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WORK LIFE QUALITY AND ITS IMPACT ON IT (INFORMATION TECHNOLOGY) EMPLOYEES PERFORMANCE

Prof. Dr. Shirang D. Kuduk

Associate Professor and Head Dept. of Economics, Satish Pradhan Dnyanasadhana College, Thane.

ABSTRACT

As a result of rapid changes in the work environment, employees in information technology companies are greatly affected by the quality of work (QWL), they were seen as the latest revolution in the field of information technology (IT) staff and work. The focus of this paper is on the study of the quality of life of employees working in information technology companies. Quality of Work Life (QWL) is a broad term that includes a variety of programs, techniques, theories, and management styles that create organizations and jobs that give employees more autonomy, responsibility, and authority than they normally would. The organization needs a high quality work life to attract and retain employees. The purpose of this paper is to determine the factors that affect the work life of employees in information technology (IT) companies and to study the relationship between satisfaction and performance level with quality of work.



KEY WORDS: Employee Performance, Work Life Quality, Environment of Organization

INTRODUCTION

Quality of work life [QWL] is a conducive environment created in the workplace, which is considered one of the key factors for good performance and productivity. The mechanical or quantitative approach of management determines the path of frustration of the workers which led to the movement of human relations further to the socio-technological movement. This is the basis of today's QWL. QWL is a philosophy, a set of principles, which believes that individuals are the most important resources. They should be treated with respect in the organization- because they are able to make reliable, responsible and valuable contributions. QWL, based on worker management cooperation, provides opportunities for active participation in group working arrangements or in resolving issues of mutual benefit to employees or employers. People envision QWL as a way of working, aimed at increasing the satisfaction and productivity of workers in autonomous work groups, job enrichment and intense participation. A number of studies have been conducted in various fields, but the effects of QWL on the IT sector have not been addressed. The present study presents an analysis of QWL among IT sector employees in Mumbai.

Quality of Work Life:

The present age is the age of knowledge workers and the society in which we live is known as the society. Intellectual pursuits take precedence over physical endeavours.

Some knowledge employees work more than 60 hours a week. As a result, their personal hobbies and interests clash with their work. Life is a bundle in which all the stripes come together and therefore work life needs to be balanced with other related issues. 'A person needs to have both love and work in his life so that he can be healthy. Gone are the days when employees were prioritized for material and material needs. With the increasing migration of the economy to the knowledge economy, there has been a huge change in the meaning and quality of work life.

Quality of work life (QWL) refers to the favorable or unfavorable working environment for people working in an organization. The era of scientific management that focused solely on expertise and efficiency revolutionized. Traditional management (like scientific management) paid insufficient attention to human values. In the current situation the needs and aspirations of the employees are changing. Employers are now redesigning jobs for better QWL.

Objectives of the Study:

1. To study the total quality of work in the organization and its impact on the employees of IT companies.
2. Measuring employee satisfaction towards quality of work

Scope of the Study:

According to the objectives mentioned above, the study was limited to measuring employee satisfaction with perceptions about QWL. The purpose of this study was to analyze QWL among employees of various IT companies in Coimbatore. The sample has 140 employees from IT companies in Mumbai.

Methodology of the Study:

Employees were asked to fill out a demographic form containing their personal profile. Initially an experimental study was conducted in 35 employees and reliability was tested. The Cronbach alpha value is determined to determine that all items in the instrument measure the same parameters and the value of the current study is approximate. Data were collected individually through a structured questionnaire for QWL. The study sample consisted of employees of IT companies in Mumbai out of which 140 officers participated. The collected data were analyzed using a simple percentage method for employee demographic profiles and ANOVAs and correlations were used.

Table 1.1 Gender wise Distribution of the Study

Sr. No.	Gender	No of Respondent	Percentage
1.	Male	87	62.14
2.	Female	53	37.86
Total		140	100.00

Source: Fieldwork

The above table 1.1 describes about the gender wise distribution of the respondent and it was observed that out of 140 respondent 87 (62.14%) are male respondent and remaining 53 (37.86%) of the respondents are female respondent.

Table 1.2 Age wise Distribution of the Study

Sr. No.	Age	No of Respondent	Percentage
1.	22 – 25	20	14.28
2.	26 – 35	71	50.71
3.	36 - 40	39	27.87
4.	Above 41	10	07.14
Total		140	100.00

Source: Fieldwork

The above table 1.2 describes about the age wise distribution of the respondent and it was observed that out of 140 selected IT professionals 20 (14.28%) of the respondents are between 22 – 25 years of age, 71 (50.71%) of the respondent are between 26 – 35 years of age, 39 (27.87%) of the respondents are between 36 – 40 years of age, and remaining 10 (7.14%) of the respondents are above 41 years of age.

It is observed in this study that most of the respondents are between 26 – 35 years of age, it means they are just completed their education and started to work in IT sector.

Table 1.3 Marital Status wise Distribution of the Study

Sr. No.	Marital Status	No of Respondent	Percentage
1.	Married	85	60.71
2.	Unmarried	55	39.29
Total		140	100.00

Source: Fieldwork

The above table 1.3 describes about the marital status wise distribution of the respondent and it was observed that out of 140 respondent 85 (60.71%) of the respondents are married IT professionals and remaining 55 (39.29%) of the respondents are unmarried IT professionals working in IT sectors.

Table 1.4 Education wise Distribution of the Study

Sr. No.	Marital Status	No of Respondent	Percentage
1.	Post-Graduation	43	30.71
2.	Graduation	35	25.00
3.	Engineering	62	44.29
Total		140	100.00

Source: Fieldwork

The above table 1.4 describes about the educational qualification wise distribution of the respondents and it was observed that out of 140 respondent 43 (30.71%) of the respondents are completed their post-graduation education, 35 (25.00%) of the respondents are completed their graduation education and remaining 62 (44.29%) of the respondents are completed their Engineering education. It is observed that most of the respondents are from engineering background and other are from graduation and post-graduation like BSC, BCA, MSC, MCA etc...

Table 1.5 Working Experience wise Distribution of the Study

Sr. No.	Working Exp. (Years)	No of Respondent	Percentage
1.	< 5	67	47.87
2.	6 – 10	51	36.42
3.	> 10	22	15.71
Total		140	100.00

Source: Fieldwork

The above table 1.5 describes about the working experience wise distribution of the respondent and it was observed that out of 140 respondent 67 (47.87%) of the respondents are working from less than five years, 51 (36.42%) of the respondents are working between 6 – 10 years and remaining 22 (15.71%) of the respondents are working from more than 10 years.

Table 1.6 Descriptive Statistics

Sr. No.	Variables	Mean	SD
1.	Working Condition	2.1217	.69541
2.	Pay Particulars	2.2069	.75682
3.	Social Integration	2.1338	.63152
4.	Career Planning and Growth	1.9819	.43216
5.	Employee Opinion and Management	2.0866	.55849

Source: Statistics

Table 1.6 above shows the average and standard deviations of the responses of the various variables included in the study. Average and scale deviations are calculated to measure the central tendency.

Reliability Test:

The data collected from the experimental study was subjected to a reliability test using Cronbach alpha. Alpha values for work quality items are shown in the table. From the table it is found that the reliability coefficient for the quality of work is greater than 0.60, which is an acceptable value. So, the objects that make up each variable under study have reasonable internal consistency.

Table 1.7 Reliability Test

Cronbach Alpha	No of Items
.750	25

Chi-Square Test:

Table 1.8 Chi-Square test for Age and Quality of Work Life

Pearson’s Chi-Square Test	Value	Df	Sig.
	49.458	50	0.024

Source: Fieldwork

The above table 1.8 describes about the chi-square test for age and quality of work life the respondent and it was observed that the calculated chi-square value is 49.458 with the degree of the freedom is at 50 and the significance is 0.024. There is a significant difference that is calculated significance is less than 0.05, hence we can say that the two variables are related.

Table 1.9 ANOVA test for work experience and Quality of Work Life

	Sum of Square	Df	Mean Square	F.	Sig.
Between Group	17.319	25	.694	1.362	.231
Within Group	59.141	114	.569		
Total	76.460	139			

Significant at 5 percent level

Table 1.9 above shows the ANOVA results of respondents' work experience and quality of work life. One-way analysis of the differences was used to determine whether the defendant's opinion about the quality of the work differed from the respondent's experience. From the table it can be inferred that the value of quality of work life was not significant and thus meant that there

was no significant difference in the opinion of the respondent on quality of work life based on their work experience.

Table 1.10 Correlation Between the Variables of Quality of Work Life

Sr. No	Variables	Working Condition	Pay Particular	Social Integration	Career Planning & Growth	Employee Opinion on Management
1.	Working Condition	1				
2.	Pay Particular	.235	1			
3.	Social Integration	.398	.192	1		
4.	Career Planning & Growth	.081	-.055	.072	1	
5.	Employee Opinion on Management	-.077	-.169	-.029	-.021	1

The correlations between all the variables of QWL are given in the table above. The analysis showed that while some factors such as salary details and social integration were significantly positively restructured, other factors such as career planning had a positive negative correlation.

Findings of the Study:

The largest age group of total respondents in the study was 26 to 35 years, which was 50.71% of the total. Most employees 47.87% less 5 years work experience. The majority of respondents for research working in IT companies were 62.14. The reliability coefficient for QWL was shown to be 0.750, indicating that each variable under study has reasonable internal consistency. Pearson's square value is revealed to be 49,458. There was a significant difference and it showed that two variables were associated. The value of QWL was not significant and therefore meant that there was no significant difference in respondents' QWL based on their work experience ($F(25) = 1.362, p = .231$).

CONCLUSION:

The purpose of the present study is to analyse the quality of work among the employees of IT companies in the Coimbatore division. Considering the feedback provided by the respondents, it was found that the work life for most of the respondents was mainly related to their age and there was no significant difference in the respondents' opinions on QWL based on their work experience. Based on the results of the study, managers were given useful information about improving the quality of work of their employees. This study helped the organization to further refine policies and provide suggestions such as some good recreation and relaxation programs for employees. Improving good relationships with employees and providing a friendly environment in the organization, making employees happy at work, establishing a career development system etc.

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