

A study on the factors influencing quality of work life in an organization: A literature review

Mrs. Shaweta Sandhu (Head of the department) Department of Management.

Ms. Babita Kashyap (Assistant Professor) Department of Management.

L.R. Group of Institutes, Solan Himachal Pradesh 173223

Abstract: The primary aim of this review paper is to study the various factors that influence quality of work life and critically examines how these factors contribute to the overall productivity of an organization. It argues that allowing individuals to manage their job and helps them to be successful in whatever they do. This paper identifies the key factors that are necessary to build an organization and boost employees' job satisfaction, work-life balance, employee engagement and wellbeing. The employee is the most important asset of any organization so providing them the suitable environment will contribute to growth and higher productivity that helps in achieving professional goals and meeting expectations and strengthens workplace learning. QWL provides for the balanced relationship among work, family and other aspects of life include motivation, peace of mind, happiness and manage stress. The synthesis of research findings provides valuable insight for both academics and practitioners, offering a comprehensive understanding of the multifaceted nature of quality of work life and its implications for individuals and organizations.

Keywords: QWL Quality of work life, workplace, employee engagement workforce, job satisfaction, productivity

Introduction

The success of any organization is highly dependent on how it attracts, recruits, motivates and retains its workforce. Quality of work life is a multifaceted concept. In the present era organizations need to be more flexible so that they can develop the workforce and gain their commitment towards organization success and build a healthier environment for meeting expectations.

Quality of work life in an organization refers to the overall well-being of employees in their work environment. It comprises of various factors like work life balance job satisfaction, job design, employee engagement and other additional factors such as career development opportunities, and recognition contribute to the overall positive work culture that values open communication supports employees' personal and professional growth. It involves creating an atmosphere where employees feel motivated, valued supported and contributing to a healthier and more effective work environment. People want to work for an organization that helps them to grow in individual level, good and cooperative environment, trust flexible working hours and reputation, equitable and fair pay, job security and job satisfaction.

Research Methodologies:

This review gives an insight to instinctive knowledge about the quality of work life and how it is essential to fulfill the requirement of any organization to foster growth and higher level of employee job satisfaction. The data for this research is taken from secondary sources like books, journals reports and various websites related to the study.

Need of the study:

The need of the studying quality of work life and influential factors is essential for enabling the areas of improvement. It also provides insight into the needs and expectation of workforce that help organization to formulate strategies to enhance employee satisfaction and create a positive environment allowing organizations to adapt and thrive in a competitive market. A positive QWL is linked to many factors including job satisfaction, employee well being, employee retention, productivity which directly impact an organization success.

Objective of the study

- To identify the factor responsible for improving workplace learning
- To assess the morale of employees and job satisfaction
- To enhance employee's productivity and accountability towards organization

Scope of the study

Studying the quality of work life examining various aspects that contribute to employee's overall wellbeing and job satisfaction. Factor influencing quality of work life can include work environment, job design, organizational culture, career development, work life balance and interpersonal relationships at the workplace. Research in this area can provide insights into improving employee satisfaction, leadership styles, employee benefits, productivity, and overall organizational performance and can create a positive and sustainable work environment.

Literature Review

The current paper throws light on the earlier researchers' contributions in order to have better understanding of the concept by exploring the findings and to identify the research gaps which will be able to provide scope for further research. An analysis of literature review is as follows:

T. S. Nanjundeswaraswamy, Dr Swamy D R (2012) According to Researcher the leadership styles also effect the organization effectiveness and performance and QWL is wide ranging concept in which organizations recognize their responsibilities to develop job and working conditions excellent for employees participation and satisfaction. In this paper it is obvious that leadership style, organization commitment and work satisfaction are interrelated thus leadership style also affect the QWL.

N. Lakshmi Ramesh, M. Hepsi Prasanna(2023) Researchers in A study on Quality of work life suggeststhe importance of Quality of work life and its impact on overall well being, health and safety and the levelof satisfaction in various industries and organizations and also highlight QWL may be affected by both financial and non-financialperks and managers must make an effort to connect with employees and keep them aware of any organizational change.

Radha Yadav, Ashu Khanna (2014): Studied on quality of work life and their dimension.And the objective of the research was to find out the scope of the study and dimension which used most and least inequality of work life and examine therelationship between dimension and quality of work life. The extremelyused factors are job satisfaction, pay and benefits and least variable used are delegation of authority and training and development. The main aim of the study was that high QWL can give a result in better organizational performance, effectiveness and innovativeness.

Factors affecting quality of work life in organization:

- **Job design:** The structure of jobs, tasks and responsibilities, which can impact motivation and fulfillment.
- **Work life balance:** The balance between professional and personal life, ensuring employees havetime for personal activities and responsibilities.
- **Employee benefits:** Health and wellness programs, flexible work arrangements, and other benefitsthat contribute to overall wellbeing.
- **Recognition and rewards:** acknowledgement and appreciation for employees,along with fair compensation and rewards.
- **Organizational Culture:** The values, norms and practices that shape the overall environment and influence employee experiences.
- **Job security:** Assurance of stable employment, which can impact job satisfaction and overall quality of work life.
- **Leadership styles:** The leadership approach within an organization, as different styles can affect employee morale and engagement.
- **Interpersonal Relationship:** The quality of relationships, communication, and teamwork among colleagues and with supervisors.
- **Career development:** Opportunities for skill enhancement, career advancement, and personal growth within the organization.
- **Work environments:** The physical and psychological aspects of the workplace, including safety, comfort, and overall atmosphere.

Conclusion

After studied the reviewed literature on quality of life it is concluded that employees are the most important pillar of any organization. Organizations that prioritize and invest in enhancing the quality of work life are better positioned and attract and retain new talent. A comprehensive review of factors influencing QWL reveals the detailed interplay of various elements and improve teamwork and communication, reduce organization stress and increase individual productivity and accountability. Job design, work life balance job, security, fair compensation, career growth opportunities and organization culture play important role in the overall well being of an employee. By recognize and addressing these factors it is essential for organization to provide all the possible facilities and platform to employees to gain their commitment and more participation. This paper analyze the literature finding which mostly involved the factors that play vital role in overall organization success.

Suggestions:

These research suggestions cover a range of contemporary topics within the quality of work life domain, offering opportunities to contribute valuable insights to both academia and organizational practices.

- Allowing the new ideas and skill development
- Free from favoritism and professional respect
- Encourage feedback from the employees
- Offer competitive salaries and provide health insurance and retirement plans
- More Transparency and trust building
- Low stress level and encourage fitness and spiritual growth
- Improving communication and teamwork

References

- Radha Yadav, Ashu Khanna (sept 2014). Literature review on Quality of work life and their dimensions. IOSR Journal of Humanities and Social Science (IOCR-JHSS) Volume 19.
- Anitha, B. (1998). Quality of work life in Commercial Banks. Discovery Publishing House. Nayak, T., & Sahoo, C. K. (2015). Quality of work life and organizational performance. Journal of health management, 16(3), 263–273.
- Efraty, D., Sirgy, M. J., & Claiborne, C. B. (1991). The effects of personal alienation on organizational identification: A quality-of-work-life model. Journal of Business and Psychology 6(1), 57–78.
- Ayesha T. (2012) A study on the quality of work life of faculty members at private institutions in Bangladesh.
- Anand Pawar. (2013). Quality work-life and job satisfaction of employees in VTPS International journal of management research and review, March, 3(1) Article No-7/2547-2556
- N. Lakshmi Ramesh¹, M. Hepsa Prasanna². A Study on Quality of Work Life: A literature Review Department of management studies, Sri Vasavi Engineering college, Tadepalligudem, Andhra Pradesh. July 2023. Volume 10 ISSN: 2349-6002
- T S Nanjundeswaraswamy, Dr Swamy. A Literature Review on Quality of Work Life and Leadership Styles. D R/ International Journal of Engineering Research and Applications (IJERA) ISSN: 2248-9622. Vol. 2, Issue 3, May-Jun 2012, pp.1053-1059