A VALUATION OF EXCELLENCE IN WORKLIFE

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ABSTRACT-Quality of work life and family life is an aspect that has been from the beginning but was not given a name and hence it was not much published nor spoken of, QWL simply means the quality provided at work by the employer, in this study we will see that they are many family aspects that make life difficult for an employee to handle, this balance of work life and family life causes great strains on an employee, and this results in a drop inhis productivity level at work, this stress also leads to several health issues which can be fatal at times if timely action is not taken and since employees are an organizations biggest asset this becomes a worrying factor to the organization because an employee's productivity is what brings the organization success hence the company are now looking for proper options to help the employees to balance their family responsibilities with their work responsibilities.

1. INTRODUCTION

The favourable and unfavourable conditions that an employee works in and the impact on her life is Quality Work Life. When the human dignity and growth are enhanced through some process then the stake holders in any organization, management and employees will become skilled at how to work together for attaining better results. The needful changes and increasing environment conditions to attain the instantaneous goals combined with improved quality of life at work in the organization results in better opportunities for the organization and employees.

2. OBJECTIVE OF STUDY

1.To study various components of work life and their impact on the mental, cultural and technical facets of work life

2.To evaluate the conditions at work place and their impact on the work life.

3.To determine whether monetary related benefits/aspects bring in quality to the working standards.

4.To sketch a comprehensive approach towards the quality in work life

5.To find out what aspects would improve the standard of life at work places

6.To find out what measures to be taken for the employees in perspective of organizations benefits and ultimately enable Sumega organizations success

3. RESEARCH METHODOLOGY

Research Approach

A descriptive research approach has been adopted and a survey method have been used.

Data collection method

Primary Data

Data has been collected through semi-structured questionnaire from the employees of Sumega Technologies.

Secondary Data

This data have been collected from books, periodicals, reviews and other published, printed or television news, the other name for this data is second hand information.

Sampling Plan:

Sampling Method

Stratified sampling method and convenient sampling method.

Sample size

Employees 100

4. LITERATURE REVIEW

Facets of QWL - Organizational Climate

In this study of QWL, we are going to measure QWL using the previous researches on organizational climate. Mainly it has 3 facets - affective, cognitive and Instrumental.Affective face can be measured by using two dimensions called quality of relationships and pessimism about the organizational change according to Reichers and Austin (2000). Here, the   Quality of Relationships plays a critical role in social relations, which has been used in the past studies of

climate. Another important sign of the affective climate as Pessimism is usually be perceptions of ineffective leadership practices. Negative change related to the job satisfaction as a reason of hope for future improvement would be low according to

Facets of QWL - Organizational Support

Work-life quality at an organization is also measured relating to the level of support that is being offered by the organization. The extent to which employees recognize their organization values and its contributions, the organizations caring about the employees wellbeing is the Perceived Organization Support (POS). This POS is the key factor which plays a vital role in the job satisfaction of the employee and their commitment to the organization, and also the general quality of work life. Many studies (Rhoades, et al., 2002) on the relationship between the POS factor and quality of work life of workers proved that it will have very positive impact on the organizational commitment, employees' performance and their job satisfaction.

Meaning & Definition

Quality Work Life refers to the favourable or unfavourable condition in a total job environment for employees. Many early studies on QWL efforts focus on job enrichment. When the human dignity and growth are enhanced through some process then the stake holders in any organization, management and employees will become skilled at how to work together for attaining better results. The needful changes and increasing environment conditions to attain the instantaneous goals combined with improved quality of life at work in the organization results in better opportunities for the organization and employees.

5.   IMPACTS ON WORKLIFE

Job Satisfaction

Actions taken like that given above will help faculty member boost the job satisfaction level. Further, Job satisfaction is a general attitude which is the result of many specific attitudes. Factors like job satisfaction are always in relation with the work life quality and this aspect is often studied by researchers according to Herzberg (1968).

(Herzberg,Mausner and Snyderman, 1967) researched that Job is an important part of life and hence job satisfaction influences the life satisfaction of an individual as an effective reaction, feeSumega of employees with job, supervision, co-workers, salary/pay and his/her current and future career progress.

Work and non-work life balance

The right kind of relationship between work and home life is important for both the employees and the employers and it is a major component of QWL. In today's highly competitive world, it is difficult to keep home and work life separate. In today's environment, employees are likely to have a strong desire to have a harmonious balance among career, family life and leisure activities. This has also been suggested at the international level. An ILO convention that was adopted in 1981, states that it is necessary for organizations to help employees to balance their work and non-work demands according to Lewis (1997).

Health and well-being

Fitness and welfare of QWL refer to material and emotional features of a person in any vocational atmosphere. The straight and adverse effect of automation on employee's physical condition and welfare was observed by Fujigaki and Asakura (1993), they found out that the more the job requirement the more the stress in the atmosphere of work having   an   adverse   impact   on   the   Fitness   and   welfare   of   workers.

Job   security

 Due to the remarkable transformation of personnel in current work surroundings, it has divulged a noteworthy quantity of organization transformation according to Watson and others. There has been an unfavorable influence on workers' trustworthiness, self-esteem, inspiration and apparent job protection due to changes in the company policy towards   trimming, making a right size and subcontracting.Work protection is the most contentious matter in modern work   atmosphere   according   to   Organization   of   Economic   Cooperation   and   Development   (OECD).

Motivational Factors

Employee motivation is the center for Human Resource Development focus on quality of work life. The factors that are related to employee motivation are: -

Suitable Communication at shop level: The main goal of Human Resource Development is to respect the dignity of the employee and motivate his ability for contribution and growth of the employee as well as the company. Therefore, human resource development efforts are to win the trust of the employee that he is seen as an important member to the organisation. Proper communication plays a vital role to get results in this area of priority. Apart from the conventional methods of information sharing, like house journals, notice boards, shop campaigns, etc., freshness can be experienced for directing shop communication in sync with the work process.

Employee Performance Recognition

Recognition of workers' performance improves their morale and encourages them to excel at the work place, and heartens the families and improves the social status of the worker. Photographs of good performers may also be displayed sometimes. Also, at felicitation parties, or in house journals, letters of appreciation improve the confidence of the individual and team to boost the quality of work.

## Employee Participation with Team-spirit

To maximise improvement of the quality of work life, the management has to ignite team spirit as well as a sense of involvement among the employees. For example, activities such as celebrating the anniversary of the commissioning department by including all the workers provide a sense of togetherness in the employees. Also, the formation of involvement- including groups such as quality circles also improves the work teams' commitment, to voluntarily begin improvements in their areas of work respectively.

6.   Results and Discussion

Do you think the relationship between work life and family of employees is critical or not?

Table No: 1 Relationship between Work Life and Family of Employees

Items	No. of respondents	% of respondents
Critical	100	100
Not so critical	Nil	Nil
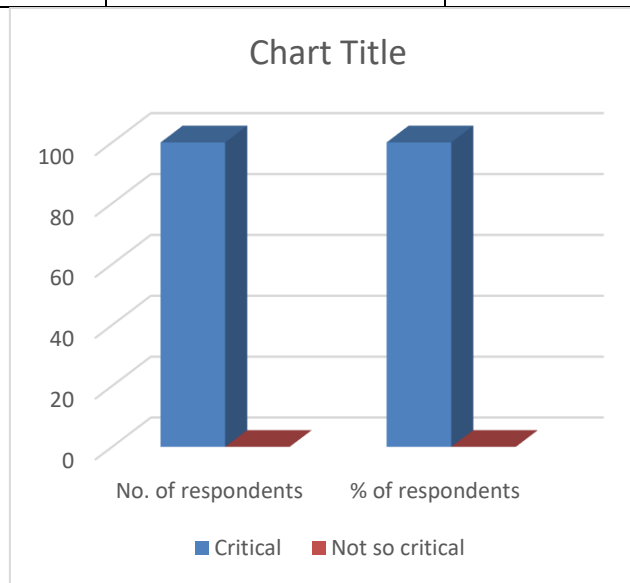
Figure No: 1 Relationship between Work Life and Family of Employees

Interpretations: From the above table you can clearly see that out of the 100% HRM respondents all respondents said that an employee's work life and family life is a very critical aspect specially in these days where competition is high, it is a responsibility that company has to balance in order to satisfy employees.
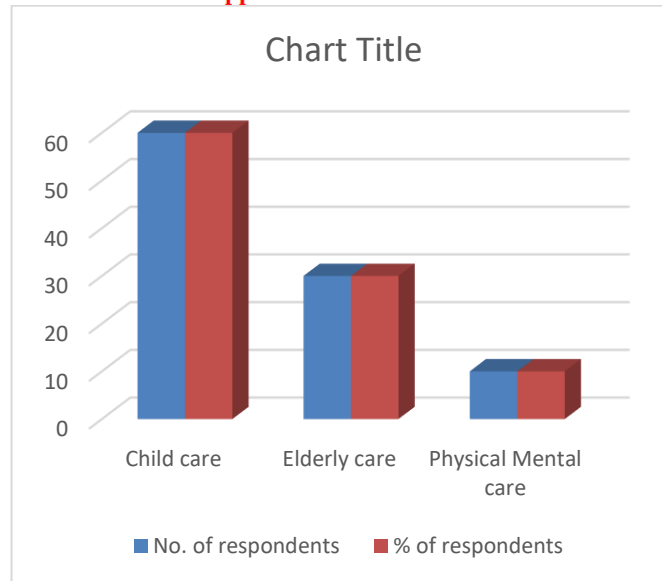
Which care centrewas preferred the most by the respondents?

Table No: 2 Preference of Care Centre by most of the respondents

| Items	No. of respondents	% of respondents
Child care	60	60%
Elderly care	30	30%
Physical Mental care	10	10%

Figure No: 2 Preference of Care Centre by most of the respondents

Interpretation: From the above chart you can clearly see that the respondents interviewed said that child care got the most responses, at 60%, while elderly care got 30%, and care for physical and mental disability got 10% responses, reason, children are a more regular aspect with most everybody having their family, elderly care got second responses because all elderly are not totally dependent on their children or they may have some other source like some other children to take care of them, physical and mental disability care got the least responses, that of 10% percent, that is because it is a thing that is not very common, hence its response was the least.

What quality you prefer best in Sumega Technologies?

Table no: 8 prefer the best in Sumega Technologies

Items	No. of respondents	% of respondents
Working environment	40	40
Job profile	15	15
Benefits, compensations	15	15
Opportunities	30	30
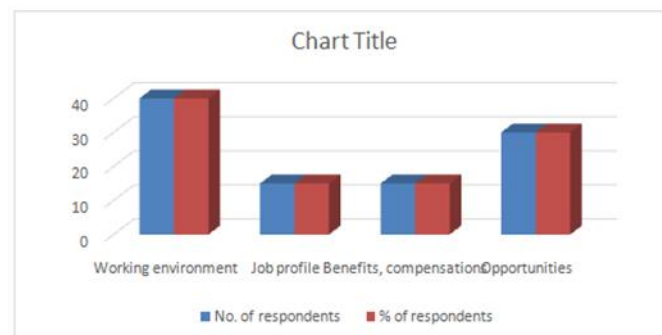
Figure no: 8 prefer the best in Sumega Technologies

Interpretation: From the above table you can see that 40 respondents out of the 100 respondents said that they like the working environment that Sumega Technologies offers them, while 15 respondents say that they prefer the job profile, while another 15say the benefits compensations is what they prefer and the remaining 30 respondents say that the

opportunities that Sumega Technologies offers is what they prefer, this table makes it clear that Sumega Technologies is doing quite a good job in providing quality of work life for its employees.

If you had to rate the working culture of your company from 1 to 10 where would you rate it?

Table no: 9 rate the working culture of your company from 1 to 10

Response	No.of Respondents	% percentage
Strongly dis agree	10	10
Disagree	17	17
Mildly disagree	16	16
Undecided	12	12
Mildly Agree	18	18
Moderately agree	10	10
Strongly agree	19	19

Interpretation: From the above table you can see that rating Sumega Technologies from19 respondents strongly agree and 117 respondents disagree, the above table shows that the majority of respondents are in favor of the working culture that Sumega Technologies is providing them, and rates it above the average mark.

What are the policies that you like the best provided by your company?

TABLE NO: 10 Policies that you like the best provided by your Company

Items	No. of respondents	% of respondents
Child Care	75	75%
Elderly care	20	20%
Mental and physical disability care	5	5
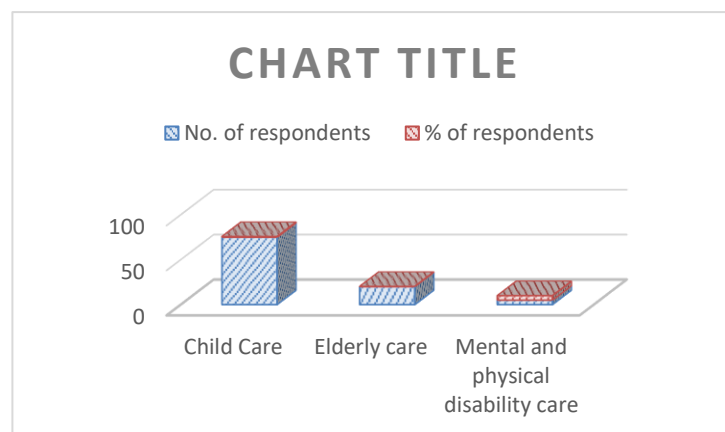
Figure No: 10 Policies that you like the best provided by your company

Interpretation: The policy of child is considered to be best as the 75% of the respondents give their response accordingly.

How effective are the QWL training programmers provided by Sumega Technologies?

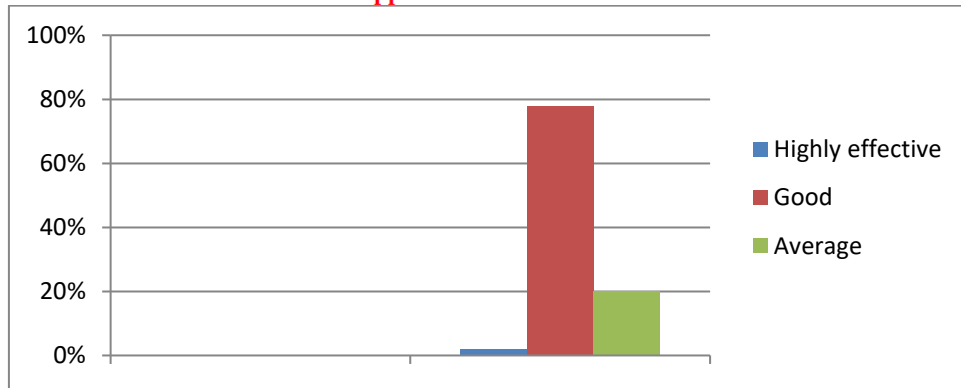TABLE NO:12 QWL TRAINING PROGRAMMERS PROVIDED BY SUMEGA TECHNOLOGIES

Respondents 100	Highly effective	Good	Average
QWL training	2	78	20
QWL training	2%	78%	20%

DIAGRAM NO:12 QWL TRAINING PROGRAMMERS PROVIDED BY SUMEGA TECHNOLOGIES

Interpretation: From the table above you can see that again the majority of the respondents that is 78 said that the QWL training programmes that Sumega Technologies had implemented in their organization was good.

7. FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS

Work and family life

Every individual has a family life and all families hold responsibilities, there are several responsibility that an individual can have in his family, it could be attending a relatives marriage, a funeral, or maybe some other sort of function, these aspects are sudden and not regular though, the regular and constant family responsibility that an employee and an employer faces is child care, elderly care, and caring for Sumega that is mentally or physically unfit. An employee who has to work under conditions where there is no one to take care of these responsibilities of his or hers then definitely this aspect would be continuously playing on his mind, causing stress and in the process having an impact on the individuals performance at work.

Health and wellbeing

An employee's health and well being is of utter importance to an organization since an organization runs on its employees, hence employees are the biggest asset of any firm. An unhealthy or a employee that is not particularly satisfied with work will not be productive to his organization and that is a definite worry for any firm, aspects like child care and elderly care or a disabled person at home and not one to look after them is a definite worry for any employee and this responsibility as well as the work responsibility pressure builds up on the employee causing him to suffer stress and as time passes by this stress will continue to increase if not tackled and in the process the employee can suffer health problems and the company will lose out on its employees.

Job Satisfaction

For an employee to be productive or to improve his productivity the employee should be provided with facilities that will give him satisfaction, so that he can work better under a competitive atmosphere. An employee having family issues at the back of his mind, like some of his family who needs care is uncared for will anyhow have his mind worried on that family member of his, and this aspect will not allow him to perform and in the process he will lose favor in the sight of his management and his added achievements are curtailed causing him further loss of job satisfaction.

Motivational factors

Employees need to be continuously motivated in order to keep their productivity level high, the factors that motivate employees are work environment, where the employee works the facilities that are provided to him should be well suited to him and there should be no lack.

Recognition

When an employee does his duty well and he is recognized and appreciated for his achievements he gets motivated to continue with his achievements, recognizing an employees effort is always motivational to the employee.

Team spirit

Encouraging team spirit in the team is another essential motivational factor because as people work in teams they are more encouraged and they help one another to reach their goal collectively, in the process gaining much higher results.

Child care centers

Children are taken good care of they are provided with good facilities like play items, cartoon films and most importantly they are being taught as they spend their time at the center, as a result of this it releases the parent from the worry of how his or her child, and the employee can concentrate on their job with more keenness.

Elderly care center

The elderly care center has many recreation programmes for the old people, every evening the center runs a yoga classes so that the old people can keep themselves fit, and there are plenty of indoor games that is provided to them so that they can keep themselves happy occupied.

Mental and disable care centers

The center provides these members with a lot of recreation programmes in order to keep them out of slipping into depression, they are never left to be idle and to be to themselves, they are encouraged continuously to participate in fun games in outings and they are even being taught while they play.

8.   RESULTS

How does the HRM of an Organization look to handle their employees in this area?

The HRM sole duty is deaSumega with all the aspects that are related to the employees of an organization, the HRM has to motivate the employees to work better, has to handle the stress of the employees, provide them with a good working environment, on the whole an employee needs to find job satisfaction and for concerning quality of work life and family life the HRM has to deal with the employees work and family issues (directly or indirectly) there are; Every individual has a family life and all families hold responsibilities, there are several responsibility that an individual can have in his family, it could be attending a relatives marriage, a funeral, or maybe some other sort of function, these aspects are sudden and not regular though, the regular and constant family responsibility that an employee and an employer faces is child care, elderly care, and caring for a Sumega that is mentally or physically unfit, pressures like these causes a lot of strain on an employee affecting their health and well being, which in return causes an impact on the employees job satisfaction, if an employees is not happy working at a place for whatever the reason, he or she in no way can be fully productive to the company.

1)   How does it affect the employee's productivity and efficiency at work?

Worry, anxiety are words that can cause deep mental and physical problems in an individual, an employee who has a family that is not cared for is definitely going to be worried about that person and with the person at the back of his or her mind the employee has to take the pressure at work as well and when he is not able to perform to his or her best ability, the pressure increases, the employees faces many issues like he become irregular, comes in late to work, looks to leave early and along with all this happening his productivity level continues to dip and so does the pressure. This issue can be dangerous to a person's health in many fatal ways as well.

2)   What are the family bearings that influence ones work life?

There are several responsibility that an individual can have in his family, it could be attending a relatives marriage, a funeral, or maybe some other sort of function, these aspects are sudden and not regular though, the regular and constant family responsibility that an employee and an employer faces is child care, elderly care, and caring for a sibSumega that is mentally or physically unfit.

3)   How does the HRM function at Sumega Technologies look to manage and implement strategies to improve quality of worklife and family life balance?

To gain control of the increasing pressure on the employees family life and worklife organization began to develop many care centers to accommodate the employees family members that are in need of care, for example like:

Child care centers

Children of employees that are both working couples or even single parents can be brought in these care centres and they there are taken good care off, they are provided with good facilities like play items, cartoon films and most importantly they are being taught as they spend their time at the center, as a result of this it releases the parent from the worry of how his or her child, and the employee can concentrate on their job with more keenness.

Elderly care center

Elderly parents of employees is another worrying aspect for employees, hence organization like Sumega Technologies has developed care centres for these old parents as well.These elderly care centre has many recreation programmes for the old people, every evening the centre runs a yoga classes so that the old people can keep themselves fit, and there are plenty of indoor games that is provided to them so that they can keep themselves happy occupied.

Mental and disable

Mental and Disabled of an employees is another worrying factor to the employee, hence organizationsuch as Sumega Technologies developed care centres for these people as well, these centre's provides these members with a lot of recreation programmes in order to keep them out of slipping into depression, they are never left to be idle and to be to themselves, they are encouraged continuously to participate in fun games in outings and they are even being taught while they play.

9. CONCLUSIONS

Quality of work life an important factor in an employee life as well as for the employing organization, quality of work life deals with an employees work life and his family life, and the conflicts that happen between them. employees working in an organization has a family life as well as work life the employee has to balance this raging factors which is too much for the employee to do it himself, hence the organization steps in to help the employee with his personal life responsibility so that the employee can concentrate on his duty at work, the factors that conflict with work is the employees family, the employees child, the employees aging parents or the employees physical and mentally handicapped sibSumega, there are other factors too that influences the life of an employee like, a wedding in the family, parties, funerals and many more family issues, but these aspects are not regular and happens once in a way, but taking care of a child or taking care of aged parents or a handicapped sibSumega is a continuous responsibility of a person and if the person has to work with these family members not having any care for them then that person will never be able to work as the anxiety and worry about his family would continuously trouble him and this would build up stress on his mind and in the process he would not be able to concentrate on his job and his productivity is affected. To tackle these issues the organization have come up with building care centers for these aspects, the organization has built child care centers for children so that they parents can leave them there while they work without worry about their requirements because they are taken under the care of the organization, likewise there are care centers built up for ageing parents, when the employee is caught between his or her parents and job then it becomes a worrying factor for the employee and so these care centers have been developed to take care of these elderly parents of the employees. The elderly people are provided with good facilities and with yoga classes every day so that they are kept fit, they are provided with recreation classes daily, the employee seeing this would be very much relieved of the worry that his or her aged parents are now being taken care of and then they can work with much more freedom and as they become relieved of the strain they slowly began to improved on the productivity again.

SUGGESTIONS

Organization should continue to share the burden of its employees regarding their family responsibility but at the same time the organization should also provide some more flexible benefits for the employees like they should be at times given a free holiday to go out with their family, because not just being taken care of physical is what a child or an old parent wants, while that sort of a care is needed and is good, but it is not all, they also need they family to spend time with them, they need somebody who belongs to them by their side at times and this should be provided by the organization with a good plan so that the organization schedule does not get ruined, such offers keeps the family bonding as well as makes the employee feel happy and a happy employee means higher productivity in his or her activities, this sort of actions taken by the organization will help boost the satisfaction level of the employees and a satisfied employee will always put in a little more effort than he usually does.

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