

QUALITY OF WORK LIFE: PERCEPTION OF COLLEGE TEACHERS WITH SPECIAL REFERENCE TO SELF FINANCE COLLEGES AT PERAMBALUR DISTRICT

***MR ANANDAN**

RESEARCH SCHOLAR IN MANAGEMENT STUDIES UDC TRICHY

***MRS Dr.Vijayalakshmi**

*Research Advisor cum PRINCIPAL IMAYAM COLLEGE OF ARTS AND SCIENCE
THURAIYUR*

INTRODUCTION

Quality of Work Life (QWL) has been defined as “The quality of relationship between the employees and the total working environment”. QWL is concerned with the overall climate of work and the impact on work and people as well as on organization effectiveness. Quality is no more a specialized word but has become a necessary and must for the best survival. In this era, quality of human inputs is the greatest asset to any organization. Maintaining the quality of such human inputs rises from maintaining the quality of work life perfectly. Rise in the quality of work life would help employees’ well being there by the well being of the whole organization. This research is an attempt to study the quality of work life of college teachers.

Legislation enacted in early 20th century to protect employees from job-injury and to eliminate hazardous working conditions, followed by the unionization movement in the 1930 and 1940s were the initial steps. Emphasis was given to job security, due to process at the work place and economic gains for the workers. The 1950s and the 1960s saw the development of different theories by psychologists proposing a “positive relationship between morale and productivity”, and the possibility that improved human relations would lead to the enhancement of both. Attempts at reform to acquire equal employment opportunity and job enrichment schemes also were introduced. Finally, in the 1970s the ideal of QWL was conceived which, according to Walton, is broader than these earlier developments and is something that must include ‘ the values that were at the heart of these earlier reform movements’ and ‘human needs and aspirations’.

The theories of motivation and leadership provided a sound base for the concept of QWL. If the lower-order needs are satisfied, people seek satisfaction for the higher-order needs. Origin of Quality of Work Life Legislation enacted in early 20th century to protect employees from job-injury and to eliminate hazardous working conditions, followed by the unionization movement in the 1930 and 1940s were the initial steps. Emphasis was given to job security, due to process at the work place and economic gains for the workers. The 1950s

and the 1960s saw the development of different theories by psychologists proposing a “positive relationship between morale and productivity”, and the possibility that improved human relations would lead to the enhancement of both. Attempts at reform to acquire equal employment opportunity and job enrichment schemes also were introduced.

Finally, in the 1970s the ideal of QWL was conceived which, according to Walton, is broader than these earlier developments and is something that must include ‘the values that were at the heart of these earlier reform movements’ and ‘human needs and aspirations’. The theories of motivation and leadership provided a sound base for the concept of QWL. If the lower-order needs are satisfied, people seek satisfaction for the higher-order needs. QWL activity gained importance between 1969 and 1974, when a broad group of researchers, scholars, union leaders and government personnel development interest in how to improve the quality of an individual through on-the-job experience.

The United States department of health, education and welfare sponsored a study on this issue, which led to the publication of work in America. Simultaneously, the pressure of inflation promoted the US Government to address some of these issues. Accordingly, a Federal Productivity Commission was established. This commission sponsored several labor management QWL experiments which were jointly conducted by the University of Michigan quality of work programme and the newly-evolved National Quality of Work Centre. The term “Quality of Work Life” has appeared in Research Journals and press in USA only in 1970’s. The term quality of work life was introduced by Louis Davis. The first International QWL conference was held in Toronto in 1972. The international council for quality of work life was established in 1972.

From 1980 onwards QWL was increasingly placed on employee-centered productivity programs. In the mid 1990s till today faced with challenges of economize and corporate restructuring, QWL is reemerging where employees are seeking out more meaning where rising educational levels and occupational aspirations in today’s slow economic growth and reduced opportunities for advancement, naturally, there are rising concerns for QWL and for career and personal life planning.

In India, QWL offers a value frame and the social technology of organizational change leading to task effectiveness of micro-entities through utilization and unfolding of human potential. Some evidence of the rising tide interest in the quality of work life issue is the fact that the second International Conference on quality of work life held in Toronto in 1981 attracted 1,500 participations. The 200 unionist and 750 management people combined out-numbered the, academicians, consultants and government officials in attendance. Quality is no more a specialized word but has become a necessary and a must work for the best survival. In this era, Quality of human inputs is the greatest asset to any organization. Maintaining the quality of such human inputs rises farm maintaining the quality of work life perfectly.

A perfect quality of work life would help the organization. Rise in the quality of work life would help employees' well being thereby the well being of the whole organization. This is an attempt to capitalize the human assets of the organization.

Today, organizations operate in an environment characterized by technological changes, which in turn affect employment opportunities, skill requirement, management policies, strategies and style, expectations and aspirations of employees as well as the physical working conditions. In the industrial world, the thrust is now given to "quality" in order to foster a quality culture. Quality assumes a goal or an objective or even a priority. Some are ahead of others not only in conceiving grand ideas, but in action too. Quality work cannot be achieved easily.

STATEMENT OF THE PROBLEM

Globalization of the economies of the world and the consequent compulsion of facing competition both in domestic and international markets pose a serious challenge to all concerned viz. employers, employees and the government. This necessitated improving the performance of work organizations. All these demand a new work culture and a high level of motivation and commitment to the job and to achieve organizational goals on the part of employees. This cannot be attained unless adequate measures are taken to enhance quality of work life in work organizations. Though the positive effect of quality of work life is already established, all parties of the organization still resist to any schemes or procedure to improve quality of work life. The management may feel that the quality of work life at the present level is satisfactory enough and no steps need be taken to improve it. They fail to measure the impact of improved quality of work life on the psyche of the employee, though all employees basically aspire for satisfaction of employees. Employees on the other hand resist to changes with a preconceived notion that any scheme, the management takes up would be to increase production without extra cost.

OBJECTIVES

- To examine the perception of the employees towards quality of work life of employees in college teachers.
- To study the need and importance of quality of work life of employees in general. To review the quality of work life practices.
- To study the perception of the employees towards quality of work life practices
- To suggest appropriate measures to improve the quality of work life of employees based on the findings of the present study.

IMPORTANCE

The quality of work life movement aims at integrating the socio- psychological needs of employees, the structure and process of the organization and the existing socio-cultural milieu. It creates a culture of work commitment in organizations and society at large so as to ensure higher productivity and greater job satisfaction. The quality of the work life has an important bearing on the total quality of the people.¹³ It leads to a better quality of life of the

people and vice versa. Thus it has been considered as a means and at the same time and end in itself. It is an end because the quality of life can be achieved only through the quality of work life. As means the experience gained through work life helps workers to acquire excellence, high amount of civic competence and better skills which are necessary for the development of manpower. The benefits of quality of work life had direct effects on increasing job satisfaction, creating feelings of belonging, and reducing rates of change with high productivity

METHODOLOGY

This study attempts to describe the various characteristics related to QWL and QWL in teaching environment, and to find out the association between the selected socio-economic variables and the various dimensions of QWL. Hence Descriptive cum Diagnostic research design has been adopted as defined by Kothari C.R. (2007) Descriptive research studies are concerned with describing the characteristics of a particular individual, or a group, whereas diagnostic research studies determine the association between the variables. . In this study the researcher has chosen the teaching professionals of self finance colleges under the affiliation of Bharathidasan University in Trichirappalli city, Tamilnadu, India to find out the quality of work life.

The universe of the study includes 7 colleges located within the city limit college teachers were working during May 2017– February 2018. The researcher used disproportionate stratified random sampling method to select a sample of 75 respondents from the universe. The researcher used a standard questionnaire as a primary tool for data collection. The researcher used a standard questionnaire as a primary tool for data collection. The questionnaire focuses on 16 dimensions divided into two sections as follows: Adequate and fir compensation, safe and healthy working conditions, Opportunities for development, Opportunities for growth and security, Social Integration, Constitutionalism, Work and total life space, Social relevance and working life, QWL feeling, Curricular aspects, Teaching-Learning and evaluation, Research consultancy and extension, Infrastructure and learning resources, Student support and progression, Organization and management and Healthy practices which consists of 10 questions. The first part of the questionnaire deals with the socio-economic characteristics and the second part deals with various dimensions of quality of work life and quality of work life in teaching environment.

In the second part the researcher used two types of questionnaires to measure the level of perception of the respondents. Namely, 1. Quality of Work Life Questionnaire 2. Quality of Work Life in Teaching Environment Questionnaire The reliability of Quality of Work Life Questionnaire is found to be .879 and the reliability of Quality of Work Life in Teaching Environment Questionnaire is found to be .960 by using split half reliability test. The collected data were analyzed by using SPSS and various statistical tests were applied based on hypotheses and matching variables. (Chi-square Test, Student's 't'-test, One-way Analysis of Variance (ANOVA), Karl Pearson's coefficient of correlation)

REVIEW OF LITERATURE

Ka Wai Chan and Wyatt Thomas (2007)⁸⁰ conducted a study titled “Quality of Work Life: A Study of Employees in Shanghai” to examine how employees’ work-lives satisfy their eight basic needs and how the satisfaction of each individual need in their work life affects employees’ job satisfaction, effective commitment, turnover intention, life satisfaction and general well-being. A total of 319 questionnaires were collected from eight organizations in Shanghai. Based on the need satisfaction theory and spillover theory in the QWL literature, hypotheses were derived and tested. Results confirm hypotheses regarding the relationship between perceived QWL and all the dependent variables.

Multiple regression analyses confirm using levels of satisfaction of six different individual needs as significant predictors of the five dependent variables. Esteem need satisfaction is found to be the most important for life satisfaction and turnover intention while four needs i.e. esteem, actualization, economics and family, and health and safety predict general well-being. Knowledge and health and safety need predict affective commitment. Three needs namely, economic and family, health and safety, and knowledge is important for job satisfaction. Being recognized and appreciated for one’s work is found to be a strong predictor of how satisfied employees in Shanghai feel with regard to their lives.

Rama J. Joshi (2007)⁸¹ made a study to explore the issue of representation of legitimate interests of women workers in its entirety and make suggestions to help policy makers to improve the quality of work life women workers. The study was carried out in the service and manufacturing sector, more specifically in banking, insurance, PSUs and hospitals.

The findings reveal that the level of satisfaction of women employees with QWL in their respective organizations was quite high in spite of the overall work life conditions as provided by the company being only average. While the wider issues having implications for the entire workforce were taken care of in their negotiations by the existing union of which they were members the women specific issues were generally ignored. Implications of the findings for employers, trade unions, the government and the women themselves are also discussed in this study.

ANALYSIS AND INTERPRETATION

The collected data were analyzed using the SPSS 16.0 package. The analysis reveals that, majority (39.7%) of the respondents are 26-30 years old, 30.1% of them are 21-25 years old, 17.6% of them are 31-35 years old, 7.5% of them are 36-40 years old and remaining 5% of them are 41-45 years old.

In this study majority (69.9%) of the respondents are female and remaining 30.1% are male. Majorities (76.6%) of the respondents are designated as lecturer, 18.4% of them are Senior Lecturers, 3.8% of them are Assistant professors and remaining 1.3% of them are professors.

Majorities (61.5%) of the respondents are working in Science Department and remaining 38.5% of them are working in Arts Department

. Majority (65.3%) of the respondents are having 1-5 years length of service, 28.5 % of them are between 6-10 years length of service and remaining 6.3% of them are between 11-15 years length of service.

Majorities (49.0%) of the respondents are from urban place, 30.1% of them are from rural place and remaining 20.9% of them are from semi-urban place.

More than half (58.6%) of the respondents are nuclear family type and the remaining 41.4% of them are joint family type.

More than half (78.7%) of the respondents are not members of professional forum, and remaining 21.3% of them are having professional membership.

Majority (51.0%) of the respondents earning between `3001-6000 monthly incomes, 23.8% of them earning between `6001-9000, 17.6% of them earning between `1000-3000 and remaining 7.5% earning between `.9001-12,000 monthly incomes.

It is inferred that 30 % of the respondents are working in autonomous college, 56 % of them are working in self financing college, and remaining 16% of them are working in Government College

Findings

It is related to the respondents by their overall perceived levels of Quality of Work Life and Overall Quality of Work Life in Teaching Environment:

The overall quality of work life 59.0% of the respondents have high level of quality of work life and 41.0% of the respondents have low level of quality of work life.

The overall quality of work life in teaching environment 54.8% of the respondents have high level of quality of work life in teaching environment and 45.2% of the respondents have low level of quality of work life in teaching environment.

FINDINGS AND SUGGESTIONS

There is no significant difference between sex of the respondents and their perceived levels of overall quality of work life. ('t'-test)

There is a significant difference between the department of the respondents and their perceived levels of overall quality of work life. ('t'-test)

There is a significant difference between the professional membership of the respondents and their perceived levels of overall quality of work life. ('t'-test)

There is no significant difference between the type of family of the respondents and their perceived levels of overall quality of work life. ('t'-test)

There is no significant difference between the age of the respondents and their perceived levels of overall quality of work life. (One way - ANOVA)

The in teaching environment.(‘t’-test) There is no significant difference between the type of family of the respondents and their perceived levels of overall quality of work life in teaching environment.(‘t’-test)

There is a significant difference between the age of the respondents and their perceived levels of overall quality of work life in teaching environment. (One way - ANOVA)

There is no significant difference between the designation of the respondents and their perceived levels of overall quality of work life in teaching environment. (One way - ANOVA)

There is no significant difference between the various income levels of the respondents and their perceived levels of overall quality of work life in teaching environment. (One way - ANOVA)

There is a significant difference between the type of college of the respondents and their perceived levels of overall quality of work life in teaching environment. (One way - ANOVA) There is a significant association between the native place of the respondents and their perceived levels of overall quality of work life in teaching environment. (Chi-square - test)

There is a significant association between the length of service of the respondents and their perceived levels of overall quality of work life in teaching environment. (Chi-square - test)

CONCLUSION

QWL is the shared responsibility not only of the management and employees, but also by the society. To improve Quality of work life is first to identify and then try to satisfy employee’s important needs through their experience in their working environment. Depending upon the situational requirements, management may select the relevant needs of the employee’s to improve them with a short term plan. There is a significant association between quality of work life total and quality of life in teaching environment total. It shows QWL of college teachers is in low level.

According to traditional teachings, the workplace is a temple and work is worship. A planned change in the working environment is the need of the hour to improve QWL in India. Improved Flexible working environment can be an answer to the multifarious roles of the Indian employees. This research is to enhance the QWL of the college teachers by integrating the task role and social role, such that the synergies are effectively obtained.

REFERENCE:

- Ali, Ashraf and Prabhu R. Quality of Work Life – Organizational Management 19 (3) October – December 2003, Page (22 – 26)
- Arun Monappa , Industrial Relations, Ninth print (1995), Tata Mc Graw Hill Publishing Company Ltd., Quality Control – Tool for Worker Development, Page (351 to 355)
- Biswanath Ghosh, Human Resource Development and Management (2000), Vikas Publishing House Pvt. Ltd., Page (26 -27)
- Black .L, and Forro D. Humor in the academic library : You must be joking! Or, how many academic librarians does it take to change a light bulb? College and Research Libraries 60 (2) March 1999, Page (65-72)
- C.B. Memoria, S.V. Gankar, Personnel Management Text and Cases, Twenty Second Edition (2002), Himalaya Publishing House, Page (599 – 604)
- C.S. Venkata Rathnam, B.K. Srivastava, Personnel Management and Human Resources, Eleventh reprint (1999), Page (236 – 239)
- Choudhury, Anuva and Giri, D.V. Quality of Work life : A study in NALCO – Excellence in Supervision 11 (2) March – April 1995, Page (37-44)
- Edwin B. Flippo, Personnel Management, International edition(1984), Mc Graw – Hill International Editions, Management Series, Page (416,421)
- Gani .A and Ahamad, Riyaz, Correlates of Quality of Work Life - An analytical study, Indian Journal of Industrial Relations 31 (1) July 1995-96, Page (17)