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## Study of quality of work life in KSRTC

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### Abstract

Organisations are seeking to create a family-friendly organisational climate that allows employees to balance work and personal needs. To this end suitable programs have to be designed, aimed at improving the Quality of Work life (QWL). It makes the employment in an organisation a desirable, personal and social situation, without improvement in the quality of work life in the organisation it is difficult to improve the organisational performance.

The study undertaken on Quality of Work Life in KSRTC Bidar is to investigate into the aspects of Quality of work life.

**Keywords:** QWL, organisational climate, performance

### Introduction

Quality of Work Life (QWL) is more concerned with health, safety and welfare amenities provided to the employees in an organisation. The Quality of Work Life (QWL) has assumed an increasing interest and importance in all the countries of the world. It is very significant in the context of commitment to work, motivation and job performance. It means to facilitate the gratification of human needs and goal achievement.

Quality of work life consists of opportunities for active involvement in group working, problem solving that are of mutual benefit to employers and employees based on labour management cooperation. Quality of work life as a set of methods such as autonomous work groups, job enrichment and high involvement aimed at boosting the satisfaction and productivity of workers.

### Review of literature

1. Walton R.E, (1973) proposed eight major conceptual categories to provide framework for analyzing Quality of work life, they are: adequate and fair compensation, safe and healthy working environment, immediate opportunity to use and develop human capabilities, opportunity for continued growth and security, social integration in the work organisation, constitutionalism in the work organisation, work and total life space and social relevance of work life.
2. Efraty *et al.*, (1991) has opined that from the employers' view point quality of work life appears to have a potentially significant influence upon important outcome/measurers such as employee performance and organisational turnover.
3. Cohen, Kinnevy & Dichter (2007) studied the relationship of job satisfaction with work life quality. Job satisfaction is one of the central variables in work and is seen as an important indicator of working life quality.

### Need for the study

In this competitive era both the employers and the employees must be flexible to adopt themselves to the changing business needs. Employees face many problems due to the culture, technology, work pressure, poor working environment, etc. leads to job dissatisfaction. Thus the organisations/employers must focus on job satisfaction of employees working for them to retain the productive and potential workforce and to attract the new potential employees. Hence the organisations/employers are focusing on different Quality of work life programs which help the employee to feel more secured on the job and

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off the job. Quality of work life is reflected in the efficiency and effectiveness of an organisation both in micro level and macro level. Hence study has been conducted.

### Research gap

Based on the different studies and after studying the literature from many published and unpublished theses, articles, books, research papers on the topic Quality of work life in India and abroad it is noted that though there are various studies undertaken on Quality of work life but none of the studies have undertaken on "Quality of work life in Indian Railways: A Study with Special Reference to South Central Railway", hence to analyze the factors influencing Quality of work life of employees of South Central Railway and fill the gap the present study has undertaken. The present study has carried out with following objectives.

### Objectives of the study

1. To study the employee perception on Human Resource practices being followed by KSRTC
2. To analyze employee perception on factors affecting Quality of work life
3. To examine the relevant criterion contributing to Quality of work life.

### Research methodology

This study was conducted in KSRTC, Bidar a sample size of 70 respondents had chosen for the study, Cluster sampling technique was used for the purpose of selection of respondents. Respondents were requested to give their opinion for all the questions or statements related to QWL. The study included employees working in all the divisions and different departments of South Central Railway.

### Sources of Data

Both Primary data and Secondary data were used for the study.

The Primary data had collected with the help of a pre structured questionnaire, interviewing the employees and discussion with respondents. A well structured questionnaire with different statements related to factors affecting Quality of work life with options ranging from 'strongly agree to strongly disagree' using Likert five point scale.

The secondary data have been collected from journals, annual reports, year books published and unpublished Ph.D theses, Indian journals, and International journals, research papers, research articles from different national and international journals, text books and different websites.

To analyze and interpret the obtained responses from the employees different statistical tools have been used, such as percentages, mean, standard deviation. Chi-Square test has been used for testing the Hypotheses with the help of tools such as MS Excel and Statistical Package for Social Sciences (SPSS) 20 version.

### Limitations of the study

The study has following limitations

1. The present research conducted has focused on only one zone i.e., South Central Railway in Indian Railways.
2. The present study focused only on sample size chosen (400) but not the views of whole population.
3. The present study has limited to only Quality of Work Life, not to other aspects of Human Resource.

### Findings of the study

1. Employees are not aware of different HR practices followed in organisation
2. KSRTC is serving its best to the passengers
3. Most of the employees are not happy with the compensation, as they feel it is difficult to fulfil basic needs
4. There is no work life balance for employees
5. Employees are not rewarded for their work periodically.

### Suggestions

1. KSRTC must adopt sound human resource planning as it will help KSRTC in procuring the right employees for right job and at the right time to cope with the challenges both for present and future.
2. KSRTC as a service organisation has to promote productivity and efficiency keeping the employees and passengers in view.
3. Organisation should help the employees to manage their family and work life as both are important for an individual to lead happy life, it can be made by providing the employees with different benefits, counseling, different amenities, rewarding them for their work, motivating them to achieve task etc.
4. Employees must be identified and rewarded for their work, the reward in the form of hike in salary, incentives, fringe benefits and other amenities which motivates them to perform well on their job.

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