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WORK ENVIRONMENT: IT'S IMPACT ON QUALITY OF WORK LIFE AMONG WOMEN EMPLOYEES IN BANGALORE

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ABSTRACT

In the era of globalisation to increase the productivity organisation need to provide quality of work life to their employees to retain the employees. Quality of Work Life (QWL) is defined as “The Quality of the relationship between the man and task at workplace”. QWL has gained prominence in the Organizational Behavior as an indicator of the overall of human experience in the work place. This research paper is an attempt to study the work environment the most important factor of quality of work life. The work environment has impact on the employees, it can be positive or negative which in return give the morale and the productivity of the employees. In this research paper two important variable physical environment and social integration is considered for the work environment.

Keywords: Morale, Productivity, Quality work life, Social integration, Work environment.

I. INTRODUCTION

Quality of Work life is becoming an increasingly popular concept in recent times. It is basically tells about the methods in which an organization can ensure the holistic well being of an employee instead of just focusing on work related aspects. Good and concord work environment is very important to provide high employee productivity in their work. People are struggling with work life balance so there is a need to provide good environment to the employees. The environment is workers immediate surrounding which he influences for his existence. Wrongful exploitation introduces hazards that make the environments unsafe and hinder the productivity rate of the worker. “The workplace entails an environment in which the worker performs his work (Chapins, 1995) while an effective workplace is an environment where results can be achieved as expected by management (Mike, 2010; Shikdar, 2002)”. The workplace environment is the most critical factor in keeping an employee satisfied in today’s business world. Providing a safe work environment is important for several reasons, one of which is the staggering number of work-related accidents. Most of the workplace environment is not safe for the employees. Basic facility such as Lack of proper space, proper ventilation, proper washroom facilities, inappropriate lighting, proper furniture, noise pollution, safety measures in the case of emergency.

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Productivity of the employees is decreased due to work environment. Better outcomes and increased productivity is assumed to be the result of better workplace environment, Better physical environment of workshop will boost the employees and ultimately improve their productivity. "According to Becker and Huselid, improving the work wellbeing of workers pays off, because it gives a strategic advantage to the company (Becker & Huselid 1998)."

This research paper is an attempt to study the work environment at work place with help of two factors Physical environment and social integration. Physical environment variable considered for this research paper are ambience, ample spacing at work place and upkeep of facility at your work. Social integration variable considered for this research paper are communication, team work, coordination among peer and interdepartmental.

II OBJECTIVE

1. The objective is to find out the working condition of the employees.
2. To find the ambience of the work place is congenial for working.
3. To find there is ample space for movement of people within the working area
4. To find there is an upkeep of the facility where you work.
5. To know the social integration at work place among the employees.

2.1Importance of the study

The importance of the study is to find the working condition of the employees in the Bangalore city. This study helps to understand the following:

- Working condition of the employees
- To understand the Morale and productivity of the employees at work place.
- The effect of work environment to the employees.

2.2Review of literature:

Hassan Hojjati, Dr. Naser Hamidi (July 2015) the study indicated that workplace spirituality has a significant and positive relationship with the quality of work life. the quality of working life of staffs can affect their work and thus, the effectiveness of the organization, the improvement of the quality of working life of staffs is very important in the way that through which the working conditions of staffs will be improved and problems such as quitting the job, asking for early retirement etc. will be avoided.

Norfadzilah Abdul Razak, Hairunnisa Ma'amor, Narehan Hassan(September 2014) In an empirical study stated that to determine the reliability, validity and factor analysis instruments of work environment. The author emphasis on work environment factor which plays an important role to develop balance of work and life of employees.

Aloys Nyagechi Kiriago, Prof. Henry M. Bwisa(May 2013) Poor safety and health conditions that were reported to be present at petrol stations negatively affect the Quality of Work Life among employees. The study revealed that poor safety and health, work pressure or stress, and provision of inadequate working tools are environmental aspects that bring about poor Quality experiences at petrol stations.

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Mohammed J Almalki¹, Gerry FitzGerald² and Michele Clark(2012) the author in this research paper suggested that the QWL has been found to influence the commitment and productivity of employees in health care organizations, as well as in other industries. The author revealed many areas of the work life of nurses in PHC that require planned reform. These include the family needs of nurses, working hours, nursing staffing, autonomy of practice, management and supervision, professional development opportunities, working environment, attitudes of public towards nursing and salary factors.

Dr. K. Chandrasekar January 2011 The workplace environment impacts employee morale, productivity and engagement - both positively and negatively. The work place environment in a majority of industry is unsafe and unhealthy. These includes poorly designed workstations, unsuitable furniture, lack of ventilation, inappropriate lighting, excessive noise, insufficient safety measures in fire emergencies and lack of personal protective equipment. People working in such environment are prone to occupational disease and it impacts on employee's performance. Thus productivity is decreased due to the workplace environment

2.3 Research methodology

The present study has been conducted to find out the physical and social integration at work place. The primary data is collected through the structured questionnaire from 50 colleges in the Bangalore city. The sample size is 100. The questionnaire is divided into three parts:

- Demographic profile: it consist of age, marital status, current position, salary, experience
- Work environment of the organisation: It consist of ambience, ample space, harassment and gender bias
- Social integration of the organisation: It consists of communication, team work, coordination among peer group and interdepartmental.

The simple random sampling technique is used. Primary data is collected through questionnaire. Secondary data is collected through internet, journals and magazines. The total of 100 samples collected through the questionnaire. The ages of responded is between 22 to 55 years.

III. CORRELATION ANALYSIS

The present study has used the correlation analysis to measure significant relationship between independent variables (physical work environment social integration) and dependent variable (Quality work life). The results of the same are shown below:

Table 1: Correlation of Physical work environment, social integration and QWL

Variable	r	Sig(p)	Result
Physical work environment	0.254*	0.011	Significance
Social Integration	0.346**	0.000	Significance

**correlation is significant at the 0.01 level (2-tailed)

*correlation is significant at the 0.05 level (2-tailed)

The result shown in the above table depicts that there is a positive relationship between the physical work environment factors, social integration factors (independent variable) and quality work life (dependent variable). Further the analysis of p value in table shows that it is less than 0.05 and 0.01 level of significance. Hence the

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study concludes that there is a significant positive relationship between the variables rejecting the null hypothesis.

Multiple Regression analysis:

The prediction model is found statistically significant, $F (6, 231) = 171.481$, $p < .005$, and accounted approximately 13.5% of the variance in Quality of work life ($R^2 = .135$, Adjusted $R^2 = .117$). It means that the predictor variables viz., Predictors: (Constant), Physical work environment, Social Integration are able to explain 14% of total variance of the quality work life (dependent variable). For a good model fit, the difference between R^2 and Adjusted R^2 should not be more than 0.05 and the study has achieved it (R^2 and Adjusted $R^2 = 0.01 < 0.05$).

Table 2: Model summary of Physical work environment, social integration and QWL

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.367 ^a	.135	.117	.951

Table 3: Fit of the Regression Model by ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.640	2	6.820	7.539	.001 ^a
	Residual	87.750	97	.905		
	Total	87.750	97			

a. Predictors :(Constant), PE,SI

b. Dependent variable: QWL

The test of significance of the model is shown in the above ANOVA table. It is found to be statistically significant. As the p value is less than .05. The F-ratio shows a measure of how much the model has improved the prediction of the outcome compared to the level of inaccuracy of the model. The F ratio is 7.539. The variables contribute towards quality work life and is significant at 5% level of significance (P value = 0.001 <= 0.01) as shown in the Table, hence the null hypothesis is rejected and the alternative hypothesis is accepted. Below table shows the coefficients of regression model.

Table 4: Coefficients of regression model

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.592	.571		2.789	.006
	SI	.335	.119	.291	2.803	.006
	PE	.201	.157	.133	1.282	.003

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The β value explains the relationship between the two factors physical work environment and Quality work life of the respondents. The result of the regression analysis shows that social integration ($\beta = .006$), Physical work environment ($\beta = .003$), tested as predictors of Quality work life.

The beta value of social integration ($\beta = .006$) indicates that one unit increase in social integration will contribute to .335 unit (33.5%) increase in quality work life when the other variables are held constant. The social integration actor is positively related to quality work life.

The beta value of physical work environment ($\beta = .003$) indicates that one unit increase in physical work environment will contribute to .201 unit (20.1%) increase in quality work life when the other variables are held constant. The physical work environment factor is positively related to quality work life.

The following equation is framed with respect to physical environment factors, social integration and quality work life. $Y = \alpha + \beta x + \varepsilon$; where in $QWL = \alpha_0 + \beta_1 x_1 + \beta_2 x_2$;

$QWL = 1.592 + 0.335$ (Social integration) + 0.201(Physical work environment).

IV. CONCLUSION

The study reveals that there is a positive relationship between the physical work environment factors, social integration factors (independent variable) and quality work life (dependent variable). The social integration actor is positively related to quality work life. The physical work environment factor is positively related to quality work life. The study concludes that both physical environment and social integration are the important aspect of work environment. So an employer has to provide the best work environment to their employees as it helps to improve the productivity and morale among employees. In the era of globalisation work environment is the most important factor of quality of work life to retain the employees. Providing sittings, suitable restrooms, transport facilities to all the employees may encourage the employees moral and the productivity. Employers must encourage employees to participate in decision making process.

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