"An assessment of QWL" at IT Companies, Bangalore

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Abstract: *Work is an integral part of our everyday life, as it is own livelihood or career or business on an average we spend around twelve hours daily in the workplace, it does influence the overall quality of our life. QWL provides for the balanced relationship among work, family aspects of life. A better QWL is required for every organization to have talents & to retain them. Many factors contribute towards high QWL like; Good working environment, Social integration at work place, Fair compensation, Motivation, Career Development, Growth, etc., which enables an individual to develops themselves & also utilize their full capacity.*
This Research aims to gain an insight into current working life policies & practices, as well as work life balance issues employees through structured questionnaire.
Keywords: *Social Integration– Combining people from the whole, Compensation-remuneration, motivation-stimulation.*

I. Introduction

Quality of Work Life is any conscious effort for improving working conditions, work content, and its safety, security, wages and benefits, etc.

It is nothing but having a work environment where employee's activities become more important. This means implementing procedures or policies that make the work less routine and more rewarding for the employee. These procedures or policies include autonomy, recognition, belongingness, development and external rewards

The factors that influence and decide the Quality of work life are:
1. Attitude
2. Environment
3. Opportunities
4. Nature of Job
5. People
6. Stress Level
7. Career Prospects
8. Challenges
9. Growth and Development
10. Risk Involved and Reward

Objectives of Q.W.L
• To improve the standard of living of the employees
• To increase the productivity
• To create a positive attitude in the minds of the employees
• To increase the effectiveness of the organization (Profitability, goal accomplishment etc.)

Factors affecting Quality of Work Life
• Democratic management practices are prevalent in the organization
• When employees' jobs are enriching
• They are treated with dignity and safe working conditions are present
  Others equate Q.W.L with the impact of working conditions on the employee's well-being

II. Literature review

The role of work place support, i.e., the support received from supervisors and co-workers (Voydanoff, 2002) is critical element of work life balance. Work-family of Indian women software professionals: by

Reimara Valk, Vasanthi Srinivasan 2010, found that the familial influence appeared as a significant factor in life choices on work and family for all women.

Research methodology

The questionnaire was distributed to 50 employees randomly, who are working in different IT companies of Bengaluru. Among the respondents about 70% were male and rest were female.

The study was conducted with the following objectives:

1. To know the impact of nature of organization on the nature of work life balance of employees.
2. To find work life balance challenges.
3, To know the comforts provided by the organization to the employees.
4. To know the importance of family support for work life balance.
5. To know the employees opinion on facilities of organization.

III.   Analysis and interpretation
Table.1 Gender

Male	35
Female	15

The research has been conducted on 35 male and 15 female employees who are working in different organizations.

Table.2 Age

	Male (%)	Female (%)
20-25	34	26
26-30	49	27
31-35	11	26
35^	5	20

Among 35 male respondents majority of them belongs to age category of 26-30(I,e 48.5%) . 34% of male respondents are young(belongs to age group of 20-25). Among 15 female respondents majority of them belongs to age group of 26-30(I,e 27%) and 31-35(27%).

Table.3 working experience

	Male (%)	Female (%)
Less than 1 year	46	27
1-2 years	17	20
2-5 years	26	34
More than 5 years	05	20

From the above table it is clear that majority of male respondents have less than one year experience with present organization, but majority of female respondents have 2-5 years of experience with present organization**.**

Table.4 work motivation

	Male (%)	Female (%)
Extremely motivated	14	13.5
Fairly Motivating	66	73
Neither Motivating nor De motivating	20	13.5

From the research it is found that 66% of male respondents has fairly motivating work environment and some of respondents feel working environment feel neither motivating nor de-motivating. In the other hand, majority of female respondents opine that working environment is fairly motivating.

Table.5 Work schedule

	Male (%)	Female (%)
Day Shift	88.5	93
Noon shift	08.5	00
Night Shift	00	00
Irregular Shift/On call	2.8	00
Rotation shift	00	07

More than 88% of male respondents are working on day shift and none of them/ working on night shift. On the other hand, 93% of female respondents are working on day shifts and remaining 7% of them are working in rotation shift.

Table.6 Average extra working hours in a month

Male	Female
40hrs	20hrs

Compare to female respondents, male respondents are working more extra hours.

Table.7 office work at home

	Male (%)	Female (%)
Never	40	13.3
Few times a year	25	13.3
About once in a month	08	06.6
About once a week	14	06.6
Most often	14	40

From the above table it is clear that 40% of the male respondents never carry office work to home and some of them(25.7%) carry office work to home few times in a year, but majority female respondents opine that most often they will carry to home.

Table.8 risk involved in job to take off

	Male (%)	Female (%)
Not at all difficult	26	26
Manageable	74	27
Very Hard	15	27

Both male and female respondents feel that they can manage to take off during working days.

Table.9. Job v/s family

	Male (%)	Female (%)
Often	06	13
Sometimes	43	54
Rarely	23	26
Never	28	07

Both the male and female respondents opine that sometime they get disturbed with family problems and job related issues, but some of the female respondents opine that they never get disturbed with both family and job issues.

Table.10 family support

	Male (%)	Female (%)
Yes	91	100
No	09	00

Form the above table it is clear that majority of male respondents (i,e 91%) have the support of family for their career development, but few of them do not have family support. All female respondents have family support.

Table.11 work place harassment

	Male (%)	Female (%)
Yes	25	20
No	75	80

Form the research it is found that majority of male (75%) and female (80%) respondents doesn't face any threaten or harassment at work and remaining 25% of male, 20% of female respondents have come across such hurdles.

Table.12 work stress

	Male (%)	Female (%)
Family Problems	17	33
Job related issues	62	46
Both the above	17	07
None	03	13

Majority of male respondents (62%) have stress because of job related issue and some of them feel both causes stress and presser, but majority of female employees have stress because of both family issues and job related problems.

Table.13. job satisfaction

	Male (%)	Female (%)
Very much	37	67
Somewhat	48	20
Not too satisfied	15	13
Not at all satisfied	00	00

Form the above table, it is clear that 37% of male respondents are very much satisfied with the job, 48% of them opine that they are somewhat satisfied with the job. 67% of the female respondents are very much satisfied with the job and none of them said not-at-all satisfied.

Table.14 facilities to employees

	Male	Female
Social interaction program	08	05
Family get together	05	01
Flexible work time	16	06
Outing (with coworkers)	10	02
Outing (With Family)	10	04
Performance appraisal, motivational programs	07	05
Insurance, Health check up	07	05
Meditation and Yoga	02	03
None	04	01

Form the above table it is clear that organizations provide several facilities to the employees. This data reveals that majority of male respondents enjoying outing with co-workers and family. Among 35 male respondents 16 of them enjoying flexible work time, 7 of them have performance appraisal and motivational program. On the other hand female respondents have the facilities like flexible work time, performance appraisal program. 5 of them opine that none of these facilities are available.

Table.15. ratings for facilities
15.1. Male

	Excellent (%)	Good (%)	Poor (%)
Infrastructure	23	66	11
Transportation	14	46	40
Working Environment	23	62	15

15.2 Female

	Excellent (%)	Good (%)	Poor (%)
Infrastructure	20	60	20
Transportation	21	53	26
Working Environment	26	60	14

From the table 15.1, it is clear that majority of respondents are happy with infrastructure and work environment but they feel transportation facility is poor.
Form the table 15.2 it is clear that majority of respondents are happy with all the three facilities.

Table.16 opinion on statements
16.1 Male

	VT (%)	SWT (%)	NT (%)
I have opportunity to develop my own special objectives	42	50	08
The chances of promotion are good	34	52	14
Management is very co operative	46	31	23
I feel that my work allows me to do in a particular way where I can do best	46	37	17
There is a balance between set objectives and the sources provided by the company	14	66	20

16.2 Female

	VT (%)	SWT (%)	NT (%)
I have opportunity to develop my own special objectives	40	40	20
The chances of promotion are good	20	60	20
Management is very co operative	60	27	13
I feel that my work allows me to do in a particular way where I can do best	40	40	20
There is a balance between set objectives and the sources provided by the company	13	47	40

Form the above table it is clear 50% and 40% of male and female respondents respectively, accepted the first statement is somewhat true. Majority of male (52%) and female (60%) of respondents accepted the second statement as somewhat true. Majority of male (46%) and female (60%) of respondents accepted the second statement as very true. Majority of male (46%) and female (40%) of respondents accepted the second statement as very true. Majority of male (66%) and female (47%) of respondents accepted the second statement as somewhat true. Whereas 40% of the female respondents and 20% of the male respondents are opine that there is no balance between set objectives and the sources provided by the company.

IV. Conclusion

Work and Family are the two most important domains in a person's life and there interface has been the object of the study. In transitioning society like India, where the traditional roles of Women, Father, Son as home maker, care taker and responsible, are deeply enhanced. The work life balance has become challenge for both Male and Female employees especially in this competitive world. QWL depends on many factors like environment, opportunities to growth, stress level, risk involved and reward. From the study it has been revealed that employees balance their work/life with the help of family support Management co ordination, facilities provided by organization.

It professionals can achieve the work life balance by setting priorities in their work and personal life's and by having support of both work and family.

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