



A STUDY ON QUALITY OF WORK LIFE BALANCE OF EMPLOYEES IN SELECTED IT COMPANIES, CHENNAI

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ARTICLE DETAILS

Research Paper

Keywords :

*Company, HRM, Employee,
Organisation*

ABSTRACT

The primary goal of this research is to determine the quality of work life for employees in the Organization. Quality of work life is the most important function in the human resource management; it applies any company and Organization. Quality of life at work is a process in organization that allows employees across all levels to actively and effectively shape the organization's environment, operations and outcomes.

Introduction

Human Resource Management (HRM) refers to the management of people in organizations. It is the systematic approach to achieve organizational objectives through the optimal use of skilled employees. Human resource management involves planning, assessing, evaluating and developing human talent in the organization.

The objective is to ensure that the organization has the required human resources to achieve its goals. The goal of HRM is to maximize employee's contribution to achieve optimal productivity and effectiveness. It focusses on achieving individual objectives, social objectives and organizational objectives.

Classification of HR objectives

Social objectives

The human resource function has social and ethical objectives. It has to make the best possible use of human resources to improve society's welfare

Organizational objectives

An Organization can achieve its objectives through the efforts of its employees. The human resource function aids in improving performance level through effective HR practices.

Functional objectives

The HR function should contribute to the achievement of organizational goals. It has to provide the right type of talent and develop them.

Personal objectives

Employees have their own personal objectives. They try to fulfill their objectives by working in an organization. The personal objectives of the employees should be aligned with the organizational objectives.

Objectives of HRM

- To consider employees as human assets and human capital and not as costs.
- To enable the firm, assess and obtain the right number and type of employees at the right time.
- To effectively use human resources to achieve organizational goals.
- To align human resource goals with business strategy and objectives.

Features of HRM

Comprehensive in nature

Human resource management covers all employees of an organization. It applies to employees in all categories and positions. It Covers employees both in the organized sector and the unorganized sector.

Continuous function

As long as organizations exist, they require human resource. As Organizations expand, diversity or retrench, human resource functions have to be performed without any break.

People function

Human resource management is concerned with the human factor in organizations. It focusses on the attitude, behavior, perceptions and emotions of employees.

Pervasive function

Human resource management is required in all organizations and in all functions. Utilizing human talent in the best manner to achieve goals is essential in all functional area.

Development Oriented

Human resource management aims to human potential. Training programs improve the skills and job knowledge of employees.

Quality of work Life (QWL)

The success of any organization is highly dependent on how it attracts, recruits, motivates, and retains its workforce. Today's organizations need to be more flexible so that they are equipped to develop their workforce and enjoy the commitment. Therefore, organization are required to adopt a strategy to improve the employee's quality of work life (QWL) to Satisfy both the organizational objectives and employee needs.

Scope of QWL

Compensation

The reward for work should be above a minimum standard for life and should also be equitable. There should be just an equitable balance between the effort and the reward.

Health & Safety

The working environment should be free from all hazards detrimental to the health and safety of the employees.

Job Security

The organization should offer security of employment. Employees should not have to work under a constant concern for their future stability of work and income.

Job Design

The design of jobs should be such which is capable of meeting the needs of the Organization for production and the individual for satisfying and interesting work.

Social Integration

The workers should be able to feel a sense of identify with the organization and develop a feeling of self-esteem. This includes the elimination of discrimination and individualism whilst encouraging teams and social groups to form.

Principles of QWL

The Principle of Security

Quality of work cannot be improved until employees are relieved from anxiety, fear and loss of future employment. The working conditions must be safe and fear of economic want should be eliminated.

The Principle of Equity

There should be a direct and positive relation between effort and reward. Equity also requires sharing the profits of the organization.

The Principle of Individualism

Employees differ in terms of their attitudes, skills, potentials etc., Therefore, every individual should be provided the opportunities for development of his personality and potential.

The Principle of Democracy

This means greater authority and responsibility to employees. Meaningful Participation in decision making process improves the quality of work life.

Statement of the Problem

The Quality of Work Life can affect such things as employees' timings, his or her work things output, his or her available leaves, etc., Employees were asking for the frequent training program and the appraisal meeting with the management but it is not being done effectively. Also, the communication gap between internal team members was creating major impact on the growth of employees and also development of the Organization.

Scope of the study

- This is being an IT sector will guide to understand the measures easily with a reasonable number of employees in the organization.
- This will give the current environment analysis provided for maintaining the balance in quality of work life.
- This scope will provide the opinion of the employees about the management and vice versa of the same.

Objectives of the Study

- ✓ To find out the quality of balance of the employees.
- ✓ To identify various factors affecting quality of work life of the employees.
- ✓ To offer findings and suggestions for the improvement of the quality of working environment.

Research Methodology

Research methodology is a way of explaining how a researcher intends to carry out their research. It's a logical, systematic plan to resolve a research problem. A methodology details a researcher's approach to the research to ensure reliable, valid results that address their aims and objectives.

Data type

Primary data was collected by questionnaire from Infosys, TCS, Wipro private limited company employees.

Primary data

Primary data refers to data that is collected directly from the original sources, typically through research or experimentation. This type of data is original, new and not previously published or available in any profile domain. Primary data can be collected through various methods, such as surveys, interviews, observations, experiments, or focus group.

Review of Literature

Winter et al. (2000) QWL for academicians as an attitudinal response to the prevailing work environment and positive work environment domains that include role stress, job characteristics, supervisory, structural and sectoral characteristics to directly and indirectly shape academicians' experiences, attitudes and behavior.

Lau et al. (2001) explained QWL as the favourable working environment that supports and promotes satisfaction by providing employees with rewards, job security and Career growth opportunities.

Harish. K, Subashini. K (2014) "Quality Life in Indian Industries" - A case study "The study include satisfaction of worker depends on adequate provident benefits and supportive financial benefit".

M. Rajarajan, M. Vetrivel (2015) "Welfare measures and quality of work life among the workers towards sipcot Industries - An analysis". This study provokes the people concerned to take some positive measures in order to improve them, the researcher will feel amply rewarded.

Jnaneswar K. (2016) "Study on the Level of Quality of work life experienced by the employees of public sector units in Kerala" in the study researcher study attempts to find out the level of quality of work life among the employees of public sector units.

Information Technology

The information technology industry in India comprise information technology services and business process out sourcing. The share of the IT-BPM sector in the GDP of India is 7.4% in FY 2022. The IT and BPM industries revenue is established at US\$245 billion in FY 2023. The domestic revenue of the IT industry is established at \$194 billion in FY 2023. In December 2022, Union Minster of state for electronics and IT Rajeev Chandrasekaran, in a written reply to a question in Rajya Sabha informed that IT unites registered with state-run software technology parks of India (STPI) and special Economic Zones have exported software worth Rs.11.59 lakh crore in 2021-2022.

Infosys

Infosys Limited is an Indian multinational information technology company that provides business consulting, information technology and outsourcing services. The company was founded in

Pune and is headquartered in Bangalore. Infosys is the second largest Indian IT company, after Tata Consultancy Services, by 2020 revenue figures.

Tata Consultancy Services

Tata Consultancy Services Limited (TCS) an Indian multinational information technology (IT) services and consulting company headquartered in Mumbai. It is a part of the Tata Group and Operates in 150 locations across 46 countries. In September 2023, it was reported that TCS has over 6,16,000 employees worldwide. TCS is the second largest Indian company by market capitalization, the most valuable IT Service brands worldwide and the top Big Tech (India) company. As of June 2023, it was world's second largest user of U.S.H-IB visas.

Wipro

Wipro (stylized in lower cases as Wipro) is an Indian multinational corporation that provides information technology, consultant and business process service. It is one of the leading Big Tech Companies. Wipro capabilities range across cloud computing, computer security, digital transformation, artificial intelligence, robotics, data analytics, and other technology consulting services to customers in 167 countries.

Data Analysis and Interpretation

Table No. 1

Gender of Respondents

S.No	Gender	No. of Respondents	Percentage
1	Female	36	48
2	Male	39	52
3	Total	75	100

Source: Primary Data

Interpretation

The above table indicates that 52% of the respondents are male and 48% are female.

Table No. 2

Salary of Respondents

S. No	Salary	No. of Respondents	Percentage
1	Rs.20,000-Rs.30,000 P.m.	45	60
2	Rs.30,001-Rs.40,000 P.m.	21	28

3	Rs.40,000-Rs.50,000 P.m.	6	8
4	Rs. 50,000 Above	3	4
	Total	75	100

Source: Primary Data

Interpretation:

The above table indicates that 60% of respondents earning Rs.20,000-Rs.30,000 P.m. and 28% of respondents earning Rs.30,000-Rs.40,000 P.m. and 8% of respondents earning Rs.40,000-Rs.50,000 P.m. and 4% of respondents earning above Rs.50,000.

Table No. 3
Opinion of Employees about Current Work Life Balance

S. No	Opinion	No. of Respondents	Percentage
1	Highly satisfied	9	12
2	Satisfied	33	44
3	Neutral	27	36
4	Dissatisfied	3	4
5	Highly Dissatisfied	3	4
	Total	75	100

Source: Primary Data

Interpretation

The above table shows that 12% of respondents are Highly Satisfied with their current work life balance, 44% of respondents are Satisfied with their current work life balance, 36% of respondents are Neutral with their current work life balance, 4% of respondents are Dissatisfied with their current work life balance, and remaining 4% of respondents are Highly Dissatisfied with their current work life balance.

Table No.4
Motivational Tools of Employees

S. No	Motivational Tools	No. of Respondents	Percentage
1	Incentives	27	36
2	Recognition	15	20
3	Awards	18	24

4	None	15	20
	Total	75	100

Source: Primary Data

Interpretation

The above table shows that 36% of respondents got Incentives as motivational tools, 20% of respondents got Recognition as motivational tools, 24% of respondents got Awards as motivational tools, remaining 20% of respondents are not received any motivational tool.

Table No. 5
Working Days in Week

S. No	Particular	Respondents	Percentage
1	Less than 5days	18	24
2	5 days	24	32
3	6 days	24	32
4	7 days	9	12
	Total	75	100

Source: Primary Data

Interpretation

The above table shows that 24% of respondents are working less than 5 days in a week, 32% of respondents are working 5 days in a week, 32% of respondents are working 6 days in a week, 12% of respondents are working 7 days in a week.

Findings

- It is observed that 52% of the employees are Male and remaining 48% of the employees are Female.
- It is observed that 60% of the employee’s income range from Rs.20,000-30,000 P.m., Around 28% of the employee’s income range from Rs.30,001-40,000 P.m., Around 8% of the employee’s income range from Rs.40,001-50,000 P.m. and Around 4% of the employee’s income range from Above 50,001.
- It is observed that 12% of the employees are Highly satisfied with their work life balance, 44% of the employees are Satisfied with their work life balance, 36% of the employees are Neutral



with their work life balance, 4% of the employees are Dissatisfied with their work life balance, remaining 4% of the employees are Highly dissatisfied with their work life balance.

- It is observed that 24% of the employees are working less than 5 days in a week, Around 32% of the employees are working 5 days in a week, Around 32% of the employees are working 6 days in a week, and remaining 12% of the employees are working 7 days in a week.

Suggestions

- Organisation may introduce the program like yoga and meditation to help the employees to manage their work pressure and also to improve their positive attitude.
- The employees should get enough support from their family members to retain the job.
- The company should implement flexible work schedule to improve the work life balance.
- Jobs can be allocated on teamwork basis to enhance the corporation among the employees.

Conclusion

This study is based on the work life balance of the IT employees. This study has been conducted to know the factors that affect the quality of life in terms of career and family. Personal counselling should be allocated on terms basis. The employees should get enough support from team members to discuss work related issues.

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