

A Study of Quality of Work-Life, Organizational Commitment: A Review

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Abstract

The paper examines the various dimensions of QWL concerning organizational commitments and employees' turnover in terms of their productivity. Study based on secondary data like many research papers, articles, reviews, and other available documents based on the views, comments, and results found by the previous researcher. Major attributes of the study under the QWL are- safety, working conditions, opportunities, organizational commitments including- Commitments, emotional attachment, and normative commitments. Turnover includes- the productivity of an employee, etc. these are the key attributes of this paper. Researchers believe that QWL plays a very important role because it's somehow related to Maslow's hierarchy of needs. The last five years of literature are considered here to justify the research with the help of previous research papers. This paper aims to make a comparative analysis of the above frame-mentioned topic with different views and with different mindsets. According to their vision and vision researcher wanted to summarize this study.

Keywords: Maslow's hierarchy, Quality, QWL, Organizational Commitment, Work-Life

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1. Introduction

The ability to attract, acquire, motivate, and retain employees is critical to any organization's success. Organizations nowadays must be more adaptable if they are to develop their staff and enjoy their devotion. As a result, firms must implement initiatives to enhance employees' performance in the work (QWL) to meet both corporate and employee goals.

A person's feelings regarding every aspect of work, including pecuniary incentives and advantages, security, working conditions, organizational and time management connections, and its fundamental value in a person's life, are encompassed under the term "quality of work-life." It's a method by which a company tries to tap into its employees' creative possibilities by incorporating them into decisions that affect their professional lives.



QWL includes-

1. Experience, Nature of job, Ideas to deal with situations, theoretical knowledge of job/task.
2. Efficiently dealing with organizational change.
3. Improve outcomes with the use of low-cost techniques.

Glaser believes that QWL is a process that includes all employees and their productivity according to the nature of their jobs.

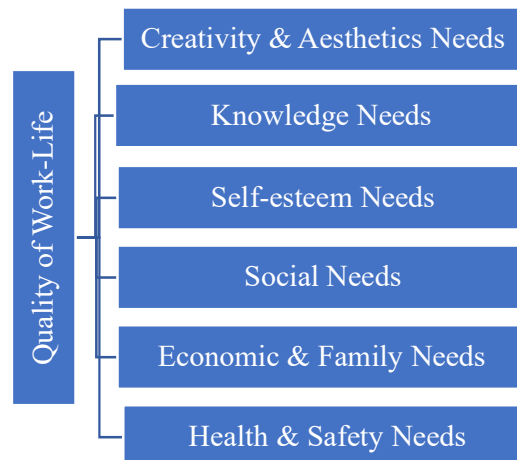
Norton said about QWL, that it is not as not only improving the content of the job but also moving towards participant management.

QWL is the process of interaction between employees and they're problem-solving with the help of seniors.

The process of QWL is-

1. Problem Solver
2. Take initiatives
3. Open to accepting changes
4. Informal by nature
5. Carry Inter-personal Skills
6. Win-win attitude
7. Believe in Mutual Concern

QWL at a Glance



2. Review of Literature

N. Levchenko, V. Isachenko, L. Morhai, N. Koliada, and N. Polishchuk, "Youth Work in a Higher Education Institution: Formation and Prospects of Development," Aim of this research paper was to examine the relationship between QWL and organizational commitments. The study was based on a structural equation model. 314 volunteers as teachers were considered for the respondent in the year 2016-2017. The study found that the perception of teachers towards QWL affects their commitments. On the other side, positive environments help them to perform actively.

Based on these results, it can be suggested that teachers' working conditions should be constantly improved.[1]

T. Nayak, C. K. Sahoo, and P. K. Mohanty, "Workplace empowerment, quality of work-life, and employee commitment: a study on the Indian healthcare industry," the paper's major goal was to investigate the correlation between the office environment and employee's assurances in the instance of private healthcare staff in India, using Q-quality of W-work L-life (QWL) as an intermediary.

3. Design/methodology/approach

A systematic set of questions was used to obtain basic and first information collected from two hundred and seventy-nine health workers of private hospitals and health centers in India for the study. The data were analyzed using AMOS 20. Findings: The study's proposed hypotheses were significant, according to the findings of data analysis. QWL was found to be a noteworthy intermediary attribute between the working environment and health workers' commitments using structural equation modeling. Practical implications: This study offers a practical perspective on how workplace empowerment might help healthcare employees become more committed to their jobs. The study also contains valuable information for health workers as executives, superintendents, and practitioners. The research study aims to incorporate employees as the healthcare system's primary long-term assets. In the innovative setting of healthcare, the study established the noticeable alliance of work environment, Q-quality W-Work L-life, and employees' commitment.[2]

H. Gunawan and R. Amalia wrote a research paper on **“Wages and employees’ performance: The quality of work-life as moderator,”** current study includes attributes like- wages/remuneration and Q-quality of W-work L-life required the high consideration of the administration that improve performance of employees. This research study aimed to identify the effect of wages/remuneration according to the productivity of employees that stabilizes Q-quality of W-work L-life. Primary data was used for the research study with the help of a structured questionnaire from the 100 employees of the manufacturing company. For the analysis of data linear regression statistical method was used and found a that significant noticeable effect of employees’ remuneration on their productivity and performance. Another finding was again a negative effect of employees’ remuneration on their Quality of work-life that played a high impact on employees’ motivation is remuneration.[3]

QWL is a key factor that affects the employees’ performance at the workplace. It

helps to make long-term plans that could be more reliable and assist to perform well as well as helps to achieve organizational aims in a group. This is the prime duty of employers that they must maintain a highly productive environment in terms of employee performance. That is the key advantage of QWL that improves the turnover. The purpose of this study was to identify the key factor of QWL in the organization. Data was collected from the period of 2001 to 2017 with the help of constructed conceptual framework based on Pareto Analysis. That helps to identify factors that made up a great effect on the employees’ performance. Mainly 27 factors were considered for the research study under 13 main attributes. Researchers find out the gaps between such attributes through their research study and provide concrete suggestions for future studies.[4]

This research study was conducted to know the effect of COVID-19 including anxiety, QWL, and exhaustion of health care workers in Iran. This study is a kind of descriptive comparative research study on health workers of Shahrekord University of Medical Sciences. The random sampling method was used on 261 health workers who are directed to deal with the patients. Data collected from the structured questionnaire was divided into demographic variables, Anxiety variables, and QWL variables. The researcher found that the quality of work-life decreased and anxiety caused by COVID-19 but there was no statistical symbol that differentiate the attributes related to anxiety and fatigue that belongs to kids and their level of anxiety. There is no sign found related to the QWL that helps to understand the components involved by HRD. Results show the level of anxiety caused by CoVID-19 and QWL. Researchers concluded that COVID-19 incurred due to physical, mental, and various other factors that directly affected the health of the staff members and lead to increased fatigue and burnout.[5]

A current research study is based on the emotional exhaustion among all staff nurses in Malaysia according to QWL available in the working environment in the organization. This

paper is based on the self-made scales for data collection which was noted down the responses from the various four hundred and thirty-two respondents with the help of partial least square structural equation modeling. The study found that social communication at work, social behavior in the workplace, and job responsibilities of individuals' total life span plays an important role to reduce the impact of emotional exhaustion among nurses in Malaysia. PLS-SEM helps to understand the four dimensions of QWL that influence emotional exhaustion in the individual's life. At the hospital managers play an important role that must be provided QWL attributes related to the emotional exhaustion related to nurses' staff members.[6]

The purpose of writing this research paper is to examine the factors that affect the QWL of teachers who are working in Higher Education institutions. A cross-sectional research methodology was used to analyze responses from the three hundred and forty-seven respondents. Findings from the study are fair communication system plays an important and strong role, as well as a social network, was the weakest role in the QWL in higher educational institutions in Pakistan.[7]

QWL concept was developed in the year 1970 with a new theory of social-technical system theory. Brookshas considered the quality of nursing staff members' work-life in two dimensions. One is a registered nurse and another is a non-registered nurse and their personal lives. The purpose of the paper was to identify all the factors associated with the nursing work-life quality. The sample size was 3498 nurses considered from 5 tertiary in Shanxi, Shandong, and Liaoning provinces in China through a survey on work-life, job environment, stress level at the workplace, and general being career satisfaction. Results of the study were that the quality of the working life of nurses was in the middle range, with improvement. Nurse managers have opportunities to improve the quality of working life.[8]

4. Discussion & Results

From the above literature, the researcher found that many scholars and previous researchers mentioned many attributes that related to the QWL of the employees in various sectors. The importance of QWL helps to improve employees' productivity, reduce stress, as well job satisfaction. These are the very key variables that define the requirement of QWL at the workplace.

5. Conclusion

Based on the above discussion researcher wants to conclude that, fulfillment of organizational commitments quality of work-life, and job environment are very necessary. Because it helps to solve employees' personal/family conflicts at the same time. Employees can be able to manage their personal and professional job responsibilities simultaneously.

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