

INFLUENCE OF AGE AND OCCUPATION ON QUALITY OF WORK LIFE - A STUDY IN SOFTWARE INDUSTRY

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ABSTRACT

Different variables, including family life, job life, security and recreation, influence the quality of everyday life. QWL is an early concept with a wide notion. It is a word used in nearly every region of organizational activity – in the circles of academia, government, labor and management, and includes not only changes for staff in contemporary organizations, but also wider struggles within culture. The article's primary focus is on examining the impact of demographic characters such as age and gender on work life quality. 288 Data collection participants were used and their responses were analyzed using ANOVA and T-Test. Age and gender have been recognized to have a significant impact on the quality of work life.

Keywords: Quality of Work Life, Job Performance.

INTRODUCTION:

Employees are every business ' primary elements. These employees ' leadership is the most essential component of the work of each manager. Furthermore, companies restructure, re-engineer and implement total quality management and build flexibility into job schedules to promote their competitive policies. Such approaches may include innovation, improving quality, reducing costs, high manufacturing and social assimilation (KP Mani, 2014).

Quality of Work life involves designing work systems that improve organisational members ' job life experiences, thereby enhancing their dedication and motivating them to attain organisational objectives. Hackmann and Suttle (1997) opines that Quality of work life impacts enhanced job satisfaction and organizational membership while decreasing workplace absenteeism, resignation and accident rates.

Organizational quantitative and qualitative productivity as well as job satisfaction will be enhanced as excellent working performance represents excellent general quality of life. The quality and amount of the results of manufacturing for the service industry is the standard of services and satisfaction that clients receive. This quality of service arises from people and operating systems because people generate outcomes from job.

The following definition was developed by the American Center for Quality of Working Life in 1977: "Improvements in the quality of job life are described as any activity that takes place at every stage of an organisation that aims higher organisational efficiency by enhancing human dignity and development... a process through which organisational stakeholders—management, unions and staff—learn how to work better together... to determine for themselves what actions, changes and improvements are desirable and feasible in order to achieve the twin and simultaneous objectives of improving the quality of working life for all members of the organization and greater efficiency for both the company and the unions."

REVIEW OF LITERATURE:

Walton (1973) looked at the eight distinct classifications that work-life quality programs could cover. It involves various contextual considerations as well as human capacity development, social integration, and social significance. They stipulated extra credence for work-life quality variables such as social inclusion, social significance, and the growth of human capacity.

In Strauss (1977) research on "Improving job life: behavioral science approaches to organizational change," employee participation was emphasized. He says that "involvement releases creative energies and gives a feeling of achievement to employees. It thus strengthens the connection of expectation, enhances the working atmosphere and harnesses the informal group's energies to work towards the goals of management. KP Mani et al opined in 2014 that evidence exists that organizations appreciate the importance of employee involvement. This proves that employee participation is regarded a significant component of job quality.

In 1980, Veronica et al. examined the effectiveness of a collaborative selection procedure employed by a new organization in the context of a work-life quality program. The study is carried out in a fresh plant for medical products. The organisation has been specifically intended since its founding to accommodate thoughts connected with efforts to enhance the quality of working lives. Features include plant layout, independent working groups, management training, participatory management implementation, and job enrichment.

Stephen J. Havlovic (1991) researched the quality of work life and the results of human resources. This study tests the impact of work-life quality measures on absenteeism, accidents, grievances, and quits, using monthly longitudinal human resource archival information gathered from 1976 to 1986 at a unionized heavy manufacturing company in the Midwest. The sample size is 129 months (48 months of work life measurement pre-quality and 81 months of work life measurement post-quality). Auto regression processes are used to examine the direct effect on human resource results of work-life quality. The findings show that work-life quality has been found to considerably decrease absenteeism, minor accidents, grievances, and quits.

Mesut Akdere (2006) focuses on the issues related to improving Quality of work life. This research presents problems in balancing work and life and discusses how this affects the work force, productivity and performance. Which includes work-life balance across all areas and traditional borders as it includes elements of gender, gender time, job and family interactions, and the consequences of such variables as retention and motivation of employees, excessive hours of work, part-time job, time off for unique reasons, and combining family and work. The author concludes that human resources have a distinctive chance to be efficient in assisting businesses attain policies and procedures that enhance the quality of work life by balancing job and life through expedient working hours.

METHODOLOGY:

The main aim of this article is to identify whether the demographic variables (such as age and gender) significantly influence the quality of work life. In this research study the quality of work life is dependent variable. Age and gender are the independent variables. Questionnaire were properly structured and distributed among 300 IT employees working in Bangalore. Finally, fully filled responses were collected from 288 respondents. ANOVA and T-Test were used to analyze the data.

ANALYSIS AND DISCUSSION:

Table no 1: ANOVA for Age of Respondent and Quality of Work Life.

Age	N	Mean	Std. Deviation	F	Sig.
Below 25	143	3.09	0.323	13.752	0.000
26 to 35	82	3.32	0.506		
36 to 45	36	3.15	0.433		
Above 45	27	2.96	0.643		
Total	288	3.15	0.446		

Dependent Variable: Quality of work life

Interpretation:

Table 1 shows relationship between age of the respondents and QWL. It is inferred from the table that age has significant relationship with quality of work life ($F=13.752$; $p < 0.000$), which means that people with different age group have significantly differ in their opinion towards quality of work life.

In order to identify the significance of mean values, Bonferroni test was performed and the result shows that the mean differences are significantly differ from each other. That is, respondents of 26 to 35 age group (mean=3.32) are significantly differing in their opinion toward quality of work life compare to above 45 age group of respondents.

Discussion:

Employees' working in this software sector expects good salary for their effort. IT corporate provides such a package to its stakeholders, which reflects the emotional bond between their employees with its concern. Particularly the age group between 26 to 35 is take the emotional responsibility to complete the given project. At the same time the management are providing safe and healthy environment to them. The workloads for the employees are properly distributed to them. This all things are new to the younger generations. They are working and living in sophisticated life style, whereas above 45 age group of people has come across all the stages. They are having more commitments than the others. They have to take care of their dependent adult and dependent old age people. So the expectations in all aspects of them are more when compare to other group segments.

Table no 2: T-Test between Gender and Quality Of Work Life

Gender	N	Mean	Std. Deviation	T	Sig.
Male	183	3.17	0.451	1.969	0.161
Female	105	3.12	0.437		
Total	288	3.15	0.446		

Dependent Variable: Quality of work life

Interpretation:

Table no 2 represents the t-test between gender of the respondents and quality of work life. Through the table it is clearly identified that gender does not play a significant role with quality of work life. That is the opinion of the respondents does not differ significantly with quality of work life.

SUGGESTIONS:

Quality of work life of indicates a proper balance both in work and personal life which also ensure organizational productivity and employee's job satisfaction. Organizations are taking care of the entire aspects of employees. It may lead there is no that much significant difference in the gender category. Now a days organization provide special care particularly to the female employees. So the genders difference may not a have the significant influence.

CONCLUSION:

The result of the study indicates that the respondents do differ in their quality of work life on the basis of the age and gender. Technology use contributes to businesses to offer competitive advantage against its opponents and to do more productive jobs in business globally. Thus, industries offer more importance to technology investments. To consider condition of its own employees and environment as well as external environment while making these investments is required. It is possible to evaluate situation in terms of increasing satisfaction of internal employees especially in information technology sector.

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