

# Concept of Quality of Worklife and Their Dimensions

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**ABSTRACT:**In any field of society, education, the service sector, the banking sector, tourism, the manufacturing sector and so on, quality of work is becoming an indispensable problem. The aspects of the quality of working life – worker satisfaction, organization's dedication, recompense and appreciation, participative management, the balance of working life, proper complaint care, health services, working environment etc – depend on turnover, employees' commitment, efficiency etc. A company delivers a higher QWL than creates a safe and satisfied working atmosphere. High QWL will boost organizational effectiveness, productivity, creativity, etc. Thus, to help develop the lives of all the individuals who work and communicate with corporate participants. Quality of professional life today also influences the corporate responsibility of the business. Standard of working life confirms the workers and their organizations, which strengthens both their home life and their working lives. The literary analysis on the quality of life and its aspects is focused on and evaluated.

**KEYWORDS:** Job satisfaction, Job security, Productivity, Quality of work-life, Company policy, Job rules.

## I. INTRODUCTION

As a significant determinant of model jobs, the notion of quality of life in the workplace has arisen. Wages and wages do not demonstrate the employer's goodness. It requires the general level of work life, salaries and wages that are weighed as the terms are measured. Therefore, effective administration often means guaranteeing a decent middle class quality of life. The emphasis must be on how well the whole working class's living standards are instead of just the working environment in the manufacturing unit. Employees don't all have working lives[1]. Actually, quitting work is equally necessary.

Perhaps, since the employee has more time off work than on work, it may be more relevant. Obviously, both managers and management would still continue to be focused on consistency of the job. Management needs to deliver a high standard of working life to guarantee high quality results. The word quality of worklife (QWL) refers to the gain or downside of people's working environment[2]. Gross root workers suffer a feeling of dissatisfaction due to low pay, bad working environments, poor working conditions, inhumane treatment of their supervisors, and so on, while managers' staff feels dissatisfied with their working conditions, interpersonal problems, task tensions, career stresses, lack of flexibility in the workplace, lack of stressful working conditions. This ensures that high quality management, decent working conditions, good packages and rewards and an exciting, challenged and fulfilling career are sought after[3]. QWL activities consist of efforts to allow workers to control their way of operating and their commitments to the overall productivity of the company. In developed as well as in developing countries around the world, QWL has assumed growing popularity and significance. Its scope in India tends to be wider than many labor rules.

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Quality of working life can be defined as the status of employees in the job as objective circumstances / living status. It is a function between objective living environments and subjective behaviour. The work atmosphere is the circumstances under which the employee is exposed to the work place. Quality of Work Life (QWL) is a holistic term which includes the well-being of an employee and how rewarding, stress-free, and other negative personal implications work experiences are[4].

The QWL is communal rather than bureaucratic, evolutionary, and transparent rather than statistic and rigid. It is informal rather than rules-bound. It is impersonal, not mechanistic. The quality of working life in working organizations has been a core issue since its inception in the early 1970s. In interchange, they are used to refer to the context of the words "humanization of work," "industrial democracy" and "quality of working life" and "participating labor."The main principles are the importance of seeing the worker as an individual and stressing his evolution and inclusion in decisions about jobs[5]. These definitions are somewhat similar to those of HRD.Worker issued to be enjoying a high quality of working life when he (1) has positive feeling towards his job and its future prospects (2) is motivated in the job and perform well, and (3) feels his working life fits well with his private life to afford him a balance between the two in terms of his personal values.

## II.LITERATURE REVIEW

QWL is characterized as an advantageous work environment that encourages happiness through incentives for workers, job security, career development, etc. The workplace environment, which serves the personal needs of workers, is seen as a positive interactive influence contributing to an excellent QWL. Personal demands are fulfilled by the organization's incentives, such as salary, growth, acknowledgement and creation.The activities, the physical working environment, social environment, administrative processes and the relationship between working life and jobs are all the factors that are important to the quality of work of the employee. QWL reflects its commitment to work experience, its connection to others, its atmosphere of work and its productivity on the job[6]. The 2002 European Living Improvement Foundation identified the QWL as a multidominance building consisting of many interrelated factors which need to be carefully conceptualized and calculated. It includes job satisfaction, work engagement, inspiration, efficiency, fitness, welfare, safety at work, skills development, and the balance between working and non-working life.

Quality of work is an organization's framework by which workers can engage actively in decision-making that is part of their life at work and satisfy their needs and establish mechanisms. QWL is a systematic department-wide initiative to help working people effectively handle, improve, and transition through informative and empirical research, maximizing workplace learning. Faculty and management would benefit from QWL services by a reciprocal approach to job-related issues, create partnership, and enhance working climate, careful and equitable restructuring work results and payments for human capital[7].

Career satisfaction, career success and career balance are not only important factors to ensure good quality of working life, but are also important to improved employment by ensuring a quality of working life (QWL) or by the quality of the work system. It roots in the mindset of workers and managers towards the category of incentive, which is more concerned with equal pay, increasing opportunities and continuous promotion. QWL is a multidimensional building composed of a set of intertwined variables, which need to be carefully planned out and calculated. It is related to career satisfaction, engagement in employment, inspiration, efficiency, wellness, wellbeing and well-being, job security, capacity creation and work-life balance and also concluded as the QWL is a challenge to individuals and organizations in the perspective of IT skilled people[8].

### 1. Components of Quality of Worklife:

The activities, the physical working environment, social environment, administrative processes and the relationship between working life and jobs are all the factors that are important to the quality of work of the employee. QWL is a multidimensional building composed of a set of intertwined variables, which need to be carefully planned out and

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calculated[9]. The definition of a European foundation for improving living conditions is correlated with employment satisfaction, engagement with jobs, inspiration, efficiency, fitness, protection and wellbeing, employment safety, growth of skill and equilibrium between work and non-work life.

QWL is quite conclusive and best meet the contemporary work environment. The definition was related to meaningful and satisfying work. It includes (i) an opportunity to exercise one's talents and capacities, to face challenges and situations that require independent initiative and self-direction, (ii) an activity thought to be worthwhile by the individuals involved, (iii) an activity in which one understands the role the individual plays in the achievement of some overall goals, and (iv) a sense of taking pride in what one is doing and in doing it well. This issue of meaningful and satisfying work is often merged with discussions of job satisfaction, and believed to be more favorable to QWL[10].

QWL is a complex multidimensional framework that incorporates concepts such as work stability, reward programmes, educational prospects and career progressions, and decision-making engagement. Environmental factors, such as the physical environment, protection and other working environments, and relativistic factors, such as working group and labor relations, are more significant in the Indian sense in terms of quality control. Following the literature survey the literature review found nine essential components of job efficiency.

1. Work environment
2. Organization culture and climate
3. Relation and co-operation
4. Training and development
5. Compensation and Rewards
6. Facilities
7. Job satisfaction and Job security
8. Autonomy of work
9. Adequacy of resources

### III. CONCLUSION

Examined research has demonstrated that QWL is a multidimensional structure that has to be taken into account when constructing jobs. The literature also demonstrates how the nine main QWL components have contributed to the happiness of workers and employees of QWL in various fields. Their contribution would be positive. From the viewpoint of a literature review, literature and QWL studies in India are confined in particular in small and medium-sized enterprises. To determine the root cause, an investigation can be carried out by analyzing the essential nine elements of Indian SMEs facing a high attrition rate crisis.

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