

Quality of Work Life and Job Satisfaction: A Study with Special Reference to Vaidyamadham Vaidyasala and Nursing Home, Mezhathur In Kerala

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ABSTRACT

Quality of Work Life is one of the most important factor for improving the level of job satisfaction in any field. The present study was conducted in vaidhyamadham vaidyasala and Nursing Home in Mezhathur, Kerala state. For the study 80 samples respondents was taken by using systematic random sampling method. The data are collected using a pre structure questionnaire and the statistical tools like Independent sample t test, one way Anova and Pearson Product Moment correlation are used for analyzing the collected data. The finding of the study shows that the level of satisfaction and quality of work life is at above average. The study comes to a conclusion that there is a positive correlation between quality of work life and job satisfaction among the respondents in the vaidyasala and Nursing home in Mezhathur.

Keywords: Quality of Work Life, Job Satisfaction.

INTRODUCTION:

Quality of work life , as a philosophy, holds that employees are the most important resources of an organization. The concept emphasizes the importance of employees having a positive attitude to work. When employees become less satisfied, they are less committed to the goals of the organization and this definitely can have an impact on organisational performance. The management of stress is both an organisational and individual responsibility. Employees must resort to relaxation, exercising, managing their time and role, developing and maintaining support groups. Most organisations have also seen the importance of getting involved in the process of managing stress (Balaji, 2013).

Job satisfaction represents a combination of positive or negative feelings that workers have towards their work. Meanwhile, when a worker employed in a business organization, brings with it the needs, desires and experiences which determines expectations that he has dismissed. Job satisfaction represents the extent to which expectations are match the real awards. Job satisfaction is closely linked to that individual's behaviour in the work place (Davis & Nestrom, 1985). Job satisfaction is a complex and multifaceted concept which can mean different things to different people. Job satisfaction is usually linked with motivation, but the nature of this relationship is not clear. Satisfaction is not the same as motivaton. Job satisfaction is more of an attitude, an internal state. It could be associated with a personal feeling of achievement, either quantitative or qualitative (Mullins, 2005).

LITERATURE REVIEW

Some of the important reviews of previous studies in the area of quality of work life and employee satisfaction are shown below:

Gardon (1955) in his research on the employee satisfaction of the workers of industrial concerns and human needs industries found that if persons individual needs are satisfied, then their job satisfaction increases; thereby reflecting a positive relation with job satisfaction. Bidwel and Charles (1956) studied on the employee satisfaction and school management and concluded that effective education is necessary to develop a good image of the school and that teacher's employee satisfaction increased by perfect management. Sinha and Singh (1961) studied the relationship between employee satisfaction and absenteeism. A random sample was selected from various departments of Tisco, Jamshedpur. The sample consisted of high and low absentee workers. Respondents consist of 50 each from both the categories. Employee satisfaction questionnaire consisted of items of four components of employee satisfaction, namely the nature of work, wage and security, supervisors and supervision and company's overall personal policy. It was found that low absentees were significantly more satisfied with their job more than high absentees.

A study by Sinha and Sharma (1962) conducted a research on attitude and employee satisfaction with the help of randomly selected 100 workers which were from a light engineering factory around Calcutta. It was found that job satisfaction was inversely related to favorable attitude towards the union. This implies, greater the employee satisfaction, the less favorable was the attitude towards the union. Prasad (1964) studied the personality and relative elements of job satisfaction namely age and experience. In his study, he concluded that the age of professionals had no effect on employee satisfaction, while satisfaction, increase with the frequencies of experience thereby showing significant relation to employee satisfaction. Rajgopal (1965) in his study, explore the relationship between satisfaction and productivity of textile mill workers belonging to high and low productive mills. Six mills, three high and three low chosen for the study. 75 workers each from high and low productive mills were chosen for the study. They were asked to indicate their degree of satisfaction or dissatisfaction on a 5 point scale ranging from extreme satisfaction to extreme dissatisfaction on thirty items representing seven aspects of work.

STATEMENT OF THE PROBLEM:

The primary objective of the study is to find out the quality of work life among the workers. The major factor which has influenced the importance of provision of quality of work life is employees themselves. Workers are changing; they become more educated and independent. Close attention to QWL provides a more humanized work environment. Hence it is very essential that every organization should ensure that whether their employees have a positive QWL or not. QWL in an organization is essential for the smooth running and success of its employees. The QWL must be maintained effectively to ensure that all employees were running at their peak potential and free from stress and strain.

This study is in its broadest sense aim to study the Quality of Work Life among the workers of CNS Chikitsalayam Factory, Mezhathur. QWL denotes all inputs, which aim at the employee's satisfaction effectiveness. QWL and job satisfaction are the two sides of the same coin and one factor cannot exist without the other. If QWL improves the job satisfaction will also be improved.

The objective of the study is to know the personal profile of the sample respondents of CNS Chikitsalayam Factory, Mezhathur and also study various factors that influence the quality of Work life of respondents, level of job satisfaction and find out the relationship between selected individual variable and the level of job satisfaction. It is also identified and analyzes the relationship between job satisfaction and quality of work life of the employees in the nursing home, mazzathur.

SIGNIFICANCE OF THE STUDY:

Employee satisfaction is an important aspect as far as an organisation is concerned. Employee is a back bone of every organisation. So it is the responsibility of management to keep the employee satisfaction. It is said that satisfied employees are more productive. So every organisation giving high priority to keep their employees satisfied by providing several facilities which increase satisfaction and reduce dissatisfaction level of the employees of Vaidyamadham Vaidyasala and Nursing Home Mezhathur, Thrithala.

OBJECTIVES OF THE STUDY:

1. To analyse the factors influencing Quality Working Life.
2. To analyse the level of job satisfaction of employees in the organisation and
3. To analyse relationship between quality of work life and employee satisfaction in the organisation.

HYPOTHESES:

1. H0: There is no significant difference between male and female respondents with regard to job satisfaction of the sample respondents
2. H0: There is no significant difference among different age group with regard to job satisfaction
3. H0: There is no significant difference among different income category with regard to job satisfaction.
4. H0: There is no significant relationship between QWL and employee satisfaction in the organization.

RESEARCH METHODOLOGY AND DATA BASE:

The study is descriptive in nature. Descriptive study is taken up when the researcher is interested in knowing the present status regarding the particular area of interest. The Systematic random sampling method was used for collecting the samples from the population. The population of this research is the employees in Vaidyamadham Vaidyasala and Nursing Home.

The sample size consists of the 80 employees in Vaidyamadham Vaidyasala and Nursing Home.

Both secondary and primary data used in the present study. The secondary data for the study is collected from text books, records, journals and website information. The primary data was collected from the employees in Vaidyamadham Vaidyasala and Nursing Home by administering a structured questionnaire.

Pre structured questionnaire was used for collecting the data from the respondents. The main statistical tools used for analysis of data are percentage analysis, mean, standard deviation, independent sample t test, One way ANOVA and pearson correlation coefficient.

RESULTS AND DISCUSSION:

Demographic profile of the Respondents:

The following table shows the demographic statistics of the sample respondents of the study:

Table 1: Demographic Profile of Respondents

Demographic profile		Frequency	Percent
Gender	Male	11	14
	Female	69	86
	Total	80	100
Age Group	20-30	4	5
	30-40	22	27.5
	40-50	32	40
	Above 50	22	27.5
	Total	80	100
Educational Qualification	SSLC	62	77.5
	Pre degree	15	19
	Graduation	3	3.5
	Total	80	100

Source: Survey Data

Objective Wise Results Analysis:

Objective 1: Factors of Quality of Work Life:

The present study identifies a number of factors of quality work life. They are working condition, working hours, arrangement of machines, lighting arrangement, Opportunity to express complaints and suggestions, Additional benefits for extra work, refreshment facility, sanitary facility, security in the workplace and organisational support.

The following table shows the result of analysis of the factors which are most influencing the quality of work life of the employees in the nursing home.

Table 2: Factors of Quality of Work Life

Sl no	Factors of QWL	Mean score	Standard Deviation
1	Working Condition	3.39	1.463
2	Working Hours	4.08	0.897
3	Arrangement of Machines	3.44	1.146
4	Lighting Arrangement	3.36	1.082
5	Opportunity to Express Suggestions	3.21	1.420
6	Additional Benefits for Extra Work	3.50	1.201
7	Refreshment Facility	3.35	1.092
8	Sanitary Facility	3.33	1.271
9	Security in the Workplace	4.30	0.770
10	Organisational Support	3.48	1.201

Source: Survey Data

From the above table it is clear that the most influencing factor of quality work life of the employees in the nursing home is the security in the workplace, as the mean score of this variable is 4.30. The least influencing factor among all other factors is Opportunities to express suggestions(Mean score =3.21). The table make it clear that all the factors influencing the quality of the work life in the nursing home are above average level.

Objective 2: Level of Job Satisfaction:

Another objective of the present study is to analyse the level of job satisfaction of the employees in the nursing home. The job satisfaction was measured using five point likert scale (Highly satisfied...Highly dissatisfied).

The mean score of the variables used for measuring the job satisfaction are as given below:

Table 3: Factors of Job Satisfaction

Sl no	Factors of Job satisfaction	Mean score	Standard Deviation
1	Satisfaction towards top management	3.80	1.141
2	Salary	3.44	1.157
3	Incentives	4.16	0.561
4	Leave allowed	3.64	1.057
5	Employee employer relationship	4.08	1.028
6	Training and development	3.59	1.110
7	Promotional activities	3.61	1.185
8	Present wage system	3.78	1.190
9	Insurance protection	3.51	1.253
10	Provident fund	3.48	1.221

Source: Survey Data

From the above table it is clear that almost all the factors of job satisfaction are above average level. Among the factors the most influencing factor of job satisfaction is incentive, followed by employee employer relationship, satisfaction towards top management, etc.

The scaled information was converted into three levels using quartile deviation for better analysis. They are High level (Above 41), Moderate level (33-41) and Low level(Below 33). Based on the norms, the level of job satisfaction is found out and the result shown in the following table:

Table 4: Level of Job Satisfaction

Level	Frequency	Percent
High level	19	23.8
Moderate Level	43	53.8
Low Level	18	22.5
Total	80	100

Source: Survey Data

The table shows that there are 2.8 per cent of the employees are high level of job satisfaction and 22.5 per cent of the respondents are at low level of job satisfaction. Most of the respondents (53.8%) are at the moderate level of satisfaction.

Testing of Hypothesis:

Table 5: Result of Hypothesis Testing

Sl no	Null Hypothesis	Test Result	Significant value	Remarks
1	There is no significant difference between male and female with regard to Job satisfaction	Independent sample t test Test value=.038	0.970	Not significant
2	There is no significant difference among different age group with regard to Job satisfaction	ANOVA Test value=0.314	0.813	Not significant
3	There is no significant difference among different education group with regard to Job satisfaction	ANOVA Test value=1.211	0.304	Not significant

Source: Survey Data

From the above table it is clear that there is no significant difference between male and female with regard to the job satisfaction. Similarly, the job satisfaction of the employees in the vaidhyamadham vydyasala and nursing home in Mezathur have no significant difference among different age and education category.

Objective 3: Relationship between QWL and Job satisfaction:

The last objective of the study was to analyse the relationship between QWL and Job satisfaction of the employees in the vaidhyasala and Nursing Home. The hypothesis formulated for testing the relationship was given below:

Hypothesis:

H0: There is no significant correlation between QWL and Job Satisfaction.

H1: There is significant correlation between QWL and Job Satisfaction

The hypothesis was tested using the Pearson Product Moment Correlation at 1% level of significance. The result of testing was depicted in the following table:

Table 6: Result of Hypothesis testing (Correlation)

Variables	Mean	SD	Pearson Correlation	Significant value	Remarks
QWL	3.6950	0.63143	0.847	0.000*	Significant
Job Satisfaction	3.6875	0.53731			

*Significant at 1% level of significance

The table makes it clear that the pearson correlation coefficient, r is 0.847 and it is statistically significant at 1 % level of significance. Since p value is less than 0.01, it means that the null hypothesis is rejected. Thus it proves that there is significant correlation between QWL and job satisfaction in the organisation.

CONCLUSION AND SUGGESTIONS:

The findings of the study show that the quality of work life of the employees is above the average level in the Vidyamadham vydyasala and Nursing home in Mezathur. With regard to the level of job satisfaction, it is found that the most of the respondents are at moderate levels of satisfaction, not at high level and low level. There is no significant difference found between male and female respondents with respect to the job satisfaction. They are almost equally satisfied. Similarly, among the different age group and different education category, there is no significant difference found.

The main finding of the study is that there is a significant positive correlation between quality of Work life and job satisfaction. It shows the interdependence of two variables, i.e. whenever the company provides high level of quality of work life to their employees, their satisfaction towards the company and job must be at high level. Employees are the most important asset of the organisation. If the employees are satisfied with the current job they will work efficiently and effectively. This will give a better result to the company. The present report is

formulated on the basis of information collected from employees of Vadyamadham Vaidyasala and Nursing Home Mezhatthur. The major finding of the study is that there is a strong positive correlation between quality of work life and job satisfaction. Thus it is clear that for a achieving a better satisfaction level to the employees, there must be a high quality work life. This will in turn result in better achievement of the profit and wealth maximisation to the company.

Some of the major suggestions based on the findings and conclusions of the present study are given below:

- Proper reward and recognition should be given to the employees for their work performance.
- Proper training should be given based on identification of the training needs.
- The supervisor should be much more conscious about his subordinates.
- The concern should be also given to the personal factors as they have more influence on quality of work life.
- The management should give a proper platform to the employees for expressing their suggestions
- Adequate leisure time must be provided to the workers in order to refresh and relieving them from the stress.
- Provide educational centers to learn about Ayurvedha among the stakeholders.

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