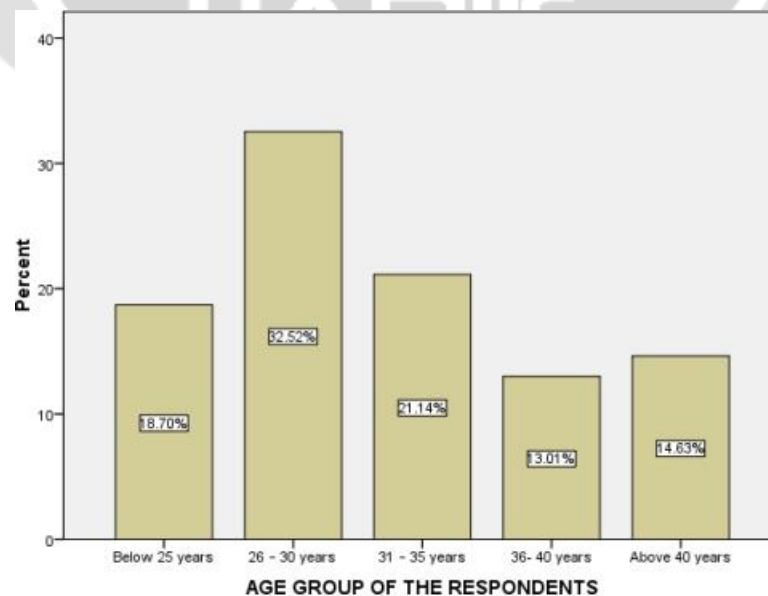
Source: Primary data

INTERPRETATION

The above table shows that 25.8% of the respondents come under Less than 25 years age category, 33.3% of the respondents come under the 26-35 years age category, 22.5% of the respondents come under the 36-45 years age category and 18.3% of the respondents come under 46 and above age category.

Thus the majority 33.3% of the respondents come under the 26-35 years age category

AGE GROUP OF THE RESPONDENTS



EDUCATIONAL QUALIFICATION OF THE RESPONDENTS

EDUCATIONAL QUALIFICATION	NO OF RESPONDENTS	PERCENTAGE
Diploma	18	15.0%
Under Graduation Level	32	26.7%
Post-Graduation Level	46	38.3%
Professional Education	24	20.0%
Total	120	100.0%

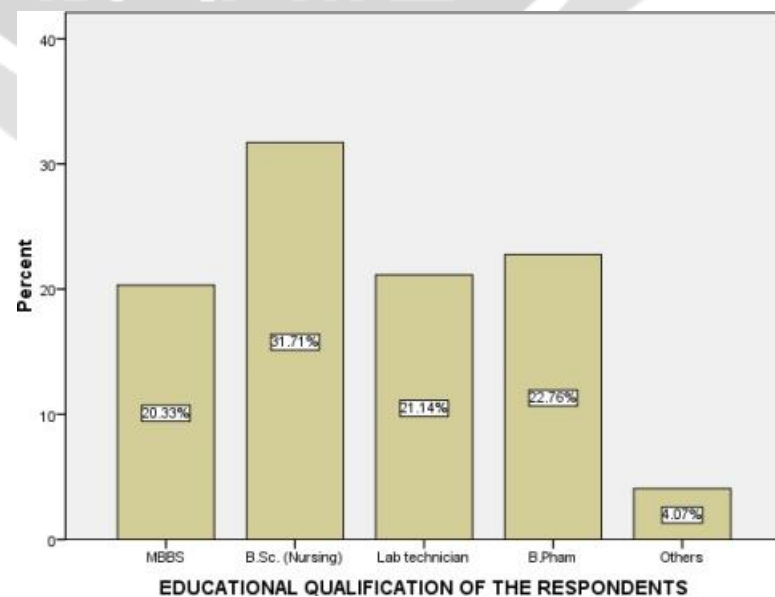
Source: Primary data

INTERPRETATION:

The table shows that 15.0% of the respondents are Diploma category, 26.7% of the respondents are Under Graduation Level category, 38.3% of the respondents are Post-Graduation Level category and 20.0% of the respondents are Professional Education category.

Thus the majority 38.3% of the respondents are Post-Graduation Level category.

EDUCATIONAL QUALIFICATION OF THE RESPONDENTS



FAMILY INTERFERE WITH YOUR WORK ON THE JOB

FAMILY INTERFERE	RESPONDENTS	PERCENTAGE
Often	12	10.0%
Sometimes	37	30.8%
Rarely	55	45.8%
Never	16	13.3%
TOTAL	120	100.0%

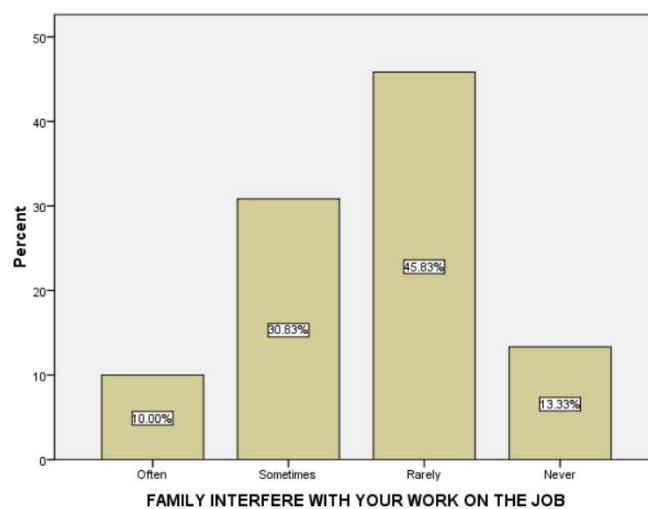
Source: Primary data

INTERPRETATION:

The above table shows that family interfere with your work on the job, 10.0% of the respondents are said often, 30.8% of the respondents are said sometimes, 45.8% of the respondents are said rarely, and remaining 13.3% of the respondents are said Never.

Majority 45.8% of the respondents are said rarely for family interfere with work on the job.

FAMILY INTERFERE WITH YOUR WORK ON THE JOB



WORK SCHEDULE FROM THE HOSPITAL

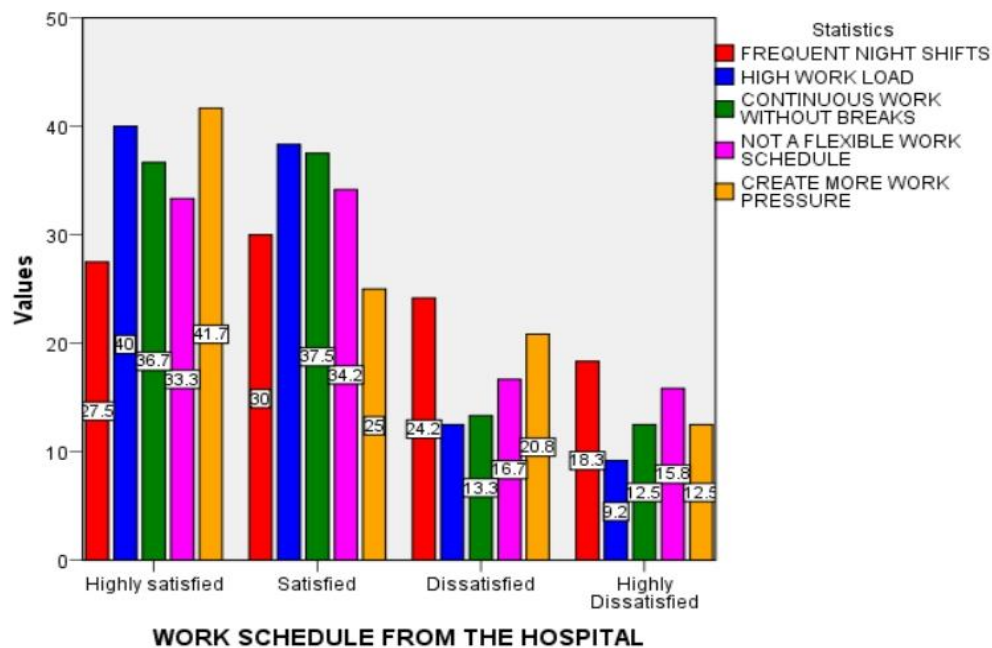
Work schedule/ satisfaction level	Highly satisfied		Satisfied		Dissatisfied		Highly Dissatisfied	
	Res	Per	Res	Per	Res	Per	Res	Per
Create more work pressure	50	41.7%	30	25.0%	25	20.8%	15	12.5%
Not a flexible work schedule	40	33.3%	41	34.2%	20	16.7%	19	15.8%
Continuous work without breaks	44	36.7%	45	37.5%	16	13.3%	15	12.5%
High work load	48	40.0%	46	38.3%	15	12.5%	11	9.2%
Frequent night shifts	33	27.5%	36	30.0%	28	24.3%	22	18.3%

Source: Primary data

INTERPRETATION:

The above table shows that Work schedule from the hospital, 41.7% of the respondents are highly satisfied for Create more work pressure, 34.2% of the respondents are Satisfied for Not a Flexible work schedule, 37.5% of the respondents are Satisfied for Continuous work without breaks, 40.0% of the respondents are highly satisfied for High work load and remaining 30.0% are Satisfied for Frequent Night shifts.

Majority 41.7% of the respondents are highly satisfied for Create more work pressure.



CHI-SQUARE ANALYSIS

NULL HYPOTHESIS

HO: There is no significance between the age of the respondents and family interfere with your work on the job.

ALTERNATIVE HYPOTHESIS

H1: There is significance between the age of the respondents and family interfere with your work on the job.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
AGE OF THE RESPONDENTS * FAMILY INTERFERE WITH YOUR WORK ON THE JOB	120	100.0%	0	.0%	120	100.0%

Symmetric Measures

		Value	Asymp. Std. Error ^a	Approx. T ^b	Approx. Sig.
Ordinal by Ordinal	Gamma	1.000	.000	22.525	.000
Measure of Agreement	Kappa	.473	.058	9.401	.000
N of Valid Cases		120			

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

RESULT

The calculated value is greater than the table value. So we reject the null hypothesis. There is no significance between the age of the respondents and family interfere with your work on the job.

CORRELATION

The table shows that the relationship between educational qualification of the respondents and think about grievance redressed mechanism.

Correlations

		EDUCATIONA L QUALIFICATI ON OF THE RESPONDENT S	THINK ABOUT GRIEVANCE REDRESSED MECHANISM
EDUCATIONAL QUALIFICATION OF THE RESPONDENTS	Pearson Correlation Sig. (2-tailed) N	1 120	.839** 120
THINK ABOUT GRIEVANCE REDRESSED MECHANISM	Pearson Correlation Sig. (2-tailed) N	.839** 120	1 120

** . Correlation is significant at the 0.01 level (2-tailed).

RESULT

This is a positive correlation. There are relationships between educational qualification of the respondents and think about grievance redressed mechanism.

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8. SUGGESTIONS

- The hospital can provide regular medical check-up for improving the medical facilities.
- The organisation can provide effective training for efficient performance of employees.
- Provide substantial freedom, independence and discretion to employees in scheduling their work.
- Team culture, peer relations also influence the quality of work life of the employees. So there should be good relationship between employees.
- Future research should explore the linkage between the quality of work life and quality of life.
- The outcome or quality or work life alone may be viewed in future research work.
- The relationship between the work family conflict and quality of life may be examined in future research studies. Since the ultimate aim of the QWL is attaining organisational performance.

9. CONCLUSION

The study was done to determine the quality of employees work life among employees working in Motherhood Hospital, Coimbatore district. The study findings revealed that there was a moderate quality of employees work life reported among employees in private sector. The work environment of the employees was given least importance and they were compelled to manage with limited resources. Even though the employees in the private hospital reported lesser work load, they were more dissatisfied with salary and financial benefits. The salary in the private sector was significantly low

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WEBSITE

<https://www.motherhoodindia.com/locations/coimbatore/>

