

## **Quality of Work Life in Technical Education: an Analyses**

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### **1. Abstract:**

The Presence of good Quality of work life (QWL) in any organization, generate positive outcomes. The aim of this article is to review the research already carried out by various researchers on the broad area of QWL of the teachers of Private Engineering Colleges. The authors have reviewed research journals, organizational reports, thesis and literature available on internet for this purpose. Quality of Work Life is an important factor in motivating employees and increasing their job satisfaction which helps the organization to achieve its goals. The present study is tried to focus on the QWL of the faculty members in engineering colleges in City of Lakes, Bhopal. This study was aims to find out the major factors which are affecting the QWL and give the appropriate suggestions for better improvement. From the literature review it has been found that job satisfaction of faculty members is very critical aspect for engineering colleges and it affects performance of employees and quality of education in all the Engineering Colleges.

### **2. Introduction:**

The term "Quality of Work Life" has appeared in 1970's in the Research Journals and press in USA. Louis Davis coined the term quality of work life. In 1972, the first International QWL conference was held in Toronto and in the same year, the international council for quality of work life was established. <sup>[1]</sup>

Quality of work life (QWL) is a comprehensive program designated to improve employees' satisfaction. It is a way of thinking about people, work and organization and creates a sense of fulfillment in the minds of the employees and contributes towards greater job satisfaction, improving productivity, adaptability and overall effectiveness of an organization. For every organization, job satisfaction of its workers means a work force that is motivated and committed to high quality performance. <sup>[1]</sup>

Quality of Work Life is philosophical which holds on a set of principles that people are the most important resource in the Organization as they are trustworthy, responsible and capable of making contributions and that they should be treated with dignity and respect. Quality of Human resources depends on the quality of working life offered through the management or organization. QWL is considered as an important factor which helps the organizations in achieving their goals. Technical education plays an important role to becoming a competitive player in the global knowledge of economy. To improve the quality of education in these sectors, skilled, knowledgeable, experience faculty is very important resource. Because of the influence of present socio economical factors retention rate of faculties day by day reducing. In order to maintain this resource QWL intervention are more important. It helps the organization to manage their employee turnover, employee productivity and commitment. To reduce attrition rate and to maintain skilled and talented teaching faculties in this competitive environment is the big problem. From the different researchers study it is identified that QWL is directly effect on the organizations performance. <sup>[2]</sup> Considering the importance of Quality of Work Life especially with faculty members, this study is conducted.

Job satisfaction of a worker's sense of achievement and success is generally perceived to be directly linked to productivity as well as to personal wellbeing. Job satisfaction implies doing a job one enjoys, doing it well, and being suitably rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness with one's work. <sup>[1]</sup>

After the globalization technical education is incessantly getting into a dramatic change. The old myths of teaching are losing its face. Teaching in engineering colleges is supported by modern technology with various teaching aids. The influence of globalization leads the teaching to a higher level by means of adopting innovative techniques. Therefore the responsibilities of faculty are enlarged and expended. The increasing use of machinery has compelled us to feel the necessity of technical education. The QWL facilitates employee's training opportunities, job satisfaction and working conditions. A better Quality of Work Life improves the growth of the organization as well as the employees. <sup>[4]</sup>

### **3. Why Quality of Work Life:**

An Institution is made of people who have skills, aptitudes, ability that create competitive advantage for it. Several activities of an institute is executed, planned and controlled by human resource. Therefore in order to achieve its objectives efficiently and effectively it is essential for the institutions to manage these human resources properly.

In a current scenario, jobs are more demanding that it imbalance the family and work life due to job pressure and conflicting interests. So it is necessary for the institution to develop quality relation between its employees and working environment. In order to attract and retain employees, an organization has to develop a high quality of work life. QWL seeks to create such a work environment where the employees work co-operatively and make positive contribution in achieving organizational goals.

Education empowers human beings by developing their skills, abilities, rationale that provides competitive edge to them. They get knowledge through education, evaluate the phenomenon and generate as well as share the ideas in the society. Faculties role is pivotal in providing education, creating knowledge, facilitate technological advancement and enriching the national culture. In order to achieve these landmarks the faculty should not only be a committed and devoted but also competent and creative and for that matter they should be provided a better quality of work life. <sup>[4]</sup>

### **4. Factors Affecting Quality of Work Life:**

Quality of Work Life refers to "the favorableness or unfavorableness of a job environment for people".

QWL means the sum total of values, both material and non-material, attained by a worker throughout his career life. QWL is an umbrella term which includes many concepts. For the current study based on the literature reviews following components were identified. They are:

1. Work Environment
2. Organization Culture and Climate
3. Relation and Co-Operation
4. Training and Development
5. Compensation and Rewards
6. Facilities
7. Job Satisfaction and Job Security

8. Autonomy of Work
9. Adequacy of Resources

## **5. Review of Literature:**

Several researches have been conducted on QWL, but a few studies are in the academic sector. The results from these researches are on observations of the earlier researches on academic sector.

- 1. Reena Jayan (2012)** QWL program's provide opportunity for growth and development by facilitating training to the employees which consequently increases job satisfaction. QWL is concerned with creating work environment which is conducive and congenial. There is a significant relation between job satisfaction, personal growth, and team effectiveness even in the academic sector.
- 2. T S Nanjundeswaraswamy and Swamy D R (2013)** in their study "Quality of Work life of Employees in Private Technical Institutions" the author emerges that a high quality of work life is essential for all organizations to continue to attract and retain employee. There is an impressive contribution by technical institutions to the development of technology and economy of our nation. The study helps the technical institution employees to know the level of perception towards QWL and to enhance the same by the management. The sample consists of 109 employees of a technical institution. The questionnaire was designed based on nine important components of QWL. The research reveals that male employees are more satisfied than female employees. Chi Square test shows that there are no significance relationship between demographic characteristics of employees and QWL. Research also reveals that adequacy of resources are more correlated and training and development are less correlated with QWL in teaching staffs and in case of non teaching staff Compensation and Rewards are more correlated and Work Environment are less correlated with QWL. The correlation analysis also reveals that all the dimensions of QWL are positively correlated with QWL of faculties, which indicates that enhancement in the dimensions of QWL can lead to increase the overall QWL of faculties.
- 3. Bindu Jain and Swami Yashika (2014)** in their study divulged that QWL in Indian academic sector is of low level. A planned change in the working environment is required to improve QWL in academic sector. Training, redesign or work, workshops for knowledge enhancement and personal growth, valuable participation in decision making, modification in promotion scheme etc. are some of the ways through which we can improve QWL. Improved QWL is beneficial for both the employee and institute so it's the mutual responsibility of the two. QWL of teachers at academic sector is below satisfaction and required attention and implementation of effective measures to improvement it. The major issues regarding QWL in academic sector are: i. avenues for growth and development not satisfactory. ii. Promotional aspects are not satisfactory. iii. Teacher's participation in decision making is below satisfaction. iv. Job security is there but Job satisfaction is missing. v. Job involvement is lacking. Solutions: i. The level and number of designation regarding faculty should be increased and it should be same at college and university level. ii. There must be transparency and decisive role of teachers in decision making bodies of institution since teachers are not only the part parcel the institution, but also the important instrument in the implementation of different policies, rules and regulations. iii; Autonomy of the institution should be maintained with respect to its various dimensions such as recruitment, selection,

framing of general polices, rules regulation etc. iv. Regular orientation/refresher courses, workshops, seminar, symposium etc. should be organized for teachers up gradation on current trends, methods, strategies, pedagogy of education. v. "Personality assessment test" for selection of new faculty should be rigorously conducted. Vi. The administration should organize health related progarmmes for teachers in order to provide the better QWL.

- 4. M. Aarthi and Dr. M. Nandhini (2016)** in their research " A Study on Quality of Work Life among the Engineering College Faculty Members in Coimbatore District" observed that QWL is an important factor in motivating employees and increasing their job satisfaction which helps the organization to achieve its goals. More emphasis is given on QWL by the researchers in the present scenario. Thus the present study is focused on the QWL of the faculty members in engineering colleges in Coimbatore District. The study concluded that there is a moderate level of Quality of Work Life is found among the faculty members and the demographic variables namely age, gender, marital status, income experience and number of children has a significant influence on Quality of Work Life of the engineering college faculty members.

## **6. QWL and Academic Sector in India:**

University Grant Commission (UGC) is a statutory body of Indian government which serves as a link between union, state and the institution of higher education. It takes action for promotion and co-ordination of university education and for the maintenance of standards in teaching, examination and research.

Indian Higher education statics as provided by UGC, shows that there are 45 Central Universities, 392 Private Universities and 310 Private Universities functioning under the State Act and 67 Institutes of National Importance. Apart from this we have nearly 35600 affiliated colleges as government degree and private degree colleges functioning under these universities and institutions.

QWL has influenced directly with productivity, if the QWL of faculties is below average that its resultant impact will be on teaching and research work and these are the basis for the progress of any society. QWL of academicians, particularly in the Private Technical Institute, is not in a better condition. Factors such as salary and wages biasness between same qualified employees, advancement opportunity for growth is low, salary and job security issues are badly affecting the relationship with administration and academicians, dissatisfaction regarding leave flexibility etc. are responsible for low QWL of respondents.<sup>[3]</sup>

Faculty members indicated positive job satisfaction and would continue to stay in the same only if they have opportunity for growth and development along with organizational prestige, financial factors. In this direction the major cause of disgruntlement was found to be advancement opportunity, organizational prestige and financial factors. So the college administration must give due wait age to these factors as respondents have held these factors responsible for retaining them in their present jobs.<sup>[3]</sup>

QWL progarmmes provide opportunity for growth and development by facilitating training to the employees which consequently increases job satisfaction. QWL is concerned with creating work environment which is conducive and congenial.

## **7. QWL : Major Issues in Academic Sector:**

QWL of faculties at Private Technical Institutions is below satisfaction and required attention and implementation of effective measures to improve it. The major issues regarding QWL in academic sector are:

1. Avenues for growth and development not satisfactory.
2. Promotional aspects are not satisfactory.
3. Faculty's participation in decision making is below satisfaction.
4. Job security is there but Job satisfaction is missing.
5. Job involvement is lacking.

**Solution:**

1. There must be transparency and decisive role of faculties in decision making bodies of institution since faculties are not only the part parcel the institution, but also the important instrument in the implementation of different policies, rules and regulations.
2. Autonomy of the institution should be maintained with respect to its various dimensions such as recruitment, selection, framing of general policies, rules and regulations.
3. Regular orientation/refresher courses, workshops, seminar etc. should be organized for teachers up gradation on current trends, methods, strategies, pedagogy of education.
4. "Personality assessment test" for selection of new faculty should be rigorously conducted.
5. The number and level of designation regarding faculty should be increased and it should be same at college and university level.
6. The administration should organize health related programmes for teachers in order to provide them better QWL.

**8. Conclusion:**

After the study of literature review on Quality of Work Life, researchers revealed that an organization cannot get efficiently and effectively outcomes from the employees without QWL. To improve the quality of education in these sectors, a planned training, redesign of work, workshops for knowledge enhancement and personal growth, valuable participation in decision making, modification in promotion scheme etc. are some of the factors through which we can improve QWL.

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